



PHILIPPINE NATIONAL OIL COMPANY

CITIZENS' CHARTER

2022 (1st Edition)

FOREWORD

The Philippine National Oil Company was created in 1973 to ensure the adequate supply of oil and oil products in order to sustain the growth of the economy and the social well-being of the nation. Amendments have been made to its charter to include exploration, exploitation and development of all energy resources in the country.

Since its creation in 1973, PNOC operated as a holding company and its mandates were undertaken through subsidiaries it created. Over the years, these subsidiaries were either privatized or abolished. In September 2014, the Governance Commission for GOCCs (GCG) mandated the transformation and reorganization of PNOC from a purely holding to also an operating company.

At the same time, the GCG also recommended the abolition of PNOC Alternative Fuels Corporation (PAFC) and PNOC Development and Management Corporation (PDMC), and the operations of these two subsidiaries were then folded into and assumed by the parent company. Currently, PNOC has two subsidiaries namely PNOC Exploration Corporation and PNOC Renewables Corporation.

The transformation of PNOC from a holding company into also an operating company was jumpstarted by its assumption of all remaining the assets (and liabilities) and on-going projects of the dissolved subsidiaries. In addition, PNOC undertook the development of future energy programs and projects pursuant to its mandate.

In line with this thrust, PNOC underwent an overhauling of its corporate structure pursuant to a GCG-approved reorganization plan under Memorandum Order No. 2018-05, to attain optimum efficiency in the allocation of resources and services by minimizing organizational levels, combining common functions and changing its structure and staffing pattern.

However, PNOC remains to perform its role as a holding company to its two operating subsidiaries, the PNOC Exploration Corporation (PNOC-EC) and the PNOC Renewables Corporation (PNOC-RC). As the parent company, PNOC continues to exercise oversight functions over its existing subsidiaries' programs and projects, and even provides financial assistance whenever necessary.

Currently, PNOC's programs and projects include the management of its real estate assets, as well as the banked gas, and the efficient operation of Energy Businesses: the management and operation of the Energy Supply Base (ESB) in Batangas as well as the PNOC Industrial Park in Bataan.

PNOC is also currently involved in research for the development of various energy-related infrastructure projects aimed towards achieving energy-security and stability.

Based on the GCG-approved PNOC Charter Statement and Strategy Map, the company's projects, initiatives and activities are all geared towards the attainment of the company's vision which is the ***provision of vital energy resource development and energy infrastructure conducive to a clean environment and balanced and sustainable growth for the country.***

The Philippine National Oil Company, a government-owned and -controlled corporation (GOCC), hereby adopts and adheres to the declared policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government, consistent with Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007.

Accordingly, PNOC is committed to maintain honesty and responsibility among its public officials and employees, and has undertaken appropriate measures in compliance with the objectives to promote transparency with regard to the manner of transacting with the public. PNOC herein complies with the requirement for the establishment of a program simplifying procedures that reduce red tape and expedite transactions with the Company.

RA 9485 defines a frontline service as a “process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned”.

This Citizens' Charter is our Company's roadmap to delivering on our commitments towards the attainment of a citizen-centered government that ensures that every Filipino will receive the highest standard, quality and timeliness of service from its government, including from a GOCC such as PNOC.

In recognition of the changing landscape and dynamics brought about by technological advancement and the ever-evolving needs of our clients, we affirm our dedication to be tireless in finding ways to improve and institute better systems and procedures towards the end of making our services not only accessible but also satisfactory to all our valued stakeholders, partners and the public, namely:

- Office of the President
- PNOC Subsidiaries
- Department of Budget and Management
- House of Representatives
- Senate of the Philippines
- National Economic and Development Authority
- Department of Finance
- Commission on Audit
- Governance Commission for GOCCs
- Philippine Commission on Women
- PNOC Lessees
- PNOC Industrial Park Locators
- PNOC Energy Supply Base Customers
- Host Communities
- General Public



JESUS CRISTINO P. POSADAS
President and Chief Executive Officer

I. Mandate:

Through Presidential Decree No. 334, the Philippine National Oil Company (PNOC) was created on November 9, 1973, to provide and maintain an adequate and stable supply of oil. Focusing its efforts and resources in learning the ropes of the petroleum industry, PNOC rose to occupy market leadership in an industry thought to be the domain of multinationals. Its charter was amended to include energy exploration and development.

PNOC was a product of the times. It was the Philippines' response to the oil crisis that gripped the world in the 1970s. Before the oil embargo, there was easy and ready access to crude. But sudden upheavals in the global oil industry caught many, including the Philippines, unprepared and, therefore, vulnerable.

The Philippines' response was quick and strategic. PNOC successfully forged oil-supply partnerships with supplier countries. It later acquired refineries and petroleum transport and marketing firms with the goal of being a "total" energy company. With this thrust at the heart of the company's operations, it further initiated the exploration of the country's indigenous oil and non-oil energy resources. Its purpose was to build an energy sector that will bring energy independence to the country. Eventually, PNOC expanded its operations to include total energy development, including the development and utilization of indigenous energy sources like oil and gas, coal, and geothermal.

Developments in the country as well as the global front made it imperative for the company to get more involved in new and renewable and alternative energy activities and projects. In 1993, PNOC also ventured into petrochemicals, setting up the Philippines' first petrochemical industrial estate in Limay, Bataan.

PNOC continues to serve as the key institution in the exploration, development, and utilization of indigenous oil and non-oil energy sources.

In 2014, the PNOC-AFC and the PNOC-DMC were dissolved. PNOC took over the assets and operations of the two subsidiaries, effectively transforming itself from a holding company to an operating one.

The Petrochemical Park in Bataan was renamed the PNOC Industrial Park (PIP), a 530-hectare property home to Philippine Resins Industries, Inc., Petron Polypropylene Plant, NPC Alliance Corporation, POPs-DENR, Orica and Team Energy.

PIP is the only holder of the Programmatic Environmental Compliance Certificate (PECC) in the country, an authority given by the DENR to issue the Environmental Compliance Certificate (ECC) to any Park Locator, so there will be no need for a prospective locator to file with DENR.

PNOC also took charge of the management of PNOC-DMC's remaining inventories of Costa Verde lots and the Socialized Housing Units in Rosario, Cavite and the El Pueblo condormitel units in Sta. Mesa.

In 2018, PNOC likewise took over from PNOC-EC the operations of the Energy Supply Base (ESB), a port facility located in Mabini, Batangas.

PNOC ESB was created primarily to provide support and logistic facilities for onshore and offshore exploration activities in petroleum and other energy-related fields. It has extended its services to other commercial clients pursuant to the grant of a Permit to Operate as a private commercial port by the Philippine Ports Authority and as a Bureau of Customs (BOC) bonded warehouse.

PNOC still remains a holding company to PNOC EC and PNOC RC.

II. Vision:

By 2030, PNOC has provided vital energy resource development and energy infrastructure, conducive to a clean environment and balanced and sustainable economic growth.

III. Mission:

Through the efforts and initiative of world-class professionals, PNOC is committed to:

1. Develop and implement projects and programs in a financially prudent and responsible manner aimed at increasing the country's self-sufficiency level in oil, gas and other energy resources;
2. Foster sustainable and environment-friendly sources of energy and promote energy efficiency and conservation; and
3. Maintain the highest standards of service and corporate governance.

(Per Board Resolution No. 2365 S'2016, May 24, 2016)

IV. Service Pledge

PNOC QUALITY POLICY

The Philippine National Oil Company (PNOC), the government's premier energy company, is committed to ensuring energy security by providing vital energy infrastructure for the country.

Our vision is that by the year 2030, we have provided vital energy infrastructure, conducive to a balanced, and sustainable growth of the economy.

Anchored on excellence and efficiency, we aim to contribute to sustainable development through the efficient use of resources while providing the highest quality of service for all.

We further commit to comply with the requirements of ISO 9001:2015 in the implementation of our Quality Management System (QMS), while continuously working on its improvement and communicating our Quality Policy to our employees, stakeholders, and partners.

PNOC HSSE POLICY

PNOC shall operate its energy businesses with highest regard to health and safety, security and environment (HSSE). We shall establish HSSE management systems, manned by our capable and empowered employees, workers, and joined by our business partners.

We shall comply with all applicable health, safety, security and environmental laws, standards and regulations.

We shall employ suitable technology and best practices to maximize opportunities and minimize the adverse impacts of our operations.

We shall endeavor to prevent pollution and environmental damage, prevent work-derived injuries and illnesses, manage and reduce HSSE risks, and protect the interest of our employees, clients and locators, and stakeholders.

Through the HSSE Committee, we shall encourage communication, consultation and participation among our employees, locators and relevant stakeholders.

We shall always seek opportunities to continually improve our adherence to the commitments cited in this policy.

V. Table of Organization



VI. Offices and Functions

PHILIPPINE NATIONAL OIL COMPANY (PNOC) GCG-Approved Functional Statements

OFFICE OF THE CORPORATE SECRETARY

- Formulates relevant agenda for Board meetings in coordination with Management
- Facilitates Board meetings and translate Board proceedings into minutes and resolutions for dissemination to the Board and implementation by the company and its subsidiaries
- Issues certificates on acts and resolutions approved and adopted by the Board
- Ensures Board compliance with regulatory requirements

INTERNAL AUDIT SERVICES OFFICE

Monitors and evaluate organizational practices in order to promote operational efficiency/effectiveness/economy/ethics (4Es); maintains accountability for results; ensures that funds are utilized in order to attain objectives and compliance with policies, laws, rules and regulations by PNOC and its subsidiaries; report audit findings to the PNOC Board.

Management Audit Division

- Conducts management audit of activities and its units and determine the degree of compliance with the mandate, policies, government regulations, established objectives, systems and procedures/processes and contractual obligations.
- Reviews and appraise systems and procedures/processes, organizational structure, assets management practices, financial and management records, reports and performance standards of the agencies/units covered.
- Verifies and analysis of financial and management data to ascertain if attendant management information systems generate data or reports that are complete, accurate and valid.
- Ascertains the reliability and integrity of financial and management information and the means used to identify, measure, classify and report such information.
- Ascertains the extent to which the assets and other resources of the institutions are accounted for and safeguarded from losses of all kinds.
- Reviews and evaluates the soundness, adequacy and application of accounting, financial and management controls and promote the most effective control at reasonable cost.
- Evaluates the quality of performance of groups/individuals in carrying out their assigned responsibilities.
- Performs functions of a protective nature, such as prevention and detection of fraud or dishonesty; review of cases involving misuse of agency property; and checking of transactions with outside parties.
- Performs miscellaneous services, including special investigations and assistance to outside contacts such as COA.

Operations Audit Division

- Conducts operations performance audit of activities of the department/GOCC and their units and determine the degree of compliance with the mandate, policies, government regulations, established objectives, systems and procedures/processes and contractual obligations.
- Reviews and appraises systems and procedures/processes, organizational structure, operations practices, operations records, reports and performance standards of the agencies/units covered.
- Verifies and analyzes operations data to ascertain if attendant management information systems generate data or reports that are complete, accurate and valid.
- Ascertains the reliability and integrity of operational information and the means used to identify, measure, classify and report such information.
- Reviews operations or programs to ascertain whether or not results are consistent with established objectives and goals and whether or not such programs are being carried out as planned.
- Evaluates the quality of performance of groups/individuals in carrying out their assigned responsibilities.
- Recommends courses of action on operational deficiencies observed.
- Performs functions of a protective nature, such as prevention and detection of fraud or dishonesty; review of cases involving misuse of agency property; and checking of transactions with outside parties.
- Performs miscellaneous services, including special investigations and assistance to outside contacts such as COA.

OFFICE OF THE PRESIDENT AND CEO

Provides overall leadership and management of the corporation; ensures operational success and efficiency; advises the Board regarding corporate matters and translate Board directives into workable corporate strategies.

STRATEGY MANAGEMENT OFFICE

This office shall provide supervision over the Corporate Relations Division, Corporate Planning Division, and Management Information Systems Division.

Corporate Relations Division

- Employs effective and creative communication strategies and methods to build and maintain external and internal stakeholder support for PNOC's projects, plans and programs.
- Formulates and implements PNOC's Public Relations Program and Communications Plan.
- Formulates and implements PNOC's Corporate Social Responsibility Plan.
- Formulates and implements PNOC's Crisis Management Plan.
- Implements Corporate Institutional Advertising.
- Implements PNOC's Exhibition initiatives.
- Plans and manages Special Events related to imaging, branding, and/or corporate identity.
- Establishes and maintains the company's communication links with its stakeholders
- Implement and monitor PNOC corporate identity standards.

- Advises key PNOC management on appropriate PR initiatives and responses to take.
- Produces and manages internal informational materials such as newsletter and bulletin boards, and provides news content to website.
- Conceptualizes, designs, and produces PNOC promotional collateral materials.
- Documents all company events (photo and video).

Corporate Planning Division

- Ensures the development, regular review and implementation of the corporate plan; secure acceptance and support from internal and external stakeholders; provide management with systematic and relevant information necessary for executive decision-making.
- Schedules, manages and facilitates regular planning activities of PNOC.
- Prepares and updates plan documents such as Strategy Map, Balanced Scorecard, Performance Agreement Negotiation (PAN) and others.
- Reviews work plan of PNOC units and subsidiaries.
- Assists the President in presenting plans and accomplishments to the Board and other stakeholders.
- Monitors compliance with planning requirements and plan implementation.
- Ensures timely and adequate compliance with GCG requirements and with reportorial requirements and data requests of relevant agencies.
- Coordinates with ICT Department in developing integrated company wide information systems that support vital management functions.
- Coordinates with ICT Department in generating pertinent information necessary for executive decision-making.

Management Information System Division

- Designs, maintains, and operates PNOC's information systems and the IS infrastructure that supports them to enable the organization to accomplish its goals.
- Formulates and updates the Company's ISSP and oversee its implementation.
- Initiates acquisition and updating of all IS hardware and software.
- Ensures that all IS hardware and software consistently meets the PNOC operational requirements.
- Develops, maintains, and upgrade systems for data storage and processing.
- Generate reports containing information essential for executive decision-making.
- Monitors information access and use to maintain information security.
- Ensures effective, economical and safe use of all IS resources.

OFFICE OF THE GENERAL COUNSEL

Provides PNOC with all necessary legal services.

Litigation Management

- Represents PNOC in all court and administrative bodies.
- Provides services required by the company in connection with court litigation or appearance in administrative or quasi-judicial bodies, including development of litigation positions, legal research, preparation of documents/pleadings for submission in court or administrative bodies and trial work.

- Endorses actual or potential cases to statutory counsels to protect PNOC's interests and/or assert its rights.

Contracts and Legal Opinions Division

- Prepares contracts and other legal documents for PNOC to promote and protect PNOC's interest.
- Reviews all contracts or any other documentation where PNOC has committed itself and assess legal implications that need to be brought to the senior/executive management's attention.
- Prepares, reviews and modifies contractual instruments to assist and support various business activities.
- Negotiates, reviews and drafts documentation for business transactions and prepare and advises on the necessary checklist to be adopted to ensure information is submitted on time
- Renders legal opinions on various legal issues.

Legal Services Division

Corporate and Commercial Legal Services, Tax Advisory

- Renders tax advisory services to PNOC.
- Renders corporate and commercial legal services to PNOC.

Legislative and Government Affairs

- Prepares position papers, draft or review drafts of legislation, implementing rules and regulations, responses to public comments, and other supporting documents, which are the subject of legislative and executive measures to promote PNOC's interest and initiatives on energy development.
- Participates in public hearings necessary for the development of regulations in the energy sector.

Regulatory Support

Handles government and regulatory affairs. Represents PNOC in various government and regulatory agencies and responds to possible regulatory, legislative, governance, and other issues affecting the operations of the company.

Other Legal Advisory Services

Provides formal and informal advice to various departments of the company.

Legal Administrative Support

- Sets up a structure in which all legal documents (i.e., contracts, NDAs, case files, etc.) are created, shared, organized, stored and secured.
- Sets up and maintain document management systems (e.g. case status files) that can handle both electronic and paper documents.

OFFICE OF THE SENIOR VICE PRESIDENT FOR ENERGY INVESTMENTS

- Manages the utilization/best use of all PNOC Assets including real estate for long-term energy or energy-related project implementation in accordance with the PNOC strategy framework and master plan.
- Operates, monitors and evaluate programs, projects and activities aligned to the PNOC mandate and the directives of the PNOC President and Board of Directors; ensure that operations conform to the rules and regulations of government; monitor subsidiary projects.

BUSINESS RESEARCH AND DEVELOPMENT OFFICE

- Provides PNOC management with viable business/project ideas and concepts for possible implementation.
- Undertakes research & development of energy related project ideas and prepare all necessary requirements for approval of implementation by relevant authorities.
- Provides PNOC management with complete and reliable technical, economic, financial, environmental and other relevant information on existing and emerging technologies in energy production/supply and conservation.
- Provides PNOC management with recommendations on strategies for the acquisition, development and commercialization of energy and energy related technologies and systems.

PROJECT MANAGEMENT DEPARTMENT

- Implements projects based on the approved Detailed Feasibility Studies and assumes operation and management of the business/projects until a separate business unit shall have been created.
- Carries out all necessary activities based on the approved project implementation plan to include among others, mobilization, logistics and administrative, financial, technical and engineering requirements of the business.
- Creates a detailed project implementation plan including financial and personnel requirements.
- Coordinates with all essential stakeholders such as government agencies, LGUs, communities and private sector partners.
- Prepares project technical requirements and specifications for procuring external services.
- Carries out all project activities according to project implementation plan.
- Designs project monitoring and evaluation systems and tools.
- Assesses progress of project vis-à-vis project implementation plan.
- Recommends adjustments in project implementation as necessary.
- Submits project monitoring and evaluation reports.

ASSET MANAGEMENT DEPARTMENT

Ensures best use of all real estate properties of PNOC

Asset Development Division

- Conducts studies to determine best use of properties for long-term energy or energy-related projects and/or its best economic use, in aid of the development of the PNOC master plan.
- Prepares utilization plan for real estate properties to ensure productive use and optimum returns for the company, which may require lease/joint venture projects, disposal of properties, or other methods.
- Monitors compliance of lessee/ buyers on contract of lease/ deed of sale to ensure that payments and all other provisions of the contract are complied with.
- Pursues claims for compensation on properties affected by government projects/private parties.

Asset Administration Division

- Undertakes registration/transfer of proofs of ownership (TCT and TDs) after resolution of technical/ legal issues identified in the analysis of the transfer/conveyance documents.
- Complies with government rules and requirements for real estate property owners/ administrators.
- Monitors facilities/structures including security, housekeeping, and other pertinent services.
- Resolves issues of intrusion/encroachment of informal settlers and prevent future intrusion/encroachment.

OFFICE OF THE SENIOR VICE PRESIDENT FOR ENERGY BUSINESS

- Manages the core business of PNOC of providing vital energy infrastructure conducive to a balanced and sustainable growth of the economy.
- Generates revenue for PNOC while optimizing the use of the energy supply base and the park for energy-related businesses.

ENERGY SUPPLY BASE DEPARTMENT

Generates revenue for PNOC while providing pier services, warehousing facilities, cargo handling, equipment rental, manpower servicing, bunkering and water services to its clients in domestic energy industry.

Pier and Sales Operations Division

- Operates the Base as a business enterprise with due consideration on safety, environment and stakeholders needs.
- Oversees the efficient operations and effective marketing of the Base facilities for energy related projects and commercial businesses and to ensure that the Base/Port is continually upgraded to international standards.
- Ensures compliance of the ESB Port operation requirements and its clients with all environmental rules and regulations including compliance with International Safety and Port Security (ISPS) Code.
- Institutes and implements safety procedures and practices.

Administrative Division

- Provides clients with utilities, security and other services.
- Maintains ESB Port grounds to attract clients.
- Manages all berthing and unberthing operations and monitor discharging and appraiser reports.
- Maintains and operates raw and fire water distance system to supply locator requirements.
- Records, analyzes, and summarizes financial transactions in the ESB Port.
- Manage procurement and maintenance of office equipment and supplies.
- Documents contracts governing company operations and prepare legal submissions.
- Ensures compliance of the Pier and its clients with all environmental rules and regulations.
- Institutes and implement security, safety and Health procedures and practices
- Implements CSR Programs.
- Provides general administrative and other office support services.

PARK MANAGEMENT DEPARTMENT

Generates revenue for PNOC while optimizing the use of the park for energy-related businesses and other allowed business activities under R.A. 10516.

Support Services Division

- Records, analyze, and summarize financial transactions in the Park.
- Manages procurement and maintenance of office equipment and supplies.
- Documents contracts governing company operations and prepare legal submissions.
- Provides general office services.

Environmental Management and Technical Services Division

- Ensures compliance of the Park and its locators with all environmental rules and regulations.
- Institutes and implement safety and health procedures and practices.

Construction, Facilities and Equipment Management Division

- Provides locators with utilities, security and other services.
- Maintains Park grounds to attract locators.
- Manages all berthing and unberthing operations and monitor discharging and appraiser reports.
- Maintains and operate raw and fire water distance system to supply locator requirements.

OFFICE OF THE SENIOR VICE PRESIDENT FOR FINANCE AND ADMINISTRATIVE SERVICES

- Optimizes corporate financial viability through sound investment decisions and fund sourcing; ensures liquidity and maintains good financial reputation by prudent management of receivables and disbursements; summarizes, analyzes and reports financial information and transactions; implements adequate internal control procedures to safeguard company assets, processes, services, and payments of financial obligations.
- Provides support to the core business of PNOC; ensures smooth core business operations by providing adequate resources, i.e., Personnel Services, Infrastructure, etc. and services in a timely manner; ensures that administrative processes conform to the rules and regulations of government.

TREASURY DEPARTMENT

Manages the company's funds efficiently to optimize corporate financial viability and provide funds to finance company's funding requirements at terms most advantageous to the company

Fund Management Division

- Manages funds to ensure availability for operational or short-term funding requirements of PNOC and its subsidiaries.
- Invests the cash resources of the company in available instruments that will provide the company maximum returns at a minimum risk in accordance with existing rules and regulations.

Fund Sourcing Division

- Secures funds from capital markets with terms and conditions most advantageous to the company to finance the long-term requirements of PNOC and its subsidiaries' projects.
- Manages the company's loans to ensure timely repayment and minimize financial risk exposure.

Budget Division

- Consolidates and reviews PNOC's Corporate Operating Budget to ensure timely and adequate resource allocation.
- Reviews work plan vis-a-vis budget of PNOC units and subsidiaries.

ACCOUNTING DEPARTMENT

Maintains accurate and up-to-date financial records, prepares financial statements, renders financial analyses, implements adequate internal control procedures to effectively safeguard company assets, processes payments of financial obligations and provides other accounting and financial services.

Accounting Division

- Records all financial transactions properly and accurately.
- Maintains corporate books of accounts for effective management of accounts and control.
- Ensures that company assets are recorded and accounted for.
- Submits accurate and timely accounting and financial information of PNOC and its subsidiaries to PNOC management.

Financial Analysis and Reporting Division

- Submits accurate and timely accounting and financial information of PNOC and its subsidiaries to relevant government agencies and other stakeholders.
- Prepares financial reports.
- Presents a clear picture of the financial performance and position of PNOC.

ADMINISTRATIVE SERVICES DEPARTMENT

- Ensures that PNOC has a dedicated and competent workforce capable of enabling PNOC to fulfill its mandate and achieve its targets; develops and implements HR policies, systems, processes and programs.
- The Department shall supervise the Personnel Services Division, Property Management Division, Procurement Management Division, and General Services Division.

Personnel Services Division

- Sources and place qualified applicants.
- Serves as secretariat for the Personnel Selection Board (PSB) and such other committees that may be established in relation to providing benefits and privileges to employees.
- Conducts new employee orientation and induction program.
- Performs exit interviews to determine causes of employee turnover.
- Manages personnel expense budget of PNOC.
- Processes payroll, leave credits, allowances and other benefits.

- Develops and implement employee engagement and wellness programs such as sports, recreation, arts, and similar activities.
- Serves as secretariat for grievance committee.
- Facilitates negotiations with employee groups.
- Investigates disciplinary cases and enforce appropriate disciplinary actions.
- Identifies learning and employee development needs.
- Determines appropriate training and development programs for employees.
- Develops and implement learning programs.
- Identifies Key Result Areas and Performance Indicators based on Job Descriptions.
- Monitors implementation of performance review, coaching and feedback programs.
- Monitors implementation of career development programs.

Property Management Division

- Develops and implement policies and guidelines on material resource management.
- Reports and maintain all inventory acquisitions and transactions.
- Conducts physical inventory of all PNOC property e.g., equipment, furniture, fixtures, vehicles, supplies, etc.
- Prepares inventory reports.
- Undertakes disposal of non-serviceable properties.
- Issues memorandum receipts of equipment, furniture, etc.
- Evaluates accuracy of delivered supplies, materials and property.
- Processes payments of supplies delivered.

Procurement Management Division

Manages the procurement process efficiently and according to law.

General Services Division

Ensures that facilities and services are available at the right time, quantity, and quality for all PNOC operations; manages storage, retrieval, preservation and disposal of corporate records. The Division shall be composed of three (3) sections, namely Building and Facilities Management Section, Records Management Section, and Transportation and Communications Division.

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OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

1. Office of the Corporate Secretary

- a. Issuance of PNOC Board Resolution.** This is service is rendered to parties who may require a copy of the position taken and decision passed upon by the Board of Directors that provides a binding corporate action.

Service Information

Office or Division:	Office of the Corporate Secretary			
Classification:	Simple Transaction - processing time will not take more than 3 days; provided that the necessary information in the request are complete.			
Type of Transaction:	Government to Government			
Who may avail:	Officers and Departments of PNOC and Subsidiaries; other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form, or its equivalent: 1 original		PNOC – Office of the Corporate Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure Request Form from the Office of the Corporate Secretary located at 4 th Floor, PNOC Building 6, Energy Center, BGC, Taguig	1.1 Issue Request Form	None	5 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
2. Submit duly accomplished Request Form, or its equivalent, to the Office of the Corporate Secretary	2.1 Receive the request;	None	5 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig Board Secretary IV, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2 Evaluate the request	None	2 Hours	Corporate Secretary, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig Board Secretary IV, Office of the Corporate Secretary, located at 5 th Floor,

				PNOC Building 6, Energy Center, BGC, Taguig
	2.2.1 If valid, approve the request	None	1 hour	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2.2 If invalid, inform the requesting party	None	1 hour	
	2.3 Issue the requested document	None	2 Days	

3. Receive the requested document	3.1 Release the requested document	None	10 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
TOTAL		None	2 Days 4 Hours and 20 Minutes	

- b. Issuance of Secretary's Certificate.** This service is rendered to parties requiring a certificate executed by the Corporate Secretary on corporate matters submitted to and decided by the Board of Directors.

Service Information

Office or Division:	Office of the Corporate Secretary
Classification:	Simple Transaction – processing time will not take more than 3 days; provided that the necessary information in the request are complete.
Type of Transaction:	Government to Government
Who may avail:	Officers/Departments of PNOC and Subsidiaries; other Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Request Form, or its equivalent: 1 original	PNOC – Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form from the Office of the Corporate Secretary located at 4 th Floor, PNOC Building 6, Energy Center, BGC, Taguig	1.1 Issue Request Form	None	5 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
2. Submit duly accomplished Request Form, or its equivalent, to the Office of the Corporate Secretary	2.1 Receive the request	None	5 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2 Evaluate the request	None	2 Hours	Board Secretary IV, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2.1 If valid, approve the request	None	1 hour	Corporate Secretary, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig

	2.2.2 If invalid, inform the requesting party	None	1 hour	
	2.3 Issue the Secretary's Certificate	None	2 Days	Board Secretary IV and Corporate Secretary, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
3. Receive the requested document	3.1 Release the requested certificate	None	10 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
TOTAL		None	2 Days 4 Hours and 20 Minutes	

- c. Issuance of Minutes of Board Meetings or Excerpts Thereof.** This is an internal service that is rendered to parties requiring information on what went on and what was decided by the Board of Directors on matters taken during its meetings. The Office of the Corporate Secretary provides a copy thereof only when the minutes has been approved by the Board.

Service Information

Office or Division:	Office of the Corporate Secretary			
Classification:	Simple Transaction - processing time will not take more than 3 days; provided that the necessary information in the request are complete.			
Type of Transaction:	Government to Government			
Who may avail:	Officers/Departments of PNOC and Subsidiaries; Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form, or its equivalent: 1 original		PNOC – Office of the Corporate Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form from the Office of the Corporate Secretary located at 4 th Floor, PNOC Building 6, Energy Center, BGC,	1.1 Issue Request Form	None	5 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig

Taguig				
2. Submit duly accomplished Request Form, or its equivalent, to the Office of the Corporate Secretary	2.1 Receive the request;	None	5 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2 Evaluate the request	None	2 Hours	Board Secretary IV, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2.1 If valid, approve the request	None	1 hour	Corporate Secretary, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.2.2 If invalid, inform the requesting party	None	1 hour	Board Secretary IV, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	2.3 Issue the requested	None	2 Days	Administrative Assistant,

	document			Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
3. Receive the requested document	3.1 Release the requested document	None	10 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
TOTAL		None	2 days 4 hours and 20 minutes	

- d. Issuance of Board Membership Certification.** This is an internal service that is rendered upon receipt of a request from a former or incumbent Board Member of PNOC. The certification indicates the term of office of the Board Member in the company and may serve as his or her service record.

Service Information

Office or Division:	Office of the Corporate Secretary
Classification:	Simple Transaction - processing time will not take more than 1 day.
Type of Transaction:	Government to Government

Who may avail:		Former and Incumbent Board Members of PNOC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official request, stating the purpose of the request		<i>Note: Letter request to come from requesting Board Member either through email or text message</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the Corporate Secretary located at 4 th Floor, PNOC Building 6, Energy Center, BGC, Taguig	1.1 Receive the request	None	10 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
	1.2 Issue the requested certificate	None	3 Hours	Board Secretary IV and Corporate Secretary, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
2. Receive the certificate	2.1. Release the certificate	None	10 Minutes	Administrative Assistant, Office of the Corporate Secretary, located at 5 th Floor, PNOC Building 6, Energy Center, BGC, Taguig
TOTAL		None	3 Hours and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Thru call, PNOC E-mail Tel No. 8-789-7662 Email address: corsec@pnoc.com.ph
How feedbacks are processed e.g. present to management once feedbacks are processed	Report to Management where appropriate Send letter/email addressed to the PNOC Corporate Secretary at corsec@pnoc.com.ph Complaints received are acknowledged in writing, evaluated, reported to Management where appropriate, and responded to within reasonable period of time
How to file a complaint e.g. procedures	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	8888 - Presidential Complaints Center 0908-8816565 - CSC Contact Center ng Bayan 478-5093 - Anti-Red Tape Authority

2. Office of the General Counsel

- a. Contract Drafting and Review.** This involves the drafting and review of contracts, Memorandum of Understanding/Memorandum of Agreement (MOUs/MOAs), affidavits, deeds and all agreements of whatever kind and nature involving PNOC and/or its subsidiaries.

Service Information

Office or Division:	Office of the General Counsel			
Classification:	Highly Technical- processing time is maximum of 14 days, subject to the completeness of the request and all related facts and documents.			
Type of Transaction:	Internal within PNOC			
Who may avail:	PNOC Department and Subsidiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo or letter request (original-1)		Requesting Party		
Related documents (copy-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request thru memo or letter for the drafting or review of contracts, agreements, MOUs, MOAs	1.1. Receive the request	None	10 minutes	Executive Assistant
	1.2 Assign to handling lawyer	None	1 day	General Counsel*

<p><i>Executive Assistant, Office of the General Counsel, 2nd Floor, PNOC Building 6, BGC Taguig</i></p>				
<p>2. Provide OGC with necessary factual background and documents</p>	<p>2.1 Draft or review contract and/ or prepare memorandum requesting submission of further requirements</p> <p>2.2 Forward draft or reviewed contract to the General Counsel for review</p>	<p>None</p>	<p>3 days</p>	<p>Handling Lawyer*</p>

	2.3 Review the draft contract; and may revise and require additional documents	None	1-2 days	General Counsel*
	2.4 Finalize and sign the transmittal to the requesting party	None	1 day	Handling Lawyer and General Counsel*
3. Receive the draft or reviewed contract	3.1 Return the draft or reviewed contract to the requesting entity	None	1 day	Executive Assistant*
4. Submit comments or conformity	4.1 Handling Lawyer to revise or prepare the execution copy	None	1-2 days	Handling Lawyer*
	4.2 Forward the Execution Copy to the Supervising	None	1 day	Executive Assistant and General Counsel*

5. Receive the execution copy	SVP for endorsement			
	4.3 Approve or propose revisions on the draft or reviewed Contract	None	1 day	Supervising SVP*
	5.1 Forward the Execution Copy to the Requesting Party	None		Executive Assistant*
				<i>*Office of the General Counsel, 2nd Floor, PNOC Building 6, BGC Taguig</i>
TOTAL		None	12 days and 10 minutes	

b. Rendering of Legal Opinion. This refers to the drafting of opinions and legal advisories of whatever kind and nature on matters relevant to the Company, as well as the review and evaluation of opinions rendered by other entities that affect PNOC and/or its subsidiaries.

Service Information

Office or Division:	Office of the General Counsel			
Classification:	Highly Technical- processing time is maximum of 14 days, subject to the completeness of the request and all related facts and documents.			
Type of Transaction:	Government to Government			
Who may avail:	PNOC Departments and Subsidiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo or letter request (original-1)		Requesting Party		
Related documents (copy-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request OGC thru memo or letter for the drafting or review of opinion or advice	1.1.Receive the said request	None	`10 minutes	Executive Assistant*
	1.2.Assign to handling lawyer	None	1 day	General Counsel*

<p><i>Executive Assistant, Office of the General Counsel, 2nd Floor, PNOC Building 6, BGC, Taguig</i></p>				
<p>2. Provide OGC with necessary factual background and documents</p>	<p>2.1 Draft or review opinion or advice or prepare memorandum requesting submission of further information or documents</p> <p>2.2. Forward the draft or reviewed opinion or advice to the General Counsel for review</p>	<p>None</p>	<p>3-6 days</p>	<p>Handling Lawyer*</p> <p>Handling Lawyer*</p>

	2.3 Review the draft opinion or advice and may comment and require additional documents	None	1-2 days	General Counsel*
	2.4 Finalize and sign the transmittal to the Supervising SVP	None	1 day	Handling Lawyer and General Counsel*
	2.5 Approve or propose revisions on the opinion or advice	None	1-2 days	Supervising SVP

3. Receive the rendered opinion or advice	3.1. Forward the opinion or advice to the Requesting Party	None	1-2 days	Executive Assistant* <i>*Office of the General Counsel, 2nd Floor, PNOC Building 6, BGC, Taguig</i>
Total		None	14 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Send to PNOC E-mail (agbuenviaje@pnoc.com.ph) Accomplish Client Satisfaction Rating Form
How feedbacks are processed e.g. present to management once feedbacks are processed	
How to file a complaint e.g. procedures	Send to PNOC E-mail (agbuenviaje@pnoc.com.ph)
How complaints are processed	The complaint will be acknowledged and addressed, copy furnished Supervising SVP
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center 8888 - Presidential Complaints Center ng Bayan 478-5093 - Anti-Red Tape Authority

3. Strategy Management Office

a. Management Information Systems Division

a.1. Information Technology Repair/Support Services – This service uses tools and technology to maintain PNOC’s computers at optimal operating levels by making repairs to computers, processors, hard drives, and monitors. Specific tools are used to diagnose issues, and make recommendations for repair or replacement and to test any new parts that are installed.

Service Information

Office or Division:	Management Information Systems Division, Strategy Management Office			
Classification:	Simple Transaction - processing time will not be longer than 3 days			
Type of Transaction:	Government to Government			
Who may avail:	PNOC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (original- 1)		PNOC – Strategy Management Office/Management Information Systems Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call and secure Service Request Form from the Management Information Systems Division of the Strategy Management Office	1.1 Issue Service Request Form	None	10 minutes	Information Technology Officer II or Information Systems Analyst III or Computer Maintenance Technician - located at the 2nd floor, PNOC Bldg. 6, Energy Center, BGC
	1.2 Conduct inspection/ diagnostics/ repair of client workstation	None	30 minutes	
	1.3 Indicate findings and actions taken on the service request form	None	10 minutes	

	1.4 Certify the completed service request form	None	10 minutes	Division Chief, Management Information Systems Division, Strategy Management Office Manager, Strategy Management Office located at the 2nd floor, PNOC Bldg. 6, Energy Center, BGC
TOTAL		None	60 minutes	

a.2. Website Posting: This pertains to the posting of information on the PNOC's website in compliance with oversight agencies' requirements.

Service Information

Office or Division:	Management Information Systems Division			
Classification:	Simple Transaction - processing time will not be longer than 3 days			
Type of Transaction:	Government to Government			
Who may avail:	Oversight agencies (GCG, COA, DBM, ARTA, PCOO etc)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or send Web Posting Request with complete details (through Memorandum Circular, Letter or	1.1 Confirm email request by replying with a confirmation message	None	10 mins Within the day	Information Technology Officer II / Information Systems Analyst III*
	1.2 Log request to web update monitoring	None	5 mins after review of request details	

Email)	report			
	1.3 Edit request details to conform with website requirements (photo size, font, etc.)	None	1 hour after review of request details	
	1.4 Post on the website	None	30 minutes after confirmation of details	
	1.5 Email oversight agency for confirmation of posted request.	None	5 minutes after posting on the website 1 day	
	1.6 Write the oversight agency if necessary			OIC Manager, Strategy Management Office*
Total		None	1 hour 50 minutes	Pres and CEO *2 nd Floor, Strategy Management Office, PNOC Building 6, Energy Center, BGC Taguig

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Email to ladlaurel@pnoc.com.ph and aaaytona@pnoc.com.ph
How feedbacks are processed e.g. present to management once feedbacks are processed	<i>For complex feedback and complaints only.</i> Present to Division Chief, Management Information Systems Division, and to Manager, Strategy Management Office
How to file a complaint e.g. procedures	Write to Ms. Alma B. Taganas, OIC-Department Manager, Strategy Management Office (abtaganas@pnoc.com.ph)
How complaints are processed	Ms. Alma B. Taganas, OIC-Department Manager will respond to letter - feedback /complaint
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center n8888 - Presidential Complaints Center ng Bayan 478-5093 - Anti-Red Tape Authority

FINANCE AND ADMINISTRATIVE SERVICES

1. Accounting Department

a. Accounting Division

a.1 Processing of Claims (Disbursement Vouchers). This covers the procedure of ensuring that all disbursement voucher claims are complete with the required documents and compliant with RA 9184, COA rulings, BIR regulations and company policies before processing them.

Service Information

Office or Division:	Accounting Division, Accounting Department
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Classification:	Complex to Highly Technical Transaction – the process takes longer than 7 days			
Type of Transaction:	Government to Government			
Who may avail:	All PNOC Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher (original-1 and duplicate -1)		All Departments		
Billing Statement/Statement of Account (services) (Original-1)		Suppliers/Contractors		
Sales Invoice (goods) (original-1)		Suppliers/Contractors		
Certificate of completion (services) (original -1)		Concerned Department		
Purchase Order (photocopy-1)		Procurement Division		
Contract (original-1)		Concerned Department		
Bidding Documents (original-1)		Procurement Division		
Tax Clearance Certificate (photocopy-1)		Suppliers/Contractors		
PhilGeps Registration (photocopy-1)		Suppliers/Contractors		
Business Permit (photocopy-1)		Suppliers/Contractors		
Local Purchase Requisition (original-1)		Concerned Department		
Work Order Requisition (original-1)		Concerned Department		
Omnibus Sworn Statement (if applicable) (photocopy-1)		Suppliers/Contractors		
Daily Time Record and OT Form (Job orders, contracted services) (original-1)		Concerned Department		
Accomplishment Report for Job Order Contract (original-1)		Concerned Department		
Training memorandum (training expenses) (original-1)		Concerned Department		
Local Seminar Participation Proposal (training expenses) (original-1)		Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Concerned department submits approved disbursement voucher

1.1. Receive the disbursement vouchers from concerned departments.

None

1 to 5 minutes

*Payables Accountant**



<i>Payables Accountant,</i> Accounting Division, Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig	1.1.1 Log date and time received for monitoring purposes.			
	1.2. Process the Disbursement Voucher.	None	1 to 7 working days from date of receipt or 2	
	1.2.1. Ensure the compliance of the attachments to RA 9184 and COA Circular 2012-001.	None	working days before payment due date, whichever comes first.	
	1.2.2. Encode in the Alpha Financial Information System (AFIS – Accounting System) the proper accounting entries.	None		
	1.2.3. Prepare tax certificates (if applicable).	None		
	1.3. Forward DV to Budget	None	5 to 15 minutes	<i>Budget Accountant*</i>

	Accountant			
	1.3.1 Ensure that there is an allocated budget for the xpenses being paid.			
	1.4. Forward DV to Chief Accountant.	None	15 to 30 minutes	<i>Chief Accountant*</i>
	1.4.1. Check all details and entries in the DV.	None		
	1.4.2. Check completeness of documentary requirements and compliance with RA9184, COA rulings, BIR regulations and company policies	None		
	1.5. Forward DV to Department Manager.	None	15 to 30 minutes	
	1.5.1. Certify that there is adequate available funds/budgetary allotment for the expenditure property.	None		<i>Department Manager*</i>

	<p>1.5.2. Certify that the DV is properly supported by the documents.</p> <p>1.5.3. Certify that the account codes are proper.</p> <p>1.5.4. Certify that the previous cash advance is properly liquidated/ accounted for.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>}</p> <p>}</p> <p>}</p>	
	<p>1.6. Transmit DV to Treasury Department.</p> <p>1.6.1 Prepare transmittal report of the DVs for check preparation of the Treasury Department.</p>	<p>None</p> <p>None</p>	<p>5 to 15 minutes</p> <p>}</p>	<p><i>Payables Accountant*</i></p> <p>* General Accounting Division/Accounting Department, located at 3rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig</p>
Total		None	7 working days, 1 hour & 35 minutes	

a.2 Processing of Claims – Daily Expense Statement (DES) This covers the procedure of ensuring that all daily expense statement claims are complete with the required documents and compliant with COA rulings and company policies before processing them.

Service Information

Office or Division:	Accounting Division, Accounting Department
Classification:	Simple Transaction – the process takes not more than 1 hour
Type of Transaction:	Government to Government
Who may avail:	All PNOC Departments
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Daily Expense Statement (original-1)	All Departments
Official Receipt/Sales Invoice (original-1)	Suppliers/Contractors
Local Purchase Requisition (if applicable) (original-1)	Concerned Department
Telephone Canvass (if applicable) (original -1)	Concerned Department
Travel Order (For travel claims) (original-1)	Concerned Department
Certificate of Travel Completed (For travel claims) (original-1)	Concerned Department
Trip ticket (For travel claims) (certified true	Concerned Department

copy-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned department submits approved Daily Expense Statement <i>Attest Accountant, Accounting Division, Accounting Department, located at 3rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig</i>	1.1. Receive the approved Daily Expense Statement 1.1.1. Check the Daily Expense Statement as to completeness of required documents and compliance with attest manual, Company policies and COA rulings	None	10 to 25 minutes	<i>Attest Accountant*</i>
	1.2. Check availability of budget 1.2.1 Confirm availability of	None	5 to 15 minutes	<i>Budget Accountant*</i>

	budget			
	1.3. Secure approval for payment 1.3.1 Approve the release and payment of DES	None	10 to 25 minutes	<i>Department Manager*</i>
	1.4. Release the DES to employee 1.4.1 Release the DES to the employee for claiming at the cashier	None	10 to 25 minutes	<i>Attest Accountant*</i> * General Accounting Division/Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
Total		None	1 hour	

a.3 Issuance of Billing Statements This covers the procedure of ensuring the accurate computation and timely issuance of Billing Statements to all lessees of PNOC properties in accordance with the provisions in the contracts of lease.

Service Information

Office or Division:	Accounting Division, Accounting Department			
Classification:	Simple Transaction – the process takes a little more than 1 day			
Type of Transaction:	Government to Business			
Who may avail:	Asset Management Department & Energy Supply Base Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Contract of Lease (original-1)			Concerned Contract Administrator	
Billing Statement (Lessee's copy) (original-1)			Accounting Department	
Billing Statement (booking) (copy-1)			Accounting Department	
Billing Statement (collection) (copy-1)			Accounting Department	
Billing Statement (file copy) (copy1)			Accounting Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. AMD/ESB submits memo requesting for the issuance of Billing Statement (for new lessee or renewal of lease for existing	1.1. Receive memo from concerned contract administrator (Asset Management Department/ESB Department) for the request for the issuance of Billing Statement (for new	None	1 to 5minutes	<i>Billing Accountant*</i>

<p>lessee) together with the original copy of the contract of lease.</p> <p><i>*Billing Accountant, Accounting Division, Accounting Department, located at 3rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC, Taguig</i></p>	<p>lessee or renewal of lease for existing lessee) together with the original copy of the contract of lease.</p>			
	<p>1.1.1 Log date and time received for monitoring purposes.</p>	<p>None</p>		
	<p>1.2. Prepare Schedule of Lease considering the percent of escalation (if applicable) and other provisions in the contract of lease.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Billing Accountant*</i></p>
	<p>1.2.1 Compute monthly lease</p>	<p>None</p>		
	<p>1.3. Prepare Debit notes/Billing</p>	<p>None</p>	<p>10 to 25 minutes</p>	<p><i>Chief Accountant*</i></p>

	Statement and Forwards to the Chief Accountant.			
	1.3.1 Check the entries and details in the Debit notes/Sales Invoice	None		
	1.4. Forward Debit Note/Billing Statement to Department Manager.	None	10 to 15 minutes	<i>Accounting Manager*</i>
	1.4.1 Verify and Approves the Sales Invoice	None		
	1.5. Transmit Original copy of Sales Invoice to Lessee and collection copy to Treasury Department.	None	10 to 25 minutes	<i>Billing Accountant*</i>
	1.5.1 Transmit Original copy of Sales Invoice to Lessees	None		

	via registered mail, foot or motorized messenger whichever is applicable			
	1.6. Provide Treasury Department a summary of issued Billing Statement and Aging of Accounts Receivable for collection	None	1 day	<i>Billing Accountant*</i>
	1.6.1 Provide Treasury Department a soft copy of issued billing statements for the month via email and hard copy of Monthly Aging of Accounts Receivable	None		<i>*General Accounting Division / Accounting Department, located at 3rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC, Taguig</i>
Total		None	1 day, 3 hours & 10 minutes	

b. Financial Analysis and Reporting Division

b.1 Preparation of PNOC Financial Statements and other monthly financial reports. This covers the procedure of monthly preparation of PNOC Financial Statements and supporting schedules. The financial statements consist of Statement of Financial Position, Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows as of a given period of time. Other monthly financial reports include the Statement of Financial Operations (Table 31 – DOF's in cash flow format)

Service Information

Office or Division:	Financial Accounting Division, Accounting Department			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accounting Department	1.1 Analyze the	None	3 days	<i>Financial Analyst*</i>

<p>is required to submit monthly Financial Statements</p>	<p>balances of each account of the Balance Sheet and Income Statements from the Detailed Ledger and the Balance Sheet schedules provided by the General Accounting Division.</p>			
	<p>1.2 Prepare necessary adjusting and reclassifying entries to reflect the accruals of income and expenses and other transactions to correct the balances of</p>	<p>None</p>	<p>2 hours</p>	

	accounts at the end of the period			
	1.3 Prepare the Financial Statements (Statement of Financial Position, Statement of Comprehensive Income, Statement of Cash Flows and Statement of Changes in Equity with account schedules and variance analysis) and Statement of Financial Operations (Table 31 – DOF's in Cash flow format) and submits to the Financial Analyst V, for	None	5 days	

	review.			
	2. Review the: Financial Statements (<i>Statement of Financial Position, Statement of Comprehensiv e Income, Statement of Cash Flows and Statement of Changes in Equity with account schedules and variance analysis</i>) and the Statement of Financial Operations (Table 31)	None	2 days	<i>Financial Analyst V*</i>
	3. Approve the Financial Statements (<i>Statement of Financial</i>	None	45 minutes	<i>Department Manager*</i>

	<i>Position, Statement of Comprehensive Income, Statement of Cash Flows and Statement of Changes in Equity with account schedules and variance analysis) and the Table 31</i>			
Receipt of the reports by SVP – FAS and Treasury Department	<p>4. Submit the approved monthly Financial Statements to the SVP for Finance and Administrative Services and Treasury Department.</p> <p>4.1 Provide the approved Financial Statements,</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>15 minutes</p>	<p><i>Financial Analyst*</i></p> <p><i>* Financial Analysis and Reporting Division/Accounting Department, located at 3rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC</i></p>

	Table 31 and supporting schedules to the Financial Analysts for the preparation of the Consolidated Financial Statements of PNOC and Subsidiaries and Table 31.			<i>Taguig</i>
Total		None	10 days, 3 hours and 10 minutes	

b.2. Preparation of Consolidated Financial Statement and Consolidated Statement of Financial Operations (Table 31 – DOF’s in Cash Flow Format). This covers the procedure of monthly preparation of Consolidated Financial Statements and Consolidated Statement of Financial Operations (Table 31 – DOF’s in Cash Flow Format) of PNOC and Subsidiaries for submission to Department of Finance (DOF) and PNOC Management.

Service Information

Office or Division:	Financial Accounting Division, Accounting Department			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Senior Vice President for Finance and Administrative Services, Treasury Department, Department of Finance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (original-1) Letter of Request (original-1)		Department of Finance as endorsed by SVP-FAS Treasury Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department of Finance (DOF) and SVP for Finance and Administrative Services (SVP – FAS) requests the Accounting Department to submit: a) Consolidated Financial Statements; b) Consolidated Financial Operations (Table 31 – DOF's in Cash Flow Format).	1.1. Receive the monthly Financial Statements and Statement of Financial Operations (Table 31 – DOF's in Cash Flow Format) of PNOC Subsidiaries (PNOC Exploration Corporation and PNOC Renewables	None	10 minutes (5 minutes for each subsidiaries' report)	Administrative Assistant*

<p>The Accounting Department is also required by the Treasury Department to submit monthly Consolidated Financial Statements.</p>	<p>Corporation), stamps date of receipt and submits the same to the Department Manager.</p> <p>Note: Three Subsidiaries' FS are prepared by the Financial Analyst of the PNOC Accounting Dept.</p>			
	<p>1.2. Forward the Subsidiaries' submissions to Financial Analyst V and give instructions if there are any material observations on the FS</p>	<p>None</p>	<p>20 minutes (10 minutes for each subsidiaries' report)</p>	<p>Department Manager*</p>
	<p>1.3. Take note of the financial highlights of</p>	<p>None</p>	<p>1 hour (30 minutes for each</p>	<p>Financial Analyst V*</p>

	the financial reports of PNOC Subsidiaries and delegates these reports to the financial analyst for the preparation of consolidated financial reports.		subsidiaries' financial reports)	
	<p>1.4. Analyze and consolidate each Balance Sheet and Income Statement accounts and the Table 31 of PNOC and Subsidiaries.</p> <p>1.4.1 Prepare eliminating entries for intercompany transactions.</p>	None	4 days	Financial Analyst*

	1.4.2 Prepare Consolidated Financial Statements and Table 31 with supporting schedules and submits to Financial Analyst V.			
	1.5. Review the Consolidated Financial Statements and Table 31 and submits to Department Manager.	None	1 day	Financial Analyst V *
	1.6. Approve the financial reports and returns the same to Financial Analyst V	None	10 minutes	Department Manager*
Receipt of the reports by SVP – FAS and Treasury	1.7. Transmit to SVP - FAS the	None	5 minutes	Financial Analyst*

Department	approved monthly Consolidated Financial Statements and Table 31 and to Treasury Department the Consolidated FS only			
Receipt of the reports by DOF	1.8. Submit the approved monthly Consolidated Financial Statements and Table 31 to the Department of Finance, Roxas Boulevard, Manila	None	2 hours	PNOC Messenger * Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
Total			5 days, 3 hours and 45 minutes	

b.3. Preparation of PNOC Year-end Financial Statement and other reports for submission to the Commission on Audit. This covers the procedure of the preparation of PNOC Year-end Financial Statement and supporting schedules and submission of other documents/data in relation to the audit of accounts of PNOC. The Financial Statement consists of Statement of Financial Position, Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and Notes to Financial Statements for the specific year.

Service Information

Office or Division:	Financial Accounting Division, Accounting Department			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Commission on Audit (COA) sends letter of request to PNOC President / SVP for Finance and Administrative	1.1. Receive the letter, stamp date of receipt and forward the letter to SVP - FAS.	None	5 minutes	Administrative Assistant – Office of SVP – FAS*
	1.2. Acknowledge the letter and endorse to	None	10 minutes	SVP - FAS

Services (SVP - FAS)	the Department Manager of the Accounting Department, for appropriate action.			
	1.3. Receive the letter and give instructions to - the Financial Analyst V and Chief Accountant for the compliance on the required year end reports and other schedules/documents needed for the audit.	None	10 minutes	Department Manager*
	1.4. Identify the required documents and drafts memo to various concerned departments for the submission of other documents/data in addition to the Financial Statements required by COA and submits the same to the Department Manager, for	None	2 hours	Financial Analyst V*

	signature			
	1.5. Sign the memoranda if there are no revisions and return the same to Financial Analyst V	None	15 minutes	Department Manager*
	1.6. Release the memo to concerned departments	None	20 minutes	Financial Analyst*
	1.7. Analyze the balances of each account of the Balance Sheet and Income Statements from the Detailed Ledger and the Balance Sheet schedules provided by the General Accounting Division.	None	2 days	Financial Analyst*
	1.7.1 Analyze and prepare schedules necessary for the computation of Annual Income Tax due to the Bureau of	None	3 days	

	Internal Revenue and Cash Dividend due to the National Government based on net earnings for the year.			
	1.7.2 Prepare adjusting and reclassifying entries, if there are any to reflect the accruals of income and expenses and other transactions to correct the balances of accounts at the end of the period	None	1 day	
	1.7.3 Prepare the year-end Financial Statements (<i>Statement of Financial Position, Statement of Comprehensive Income, Statement of Cash Flows and Statement of Changes in Equity with account schedules</i>) and	None	4 days	

	submits to Financial Analyst V for review.			
	1.7.4 Prepare the Notes to Financial Statements and submits to Financial Analyst V for review	None	2 days	
	1.8. Review the:			<i>Financial Analyst V*</i>
	a) Financial Statements (<i>Statement of Financial Position, Statement of Comprehensive Income, Statement of Cash Flows and Statement of Changes in Equity with account schedules</i>)	None	2 days	
	b) <i>Computation of Income tax due for the year ended and cash dividend due to the National Government</i>	None	2 hours	

	<i>based on net earnings</i> c) Notes to Financial Statements	None	2 days	
	1.9. Submit the Financial Statements with Notes to Financial Statements to the Department Manager for approval	None	5 minutes	
	1.10. Approve the Year-end Financial Statements with Notes to the Financial Statements after final review and returns back to the Financial Analyst V	None	4 hours	<i>Department Manager*</i>
	1.11. In addition to the			

	<p>preparation of Financial Statements, the division is tasked to coordinate with other departments for the submission of documents /data to COA.</p> <p>1.11.1.Receive reports/documents required by COA from different departments (refer to Item 4,5 and 6), stamp date of receipt and forwards the same to Department Manager</p>	None	<p>2 hours (total hours to receive all documents from different departments)</p>	<i>Administrative Assistant*</i>
	<p>1.12. Acknowledge receipt of the reports/documents submitted by various departments and forwards to Financial Analyst V for submission to COA</p>	None	<p>1 hour</p>	<i>Department Manager*</i>

	1.13. Receive the reports/documents submitted by different departments from Department Manager for submission to COA	None	1 hour	<i>Financial Analyst V*</i>
	1.13.1 Draft transmittal letter to the Commission on Audit for endorsement of the Department Manager to the SVP – FAS together with the approved Financial Statements, Notes to Financial Statements and other reports/documents submitted by other departments	None	1 hour	
	1.14. Endorse the transmittal letter to COA to the SVP –	None	10 minutes	<i>Department Manager*</i>

	FAS, for signature			
	1.15. Sign the transmittal letter and returns the same to the Department Manager	None	15-minutes	<i>SVP - FAS</i>
	1.16. Receive the signed letter and reports from the SVP – FAS and forward to Financial Analyst V, for release to COA	None	5 minutes	<i>Department Manager*</i>
2. Receipt of the reports by COA	2.1 Transmit the reports to COA after securing photocopies	None	15 minutes	<i>Financial Analyst*</i> * Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
Total		None	16 days, 14 hrs and 50 minutes	

b.4. Preparation of Year-end Consolidated Financial Statement for submission to the Commission on Audit. This covers the procedure of preparation of Year-end Consolidated Financial Statements. The Consolidated Financial Statement consists of Statement of Financial Position, Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and Notes to Financial Statements for the specific year.

Service Information

Office or Division:	Financial Accounting, Accounting Department			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Accounting Department is required	1.1. Receive the Audited Financial	None	10 minutes (5 minutes for	<i>Administrative Assistant*</i>

to prepare Consolidated Year-end Financial Statements	<p>Statements and other schedules of PNOC Subsidiaries (PNOC Exploration Corporation and PNOC Renewables Corporation), stamps date of receipt and submits the same to the Department Manager.</p> <p>Note: Three Subsidiaries' FS are prepared by the Financial Analyst of Accounting Dept.</p>		each subsidiaries' report)	
	1.2. Briefly check the FS specifically on the Auditor's opinion and the Audit Observations and Recommendations and forwards	None	1 hour (30 minutes for each subsidiaries' report)	<i>Department Manager*</i>

	the same to Financial Analyst V.			
	1.3. Take note of the financial highlights of the Audited Financial Statements including the Notes to Financial Statements of PNOC Subsidiaries, checks if there are any changes between the unaudited FS submitted to COA and the Audited FS and delegates these reports to the financial analyst for the preparation of consolidated financial reports.	None	2 hours (1 hour for each subsidiaries' financial reports)	<i>Financial Analyst V*</i>
	1.4. Analyze and	None	5 days	<i>Financial Analyst*</i>

	<p>consolidate each Balance Sheet and Income Statement account of PNOC and Subsidiaries.</p> <p>1.5 Prepare eliminating entries for intercompany transactions.</p> <p>1.6 Prepare Year-end Consolidated Financial Statements with supporting schedules and submits to Financial Analyst V.</p> <p>1.7 Prepare Notes to Consolidated Financial Statements with supporting schedules and submits to Financial Analyst</p>			
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	V, for review			
	1.8. Review the Year-end Consolidated Financial Statements, Notes to Consolidated Financial Statements and supporting schedules and submits to Department Manager, for final review and approval;	None	2 days	<i>Financial Analyst V *</i>
	1.9 Approve the Year-end Consolidated Financial Statements including Notes to Consolidated Financial Statements and returns back the reports to the Financial	None	1 hour	<i>Department Manager*</i>

	Analyst V			
	1.10 Draft transmittal letter to the Commission on Audit and submits to Department Manager, for endorsement to SVP – FAS with the approved Year-end Consolidated Financial Statements and Notes to Financial Statements.	None	15 minutes	<i>Financial Analyst*</i>
	1.11. Endorse the transmittal letter to COA to the SVP – FAS, for signature	None	10 minutes	<i>Department Manager*</i>
	1.12. Sign the transmittal letter	None	15 minutes	<i>SVP – FAS</i>

	and return the same to the Department Manager			
	1.13. Forward the signed letter and reports from the SVP – FAS to Financial Analyst V for transmittal to COA	None	5 minutes	<i>Department Manager*</i>
Receipt of the reports by COA	1.14. Transmit the reports to COA after securing photocopies.	None	15 minutes	<i>Financial Analyst*</i> * Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
Total		None	7days, 5 hours and 10 minutes	

b.5. Preparation of Income Tax Returns of PNOC. This covers the preparation of Income Tax Returns of PNOC for filing with the Bureau of Internal Revenue, in compliance with Revenue Regulations No. 2-98.

Service Information

Office or Division:	Financial Accounting Division, Accounting Department			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Bureau of Internal Revenue (BIR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mandatory requirements by BIR to file Income Tax Returns (ITR)	1.1. Prepare the schedule of taxable income / non-taxable income and schedule of allowable	None	2 days for income tax due for each quarter and 3 days for annual income tax	<i>Financial Analyst*</i>

	expenses /non-allowable expenses necessary in the computation of quarterly and annual income tax due to the BIR of PNOC and submits to Financial Analyst V, for review			
	1.2 Review the computation of income tax due including supporting schedules prior to the Financial Analyst's accomplishment of BIR Forms	None	2 hours for income tax due for each quarter and 1 day for annual income tax	<i>Financial Analyst V*</i>

	1.3. Accomplish the Quarterly Income Tax Return (BIR Forms 1702Q) for 1 st to 3 rd Quarters and Annual Income Tax Return (BIR Form 1702 RT) and submits the same including supporting schedules to Financial Analyst V, for review	None	1 hour for each Quarterly ITRs and 1 day for Annual ITR	<i>Financial Analyst*</i>
	1.4. Review the accomplished BIR Forms and attached schedules and submits to the Department Manager, for approval.	None	15 minutes for each Quarterly ITRs and 1 hour for Annual ITR	<i>Financial Analyst V*</i>
	1.5. Approve the accomplished ITRs and attached schedules and returns back to	None	15 minutes	<i>Department Manager*</i>

	the Financial Analyst V.			
	1.6. Return the approved ITRs and supporting schedules to the Financial Analyst for filing to the BIR	None	5 minutes	<i>Financial Analyst V*</i>
	1.7. Input data in the BIR's online filing through Electronic Filing and Payment System (EFPS) based on the approved ITRs	None	15 minutes for each Quarterly ITRs and 30 minutes for Annual ITR	<i>Financial Analyst*</i>
	1.8 Reviews the data inputted in the BIR form online before the final submission/filing through EFPS	None	5 minutes for each Quarterly ITRs and 15 minutes for Annual ITR	<i>Financial Analyst V*</i>
	1.9 Print ITRs filed/submitted online with the	None	5 minutes	<i>Financial Analyst*</i>

	BIR through EFPS			
	1.10. Forward printed ITRs to the Treasury Department for online payment.	None	5 minutes	<i>Financial Analyst*</i>
	1.11. Transmit the approved ITR and schedules to the Bureau of Internal Revenue for Annual Income Tax Returns together with the Audited Financial Statements.	None	2 hours	<i>Financial Analyst*</i> * Financial Analysis and Reporting Division/Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
Total		None	2 days, 6 hours and 5 minutes for Quarterly ITRs / 5 days, 4 hours and 15 minutes for Annual ITR	

b.6. Preparation of reports for budgetary requirements. This covers the preparation of reports required by the Department of Budget and Management (DBM) for PNOC budget proposal. The reports include the accomplished various DBM Budget forms reflecting the (1) audited balances for the second prior year (2 years before the current year); and (2) certified actual balances for the first prior year immediately preceding the current year for submission to the Treasury Department that serves as bases in their preparation of the proposed balances for the budget year.

Service Information

Office or Division:	Financial Accounting, Accounting Department			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM Sends request for the submission of the DBM forms through the Treasury Department	1.1 Receive memo from the Treasury Department, stamped date of receipt and forwards the	None	5 minutes	<i>Administrative Assistant*</i>

	same to Department Manager			
	1.2. Give instructions to the Financial Analyst V and Chief Accountant for compliance of the required reports.	None	15 minutes	<i>Department Manager</i>
	1.3 Discuss with the Financial Analysts the accomplishment of DBM budget forms and submission of other financial reports needed by the Treasury Department.	None	1 hour	<i>Financial Analyst V*</i>
	1.4 Fill-out various DBM budget forms reflecting	None	3 days	Financial Analysts*

	<p>the (1) audited balances of the second prior year and (2) certified actual balances for the first prior year immediately preceding the current year for Comparative Balance Sheet, Income Statement, Cash Flow Statement, Details of Maintenance and Other Operating Expenses, Capital Outlays, Comparative Sources of Funds, Staffing Summary Report.</p> <p>1.5 Prepare schedules to support the actual balances and submits to the Financial</p>			
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	Analyst V, for review.			
	1.6 Review the accomplished DBM budget forms including the schedules and submits to the Department Manager, for approval.	None	1 day	Financial Analyst V*
	1.7 Approve the accomplished DBM budget forms after final review and returns back the reports to Financial Analyst V for submission to Treasury Department.	None	15 minutes	<i>Department Manager*</i>
	1.8 Draft transmittal memo to Treasury	None	15 minutes	<i>Financial Analyst V*</i>

	Department for the Department Manager's signature			
	1.9 Sign the memo and returns back the transmittal memo to the Financial Analyst V for the release of the required reports to the Treasury Department.	None	5 minutes	<i>Department Manager*</i>
2. Receive the reports	2.1 Photocopy and release the required reports to the Treasury Department	None	30 minutes	<i>Financial Analyst*</i> * Financial Analysis and Reporting Division/Accounting Department, located at 3 rd Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig

Total		None	4 days, 2 hours and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	By sending Client Satisfaction Rating Form to Customers
How feedbacks are processed	By improving the process based on feedback if necessary
How to file a complaint	Send memo to Accounting Department
How complaints are processed	Discuss with concerned agency/department
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

2. Treasury Department

a. Fund Sourcing Division

a.1. Submission of Reports. This covers the preparation and submission of oversight/reportorial requirements to the Department of Finance (DOF), BangkoSentral ng Pilipinas (BSP) and the Bureau of the Treasury.

Service Information

Office or Division:	Fund Sourcing Division – Treasury Department			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Department of Finance, BangkoSentral ng Pilipinas, Bureau of the Treasury			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from client (original -1)		Department of Finance / Bangko Sentral ng Pilipinas / Bureau of the Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request: (a) Report on Summary of Outstanding Loans (DoF); (b) Report on Foreign Borrowings (BSP); (c) Report on Medium and Long Term Loans (BTr) *Treasury Department, located at the 3 rd Floor, PNOC Building 6, Energy Center Merritt Road, BGC, Taguig	1.1 Upon payment of the regular amortization of the loans, update the subsidiary ledger(s) for the amount of principal, interest and other charges (if any)	None	30 Minutes	Treasury Operations Officer III*
	1.2 Based on the information from the Subsidiary ledger,	None	1 hour	Treasury Operations Officer III*

	prepare the reports			
	1.3 Check/ verify the accuracy of the figures and other information in the reports	None	45 minutes	Treasury Operations Officer IV
	1.4 Further check/ Verify the reports to assure accuracy and completeness	None	30 minutes	Chief Financial Management Specialist *
	1.5 Sign on the reports and transmittal letter	None	10 minutes	Department Manager*
2. Receive (a) Report on Summary of	2.1 Submit the reports	None	1 day (including travel time to	Treasury Operations Officer III*

Outstanding Loans (DoF); (b) Report on Foreign Borrowings (BSP); (c) Report on Medium and Long Term Loans (BTr)			deliver the reports to DOF, BSP and BTr)	*Treasury Department, located at the 3 rd Floor, PNOC Building 6, Energy Center Merritt Road, BGC, Taguig
Total		None	11 working hours (660 minutes) to process and submit all reports	

b. Fund Management Division

b.1. Submission of Cash and Investment Balances Reports. This covers the preparation and submission of oversight/reportorial requirements to the Department of Finance (DOF)

Service Information

Office or Division:	Fund Management Division – Treasury Department
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Department of Finance
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter of request (original-1)		Department of Finance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for Cash and Investment Balances Report *Treasury Department, located at the 3 rd Floor, PNOC Building 6, Energy Center Merritt Road, BGC, Taguig	1.1 Provide the cash in bank balances, investments in government securities and other investments and prepare the report (within 3 working days after the end of each month)	None	40 minutes	Treasury Operations Officer IV*
	1.2 Check and verify the accuracy of the figures and other information in the report	None	45 minutes	Chief Financial Management Specialist*
	1.3 Further check and sign on the report	None	30 minutes	Department Manager*

2. Receive Cash and Investment Balances Report	2.1 Submit the report to DoF	None	1 day (including travel time to deliver the report to DoF)	Treasury Operations Officer IV* *Treasury Department, located at the 3 rd Floor, PNOC Building 6, Energy Center Merritt Road, BGC, Taguig
Total		None	10 working hours (600 minutes) to process and submit reports	

c. Budget Division

c.1. Submission of Table 31 Requirements. This covers the preparation and submission of the Table 31 reports to the Department of Finance, Corporate Affairs Group (DOF-CAG). The reports are required by DOF-CAG to monitor the cash flows of the government corporate sector to make it responsive to financial and fiscal reforms, and to instill public accountability and financial discipline among the GOCCs.

Service Information

Office or Division:	Budget Division – Treasury Department
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Classification:	Highly technical			
Type of Transaction:	Government to Government			
Who may avail:	Department of Finance – Corporate Affairs Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (Original-1)		Department of Finance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request for Submission of Table 31 and other reports* *Treasury Department, located at 3 rd Floor PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig	1.1 Receive the Letter of request and forward it to the Department Manager	None	5 minutes	Administrative Assistant * Department Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig
	1.2 Receive the Letter and	None	5 minutes	

	forward it to Budget Division with instruction			
	1.3 Prepare letter to the Accounting Department and to the PNOC Subsidiaries regarding the request and endorses to Manager	None	10 minutes	Budget Officer V, Budget Division, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.4 Check the letter and endorse it to Senior Vice President – Finance & Administrative Services (SVP-FAS)	None	5 minutes	Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.5 Sign the letter and return it to the Department Manager	None	1 hour	SVP for Finance and Administrative Services (FAS), located at Office of SVP-FAS, 6 th Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig

	<p>1.6 Receive the signed letter and documents and release these to concerned offices (after clearance from the Department Manager)</p> <p>*Provides Budget Division copy of the letter and receiving copy</p>	None	25 minutes	<i>Administrative Assistant *</i>
	<p>1.7 Receive reports from Accounting and PNOC Subsidiaries</p> <p>*Forward the reports to the Department Manager</p>	None	5 minutes	<i>Administrative Assistant*</i>
	<p>1.8 Forward the report to Budget Division with instruction (particularly to Budget Officer III)</p>	None	5 minutes	<p><i>Department Manager*</i></p> <p>*Treasury Department, located at 3rd Floor, PNOC Building 6, Merritt Road,</p>

				Energy Center, BGC, Taguig
	1.9 Prepare the Table 31 reports based on available approved Financial Statements of PNOC Provide Budget Officer III of the reports	None	3 days	<i>Budget Officer IV **</i>
	1.10 Receive reports from Budget Officer IV, Accounting Department, and PNOC Subsidiaries	None	5 minutes	<i>Budget Officer III**</i>
	1.11 Prepare and consolidate all the reports of PNOC and Subsidiaries	None	3 days	<i>Budget Officer III**</i>
	1.12 Review the reports, prepare	None	1 day	<i>Budget Officer V**</i>

	transmittal letter to DOF, and endorse to Department Manager			**Budget Division, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.13 Validate the reports and if found correct, endorse to SVP – FAS for approval	None	4 hours	Manager *
	1.14 Forward the documents to the Office of the SVP-FAS	None	5 minutes	Administrative Assistant* <i>Treasury Department, located at 3rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i>
	1.15 Check, approve the report and sign on the Transmittal Letter to DOF Send back the documents to the Department Manager	None	1 hour	SVP for Finance and Administrative Services (FAS), located at Office of SVP-FAS, 6 th Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig

	1.16 Receive the documents and forwards it to Budget Division (after clearance from the Department Manager)	None	5 minutes	Administrative Assistant, Office of the Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.17 Scan the documents; Print, reproduce and bind copies of the report; and forwards the reports to Administrative Assistant for release	None	1 hour	Budget Officer III, Budget Division, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
2. Receive the requested report * Treasury Department, located	2.1 Release the reports to DOF (thru messenger) Scan Receiving Copy and provide Budget Division	None	1 day	Administrative Assistant, Office of the Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig

at 3 rd Floor PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig	Copy of the Receiving report			
Total		None	72.25 working hours (4,335 minutes) to process and submit the report	

c.2. Submission of DBM Forms. This covers the preparation and submission to the Department of Budget and Management (DBM) of the Forms as prescribed in the DBM's Budget Call, for the approval of PNOC's annual corporate operating budget.

Service Information

Office or Division:	Budget Division, Treasury Department
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Department of Budget and Management
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annual Budget Call – (original-1)	Department of Budget and Management

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct Budget Forum and Distribute Budget Call	1.1 Attend Budget Forum and Receive Budget Call	None	4 hours	Treasury Manager or Budget Officer V
	1.2 Prepare memorandum to Concerned Department on the accomplishment of Budget Forms Reproduce copy of the Budget Call	None	1 day after the Budget Forum	Budget Officer V Budget Officer III Budget Division, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.3 Check the memo and sign on the memo	None	5 minutes	Manager
	1.4 Distribute the memo to Concerned	None	10 minutes	Administrative Assistant*

<p>2. Receive the documents required as stated in the budget call</p> <p>* Treasury Department, located at 3rd Floor PNO Building 6, Merritt Road, Energy Center, BGC, Taguig</p>	<p>Department</p> <p>(Accounting Department and SMO are provided copy of the Budget Call)</p>			
	<p>2.1 Receive Accomplished Budget Forms from Other Departments / Offices</p> <p>Forward to Department Manager</p>	None	5 minutes	Administrative Assistant
	<p>2.2 Forwards the submission of other departments to Budget Division</p>	None	5 minutes	<p>Manager</p> <p>Treasury Department, located at 3rd Floor, PNO Building 6, Merritt Road, Energy Center, BGC, Taguig</p>
	<p>2.3 Accomplish Budget Forms</p>	None	5 days after approval of the	Budget Officers II, III and IV

	based on 1) the Proposed Corporate Operating Budget as approved by the Board of Directors and 2) from inputs from Other Departments such as Accounting Dept., OGC, SMO, PMD, ESB, Admin. Dept.		Board of Directors of the Proposed Corporate Operating Budget and upon receipt of the accomplished Budget Forms from Other Departments	
	2.4 Review the accomplished Budget Forms Prepare Transmittal Letter to DBM	None	1 day	Budget Officer V Budget Division, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	2.5 Further review the Accomplished	None	1 day	Manager

	<p>Budget Forms and transmittal Letter to DBM</p> <p>Sign on the Budget Forms</p> <p>2.6 Endorse the approval of the Budget Form to the President thru the Office of the SVP - FAS</p>			
	<p>2.7 Receive the Budget Forms and Forward it to the Office of the SVP-FAS</p>	None	5 minutes	<p>Administrative Assistant*</p> <p>Treasury Department, located at 3rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>
	<p>2.8 Review Budget Forms and endorse it to the President for approval.</p> <p>Or Sign on the Budget Form</p>	None	1 day	<p>SVP for Finance and Administrative Services (FAS), located at Office of SVP-FAS, 6th Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>

	and on the Transmittal Letter on behalf of the President			
	2.9 Receive signed Budget Forms and Transmittal Letter. Forward it to Budget Division	None	5 minutes	Administrative Assistant, Office of the Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	2.10 Scan the signed Budget Forms and Letter. Save in disk for submission to DBM Print and bind copies of the Budget Forms for distribution – DBM, Accounting Department, SMO. Forward to	None	1 day	Budget Officer III, Budget Division, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig

	Administrative Assistant the copies for distribution			
	<p>2.11 Submit the Budget Forms to DBM (thru Messenger)</p> <p>Distribute copies to Concerned Department</p> <p>Scan Receiving Copy and provide Budget Division Receiving Copy from DBM</p>	None	1 day	Administrative Assistant, Office of the Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
Total		None	92 working hours and 35min (5,555 minutes) to process and submit the report	

c.3 Submission of additional budgetary requirements to the Department of Budget and Management (DBM). This covers the preparation and submission of various budgetary requirements to the DBM, other than the forms it prescribed in its Annual Budget Call, for the approval of PNOC's annual corporate operating budget.

Service Information

Office or Division:	BUDGET DIVISION – TREASURY DEPARTMENT			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for Additional Budgetary Requirements (original-1)		Department of Budget and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the letter of request thru fax and/or mail	1.1 Receive the Letter of Request from DBM on the submission of the additional budgetary requirements;	None	5 minutes	Administrative Assistant*
*Treasury Department,				

located at 3 rd Floor PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig	Stamps date of receipt on the request and submits the same to the Manager			
	1.2 Forward the request to the Budget Officer V for compliance	None	5 minutes	Manager Office of the Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig
	1.3 Delegate the preparation of the report/s to Budget Officers II, III & IV If the requested report involves other departments, prepares memo to	None	10 minutes	Budget Officer V, Budget Division, Treasury Department located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig

	concerned department or offices and forwards it to the Department Manager for signature			
	1.4 Sign the memo and gives the same to the Administrative assistant for release to concerned office	None	5 minutes	Manager
	1.5 Release the memo to concerned offices	None	20 minutes	Administrative Assistant
2. Receive the requested additional budgetary requirements *Treasury Department, located at 3 rd Floor PNOC Building 6,	2.1 Receive the reports from concerned departments / offices and forwards the same to the Department Manager	None	On set deadline as indicated in the Memo	Administrative Assistant*

Merritt Road, Energy Center, BGC, Taguig				
	2.2 Forward the reports to the Budget Division	None	5 minutes	<p>Manager</p> <p>Office of the Manager, Treasury Department, located at 3rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>
	<p>2.3 Prepare and consolidate the additional budgetary requirements</p> <p>Submit the same to the Budget Officer V for review</p>	None	3 days after receipt of complete documents	Budget Officers II, III and IV
	<p>2.4 Review the documents, notes corrections, if any</p> <p>Forward the report to the department</p>	None	1 day	<p>Budget Officer V</p> <p>Budget Division, Treasury Department located at 3rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>

	manager together with the Transmittal Letter			
	2.5 Review the documents and if found to be correct, endorses to the SVP- FAS for submission to the DBM	None	1 day	Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	2.6 Forward the documents to the Administrative Assistant for release to the Office of the Senior Vice President – Finance and Administrative Services (SVP – FAS) for approval	None	5 minutes	
	2.7 Transmit the	None	5 minutes	

	documents to the Office of the SVP- FAS			Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig
	2.8 Approve the reports, signs on the Transmittal Letter to DBM Send back the approved reports and signed Transmittal Letter to the Department Manager	None	1 day	SVP for Finance and Administrative Services (FAS), located at Office of SVP-FAS, 6 th Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig
	2.9 Receive the documents from the OSVP – FAS and forwards these to the Department Manager	None	5 minutes	Administrative Assistant
	2.10 Clear the signed Transmittal	None	5 minutes	Manager Treasury Department, located at 3 rd Floor,

	Letter and reports for release to DBM			PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig
	Forward the document to Budget Division			
	2.11 Scan the report and Transmittal Letter Reproduce copy of the documents Binds the documents and forwards these to Administrative Assistant for release	None	1 hour	Budget Officer III,Budget Division, Treasury Department located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig
	2.13 Release the documents to DBM (thru messenger)	None	1 day	Administrative Assistant Office of the Manager, Treasury Department, located at 3 rd Floor, PNOC Building 6, Merritt Road, Energy Center, BGC,Taguig

	Scan Receiving Copy and provide Budget Division Copy of the Receiving report			
Total		None	58 working hours (3,480 minutes) to process and submit the reprot	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Thru call, PNOC E-mail
How feedbacks are processed e.g. present to management once feedbacks are processed	Present to management
How to file a complaint e.g. procedures	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

3. Administrative Services Department

a. Personnel Services Division

a.1. Processing of Local Training Applications. This covers the procedure for the application to attend external development programs offered by local training institutions.

Service Information

Office or Division:	Personnel Services Division (PSD), Administrative Services Department -	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	PNOC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Local Seminar Participation Proposal (LSPP) (original -1)		Administrative Services Department/ Personnel Services Division

Training Invitation and/or Course Outline (copy-1)		Training Institution		
Statement of Account (original-1)		Training Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Local Seminar Participation Proposal including training invitation and course outline	1.1. Receive and record in the logbook the documents received from the applicant	None	Five (5) minutes/ application	HRMO II*
	1.2. Review the completeness of documents and compliance to training eligibility requirements;	None	Fifteen (15) minutes	HRMO III*

	<p>If applicant does not meet the requirements, will return all documents pending compliance with the requirements.</p> <p>If compliant, proceed with item 1.3</p>			
	1.3. Prepare the evaluation materials (PDC Evaluation and Rating form) of training applicant/s;	None	Thirty (30) minutes /application	PDC Secretariat
	Review and endorse the training applications and evaluation materials to the Personnel Development Committee (PDC) for deliberation	None	Fifteen (15) minutes/ application	HRMO V*

	1.4 Evaluate/ deliberate (through Referendum or Meeting Deliberation), and Recommend for the PNOC President's approval the application of the nominee to training application/s based on PNOC Personnel Policy Guidelines and employee's Individual Development Plan (IDP)the local training program	None	Two (2) days for Referendum One (1) Hour on a scheduled meeting deliberation	Personnel Development Committee (PDC) Chairperson: Senior Vice President for Admin Finance and Administrative Services
	1.4.1 If not recommended prepare letter regret to applicant/s	None	One (1) hour	PDC Secretariat

	and return training application/s. If recommended proceed with item 1.5;			
	1.5. Endorse the recommended training application to the President for approval;	None	One (1) hour	PDC Secretariat
	1.6. Review the PDC recommendation and Approve the training application/LSP	None	One (1) day	PNOC President

	1.7. If not approved, prepare memo of regrets to applicant/s and return training application. If approved, proceed with item 1.10;	None	One (1) hour	PDC Secretariat
	1.8. Prepare Training Memo	None	Ten (10) minutes	HRMO III*
	1.9. Sign Training Memo	None	One (1) day	Department Manager A, Administrative Services
	1.10. Photocopy/scan signed LSPP and Training Memo	None	Ten (10) minutes	HRMO II*
	1.11. Send the approved LSPP/Training Memo to applicant	None	Ten (10) minutes	HRMO III*

2. Receive the approved LSPP and Training Memo				
3. Register the applicant at the Training Institution and request for Statement of Account (SOA)	3.1. Receive SOA and prepare Disbursement Voucher (DV) for the payment of training fee	None	One (1) hour	HRMO II* or HRMO III*
	3.2. Submit the DV to the Accounting Department	None	Ten (10) minutes	HRMO II* or HRMO III*
	3.3. Receive the check payment from the Treasury Department	None	Fifteen (15) minutes	HRMO II* or HRMO III*
	3.4. Send payment to the Training Institution	None	One (1) day	HRMO III*

	3.5. Notify employee on completed payment and send Client Satisfaction Survey (CSS)	None	Fifteen (15) minutes	HRMO III*
4. Employee attends the training program				
Total		None	5 days, 6 hours, 15 minutes <i>Note: Accounting/ Treasury processing not included in total duration)</i>	<i>*HRMO II, II IV, Personnel Services Division, Ground Floor, PNOC Building 6, BGC Taguig</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. The Administrative Services Department-Personnel Services Division shall issue a Client Satisfaction Survey (CSS) form to the training candidate/s for feedback of services rendered. 2. CSS form shall be submitted (sealed) to the Office of the Department Manager for Administrative Services (AS)
How feedbacks are processed	<ol style="list-style-type: none"> 1. Department Manager of AS will assess and validate with the HRMO V regarding the feedback rating (Basis for performance evaluation and appropriate action); 2. Possible nomination for reward and incentive for exemplary/noteworthy service, or service improvement for negative feedbacks.
How to file a complaint	<p>To file a complaint against the responsible person (process owner or HRMO V) the complainant shall provide the following details:</p> <ol style="list-style-type: none"> 1. Name of complainant, his position/designation and place of assignment, if employed. 2. Address/Contact Information 3. Nature of complaint/Narration of facts 4. Evidences 5. Name of employee (process owner/responsible person) being complained
How complaints are processed	<p>All complaints received against the process owners/responsible persons shall be evaluated and validated by the Department Manager and if after due process, there are sufficient or strong evidence of inefficiency and deliberate disservice to the clients, a formal investigation procedure will be recommended to Management.</p>
Contact Information of CCB, PCC, ARTA	<p>0908-8816565 - CSC Contact Center ng Bayan</p> <p>8888 - Presidential Complaints Center</p> <p>478-5093 - Anti-Red Tape Authority</p>

a.2. Application for TESDA/CHED Foreign Training Scholarship Program. This service is provided to PNOC employees and employees of its subsidiaries (PNOC Exploration Corporation and PNOC Renewables Corporation) who are interested to apply for foreign training programs through invitations from Technical Education Skills Development Authority (TESDA) and Commission on Higher Education (CHED).

Service Information

Office or Division:	Administrative Services Department - Personnel Services Division (PSD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government
Who may avail:	1. PNOC Employees 2. For PNOC Subsidiary - PNOC Subsidiary HR Department on behalf of its employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Foreign Training Participation Proposal (FTPP) (PNOC Employees) (original -1)	Administrative Services Department/ Personnel Services Division
2. Nomination letter addressed to the PNOC President (PNOC Subsidiary Employees) (original-1)	PNOC-Subsidiary – HR Department
3. Complete documentation as indicated in the Foreign Training Invitation Letter from TESDA/CHED and the sponsor country (original-1; copy-1)	Sponsoring country website

List of requirements specified in the TESDA/CHED foreign training invitation letter				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit nomination/ training application <u>PNOC Employee:</u> Foreign Training Participation Proposal and complete documentary requirements <u>PNOC Subsidiary:</u> Nomination Letter of qualified applicant/s, and complete documentary requirements,	1.1 Receive and record in the logbook the documents received from the applicant/ client	None	Five (5) minutes/ application	HRMO II*

	1.2 Review completeness of documents and compliance to training eligibility requirements;	None	Ten (10) minutes/document;	HRMO III or IV*
	<p>If applicant does not meet the requirements, will return all documents pending compliance with the requirements.</p> <p>If compliant, proceed with item 1.3</p>	None	and Fifteen (15) minutes/application	HRMO III or IV*

	1.3. Prepare the evaluation materials (PDC Evaluation and Rating form) of all training applicants;	None	Thirty (30) minutes /application	PDC Secretariat
	1.4. Review and endorse all the training applications and evaluation materials to the Personnel Development Committee (PDC) for deliberation	None	Fifteen (15) minutes/ application	HRMO V*

	1.5. Evaluate/ deliberate (through Referendum or Meeting Deliberation), and recommend for the PNOC President's approval the selected primary nominee & alternate nominee based on PNOC Personnel Policy Guidelines, the requirements of the TESDA/ CHED and the sponsoring country;	None	Two (2) days for Referendum Three (3) Hours on a scheduled meeting deliberation	Personnel Development Committee (PDC) Chairperson: Senior Vice President for Admin Finance and Administrative Services
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	1.6 If not recommended, prepare letter of regrets to applicant/s and return training application/s. If recommended proceed with item 1.7;	None	One (1) hour	PDC Secretariat
	1.7 Endorse the recommended training application to the President for approval;	None	One (1) hour	PDC Secretariat
	1.8 Review PDC recommendation and approve the training application	None	One (1) day	PNOC President

	1.9 If not approved, prepare memo to applicant/s and return training application. If approved, proceed with Item 1.10;	None	One (1) hour	PDC Secretariat
	1.10. Prepare letter endorsement of nominee/s to TESDA/ CHED for interview	None	One (1) hour	HRMO III or IV*
	1.11. Sign nomination letter and other pertinent documents for transmittal/ endorsement to TESDA/ CHED	None	One (1) day	PNOC President

	1.12 Send nomination documents to TESDA/CHED;	None	One (1) day	HRMO III *
	1.13. Inform the training candidate /HR of subsidiary of the TESDA/ CHED interview schedule	None	Fifteen (15) minutes	HRMO III*
2. Receive the notice of training nomination and interview schedule at TESDA/CHED				
3. Attend scheduled interview at TESDA/CHED	3.1 Receive official result of nomination from TESDA/CHED;	None	Ten (10) minutes	HRMO II or HRMO III *

	3.2. If candidate failed in the interview, prepare letter of regret to applicant. If passed, proceed with item 3.3;	None	Thirty (30) minutes	HRMO III or IV*
	3.3. Prepare memo to training participant on completion of pre-travel requirements	None	Thirty (30) minutes	HRMO III or IV*
	3.4. Sign memo to training participant	None	Fifteen (15) minutes	HRMO V* and Department Manager A, Administrative Services

<p>4. Receive memo notification on result of interview</p> <p><u><i>If passed:</i></u> Receive memo on preparation/ completion of travel documents required by TESDA/CHED/ Sponsoring Country;</p> <p><u><i>If failed:</i></u> Letter of Regret</p>	4.1. Prepare letter request to the DOE Secretary for the issuance of Travel Authority.	None	One (1) hour	HRMO III or IV*
	4.2. Sign request letter to DOE for issuance of Travel Authority;	None	One (1) day	PNOC President
	4.3. Submit letter request with the Department of Energy including all supporting documents;	None	One (1) day	HRMO II*
	4.4. Receive signed Travel Authority from DOE	None	Ten (10) minutes	HRMO II*

	4.5. Issue/ transmit Travel Authority (TA) and Client Satisfaction Survey (CSS)	None	Ten (10) minutes	HRMO II or III*
5. Receive Travel Authority (TA) <i>For PNOC employee:</i> Receive TA, approved FTPP and CSS				
Total		None	8 days & 15 minutes <i>Note: (TESDA/CHED/DOE processing not included in total duration)</i>	<i>*HRMO II, II IV, Personnel Services Division, Ground Floor, PNOC Building 6, BGC Taguig</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. The Administrative Services Department-Personnel Services Division shall issue a Client Satisfaction Survey (CSS) form to the training candidate/s for feedback of services rendered. 2. CSS form shall be submitted (sealed) to the Office of the Department Manager for Administrative Services (AS)
How feedbacks are processed	<ol style="list-style-type: none"> 1. Department Manager of AS will assess and validate with the HRMO V regarding the feedback rating (Basis for performance evaluation and appropriate action; 2. Possible nomination for reward and incentive for exemplary/noteworthy service, or service improvement for negative feedbacks.

How to file a complaint	<p>To file a complaint against the responsible person (process owner or HRMO V) the complainant shall provide the following details:</p> <ol style="list-style-type: none"> 1. Name of complainant, his position/designation and place of assignment, if employed. 2. Address/Contact Information 3. Nature of complaint/Narration of facts 4. Evidences 5. Name of employee (process owner/responsible person) being complained
How complaints are processed	<p>All complaints received against the process owners/responsible persons shall be evaluated and validated by the Department Manager and if after due process, there are sufficient or strong evidence of inefficiency and deliberate disservice to the clients, a formal investigation procedure will be recommended to Management</p>
Contact Information of CCB, PCC, ARTA	<p>0908-8816565 - CSC Contact Center ng Bayan</p> <p>8888 - Presidential Complaints Center</p> <p>478-5093 - Anti-Red Tape Authority</p>

b. Property Management Division

b.1. Disposal Procedures. This pertains to the procedure for disposing unserviceable assets and other items of PNOC.

Service Information

Office or Division:	Property Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government and Government to Client (Public)			
Who may avail:	All PNOC Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Waste Materials (original-1)		Property Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent gathers all Report of Waste Materials for items for consolidation and submits to the Property Management Admin Officer	1.1. Prepare Inventory and Inspection Report of Unserviceable Properties (IIRUP) for items recommended for disposal based on the	None	15 days	Admin Officer*

Disposal Committee approval of mode of disposal Determination of Appraised Value	Report of Waste Materials indicating the condition of the property.			
	1.2 Recommend disposal of items for approval of the President.	None	2 days	Property Mgt. Div. (PropMD) Chief and Admin. Dept. Manager*
	1.3. Present Inventory and Inspection Report of Unserviceable Property to Disposal Committee for recommendation/ Disposition	None	1 day	PropMD Chief*
	1.4 Secure approval of mode of disposal thru public bidding, donation or destruction from Disposal Committee	None	1 day	PropMD Chief
	1.5 Recommend Minimum Bid	None	1 day	PropMD Chief

	<p>Price of the properties for disposal for approval of the Disposal Committee</p> <p>(The value is based on a Third Party Appraisal report or from the Computation of The Appraised Value based on the Manual on Disposal by the Commission on Audit (COA))</p>			
Inspection of items for Disposal	1.6 Request Accounting Dept., COA and Internal Audit Office for inspection of properties for disposal	None	1 day	PropMD Chief*
	1.7 Inform COA of the intended disposal with	None	1 day	PropMD Chief*

	time schedules, the itemized list and the appraised value of the properties for disposal and mode of disposal 20 days before auction/bidding			
Facilitate Bidding Process	1.8 Prepare Disposal Bidding Documents	None	1 day	Admin Officer*
	1.9 Advertise by printed notice for not less than 3 consecutive days in any newspaper of general circulation or by notices posted in 3 prominent public places	None	3 days	Admin Officer*
Bidders acquire bidding documents	1.10 Release bidding documents to interested bidders after payment of a	Depending on the total value of the items for disposal	30 minutes to 1 day	Admin. Officer*

	non-refundable fee depending on the total value of the items for disposal			
	1.11 Accept Bid Proposals	None	1 day <i>* Note: 20 days after notification to COA of the bidding schedule.</i>	PropMD Chief and Admin. Officer*
Awarding	1.12 Prepare Abstract of Bids/Invoice Receipt for recommendation of the Disposal Committee to the President for approval of the award to the highest bidder or donation/transfer to subsidiaries, educational or charitable institutions.	None	1 day	PropMD Chief and Admin. Officer*

Hauling of disposed items	1.13 Prepare Notice of Award and Release Order after approval of the President to award to the highest bidder.	None	1 day	Admin. Officer*
	1.14 Request Office of the General Counsel for the preparation of Deed of Sale for the sale of vehicles	None	1 day	PropMD Chief*
	1.15 Release Deed of Sale/Release Order to Winning Bidder (After his payment to the cashier for the cost of items	None		Admin Officer*

	awarded)			
Inform Accounting Dept., Internal Audit Office & COA of the disposal	1.16 Inform Accounting Dept., Internal Audit Office and COA of the disposal of items for record purposes.	None	1 day	Admin Officer & PropMD Chief *
				<i>* Property Management Division, PNOB Building 6, Ground Floor</i>
TOTAL		Note: Bid documents - Depending on the total value of the items for disposal	32 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru written communication addressed to THE CHAIRPERSON Disposal Committee PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City
How feedbacks are processed	Present to Disposal Committee/Management
How to file a complaint	Thru written communication addressed to THE CHAIRPERSON Disposal Committee PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City
How complaints are processed	Present to Disposal Committee/Management
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

c. Procurement Management Division

c.1. Procurement Services. As defined in Republic Act No. 9184, this refers to the procedures undertaken for PNOC's acquisition of Goods, Consulting Services, and contracting for Infrastructure Projects in accordance with the approved Annual Procurement Plan.

Service Information

Office or Division:	Procurement Management Division (ProcMD)			
Classification:	Highly Technical – based on RA 9184			
Type of Transaction:	Government to Government			
Who may avail:	PNOC Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Purchase Requisition or Work Order Requisition (1 original and 2 copies)		PNOC Procurement Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. <i>Procurement of Goods and Services</i> 1. <i>Submit duly accomplished requisition to Procurement</i>	4.2 Accept requisition	None	Five (5) minutes	Administrative Officer <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy</i>

<p><i>Management Division</i></p> <p><i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i></p>				<i>Center, Rizal Drive, BGC, Taguig City</i>
	4.3 Review technical specifications, scope of work, terms of reference, APP number and Approved Budget for the Contract	None	Thirty (30) minutes	ProcMD Chief <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>
	4.4 Assign to AO/Buyer	None	Five (5) minutes	Administrative Officer (Buyer)
	4.5 Determine Method of Procurement	None	Five (5) minutes	Administrative Officer (Buyer)
	4.6 Prepare Invitation to Bid /Request for Quotation	None	Four (4) hours	Administrative Officer (Buyer)

	1.6 Post Invitation to Bid / Request for Quotation	None	Thirty (30) minutes (must be posted at PhilGEPS website for minimum of 19 days and maximum of 72 days)	Administrative Officer (Buyer)
<i>Bidders' purchase of Bid Documents</i>	1. Issue Sales Invoice and Bidding Documents	Depends on the Approved Budget for the Contract (ABC)	Fifteen (15) minutes	Administrative Officer (Buyer)
<i>Bidders' attendance to pre-bid conference</i> <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	1. Hold Pre-bid conference	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat, proponent and invited observers

<i>Bidders' submission of bid proposal for Goods and Infrastructure in sealed envelope</i> <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	1. Accept bid proposal	None	Five (5) minutes	Administrative Officer (Buyer)
	2. Open technical bid	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat Accounting Dept. representative Internal Audit representative and invited observers
	If complete proceed to opening of financial bid			
	3. Prepare eligibility checklist and abstract of bids	None	Fifteen (15)	Administrative Officer (Buyer)
	4. Prepare request for technical evaluation of the lowest calculated bidder and submission of post qualification documents	None	Ten (10) minutes	Administrative Officer (Buyer)
	5. BAC deliberation: Present to BAC result of technical evaluation and identify the lowest calculated and responsive bidder	None	Two (2) hours	Bids and Awards Committee (BAC) BAC Secretariat

	6. Secure Approval of HOPE for the recommendation of BAC	None	Two (2) days	Administrative Officer (Buyer)
	7. Prepare letter to lowest calculated and responsive bidder (submission of post qualification documents)	None	One (1) day	Administrative Officer (Buyer)
	8. Prepare Purchase Order / Notice of Award / Request for contract draft	None	Thirty (30) minutes	Administrative Officer (Buyer)
	9. Secure Approval of Purchase Order / Notice of Award	None	Two (2) days	Administrative Officer (Buyer)
	10. Issue Notice of Award/ Notice to Proceed/ Contract	None	One (1) to seven (7) days	Administrative Officer (Buyer)
	11. Record details of			

	PO/ NOA/NTP/ Contract	None	Ten (10) minutes	Administrative Officer (Buyer)
<i>B. Procurement of Infrastructure Projects</i>				
<i>1. Submit duly accomplished requisition to Procurement Management Division</i>	1,1. Accept requisition	None	Five (5) minutes	Administrative Officer <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>
<i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	1.2. Review technical specifications, scope of work, terms of reference, APP number and Approved Budget for the Contract	None	Thirty (30) minutes	ProcMD Chief <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>
	1.3. Assign to AO/Buyer	None	Five (5)	Administrative Officer (Buyer)

	1.4. Determine Method of Procurement	None	minutes Five (5) minutes	Administrative Officer (Buyer)
	1.5. Prepare Invitation to Bid / Request for Quotation	None	Four (4) hours	Administrative Officer (Buyer)
	5.2. Post Invitation to Bid / Request for Quotation at PhilGEPS website	None	Thirty (30) minutes (must be posted at PhilGEPS website for minimum of 19 days and maximum of 72 days)	Administrative Officer (Buyer)
<i>Bidders' purchase of Bid Documents</i>	1. Issue Sales Invoice and Bidding Documents	Depends on the Approved Budget for the Contract (ABC)	Fifteen (15) minutes	Administrative Officer (Buyer)
<i>Bidders' attendance to pre-bid conference</i>	1. Hold Pre-bid conference for	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat, proponent and invited

<i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	Goods and Infrastructure			observers
<i>Bidders' submission of bid proposal for Goods and Infrastructure in sealed envelope</i>	1. Accept bid proposal	None	Five (5) minutes	Administrative Officer (Buyer)
<i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	2. Open technical bid	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat Accounting Dept. representative Internal Audit representative and invited observers
	If complete proceed to opening of financial bid			
	11.1. Prepare eligibility checklist and abstract of bids	None	Fifteen (15)	Administrative Officer (Buyer)
	11.2. Prepare request for technical evaluation of the lowest calculated bidder and	None	Ten (10) minutes	Administrative Officer (Buyer)

	submission of post qualification documents			
	11.3. BAC deliberation: Present to BAC result of technical evaluation and identify the lowest calculated and responsive bidder	None	Two (2) hours	Bids and Awards Committee (BAC) BAC Secretariat
	11.4. Secure Approval of HOPE for the recommendation of BAC	None	Two (2) days	Administrative Officer (Buyer)
	11.5. Prepare letter to lowest calculated and responsive bidder (submission of post qualification documents)	None	One (1) day	Administrative Officer (Buyer)
	11.6. Prepare Purchase Order / Notice of Award / Request for	None	Thirty (30) minutes	Administrative Officer (Buyer)

	contract draft			
	11.7. Secure Approval of Purchase Order / Notice of Award	None	Two (2) days	Administrative Officer (Buyer)
	11.8. Issue Notice of Award/ Notice to Proceed/ Contract	None	One (1) to seven (7) days	Administrative Officer (Buyer)
	11.9. Record details of PO/ NOA/NTP/ Contract	None	Ten (10) minutes	Administrative Officer (Buyer)
<i>C. Procurement of Consultancy Services</i>				
<i>1. Submit duly accomplished requisition to Procurement Management Division</i>	1.1. Accept requisition	None	Five (5) minutes	Administrative Officer <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>

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<i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>				ProcMD Chief <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	
	1.2	Review technical specifications, scope of work, terms of reference, APP number and Approved Budget for the Contract	None	Thirty (30) minutes	Administrative Officer (Buyer)
	1.3	Assign to AO/Buyer	None	Five (5) minutes	Administrative Officer (Buyer)
	1.4	Determine Method of Procurement	None	Five (5) minutes	Administrative Officer (Buyer)
	1.5	Prepare Request for Expression of Interest /	None	Four (4) hours	Administrative Officer (Buyer)

	Request for Proposal			
	1.6 Post Request Request for Expression / Request for Proposal of Interest at PhilGEPS website	None	Thirty (30) minutes (must be posted at PhilGEPS website for minimum of 19 days and maximum of 72 days)	Administrative Officer (Buyer)
<i>Bidders' secure eligibility documents</i>	1. Issue / provide bidder with eligibility documents	None	Fifteen (15) minutes	Administrative Officer (Buyer)
<i>Bidders' submission of Eligibility documents in a sealed envelope for Consulting Services Procurement</i>	1. Accept eligibility documents 2. Open Eligibility documents	None None	Five (5) minutes One (1) hour	Administrative Officer (Buyer) Bids and Awards Committee (BAC) BAC Secretariat Accounting Dept. representative Internal Audit representative and invited

<i>Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	3. Prepare request for evaluation of eligibility documents	None	Ten (10) minutes	observers Administrative Officer (Buyer)
	4. BAC deliberation: Identify short-listed consultants	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat
	5. Prepare Memo for approval of HOPE (ranking of short-listed consultants)	None	Fifteen (15) minutes	Administrative Officer (Buyer)
	6. Secure Approval of HOPE for Ranking / Short-listed Consultants	None	Two (2) days	Administrative Officer (Buyer)
	7. Prepare letter to short-listed consultants	None	Fifteen (15) minutes	Administrative Officer (Buyer)
<i>Short-listed consultant/s purchase Bid Documents</i>	1. Issue Sales Invoice and Bidding Documents	Depends on the Approved Budget for	Fifteen (15) minutes	Administrative Officer (Buyer)

		the Contract (ABC)		
<i>Short-listed consultants attendance to pre-bid conference</i> <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	1. Hold Pre-bid conference	None	One (1) hour	Bids and Awards Committee (BAC), BAC Secretariat, proponent and invited observers
<i>Short-listed consultant/s submission of bid proposal for Consulting Services in a sealed envelope</i>	1. Accept bid proposal	None	Five (5) minutes	Administrative Officer (Buyer)
	2. Open technical proposal	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat Accounting Dept. representative Internal Audit representative and invited observers Administrative Officer (Buyer)
	3. Prepare request for technical	None	Ten (10) minutes	BAC

	<p>evaluation</p> <p>4. Open financial bid for consultants who meet the minimum technical score</p> <p>5. Prepare Abstract of Bids to determine highest rated and responsive bidder</p>	<p>None</p> <p>None</p>	<p>One (1) hour</p> <p>One (1) hour</p>	Administrative Officer (Buyer)
<p><i>Highest rated and responsive bidder attends Negotiation meeting</i></p> <p><i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i></p>	1. Hold Negotiation meeting	None	One (1) hour	BAC, BAC Secretariat And proponent
<i>Highest rated and responsive bidder</i>	1. Accept and review post	None	Thirty (30) minutes	Administrative Officer (Buyer)

<i>submits post qualification documents</i> <i>Procurement Management Division / Administrative Services Department located at G/F PNOC Bldg. 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	qualification documents			
	2. BAC deliberation : Identify highest rated and responsive bidder	None	One (1) hour	Bids and Awards Committee (BAC) BAC Secretariat Accounting Dept. representative Internal Audit representative and invited observers
	3. Secure of approval of HOPE for the recommendation of BAC	None	Two (2) days	Administrative Officer (Buyer)
	4. Prepare Purchase Order / Notice of Award / Request for contract draft	None	Thirty (30) minutes	Administrative Officer (Buyer)
	5. Secure Approval of Purchase Order / Notice of Award	None	Two (2) days	Administrative Officer (Buyer)
	6. Issue Notice of Award/Noti	None	One (1) to seven (7) days	Administrative Officer (Buyer)

	ce to Proceed/Contract			
	7. Record details of PO/NOA/NTP/Contract	None	Ten (10) minutes	Administrative Officer (Buyer)
Total		Depends on the Approved Budget for the Contract (ABC)	Note: This service is covered under RA 9184 and hence the processing time indicated in the RA shall prevail*	

***Based on the 2016 Revised RA 9184 Implementing Rules and Regulations, the Minimum and Maximum Allowable Time are:**

- 1. Goods and Services : 26 calendar days to 136 calendar days**
- 2. Infrastructure : 26 calendar days to 141 calendar days**
- 3. Consulting Services : 36 calendar days to 180 calendar days**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Send a formal written communication addressed to Administrative Services Department 2. Accomplish Client Satisfaction Survey and indicate feedback in remarks portion 3. Email <ol style="list-style-type: none"> a. lggcalaor@pnoc.com.ph or b. rqvergara@pnoc.com.ph
How feedbacks are processed	<ol style="list-style-type: none"> 1. Discuss / deliberate with the division 2. Assess action point/s to be taken relative to feedback 3. Discuss action point/s with concerned staff/section/division 4. Provide feedback to client if and when necessary
How to file a complaint	<ol style="list-style-type: none"> 1. Send a formal written communication addressed to the Department Manager, Administrative Services Department 2. Email complaint to: <ol style="list-style-type: none"> a. lggcalaor@pnoc.com.ph or b. rqvergara@pnoc.com.ph
How complaints are processed	<ol style="list-style-type: none"> 1. Discuss / deliberate with Dept. Manager 2. Assess validity of complaint 3. Resolve / determine solution 4. Discuss complaint and solution with concerned staff/section for implementation 5. Provide feedback to complainant
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

d. General Services Division

d.1. Request for Repairs. This covers the procedure of ensuring that all requests for corrective general maintenance such as telephone repair, carpentry works, electrical, airconditioning and plumbing for PNOC buildings are monitored and attended to until completion.

Service Information

Office or Division:	General Services Division, Administrative Services Department			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All PNOC Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance Job Request (original-1)		Building Maintenance Section, General Services Division, Administrative Services Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-up a Maintenance Job Request form	1.1 Receive and log the Maintenance Job Request form and forwards it to the Administrative Officer IV	None	15 minutes	<i>Administrative Officer III</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
	1.2 Review the request and assigns it to the concerned maintenance personnel	None	15 minutes	<i>Administrative Officer IV</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
	1.3 Proceed to the requesting party's area for inspection/ assessment of request	None	1 day	<i>Maintenance Personnel</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
	1.3.1 Conduct repair or assistance when able on the spot. If not, list all items necessary for repairs.	None	1 day	<i>Maintenance Personnel</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City

	<p>Processing time is put on hold until materials are available.</p> <p>1.3.2 Upon availability of the materials/ supplies, returns to work site to complete repair</p>			
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2. Sign-off the Maintenance Job Request	2.1 Complete the repair and asks the requesting party to sign-off the Maintenance Job Request	None	10 minutes	<i>Maintenance Personnel</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City <i>Maintenance Personnel</i>
	2.2 Sign-off the Maintenance Job Request and submits to the Administrative Officer IV	None	10 minutes	Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
	2.3 Review and sign-off the Maintenance Job Request and gives it to the Administrative Officer III for filing	None	10 minutes	<i>Administrative Officer IV</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
	2.4 Log and file the Maintenance Job Request	None	10 minutes	<i>Administrative Officer III</i> Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
Total		None	2 days, 1 hour	

			& 10 minutes	
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d.2. Request for Office Reservation. This covers the procedure of reserving or allocating offices or rooms in PNOC buildings and preparing them for meetings and other office activities.

Service Information

Office or Division:	General Services Division, Administrative Services Department			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All PNOC Departments, Subsidiaries, DOE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Function Room Reservation (1 Original, 1 Copy)		Transportation & Communications Section, General Services Division, Administrative Services Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up a Function Room Reservation form	1.1. Receive the Function Room Reservation form	None	15 minutes	<i>Administrative Officer III</i> Transportation & Communications Section located at the 1 st Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
	1.2. Check availability / schedule of	None	30 minutes	

	request and forwards the form for notation by Division Chief and approval by Administrative Services Department Manager			
	1.3. Upon approval of signatories, block off the schedule and turn over the form to the technician	None	15 minutes	
	1.4. On due date, prepares the room and/or equipment to be used as stated on the Function Room Reservation form	None	1 hour	<i>Electronics & Communications Equipment Technician</i> Transportation & Communications Section located at the 1 st Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig <i>Maintenance Personnel</i>

				Building & Facilities Management Section located at the Basement, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City
	1.5 Upon completion of event, logs the event and prepares payment of client	See attached List of Rental Rates	30 minutes	<i>Administrative Officer III</i> Transportation & Communications Section located at the 1 st Floor, PNOC Building 6, Energy Center, Merritt Road, BGC Taguig
Total		As rated for facility	2 hours & 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	By sending Client Satisfaction Rating Form to Customers
How feedbacks are processed	Improve the process based on feedback if necessary
How to file a complaint	Send memo to Administrative Services Department
How complaints are processed	Discuss with concerned employee/department
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

EXTERNAL SERVICES

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

1. Strategy Management Office

a. Corporate Relations Division

a.1 Receiving and Processing of Freedom of Information Requests. This pertains to the process of filing and processing of requests for access to information mandated under Executive Order No. 2 on Freedom of Information signed by President Duterte on July 23, 2016.

Service Information

Office or Division:	Corporate Relations Division, Strategy Management Office			
Classification:	Complex			
Type of Transaction:	Govt to Govt, Govt to Business, Government to Client			
Who may avail:	Any Filipino Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Freedom of Information (FOI) Request Form (original -1 and photocopy-1)		PNOC – Corporate Relations Division, Strategy Management Office		
<i>*If thru FOI Portal, fill up forms therein</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits FOI request form	1.1 Request is received by FOI Receiving Officer (RO)	None	1 day	FOI Receiving Officer, Corporate
	1.2. FOI RO checks	None		

<p>*Corporate Relations Division , Strategy Management Office, located at the 2nd floor, PNOC Bldg. 6, Energy Center, BGC</p> <p><i>*If thru FOI Portal, fill up forms therein (see Annex A- please attach forms)</i></p>	validity of request and completeness of requirements			Relations Division, Strategy Management Office, located at the 2 nd floor, PNOC Bldg. 6, Energy Center, BGC
	1.3 FOI RO forwards request to FOI Decision Maker (DM)	None		
	1.4 FOI Decision Maker (DM) ✓Assesses the request ✓Locates the source of information. ✓Forwards the request to the appropriate party/ department who has the information	None	3 days	FOI Decision Maker, Strategy Management Office, located at the 2 nd floor, PNOC Bldg. 6, Energy Center, BGC
	1.5 FOI DM ✓Receives response from concerned department/s ✓Reviews content of documents and	None	4 days	

	applies relevant exemptions ✓ Considers comment/ advice of officials			
	1.6 FOI DM ✓ Seeks clearance from the President, if necessary	None	2 days	
	1.7 FOI DM ✓ Prepares information for release to the inquirer ✓ Transmits FOI package/ response to the FOI RO	None	4 days	
	1.8 FOI RO ✓ Transmits package/ response to original inquirer	None	1 day	FOI Receiving Officer, Corporate Relations Division, Strategy Management Office, located at the 2 nd floor, PNOC Bldg. 6, Energy Center, BGC
TOTAL		None	15 Working Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	<p>Based on the appeals mechanism published in the PNOC FOI Manual, if the requestor is not satisfied with how PNOC handled the FOI request, the Requestor may write an appeal letter to the Central Review and Appeals Committee (CRAC) within 15 working days from the lapse of the response period. The appeal shall be decided within 30 working days by the CRAC.</p> <p>If all administrative remedies are exhausted and no resolution is provided, requestor may file the appropriate case in the proper courts in accordance with the Rules of Court.</p>
How feedbacks are processed e.g. present to management once feedbacks are processed	
How to file a complaint e.g. procedures	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	<p>0908-8816565 - CSC Contact Center ng Bayan</p> <p>8888 - Presidential Complaints Center</p> <p>478-5093 - Anti-Red Tape Authority</p>

ANNEX "A"

FOI FREQUENTLY ASKED QUESTIONS
Introduction to FOI

1. What is FOI?

Freedom of Information (FOI) is the government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism which allows Filipino citizens to request any information about the government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security. The FOI mechanism for the Executive Branch is enabled via Executive Order No. 2, series of 2016.

2. What is Executive Order No. 2 S. 2016?

Executive Order No. 2 is the enabling order for FOI. EO 2 operationalizes in the Executive Branch the People's Constitutional right to information. EO 2 also provides the State policies to full public disclosure and transparency in the public service. EO 2 was signed by President Rodrigo Roa Duterte on July 23, 2016.

3. Who oversees the implementation of EO 2?

The Presidential Communications Operations Office (PCOO) oversees the operation of the FOI program. PCOO serves as the coordinator of all government agencies to ensure that the FOI program is properly implemented.

Making a Request

4. Who can make an FOI request?

Any Filipino citizen can make an FOI Request. As a matter of policy, requestors are required to present proof of identification.

5. What can I ask for under EO on FOI?

Information, official records, public records, and, documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development.

6. What agencies can we ask information?

An FOI request under EO 2 can be made before all government offices under the Executive Branch, including government owned or controlled corporations (GOCCs) and state universities and colleges (SUCs).

Handwritten signature

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

CORPORATE RELATIONS DIVISION

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

[] YES [] NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title) ³	LEGAL BASIS	OFFICE/AGENCY REGULATIONS		
		Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Response to inquiries/requests for information from the public	Executive Order No. 2 series of 2016 - Freedom of Information	<p>Section 3. Access to information: Every Filipino shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development.</p> <p>Section 8. People's Freedom to Information (FOI) Manual</p> <p>Section 9. Procedure</p>	PNOC Freedom of Information Manual	November 22, 2016	NA

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Response to inquiries/requests for information from the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
FOI Request which maybe through: FOI Portal PNOC Email Personal Visit	Executive Order No. 2 Section 9 PNOC FOI Manual Section 6 and Annex E	1. FOI Receiving Officer (FRO) receives the request, checks validity of request and completeness of requirements		1 day (Day 1)	Php0.00
		2. FRO forwards the request to FOI Decision Maker (FDM)			
		3. FDM assesses the request, locates the source of information and forwards the request to the appropriate party/department and informs and consults departments with key interest		3 days (Days 2-4)	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Response to inquiries/requests for information from the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
		4. FDM receives response from concerned department/s, reviews content of documents and applies relevant exemptions; considers comment/advice of officials		4 days (Days 5-8)	
		5. FDM seeks clearance from President, if necessary		2 days (Days 9-10)	
		6. If approved FDM forwards the documents to the FRO to prepare response for transmittal to requesting party		5 days (Days 11-15)	

GOVERNMENT SERVICE: Response to inquiries/requests for information from the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
		<p>7. If request is denied, FDM informs the FRO to prepare response informing of the denial and reasons for such; FRO transmits the response to the requesting party.</p>			
		TOTAL		15 days	Php 0.00

GOVERNMENT SERVICE: Response to inquiries/requests for information from the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		

GOVERNMENT SERVICE: Response to inquiries/requests for information from the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Request for extension	EO 2, Section 9, Letter (e) PNOC FOI Manual Section 6, No. 6	1. If documents/information requested will require extensive search on voluminous records, or the occurrence of fortuitous event will affect the processing of the request, the FRO shall immediately inform the requesting party.		Not more than 20 days on top of the 15 days	Php0.00

GOVERNMENT SERVICE: Response to inquiries/requests for information from the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
			TOTAL	35 days	Pph 0.00
Written Appeal for Denied Request	EO 2, Sections 12 and 13 PNOC FOI Manual Section 7	2. The requesting party may appeal the decision and file his/her appeal to the PNOC Central Appeals Committee within 15 days from the notice of denial		Not more than 30 calendar days from receipt of appeal	Php0.00
			TOTAL	30 days	Php0.00

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

MIS

(2) (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

☐ YES

☐ NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Posting in the Transparency Seal	1. IATF Memorandum Circular Number 2020-1 (Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016)	Section 4.0 GOOD GOVERNANCE CONDITIONS (GGCs)	IATF Memorandum Circular Number 2020-1 (Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016)	June 2, 2020	
	1. GCG MC No.				

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Posting in the GCG Requirements	2012-07 2. GCG MC 2013-02 3. General Provisions of the GAA 4. GCG No. 2013-05 5. GCG No. 2014-05 (Reissued)	Section 42 Section 43 Section 29 Section 6.1 Section 7.2 Section 93		January 6, 2020 based on the Official Gazette	
Posting of Corporate Governance Scorecard					

FINANCE AND ADMINISTRATIVE SERVICES

1. Treasury Department

a. Fund Management Division

a.1. Cashiering Services – Collection. This procedure covers the collection of payments from lessees and other external customers.

Service Information

Office or Division:	Treasury Department – Fund Management Division	
Classification:	Simple	
Type of Transaction:	Government to Business, Government to Government	
Who may avail:	Lessees, other external customers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Billing Statement (1 original)		Lessees, other external customers
Sales Invoice (1 original)		

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Billing Statement and Cash / Check <i>*Treasury Department: Cashier Window, 3rd floor, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	1.1 Receive Billing Statement/ Sales Invoice. 1.2 Count the money or verify accuracy of check details	None	10 Minutes	Cashier* <i>For outside suppliers : Room near PNOC gym</i>
2. Receive Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR) <i>*Treasury Department: Cashier Window, 3rd floor, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	2.1 Issue Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR)	None	10 Minutes	

Total		None	20 Minutes	
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a.2. Cashiering Services - Check Releasing. This procedure covers releasing of checks to suppliers/contractors.

Service Information

Office or Division:	Treasury Department – Fund Management Division			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government			
Who may avail:	Authorized Check Collector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/Collection Receipt or Acknowledgement Receipt as applicable (original)		From Suppliers/Contractors		
Authorization Letter (1 original)				
Identification Card (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Check	1.1 Secure	None	10 Minutes	Cashier*

<p>and Withholding Tax Certificates (BIR form 2307)</p> <p><i>*Treasury Department: Cashier Window, 3rd floor, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City</i></p>	<p>Authorization letter for newly designated authorized collection or check ID for old collector. (Authorization letter is required for new collectors only)</p> <p>1.2 Release check and tax certificates (BIR 2307 /2306) to the authorized collector.</p>			
<p>2. Issue Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR) and return the receiving copy of</p>	<p>2.1 Receive and verify the correctness of the information on the Official Receipt (OR) or Collection</p>	<p>None</p>	<p>10 Minutes</p>	<p>Cashier*</p>

withholding tax certificate duly acknowledged by the supplier/ contractor <i>*Treasury Department: Cashier Window, 3rd floor, PNOC Building 6, Energy Center, Rizal Drive, BGC, Taguig City</i>	Receipt (CR) or Acknowledgement Receipt (AR) issued by the supplier / contractor before allowing collector to leave 2.2 Accept the duly acknowledged receiving copy of withholding tax certificate			<i>For outside suppliers : Room near PNOC gym</i>
Total		None	20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Clients were asked to fill up a survey form to assess the quality of service that the cashier has provided. A portion in the survey form includes providing comments and suggestions to improve the services.
How feedbacks are processed e.g. present to management once feedbacks are processed	Feedbacks are being presented to the management to properly address any complains, comments and suggestions for the improvement of public service
How to file a complaint e.g. procedures	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

TREASURY OPERATIONS DEPARTMENT-FUND MANAGEMENT

DIVISION

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

[☐] YES [☐] NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Cashiering Services – Collection	COA Memorandum no. 2013-004 dated July 9, 2013- Revised Cash Examination Manual	Chapter II Section 20 to 31 of the Revised Examination Manual	QMS System Procedures Manual Document No. TOD-03 Revision 2	April 4, 2019	N/A
			Treasury Operation Manual Section 4 Subj 3	February 15, 2012 (Revised)	
Cashiering Services – Check Collection	COA Memorandum no. 2013-004 dated July 9, 2013- Revised Cash Examination Manual	Chapter II Section 43 to 45 of the Revised Examination Manual	QMS System Procedures Manual Document No. TOD-02 Revision 2	April 4, 2019	
			Treasury Operation Manual Section 4 Subj 2	February 15, 2012 (Revised)	

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends

³ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

⁴ Cite section number and quote provision identified in the governing law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: CASHIERING SERVICES- COLLECTION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Billing Statement /Sales Invoice	1. National Internal Revenue Code 1997 Sec 237	1. Present Billing Statement and Cash / Check		10 minutes	Php 0.00
2. Payment (Cash or Check)	2. COA Circular no. 2004-06 dated Sept 9, 2004 – Guidelines and Principles on the Acceptability of the Evidence of Receipt of Payment for Disbursements 3. COA Memorandum no. 2013-004 dated July 9, 2013- Revised Cash Examination Manual	2. Receive Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR)		10 minutes	Php 0.00
			TOTAL	20 minutes	Php0.00

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: CASHIERING SERVICES – CHECK RELEASING					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Valid Official Receipt/Collection Receipt/Acknowledgment Receipt	1. National Internal Revenue Code 1997 Sec 237	1. Secure Check and Withholding Tax Certificates (BIR form 2307)		10 minutes	Php0.00
2. Authorization Letter and/or Identification Card for the collector	2. COA Circular no. 2004-06 dated Sept 9, 2004 – Guidelines and Principles on the Acceptability of the Evidence of Receipt of Payment for Disbursements 3. COA Memorandum no. 2013-004 dated July 9, 2013- Revised Cash Examination Manual	2. Issue Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR) and return the receiving copy of withholding tax certificate duly acknowledged by the supplier/ contractor		10 minutes	Php0.00
			TOTAL	20 minutes	Php0.00

⁵ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service

2. Administrative Services Department

a. Personnel Services Division

a.1. Issuance of Employment Documents (Service Records / Certificate of Employment / Compensation and other Employment Records. This service is provided to requesting parties (active, retired/separated, authorized individuals and other government agencies) with employment records for whatever legal purpose it may serve them.

Service Information

Office or Division:	Personnel Services Division (PSD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government
Who may avail:	1.Current Employees of PNOC 2.Former employees of PNOC 3. An individual with Authorization Letter from the employee 3. Other government agencies (GSIS, Pag-IBIG, CSC)
CHECKLIST OF REQUIREMENTS	
A. Simple Request	
1. Duly accomplished Employee Records Request Form (ERRF) – (copy-1)	ERRF can be secured from Employment Section of PSD
2. For the authorized representative, an Authorization Letter (original-1) and photocopy of IDs (employee and authorized representative) are	The Authorization Letter is issued by the employee for his/her authorized representative

required if the employee/former employee is unable to be physically present at PNOC				
3. For other government agencies, a formal letter or email would suffice		Authorized officer of the government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit ERRF <i>Human Resource Management Officer III or IV, Employment Section, Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i> For government agencies - Send request letter/Email	1.1 Accept and verify ERRF/ Authorization Letter and the formal request /email from other government agencies	None	Five (5) minutes	Human Resource Management Officer III or IV, Employment Section, Personnel Services Division, located at 1 st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.2 Search files/records of the requesting client	None	Ten (10) minutes	Human Resource Management Officer III or IV, Employment Section, Personnel Services Division, located at 1 st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	1.2.1 Encode and print employment records/data of the requesting party.	None		

<p>Human Resource Management Officer V, Employment Section, <i>Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i></p>	<p>1.3.Review/ sign the document</p> <p>1.3.1.If complete and accurate, the document will be signed.</p> <p>1.3.2 To be revised if there are discrepancies.</p> <p>Send back to HRMO III or IV for revision /correction.</p> <p>1.3.2.1 Review revised/correct ed document</p> <p>1.3.2.2 If complete and accurate, the document will be signed if not, repeat process</p>	<p>None</p>	<p>Ten (10) Minutes</p>	<p>Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>
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<p>2. Receive the Signed document and acknowledge receipt thereof by signing in the logbook receiving copy</p> <p><i>Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i></p>	<p>2.1 Release the document to requesting party by requesting him/her to sign in the logbook/ receiving copy</p>	<p>None</p>	<p>Ten (10) minutes</p>	<p>Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>
<p>3. Accomplish and submit the Feedback Form</p>	<p>3.1 Provide the requesting party with Feedback Form.</p>	<p>None</p>	<p>Five (5) Minutes</p>	
	<p>3.2 Review and assess the Feedback Form for transmittal to</p>	<p>None</p>	<p>Five (5) Minutes</p>	

	Department Manager for Administrative Services			
Total		None	45 Minutes	

a.2. Issuance of Employment Documents (Dissolved Subsidiaries)

CHECKLIST OF REQUIREMENTS B. Complex Request – requiring additional supporting documents	WHERE TO SECURE
1. Duly accomplished Employee Records Request Form (ERRF) – (copy-1)	ERRF can be secured from Employment Section of PSD
2. For the authorized representative, an Authorization Letter (original-1) and photocopy of IDs (employee and authorized representative) are required if the employee/former employee is unable to be physically present at PNOC. Attach or submit additional document such as certificate of employment or other employment records issued by HR of dissolved subsidiary indicating period of employment.	<p>The Authorization Letter is issued by the employee for his/her authorized representative.</p> <p>Certificate of employment or other employment records indicating period employment are issued by the HR of dissolved subsidiary where the employee was connected prior to separation.</p>
2. For other government agencies, a formal letter or email would suffice.	Authorized officer of the government agency.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish and Submit ERRF</p> <p><i>Human Resource Management Officer III or IV, Employment Section, Personnel Services Division, located at 1st Floor, NOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i></p> <p>For government agencies - Send request letter/Email</p>	<p>1.1 Accept and verify ERRF/ Authorization Letter and the formal request /email from other government agencies NOTE: Only request with supporting documents indicating period of employment will be processed</p>	None	Five (5) minutes	Human Resource Management Officer III or IV, Employment Section, Personnel Services Division, located at 1 st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
	<p>1.2 Search files/records of the requesting client</p> <p>1.2.1. Encode and print employment records/data of the requesting party.</p>	<p>None</p> <p>None</p>	<p>Three (3) days searching for records of dissolved subsidiaries</p>	Human Resource Management Officer III or IV, Employment Section, Personnel Services Division, located at 1 st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig

	<p>1.2.2. If records requested to be culled from turned over documents of dissolved subsidiaries, explain to the requesting party of the meticulous process of records retrieval. The requesting party will be advised of the status of records retrieval and if record is found, set date to pick-up the requested document.</p> <p>1.2.3. Verify records from turned over documents of the subsidiaries.</p>			
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Human Resource Management Officer V, Employment Section, <i>Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i>	<p>1.3.Review/ sign the document</p> <p>1.3.1. If complete and accurate, the document will be signed.</p> <p>1.3.3 To be revised if there are discrepancies.</p> <p>Send back to HRMO III or IV for revision /correction.</p> <p>1.3.3.1 Review revised/corrected document</p> <p>1.3.3.2 If complete and accurate, the document will be signed if not, repeat process</p>	None	Ten (10) Minutes	Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1 st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
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<p>2. Receive the Signed document and acknowledge receipt thereof by signing in the logbook receiving copy</p> <p><i>Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</i></p>	<p>2.1 Release the document to requesting party by requesting him/her to sign in the logbook/ receiving copy</p>	<p>None</p>	<p>Ten (10) minutes</p>	<p>Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig</p>
<p>3. Accomplish and submit the Feedback Form</p>	<p>3.1 Provide the requesting party with Feedback Form.</p>	<p>None</p>	<p>Five (5) Minutes</p>	

	3.2 Review and assess the Feedback Form for transmittal to Department Manager for Administrative Services	None	Five (5) Minutes	Human Resource Management Officer V, Employment Section, Personnel Services Division, located at 1 st Floor, PNOC Building 6, Merritt Road, Energy Center, BGC, Taguig
Total		None	Three (3) days and 45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The requesting party shall accomplish the Feedback Form for the services rendered and submit (sealed) to the Department Manager for Administrative Services (AS)
How feedbacks are processed	Department Manager of AS will assess and validate with the HRMO V regarding the feedback rating (Basis for performance evaluation and appropriate action: Nomination for reward and Incentive – positive responses or for service improvement if there are negative feedbacks).
How to file a complaint	<p>To file a complaint against the responsible person (process owner or HRMO V) the complainant shall provide the following details:</p> <ol style="list-style-type: none"> 1. Name of complainant, his position/designation and place of assignment, if employed. 2. Address/Contact Information 3. Nature of complaint/Narration of facts 4. Evidences 5. Name of employee (process owner/responsible person) being complained
How complaints are processed	All complaints received against the process owners/responsible persons shall be evaluated and validated by the Department Manager and if after due process, there are sufficient or strong evidence of inefficiency and deliberate disservice to the clients, a formal investigation procedure will be recommended to Management.
Contact Information of CCB, PCC, ARTA	<p>0908-8816565 - CSC Contact Center ng Bayan</p> <p>8888 - Presidential Complaints Center</p> <p>478-5093 - Anti-Red Tape Authority</p>

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

ADMINISTRATIVE SERVICES DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

☐ YES ☐ NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Issuance of Employment Documents (Service Record, Certificate of Employment and Compensation)	Code of Ethical Standards for public Officials and Employees (RA6713)	Section 4, Rule VI of Rules Implementing of RA 6713: Section 4 of Rule VI: All official papers and documents must be processed and completed within a reasonable time from the preparation thereof.	Duties of Public Officials and Employees	Effective after thirty (30) days following the completion of their publication in the Official Gazette or in a newspaper of general circulation. Quezon City Published April 21, 1989.	ARTA Law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Issuance of Employment Documents					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Employee Records Request Form (ERRF) -1 original Or Authorization Letter -1 original a. Original Government Issued ID of Authorizing person b. Original Government ID of Authorized Person	Internal PNOC Policy	1. Accomplish ERRF	PNOC Internal Policy	5 minutes	Php0.00
		2.(a) Fill out the ERRF provide all the necessary information indicated in the Form For Authorization Transaction 2. (b) Present Authorization Letter with the required IDs		3 minutes	Php0.00
		3. If Complete and verified: Wait to receive the requested document. If Not Complete: For ERRF – HRMO request the client to duly accomplish the form For Authorization Transaction – Request client to bring original		45 minutes / Three (3) days and 35 minutes for records from dissolved subsidiaries	Php0.00

		documents			
				TOTAL	45 minutes Simple Request
					Three (3) Days and 35 minutes for Complex Request
					Php0.00

ENERGY INVESTMENTS

1. Project Management Department

a. Negotiated Sale of Banked Gas. This refers to the sale of Banked Gas being classified as inventory held for sale in the regular course of the company's business, the sale or disposal of which is not covered by Commission on Audit (COA) Circular No. 89-296, dated 27 January 1989. Thus, as approved by the PNOC Board, the Management is authorized to enter into negotiation for the sale of Banked Gas to any interested party.

Service Information

Office or Division:	Project Management Department (PMD)
Classification:	Highly Technical Transaction
Type of Transaction:	Government to Business (G2B)
Who may avail:	Business Entity

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Proposal to Buy Banked Gas – one (1) original and one (1) certified true copy (2) Proposed Key Terms – one (1) original and one (1) certified true copy (3) Legal, Financial and Technical Eligibility Documents – one (1) original and one (1) certified true copy		Philippine National Oil Company (PNOC) – Project Management Department (PNOC-PMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to buy Banked Gas and the proposed Key Terms Project Dev't. Officers, Project Management Department, 4 th Floor, PNOC Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City	1.1 Receive the submitted documents	None	15 Minutes	<i>Project Development Officers</i> PNOC – Project Management Department (PNOC-PMD)*
	1.2 Evaluate the offer and submit recommendation to the Management	None		<i>Project Development Officers and Department Manager</i> PNOC – Project Management Department (PNOC-PMD)*
	1.3 Adopt the recommendation and submit to the PNOC Board for final approval of	None	15 days	PNOC Top Management

	the selling price			
	1.4 Approve the recommendation and Selling Price	None	7 days	PNOC Board of Directors
	1.5 Transmit the counter proposal	None	30 days	<i>Project Development Officers</i> PNOC – Project Management Department (PNOC-PMD)*
2. Receive the counter proposal for the sale of Banked Gas		None	1 Day	<i>Project Development Officers</i> PNOC – Project Management Department (PNOC-PMD)*
3. Accept the counter proposal	3.1 Execute the Gas Sale/Purchase Agreement	None	15 days from the agreement on the terms of sale	<i>PNOC – Project Management Department Manager (PNOC-PMD);</i> <i>PNOC Management and the Board's Duly Authorized Representative.*</i>
4. Submit and comply with the agreed conditions precedent	4.1 Receive and determine the compliance to the agreed conditions precedent	None	1 day	<i>Project Development Officers</i> PNOC – Project Management Department (PNOC-PMD)*

TOTAL		None	69 days. Total number of days of this service depends on the progress of the negotiation	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Any feedback should be sent thru email address pmd@pnoc.com.ph
How feedbacks are processed e.g. present to management once feedbacks are processed	Feedbacks are forwarded to concerned offices and they are required to answer within three working (3) days upon receipt of the feedback
How to file a complaint e.g. procedures	Complaints may be sent through: - Email: pmd@pnoc.com.ph - Mail: Project Management Department, 4 th Floor, PNOC Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City
How complaints are processed	Complaints are forwarded to concerned offices and they are required to answer within three working (3) days upon receipt of the Complaints
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

PROJECT MANAGEMENT DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

[] YES [] NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Sale of PNOC's Banked Gas	Department of Energy (DOE) Department Memorandum, "Guidelines for the Sale and/or Disposal of the Subrogated Banked Gas"	Manner of Disposal The disposal of the Banked Gas shall be flexible but will however remain consistent with pertinent government rules and regulations. As a government asset, the Banked Gas may either be sold by PNOC, through public auction/bidding and/or the modes of disposal provided the general principles of transparency and governance shall be observed.	Board Resolution No. 2184, S'2014 Board Resolution No. 2528, S'2018	March 26, 2014 August 3, 2018	N/A

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Sale of PNOC's Banked Gas					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
(1) Proposal to Buy Banked Gas – one (1) original and one (1) certified true copy (2) Proposed Key Terms – one (1) original and one (1) certified true copy (3) Legal, Financial and Technical Eligibility Documents – one (1) original and one (1) certified true copy	Department of Energy (DOE) Department Memorandum, "Guidelines for the Sale and/or Disposal of the Subrogated Banked Gas" Board Resolution No. 2184, S'2014 Board Resolution No. 2528, S'2018	1. Submit the Letter of intent to buy Banked Gas and proposed Key Terms	Department of Energy (DOE) Department Memorandum, "Guidelines for the Sale and/or Disposal of the Subrogated Banked Gas" Board Resolution No. 2184, S'2014 Board Resolution No. 2528, S'2018	15 minutes	Php0.00
		2. Receipt of the counter proposal for the sale of Banked Gas		53 Days from the receipt of the proposal/ intent to buy	
		3. Acceptance of the counter proposal and execution of the Gas sale/purchase agreement		30 Days	
		4. Submission and compliance to the agreed conditions precedence		1 Day	
			TOTAL	84 days 15 minutes- Total number of days of this service	Php0.00

GOVERNMENT SERVICE: Sale of PNOC's Banked Gas					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
				depends on the progress of the negotiation.	

2. Business Research and Development Department

a. Selection Process of Private Sector Partner in the development and implementation of the Project. Once the Detailed Feasibility Study for the implementation of a specific project is approved and when the approved modality is either Joint Venture or Build-Operate-Transfer modality), the selection of the Private Sector Partner for the project is covered by the provisions of the Revised Guidelines and Procedures for entering into Joint Venture (JV) Agreements Between Government and Private Entities issued by the National Economic Development Authority (NEDA) or by the provisions of the Philippine BOT Law, as amended and its revised implementing rules and regulations.

The Business Research and Development Department (BRDD) will be part of the Joint Venture Selection Committee (JV-SC) and will participate in the pre-bid conference and in the actual evaluation of the submitted bids.

Service Information

Office or Division:	Business Research and Development Department (BRDD)
Classification:	Highly Technical Transaction
Type of Transaction:	Government to Business (G2B)
Who may avail:	Business Entity
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> (1) Instructions to Private Sector Participants – (original-1), (copy-1) (2) Minimum Design, Performance Standards/Specifications, and other Financial and Economic Parameters, where applicable among others – (original-1), (copy-1) (3) Feasibility Study or a Business Case/Pre-feasibility Study of the Project – (original-1), (copy-1) (4) Draft Contract – (original-1), (copy-1) (5) Selection Form reflecting the required information to properly evaluate the technical and financial proposal – (original-1), (copy-1) (6) Forms of technical and financial proposals and performance securities – (original-1), (copy-1) (7) Other documents as maybe required by the concerned regulatory agencies - (original-1), (copy-1) 	<p>PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC) Secretariat</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Eligibility Documents indicated in the published Invitation to Apply for Eligibility and to Submit Proposal PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC) Secretariat 4 th Floor, PNOC Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City	1.1 Receive the Eligibility Documents	Amount depends on the Board Approval, such approval will be based on the cost of the project	52 days from the date of publication of Invitation to Apply for Eligibility and to Submit Proposal	PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC) Secretariat
	1.2 Evaluate the submitted eligibility documents	None		PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC)
	1.3 Notify the eligible private sector participants	None		PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC)

<p>2. Tender of Documents or Proposal</p> <p>PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC) Secretariat 4th Floor, PNOC Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City</p>	2.1 Receive the Proposal	None	<p>120-150 days from the receipt of the proposal</p>	PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC) Secretariat
	2.2 Open proposals	None		
	2.3 Evaluate Proposals	None		
	2.4 Recommend Award	None		
	2.5 Decision of Award	None		Head of Agency / Governing Board
	2.6 Notice of Award	None		PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC)

<p>3. Submit Compliance Statement</p> <p>PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC) Secretariat 4th Floor, PNOC Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City</p>	<p>3.1 Receive documents</p>	<p>None</p>	<p>30 days from the issuance of notice of award</p>	<p>PNOC – Bids and Awards Committee (BAC) or Joint Venture Selection Committee (JV-SC)</p>
<p>4. Sign the Contract</p> <p>PNOC Board Room 5th Floor, PNOC Building 6,</p>	<p>4.1 Sign the Contract</p>	<p>None</p>	<p>7 days from the receipt of the compliance statements</p>	<p>Head of Agency / Governing Board Or its authorized representative</p>

Energy Center, Rizal Drive, Bonifacio Global City, Taguig City				
TOTAL		None	239 days	

**Schedule of Monthly Board Meeting was considered*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Any feedback should be sent thru email address brdd@pnoc.com.ph
How feedbacks are processed e.g. present to management once feedbacks are processed	Feedbacks are forwarded to concerned offices and they are required to answer within three working (3) days upon receipt of the feedback
How to file a complaint e.g. procedures	Complaints may be sent through: - Email: brdd@pnoc.com.ph - Mail: Business Research and Development Department, 4 th Floor, PNOC Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City
How complaints are processed	Complaints are forwarded to concerned offices and they are required to answer within three working (3) days upon receipt of the Complaints
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

BUSINESS RESEARCH AND DEVELOPMENT DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

☐ YES ☐ NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Selection of Private Sector Partner in the development and implementation of the Project	Revised Guidelines and Procedures for entering into Joint Venture (JV) Agreements Between Government; or BOT Law, as amended (R.A. No. 6957, as amended by R.A. No. 7718)	<p>4.1 Coverage.</p> <p>4.2 These guidelines shall apply to all government-owned and/or controlled corporations (GOCCs), government corporate entities (GCEs), government instrumentalities with corporate powers (GICPs), government financial institutions (GFIs), state universities and colleges (SUCs), as defined under Section 5.0.</p> <p>SEC. 3. Private Initiative in Infrastructure. – All government infrastructure agencies, including government-owned and-controlled corporations (GOCC) and local government units (LGUs) are hereby authorized to enter into contract with</p>	N/A	N/A	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
		any duly pre-qualified project proponent for the financing, construction, operation and maintenance of any financially viable infrastructure or development facility through any of the projects authorized in this Act. Said agencies, when entering into such contracts, are enjoined to solicit the expertise of individuals, groups, or corporations in the private sector who have extensive experience in undertaking infrastructure or development projects			

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Selection of Private Sector Partner in the development and implementation of the Project					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
(1) Instructions to Private Sector Participants – One (1) original, one (1) copy	Revised Guidelines and Procedures for entering into Joint Venture (JV) Agreements Between Government; or BOT Law, as amended (R.A. No. 6957, as amended by R.A. No. 7718)	1. Submission of the Eligibility Documents indicated in the published Invitation to Apply for Eligibility and to Submit Proposal	Revised Guidelines and Procedures for entering into Joint Venture (JV) Agreements Between Government; or BOT Law, as amended (R.A. No. 6957, as amended by R.A. No. 7718)	52 days from the date of publication of Invitation to Apply for Eligibility and to Submit Proposal	Amount will be based on the cost of the project
(2) Minimum Design, Performance Standards/Specifications, and other Financial and Economic Parameters, where applicable among others – One (1) original, one (1) copy		2. Tender of Documents or Proposal		120-150 days from the Notice of Eligibility	
(3) Feasibility Study or a Business Case/Pre-feasibility Study of the Project - One (1) original, one (1) copy		3. Submission of Compliance Statement		30 days from the issuance of Notice of Award	
(4) Draft Contract - One (1) original, one (1) copy		4. Signing of the Contract		7 days from the receipt of the compliance statements	
(5) Selection Form reflecting the required information to properly evaluate the					

GOVERNMENT SERVICE: Selection of Private Sector Partner in the development and implementation of the Project					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
technical and financial proposal - One (1) original, one (1) copy (6) Forms of technical and financial proposals and performance securities - One (1) original, one (1) copy (7) Other documents as maybe required by the concerned regulatory agencies - One (1) original, one (1) copy					
			TOTAL	239 days	

3. Asset Management Department

a. Asset Development Division

a.1. Leasing of Real Estate via Public Bidding. Leasing of PNOC's real estate assets is a revenue source for PNOC to support the pursuit of its mandate. Idle land assets which are not suitable or is not yet being considered or reserved for PNOC's Energy Projects are bided out to the public pursuant to applicable laws, rules and regulations as well as internal policies.

Service Information

Office or Division:	Land Management Division, Asset Management Department			
Classification:	Highly Technical- processing time will exceed 20 days considering the down times like time from publication to date of inspection, time from inspection to submission of bids, time from opening to evaluation and approval of award.			
Type of Transaction:	Government to Business, Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Bidding Guideline and Terms of Reference (original-1)		PNOC - Asset Management Department/Asset Development Division		
1 Bid Letter Form (original-1)				
1 Bidder's Information Sheet Form (original-1)				
1 Bidder's Site Inspection Certificate (original-1)				
1 Development Plan (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure Bidding Guidelines and Terms of Reference, Bid Letter Form, Bidder's Information Sheet, from PNOC Asset Management Department /Asset Development Division (spell out AMD and ADD)	1.1 Issue requested documents	P2,000.00	1 Hour	Development Management Officers of the Asset Development Division of the Asset Management Department located at the 4 th floor, PNOC Bldg. 6, Energy Center, BGC
2. Conduct Site Inspection, if necessary	2.1 Accompany prospective bidders	None	1 Day	Development Management Officers
	2.2 Issue Bidder's Site Inspection Certificate	None	1 Day after Inspection	Development Management Officer V
11.10. Attend Pre-Bidding Conference, if required at the location indicated in the Bidding Guideline and Terms of Reference (indicate location/department/division)	3.1 Hold Pre-bidding conference as may be necessary	None	1 Day	Disposal and Utilization Committee
11.11. Submit to Philippine National Oil Company Asset Management	4.1 Receive documents	None	10 Minutes	Development Management Officers

<p>Division/Asset Development Division:</p> <p>1. Filled-up Bid Letter Form</p> <p>a.1 Filled-up Bidder's Information Sheet</p> <p>a.2 Signed Bidding Guidelines and TOR</p> <p>2. Site Inspection Certificate, if required at the Asset Development Division of the Asset Management Department</p> <p>3. Development Plan to the Asset Development Division of the Asset Management Department</p> <p>4. Bid Deposit</p>		<p>20% of total bid on a per annum basis but</p>		
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<p>5. Special Power of Attorney for agents</p> <p>6. Board or Partners' Resolution in case of corporate bidders or partnership enterprise</p>		<p>not to exceed P100,000</p>		
<p>11.12. Witness Bid Opening and participate in the auction as may be qualified at the location indicated in the Bidding Guideline and Terms of Reference</p>	<p>5.1 Open Bids, and supporting documents and conduct auction as may be necessary</p> <p>5.2 Evaluate bids and make recommendations</p>	<p>None</p> <p>None</p>	<p>2 Hours</p> <p>5 Working Days from Bid Opening</p>	<p>Disposal and Utilization Committee</p> <p>Disposal and Utilization Committee</p>

	5.3 Declare a Winning Bidder	None	10 Working Days from Bid Opening for President or 45 working days for Board	President or Board
11.13. Receive notice of award, sign lease agreement and pay rental fees to the cashier of the Treasury Department located at the 3 rd Floor of PNOC Bldg. 6, Energy Center, BGC, Taguig	6.1 Issue a Notice of Award and contract	None	30 Working Days from declaration of winning bidder	President and General Counsel
TOTAL		P2,000.00	85 Working Days	

a.2. Sale of Real Estate via Public Bidding. Sale of PNOC's real estate assets is done for Idle land assets which are not suitable or reserved for PNOC's Energy Projects. Most of these are properties were acquired by PNOC as property dividend where the sizes and location are not suitable for use as an energy facility. Sale by bidding is governed by applicable laws, rules and regulations as well as internal policies.

Service Information

Office or Division:	Land Management Division, Asset Management Department			
Classification:	Highly Technical- processing time will exceed 20 days considering the down times like time from publication to date of inspection, time from inspection to submission of bids, time from opening to evaluation and approval of award.			
Type of Transaction:	Government to Business, Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Bidding Guideline and Terms of Reference (original-1)		PNOC - Asset Management Department/Asset Development Division		
1 Bid Letter Form (original-1)				
1 Bidder's Information Sheet Form (original-1)				
1 Bidder's Site Inspection Certificate (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Bidding Guidelines and Terms of Reference, Bid Letter Form, Bidder's Information Sheet, from Philippine National Oil Company Asset Management	1.1 Issue requested documents	P2,000.00	1 Hour	Development Management Officers of the Asset Development Division of the Asset Management Department located at the 4 th floor, PNOC Bldg. 6, Energy Center, BGC

Department /Asset Development Division				
2. Conduct Site Inspection, if necessary	2.1 Accompany prospective bidders	None	1 Day	Development Management Officers
	2.2 Issue Bidder's Site Inspection Certificate	None	1 Day after Inspection	Development Management Officer V
3. Attend Pre-Bidding Conference, if required at the location indicated at the Bidding Guideline and Terms of Reference	3.1 Hold Pre-bidding conference as may be necessary	None	1 Day	Disposal and Utilization Committee
4. Submit to PNOC AMD/ADD: a. Filled-up Bid Letter Form a.1 Filled-up	4.1 Receive documents	None	10 Minutes	Development Management Officers

<p>Bidder's Information Sheet</p> <p>a.2 Signed Bidding Guidelines and TOR</p> <p>b. Site Inspection Certificate, if required with the Asset Development Division of the Asset Management Department located at the 4th floor of PNOC Bldg. 6, Energy Center, BGC, Taguig</p> <p>c. Bid Deposit</p>		<p>20% of total bid on a per annum basis but not to exceed P100,000</p>		
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<p>d. Special Power of Attorney for agents</p> <p>e. Board or Partners' Resolution in case of corporate bidders or partnership enterprise</p>				
<p>5. Witness Bid Opening and participate in the auction as may be qualified at the location indicated in the Bidding Guideline and Terms of Reference</p>	<p>5.1 Open Bids, and supporting documents and conduct auction as may be necessary</p>	<p>None</p>	<p>2 Hours</p>	<p>Disposal and Utilization Committee</p>
	<p>5.2 Evaluate bids and make recommendations</p>	<p>None</p>	<p>5 Working Days from Bid Opening</p>	<p>Disposal and Utilization Committee</p>
	<p>5.3 Declare a</p>	<p>None</p>	<p>10 Working Days</p>	<p>President or Board</p>

	Winning Bidder		from Bid Opening for President or 45 working days for Board	
6. Receive notice of award, sign DOAS and pay purchase price	6.1 Issue a Notice of Award and contract	None	30 Working Days from declaration of winning bidder	President and General Counsel
TOTAL		P2,000.00	85 Working Days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback e.g. dropbox, kiosks, email etc.	Send to PNOC E-mail
How feedbacks are processed e.g. present to management once feedbacks are processed	Report to the Disposal Committee
How to file a complaint e.g. procedures	Send to PNOC E-mail
How complaints are processed	Forwarded to appropriate unit for appropriate action
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center 8888 - Presidential Complaints Center ng Bayan 478-5093 - Anti-Red Tape Authority

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/ AGENCY/ LGU: ASSET MANAGEMENT DEPARTMENT/PNOC
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: ☐ YES ☐ NO
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Leasing of Real Estate via Public Bidding	PNOC Real Estate Disposal/Utilization Manual	Section 6, Subject 1, Item A.1 The policy guidelines provided for in Sale thru Public Bidding shall apply.	PNOC Real Estate Disposal/Utilization Manual	13 Nov 2006	None
			Section 4, Subject 1 (Policy Statements and Guidelines)	13 Nov 2006	
			Section 5, Subject 1-2 (Modes of Disposal of PNOC Real Estate Properties)	12 Mar 2007	
			Section 5, Subject 3 (Procedures)		

Sale of Real Estate via Public Bidding	COA Circular No. 89-296, January 27, 1989 Audit Guidelines on the Divestment or Disposal of Property and Other Assets of NGAs & instrumentalities, LGUs and GOCCs & their Subsidiaries	Section V. Mode of Disposal/Divestment Item 1 Public Auction Item 2 Sale Thru Negotiation	PNOC Real Estate Disposal/Utilization Manual Section 4, Subject 1 (Policy Statements and Guidelines)	13 Nov 2006	none
		Section VI. Audit Procedure Item A	Section 5, Subject 1-2 (Modes of Disposal of PNOC Real Estate Properties)	13 Nov 2006	
			Section 5, Subject 3 (Procedures)	12 Mar 2007	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Leasing of Real Estate via Public Bidding					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled-up Bid Letter Form Filled-up Bidder's Information Sheet Signed Bidding Guidelines and Terms of Reference Bidder's Site Inspection Certificate Development Plan	PNOC Real Estate Disposal/Utilization Manual	1. Secure Bidding Guidelines and Terms of Reference, Bid Letter Form, Bidder's Information Sheet	PNOC Real Estate Disposal/Utilization Manual	1 hour	Php2,000.00
		2. Conduct site inspection, if necessary		1 day	none
		3. Attend Pre-Bidding Conference, if required at the location indicated in the Bidding Guidelines and Terms of Reference		1 day	none
		4. Submit to PNOC Asset Management Department (AMD)/Asset Development Division (ADD) 4.1 Filled-up Bid Letter Form 4.2 Filled-up Bidder's Information Sheet 4.3 Signed Bidding Guidelines and TOR 5. Submit Site Inspection Certificate, if required with the AMD-ADD 6. Submit Development Plan to AMD-ADD 7. Bid Deposit 8. Special Power of Attorney for agents 9. Board of Partners' Resolution in case of		10 minutes	none

		corporate bidders or partnership enterprise			
		10. Witness Bid Opening and participate in the auction as may be qualified at the location indicated in the Bidding Guidelines and TOR		2 hours	
		11. Receive Notice of Award; sign Lease Agreement and pay rental fees to the Cashier of the Treasury Department			
			TOTAL		Php2,000.00

GOVERNMENT SERVICE: Sale of Real Estate via Public Bidding					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled-up Bid Letter Form Filled-up Bidder's Information Sheet Signed Bidding Guidelines and Terms of Reference Bidder's Site Inspection Certificate	PNOC Real Estate Disposal/Utilization Manual	1. Secure Bidding Guidelines and Terms of Reference, Bid Letter Form, Bidder's Information Sheet	PNOC Real Estate Disposal/Utilization Manual	1 hour	Php2,000.00
		2. Conduct site inspection, if necessary		1 day	none
		3. Attend Pre-Bidding Conference, if required at the location indicated in the Bidding Guidelines and Terms of Reference		1 day	none
		4. Submit to PNOC Asset Management Department (AMD)/Asset Development Division (ADD) 4.1 Filled-up Bid Letter Form 4.2 Filled-up Bidder's Information Sheet 4.3 Signed Bidding Guidelines and TOR Submit Site Inspection Certificate, if required with the AMD-ADD 5. Bid Deposit 6. Special Power of Attorney for agents 7. Board of Partners' Resolution in case of corporate bidders or partnership enterprise		10 minutes	none

		8. Witness Bid Opening and participate in the auction as may be qualified at the location indicated in the Bidding Guidelines and TOR		2 hours	
		9. Receive Notice of Award; sign DOAS and pay purchase price to the Cashier of the Treasury Department			
			TOTAL		Php2,000.00

Energy Business

1. Park Management Department

- a. Issuance of Work Permit.** The Work Permit System is only applicable to the common areas within the Industrial Park, Jetty and the water enclosed within the Port limit. The work permit enables the approving personnel to assess the hazardous circumstances involved in the work to be carried out, the precautions required to prevent incidents, and limits of the permitted work, area or equipment.

Service Information

Office or Division	Environmental Management and Technical Services Division (EMTSD)
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Classification	Simple Transaction			
Type of Transaction	Government to Business Entity (G2B)			
Who may Avail	PNOC Industrial Park Locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Main Permit to Work – (original-1) Work Permits Renewal/ Work Plan – (original-1) Job Hazard Analysis – (original-1) Locators Certification – (original-1) Excavation Certificate – (original-1) Vessel/Confined Space Entry Certificate – (original-1) Isolation Certificate –(original-1) Jetty Work Permit- (original-1) Hot Work Permit- (original-1_		PNOC Park Management Department - Environmental Management and Technical Services Division (EMTSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Work Permit Forms Senior Safety Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management	1.1 Provide appropriate Permit forms to be filled out by the requestor	None	5 minutes	Senior Safety Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department

Department				
<p>2. Fill out the Work Permit Forms and other applicable permits, documents and certificates. Complete all the necessary requirements.</p> <p>Senior Safety Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department</p>	<p>2.1 Receive, assess and verify the Permit to Work application and all related documents, permits and certificates related to the work to be conducted.</p> <p>If Complete: Forward to PNOC Park Management Department issuing/approving authority</p>	None	25 minutes	Senior Safety Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department

	If Not Complete: Instruct requesting party to comply first with all the HSSE findings to reprocess the application.			
<p>3. If Complete: Wait to receive the approved and duly signed Permit to Work and may proceed with the start of activity.</p> <p>If Not Complete: Comply first with HSSE Findings and reapply for Permit to Work</p> <p>Senior Safety Specialist, Environmental Management and</p>	<p>3.1 Duplicate and distribute the approved Work Permit Form and accompanying certificates to the ff:</p> <p>Copy 1 (Original) - to PNOC EMTSD</p> <p>Copy 2 -to</p>	None	5 minutes	Senior Safety Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department

Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department	PNOC CFEMD Copy 3- Kept by Work in Charge or proponent at work area			
Total		None	35 minutes	

b. Issuance of Construction Debris Disposal Permit. This service is in conformity with the PNOC Industrial Park Guidebook Volume 2, for the Park to ensure that no contamination shall take place for the receiving land and shall guarantee the Park and the Locator free from any environmental contamination activities.

Service Information

Office or Division	Environmental Management and Technical Services Division (EMTSD)
Classification	Complex
Type of Transaction	Government to Business Entity (G2B)
Who may Avail	PNOC Industrial Park Locators

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for the Disposal of Construction Debris from Plant (to include volume of debris for disposal)- (original-1)		PNOC Park Management Department - Environmental Management and Technical Services Division (EMTSD) <i>Note: Upon approval of SVP for Energy Business of Construction Debris Disposal Permit, this will be returned to the Park Mgt. Dept. for dissemination to concerned locator.</i>		
For Porous and Permeable Materials Disposal:				
Third-party certification/ testing result to verify that the soil to be disposed are non-hazardous and contains no toxic materials – (original-1)				
Gantt Chart of Activities – (original-1)				
Acceptance and Assurance Letter from Dumping Site –(original-1)				
List of personnel in charge of the activity and contact details – (original-1)				
For Non-Porous and Non-Permeable Materials Disposal:				
Letter of Guarantee that the material for disposal is not contaminated/ contains no hazardous contaminants – (original-1)				
Acceptance letter from dumping site – (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for the disposal of Construction Debris from Plant and	1.1 Receive request letter and attached documents	None	10 minutes	Document Controller Support Services Division, Admin. Office, PNOC Park Management Department

all other documentary requirements				
Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department	1.2 Disseminate request letter to Park Environmental Management and Technical Services Division (EMTSD) for the assessment on requirements sufficiency	None	20 minutes	Document Controller Support Services Division, Admin. Office. PNOC Park Management Department
Supervising Environmental Management Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department	1.3 Assess the completeness of the submitted documents.	None	1 day	Supervising Environmental Management Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department
Manager, PNOC Park Management Department	1.4 Conduct preliminary inspection of materials for disposal at site	None	1 day	Manager, Park Mgt Dept

<p>PNOC Office of the Senior Vice President for Energy Business, located at 6thFloor PNOC Main Office</p>	<p>If documents are complete and inspected materials comply with submitted documents: Endorse to approving authority the approval of the request.</p>			
<p>Supervising Environmental Management Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department</p>	<p>1.5 Assess and recommend approval of request</p>	<p>None</p>	<p>1 day</p>	<p>Senior Vice President for Energy Business</p>
	<p>1.6 Conduct final assessment and approval of the request</p>	<p>None</p>		
	<p>1.7 If documents are not complete and/or does not comply with the submitted</p>	<p>None</p>	<p>4 days</p>	<p>Supervising Environmental Management Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park</p>

	documents, instruct requesting party to comply and complete documents			Management Department
<p>2. If complete: Wait to receive the approval on the construction debris disposal If not complete and/or does not comply with submission: Comply with the requirements, resubmit and wait for assessment.</p> <p>Supervising Environmental Management Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department</p>	2.1 Duplicate the approval document duly received by the requesting party.	None	1 day	Supervising Environmental Management Specialist, Environmental Management and Technical Services Division (EMTSD), Admin. Office, PNOC Park Management Department
	2.2 Assess re-submitted documents and refer to Steps 1.3 to 1.5	None	6 days	

Total		None	14 days 30 minutes	

- c. Issuance of PNOC Vehicle Sticker.** For security and safety reasons, motor vehicles need to be properly identified and regulated in their entry into the PNOC Industrial Park. The PNOC vehicle sticker will allow vehicles' access to the common areas within the PNOC Industrial Park. PNOC employees, Regular Contractors, Locators and their contractors can apply for a PNOC vehicle sticker.

Service Information

Office or Division	Support Services Division (SSD)
Classification	Simple Transaction
Type of Transaction	Government to Public (G2P)
Who may Avail	PNOC Industrial Park employees, regular contractors and Locators and their contractors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>PNOC IP Employees</i>	Corresponding owners, employees, contractors and locators
OR/CR under the name of requester/company – (duplicate-1)	

Employee ID (for PNOC IP employees) – (duplicate-1)	
Authorization from the registered owner of the vehicle (if OR/CR is not under the name of the requester) – (original-1_	
Deed of sale (if OR/CR is not under the name of the requester) – (duplicate-1)	
Locators and their employees	
Letter of request – (original-1), (duplicate-1)	
Latest OR/CR – (duplicate-1)	
List of employees with their corresponding vehicles – (original-1), (duplicate-1)	
Authorization from the registered owner of the vehicle (if OR/CR is not under the name of the requester) – (duplicate-1)	
Deed of sale (if OR/CR is not under the name of the requester) – (duplicate-1)	
<i>PNOC Industrial Park's and Locators' Regular Service Providers</i>	
Photocopy of updated OR and CR indicating the name of the vehicle owner or the company of the service provider – (duplicate-1)	
Endorsement from the agency (for Park's service provider)/locator considering the ff: ✓ Must have an existing contract of at least six (6) months	

duration or longer with PNOC Industrial Park or Locators – (duplicate-1) For leased vehicles, provide copy of the lease contract – (duplicate-1)				
Authorization from the registered owner of the vehicle (if OR/CR is not under the name of the requester) – (original-1)				
Deed of sale (if OR/CR is not under the name of the requester) – (copy-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements with complete attachments Admin Officer, Support Services Division, Admin. Office, PNOC Park Management Department	1.1 Verify the requirements submitted. If complete requirements, request will be forwarded to the cashier. If not complete, all requester's incomplete requirements will be returned to the client for completion.	None	5 minutes per vehicle	Admin Officer, Support Services Division, Admin. Office, PNOC Park Management Department
2. Pay for the vehicle sticker	2.1 Issue O.R. and make	P150 per sticker	5 minutes per transaction	Cashier, Support Services Division, Admin. Office, PNOC Park

Cashier, Support Services Division, Admin. Office, PNOC Park Management Department	copies of the documents submitted for attachment.			Management Department
3. Present O.R. Admin Officer, Support Services Division, Admin. Office, PNOC Park Management Department	3.1 Issue Vehicle Sticker	None	5 minutes per transaction	Admin Officer, Support Services Division, Admin. Office, PNOC Park Management Department
Total		None	15 minutes	

d. Receipt of Letters and Documents. PNOC shall properly and in an orderly manner receive, distribute, track, and file letters and documents so these can be acted upon by the designated recipients in a timely manner, or systematically accessed at a later date for further review or action.

Service Information

Office or Division	Support Services Division (SSD)
Classification	Simple Transaction
Type of Transaction	Government to Public (G2P)

Who may Avail		PNOC Industrial Park locators, community and PNOC H.O		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter or documents Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department	1.1 Receive letter, seal with date and signature. Return to client their receiving copies.	None	5 minutes	Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department
	1.2 Record to file of received documents.	None	5 minutes	
	1.3 Cascade document to corresponding addressee	None	5 minutes	

	1.4 File copy with the receipt of the addressee.	None	5 minutes	
Total		None	20 minutes	

- e. Receipt of Customer Complaints.** PNOC shall receive, address, and resolve complaints from its locators, customers, and other stakeholders, in an orderly and timely manner.

Service Information

Office or Division	Support Services Division (SSD)			
Classification	Simple Transaction			
Type of Transaction	Government to Public (G2P)			
Who may Avail	PNOC Industrial Park locators, community and PNOC H.O			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter of complaint Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department	1. 1 Receive letter, seal with date and signature. Return to client their receiving copies.	None	5 minutes	Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department
	1.2 Record to customer complaint log sheet.	None	1 minutes	
	1.3 Submit copy of complaint to the Department Manager for appropriate action.	None	5 minutes	
	1.4 File the original document of the complaint	None	5 minutes	
Total		None	20 minutes	

f. Receipt of Collections. PNOC shall receive payments from its locators and customers systematically and with full transparency. All collections shall be properly acknowledged by the issuance of proper receipts.

Service Information

Office or Division	Support Services Division (SSD)			
Classification	Simple Transaction			
Type of Transaction	Government to Public (G2C)			
Who may Avail	PNOC Industrial Park locators, community and PNOC H.O			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Berthing Fee – Berthing invoice, payment – (original-1), (duplicate-1)		Harbor Officer located at Construction, Facilities and Equipment Management Division (CFEMD), Admin. Office, PNOC Park Management Department		
Vehicle Sticker – OR/CR, payment – (duplicate-1)		Administrative Officer Support Services Division, Admin. Office, PNOC Park Management Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements with the payment Cashier, Support Services Division, Admin. Office, PNOC Park Management Department	1.1 Receive and review the requirements. If requirements are complete, accept payment. If not complete,	None	5 minutes	Cashier, Support Services Division, Admin. Office, PNOC Park Management Department

	return documents for completion.			
2. Give payment Cashier, Support Services Division, Admin. Office, PNOC Park Management Department	2.1 Count and check payment	Berthing Fee (fee depends on the quantity or weight of the shipment) / Vehicle Sticker Payment (P150.00 per vehicle)	5 minutes	Cashier, Support Services Division, Admin. Office, PNOC Park Management Department
	2.2 Issue O.R to the client. Blue copy with	None	5 minutes	

	attached requirement will go to PNOC Accounting Department. Yellow copy will be the Cashier's copy.			
Total		P150.00 per vehicle	15 minutes	

g. Issuance of Entry Permit . This document will be used for ingress of all materials, personnel inside the Industrial Park.

Service Information

Office or Division	Construction, Facilities and Equipment Management Division
Classification	Simple Transaction

The energy

Type of Transaction	Government to Business (G2B)			
Who may Avail	PNOC Industrial Park Locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preparation Entry Permit by Locator (original-1)		PNOC-Park Management		
Permit to be received by Document Controller from Locator (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit entry permit to Document Controller Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department	1.1. Receive and review the work permit 1.2. Document Controller to forward Work Permit to Division Chief 1.2.1 Review and sign	None	5 minutes	Document Controller

	1.3 Document will be forwarded to Security Officer	None	5 minutes	Division Chief
	1.3.1 Forward to Main Gate with Notation	None	5 minutes	Security Officer
Total		None	15 minutes	

h. Issuance of VIP Entry Permit. This document will be used for the ingress of locator's VIP separate from ordinary entry permit to cater the needs of locators.

Service Information

Office or Division	Construction, Facilities and Equipment Management Division
Classification	Simple Transaction
Type of Transaction	Government to Business (G2B)

The energy Company

Who may Avail	PNOC Industrial Park Locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preparation Entry Permit by Locator - (original-1), (duplicate-1)		PNOC-Park Management		
Permit to be received by Document Controller from Locator (original-1, duplicate-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit entry permit to Document Controller	1.1. Receive and review the work permit	None	5 minutes	Document Controller
	1.2 Document Controller to forward Work Permit to Division Chief	None	5 minutes	Division Chief
	1.3. Review, sign and allow entry, coordinate with locator with their representative	None		Security Officer

	at main gate			
Total		None	10 minutes	

- i. **Berthing permit approval.** This document will be used for the berthing of shipping vessels at jetty facility of Park Management.

Service Information

Office or Division	Construction, Facilities and Equipment Management Division		
Classification	Simple Transaction		
Type of Transaction	Government to Business (G2B)		
Who may Avail	PNOC Industrial Park Locators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Preparation of Declaration of Shipment by Locator/Ship Agent (original-1, duplicate-1)		PNOC-Park Management	
Mooring Gang Personnel Entry Permit		PNOC-Park Management	

(original-1, duplicate-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Declaration of Shipment to Document Controller Document Controller, Support Services Division, Admin. Office, PNOC Park Management Department	1.1 Receive and review the berthing permit	None	5 minutes	Document Controller Park Manager
	1.2 Document Controller to forward Berthing Permit to Park Manager	None	10 minutes	
	1.3 Review, sign and allow entry, coordinate with Security Officer and Park Superintendent	None	15 minutes	Security Officer
	1.4 Security Officer to prepare documents	None		Security Officer

	informing all locators re: Berthing Activity			
TOTAL		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Email to: industrialpark@pnoc.com.ph</p> <p>Call: (+6347) 244 5884 (EMTSD and SSD Office) (+6347) 633-4847 (Park Manager's Office)</p> <p>Formal Letter addressed to: Atty. Graciela M. Barleta Senior Vice President for Energy Business</p>
How feedbacks are processed	<ol style="list-style-type: none"> 1. Customer feedbacks are collected during the conduct of PNOC 3rd party surveys, from emails, customer interviews, social media, on-site activities, or from the official PNOC website. 2. Feedbacks shall be categorized by the Department Manager into different buckets: Operations (Provision of Raw and Fire Water, Jetty Services), HSSE Services, Administrative and Support Services. 3. The Department Manager will share the feedbacks (positive and negative) with the respective divisions. Positive feedbacks will be practiced continuously while

	<p>negative feedbacks will be acted upon accordingly by the concerned division.</p> <p>4. The Department Manager will provide the customers who gave feedback, the actions and plans to address negative feedbacks.</p>
How to file a complaint	<p>Email to: industrialpark@pnoc.com.ph</p> <p>Call: (+6347) 244 5884 (EMTSD and SSD Office) (+6347) 633-4847 (Park Manager's Office)</p> <p>Formal Letter addressed to: Atty. Graciela M. Barleta Senior Vice President for Energy Business</p>
How complaints are processed	<ol style="list-style-type: none"> 1. All complaints and concerns are recorded in Park IMS-08F2 Locators' Concerns/ Complaints Log 2. The complaint will be forwarded to the Department Manager 3. The Department Manager will call the attention of the action party. 4. If needed, the concern or complaint will be forwarded to the SVP for Energy Business; 5. If valid, act on the concern or complaint accordingly; 6. If not valid, or if action is not possible, send an official communication to the concerned Locator; 7. Record action taken on the Locators' Concerns/ Complaints Log
Contact Information of CCB, PCC, ARTA	<p>8888- Presidential Complaints Center 0908-8816565 -CSC Contact Center ng Bayan 478-5093-Anti-Red Tape Authority</p>

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:

Park Management Department

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

☐ Yes

☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Issuance of PNOC Vehicle Sticker	PNOC Park Management Department IMS Quality Management System (QMS) Manual (ISO 9001:2015)	ADM 06 Vehicle Sticker Issuance covers policies and procedures for processing and issuance of vehicle stickers to PNOC Industrial Park employees, PNOC Industrial Park's regular service providers, locators and locators' service providers in order to monitor and control issuance of stickers to vehicles that regularly enters the Park.	August 12, 2019 ADM 06 Vehicle Sticker Issuance	12-Aug-19	N/A

Receipt of Letters and Documents	Republic Act 9470	An Act to strengthen the system of management and administration of archival records, establishing for the purpose the National Archives of the Philippines, and for other purposes	May 21, 2007, National Archives of the Philippines	21-May-07	N/A
Receipt of Customer Complaints	PNOC Park Management Department IMS Occupational Safety and Health Manual (ISO 45001: 2018)	IMS 08 Operational Control and Monitoring describes overall operational control, monitoring and measurement, control of nonconforming outputs, handling of complaints and links to corrective action and improvement	August 12, 2019 IMS 08 Systems Procedures	12-Aug-19	N/A
Receipt of Collections	PNOC Park Management Department IMS Occupational Safety and Health Manual (ISO 45001: 2018)	CAS 01 Billing and collection ensures accurate billing and facilitates collection to contribute to the sustainability of Park operations	August 12, 2019 IMS 08 Systems Procedures	12-Aug-19	N/A

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Issuance of PNOC Vehicle Sticker					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
PNOC IP Employees --OR/CR under the name of requester/company – 1 duplicate --Employee ID (for PNOC IP employees) – 1 duplicate --Authorization from the registered owner of the vehicle (if OR/CR is not under the name of the requester) – 1 original --Deed of sale (if OR/CR is not under the name of the requester) – 1 duplicate Locators and their employees --Letter of request – 1 original, 1 duplicate --Latest OR/CR – 1 duplicate --List of employees with their corresponding vehicles – 1 original, 1 duplicate --Authorization from the registered owner of the vehicle (if OR/CR is not under the name of the requester) – 1 duplicate	PNOC Park Management Department IMS Quality Management System (QMS) Manual (ISO 9001:2015)	1. Submit requirements with complete attachments	PNOC Park Management Department IMS Quality Management System (QMS) Manual (ISO 9001:2015)	5 minutes	Php0.00

--Deed of sale (if OR/CR is not under the name of the requester) – 1 duplicate		2. Pay for the vehicle sticker		5 minutes	Php150.00
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<p>PNOC Industrial Park's and Locators' Regular Service Providers</p> <p>--Photocopy of updated OR and CR indicating the name of the vehicle owner or the company of the service provider – 1 duplicate</p> <p>--Endorsement from the agency (for Park's service provider)/locator considering the ff:</p> <ul style="list-style-type: none"> • Must have an existing contract of at least six (6) months duration or longer with PNOC Industrial Park or Locators – 1 duplicate • For leased vehicles, provide copy of the lease contract – 1 duplicate <p>--Authorization from the registered owner of the vehicle (if OR/CR is not under the name of the requester) – 1 original</p> <p>--Deed of sale (if OR/CR is not under the name of the requester) – 1 copy</p>	PNOC Park Management Department IMS Quality Management System (QMS) Manual (ISO 9001:2015)	3. Present O.R	PNOC Park Management Department IMS Quality Management System (QMS) Manual (ISO 9001:2015)	5 minutes	Php0.00
			TOTAL	15 minutes	Php150.00

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Receipt of Letters and Documents					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
None	Republic Act 9470	1.Submit letter or documents	Republic Act 9470	5 minutes	Php0.00
			TOTAL	15 minutes	Php0.00

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Receipt of Customer Complaints					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
None	PNOC Park Management Department IMS Occupational Safety and Health Manual (ISO 45001: 2018)	1. Submit letter of complaint	PNOC Park Management Department IMS Occupational Safety and Health Manual (ISO 45001: 2018)	5 minutes	Php0.00
			TOTAL	5 minutes	Php0.00

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Receipt of Collections					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Berthing Fee – Berthing invoice, payment – 1 original, 1 duplicate Vehicle Sticker – OR/CR, payment – 1 duplicate	PNOC Park Management Department IMS Occupational Safety and Health Manual	1. Submit requirements	PNOC Park Management Department IMS Occupational Safety and	5 minutes	Php0.00

	(ISO 45001: 2018)	2. Give payment	Health Manual (ISO 45001: 2018)	5 minutes	Berthing Fee (fee depends on the quantity or weight of the shipment) / Vehicle Sticker Payment (Php150.00/per vehicle)
			TOTAL	10 minutes	

2. Energy Supply Base Department

- a. **Receiving of Documents.** This procedure covers the receipt and recording of incoming documents submitted to PNOC ESB by internal and external Stakeholders.

Service Information

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Client, Government to Government			
Who may avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Admin Division for submission of documents (Admin Division: Admin Assistant Desk)	1.1 The receiving clerk indicates his/her name, signature and the date of receipt of document on the stamp mark	None	10 Minutes	Admin Assistant/ Document Controller (Admin Division : Admin Assistant desk located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)

	<p>"Received"</p> <p>1.2 Receiving clerk logs the document received in the logbook</p>			
<p>2. Secure receiving copy of document submitted</p> <p>(Admin Division: Admin Assistant Desk)</p>	<p>2.1 Receiving clerk provides the "received copy of the document" to the client</p>	None	5 Minutes	<p>Admin Assistant/ Document Controller</p> <p>(Admin Division : Admin Assistant desk located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</p>
Total		None	15 Minutes	

b. Billing. This procedure covers the issuance of billing statements to PNOC ESB's clients.

Service Information

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government			
Who may avail:	Vessel Agents, Locators, Consignees, Accredited Cargo Handler Operators and Third-Party Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Computation of charges and attachments (original-1; photocopy-1)		Shift Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Billing Statement (Operations Shift Engineer's desk/Admin Division: Bill Collector's Desk)	1.1 Prepare Computation of Charges	None	15 Minutes	Engineer III - Shift Engineer / Bill Collector (Operations Shift Engineer's desk/Admin Division: Bill Collector's Desk located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)

2.Claim Billing Statement (Admin Division : Bill Collector's Desk)	2.1 Issue Billing Statement	None	10 Minutes	Bill Collector (Admin Division : Bill Collector Desk located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)
Total		None	25 Minutes	

c. Cashiering – Collection. This procedure covers the collection of payments from clients for the services provided by PNOC ESB.

Service Information

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Locators, Vessel Agents, Consignees, Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement (original-1)		Billing Collector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Billing	1.1 Receive Billing	None	15 Minutes	Cashier

Statement and Cash / Check <i>(Admin Division: Cashier's Desk)</i>	Statement and Cash/check			<i>(Admin Division: Cashier's Desk located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
2.Receive Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR) <i>(Admin Division: Cashier's Desk)</i>	2.1 Issue Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR)	None	15 Minutes	Cashier <i>(Admin Division: Cashier's Desk located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	30 Minutes	

d. Cashiering – Check Releasing. This procedure covers the preparation and release of checks as payment for administrative expenses and insurances of PNOC ESB.

Service Information

Office or Division:		Administrative Division		
Classification:		Simple		
Type of Transaction:		Government to Business, Government to Government		
Who may avail:		Authorized Check Collector		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (original -1)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure check and Tax certificates (Admin Division : Cashier's Desk)	1.1 Release check and tax certificate to authorized check collector	None	15 Minutes	Cashier (Admin Division: Cashier's Desk located at the 2 nd flr, PNOC ESB Admin Bldg., Bray. Mainaga, Mabini Batangas)
4. Issue Official Receipt (OR) or	2.1 Receive and check	None	15 Minutes	Cashier

Collection Receipt (CR) or Acknowledgement Receipt (AR) and fill out tax certificates <i>(Admin Division : Cashier's Desk)</i>	accuracy of Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR) and receiving copy of Tax Certificates			<i>(Admin Division: Cashier's Desk located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	30 Minutes	

e. Handling Inquiry: Availability of Pier. This procedure covers the receipt and processing of inquiries from clients on the availability of PNOC – ESB Pier.

Service Information

Office or Division:		Operations Division		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Consignee / Vessel Agent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log inquiry on line-up and availability of pier.	1.1 Acknowledge receipt of inquiry.	None	10 Minutes	<i>Shift Engineer</i>
(Operations Division: Shift Engineer's Station if personal appearance) (Electronics Communication to	1.2 Print and issue vessel line-up to client (if personal appearance); or	None	10 Minutes	<i>Shift Engineer</i>

<i>Shift Engineer: SMS, e-mail for remote inquiry)</i>	1.3 Send copy of vessel line-up to client (if remote inquiry)	None	10 Minutes	<i>Shift Engineer</i> <i>(Operations Division:Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	30 Minutes	

f. Submission of Notice of Arrival (NOA). This procedure covers the submission of hard copy of Notice of Arrival (NOA) to the Operations Division in order to be included in the official line-up of incoming vessels to berth on PNOC-ESB pier.

Service Information

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Vessel Agent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Arrival (NOA) (original-1)		Vessel Agent		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON RESPONSIBLE

	ACTIONS	BE PAID	TIME	
1. Submit NOA personally to the shift engineer on duty <i>(Operations Division: Shift Engineer's Station)</i>	1.1 Receive and stamp NOA	None	5 Minutes	<i>Admin Assistant</i>
	1.2 Review details indicated in NOA.	None	10 Minutes	<i>Shift Engineer</i>
	1.3 Encode details to include vessel in official line-up.	None	10 Minutes	<i>Shift Engineer</i>
	1.4 Give a copy of received NOA to agent.	None	5 Minutes	<i>Shift Engineer</i> <i>(Operations Division: Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas))</i>
Total		None	30 Minutes	

g. Pre-Arrival Meeting. This procedure covers the discussion of particulars and details related to the operation of vessels to berth on PNOC-ESB port.

Service Information

Office or Division:	Operations Division
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Vessel Agent / Consignee / Cargo Handler
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.PPA permit to be signed by Shift Engineer (original - 4)	Client
2.Statement of Settlement of Duties and Taxes (photocopy-1)	
3.Appointment from vessel owner as agent (photocopy-1)	
4.Article of incorporation (vessel owner) (photocopy-1)	
5.Bill of Lading (photocopy-1)	
6.International Tonnage Certificate (photocopy-1)	
7.Inward Foreign Manifest	

(photocopy-1)				
8.International Ship Security Certificate (photocopy-1)				
9.Stowage Plan (photocopy-1)				
10.Vessel Particulars (photocopy-1)				
11.Crew List (photocopy-1)				
12. ast 10 port of calls (photocopy-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend pre-arrival meeting	1.1 Facilitate the meeting.	None	45 minutes	Shift Engineer
2. Agree on Terms given by PNOC for vessel operation	2.1 Discuss operation details, requirements and related matters.	None	45 minutes	Shift Engineer
3. Sign Terms of Reference (TOR)	3.1Prepare Terms of Reference for Consignee, Agent and ACHO.	None	30 Minutes	Shift Engineer
	3.2Prepare copies of signed TOR	None	10 Minutes	Shift Engineer
	3.3Give attendees copy of signed TOR and proceeds of the meeting for their reference.	None	10 Minutes	Shift Engineer

Meeting Room located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)				Station located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)
Total		None	2 Hours and 20 Minutes	

h. Verification of Other Vessel Documents before Arrival of the Vessel. This procedure covers the validation and verification of documentary submission to allow berthing of vessel on PNOC-ESB pier.

Service Information

Office or Division:	Operations Division		
Classification:	Simple		
Type of Transaction:	Government to Business		
Who may avail:	Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved PPA berthing permit (original-1)		Client	
2. Statement of Settlement of Duties and Taxes (photocopy-1)			

3. Free-pratique (photocopy-1)				
4. Signed Clearance to Operate (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Review submitted documents.	None	15 Minutes	<i>Shift Engineer</i>
<i>(Operations Division: Shift Engineer's Station)</i>	1.2 Collate documents and file in the vessel document folder	None	15 Minutes	<i>Shift Engineer (Operations Division: Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	30 Minutes	

i. Notification on Time of Vessel Arrival. This procedure covers the follow-up and update on time of vessel arrival for preparation of necessary materials and manpower.

Service Information

Office or Division:	Operations Division
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Vessel Agent
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agent will notify the Shift Engineer on duty the time of vessel arrival <i>(Operations Division: Shift Engineer's Station)</i> <i>(Remote notification via communication line : e-mail, SMS message, etc. if personal appearance is not possible)</i>	1.1 Review the schedule of vessel activities.	None	15 Minutes	<i>Shift Engineer</i>
	1.2 Coordinate with other stakeholders if there are conflicts with schedule.	None	20 Minutes	<i>Shift Engineer</i>
	1.3 Prepare manpower list and schedule (linegang, etc.)	None	25 Minutes	<i>Shift Engineer</i> <i>(Operations Division: Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	60 Minutes	

- j. **Settling of Payments.** This procedure covers the processing of computation of charges, billing statement, receipt of payment and issuance of Official Receipt for all payables.

Service Information

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Out-turn Report/Draft Survey (photocopy-1)		Client		
2.Ship Particulars (photocopy-1)		Client		
3.Bill of Lading (photocopy-1)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit notification of payment from Vessel Agent/ Consignee/ Accredited Cargo Handling Operator (ACHO)/ Service Provider	1.1 Acknowledge notification of payment.	None	15 Minutes	<i>Shift Engineer, Operations Division: Shift Engineer's Station *</i>
	1.2 Prepare computation of charges.	None	15 Minutes	<i>Bill Collector*</i>
<i>(Operations Division: Shift Engineer's Station)</i>	1.3 Endorse COC to Billing Section for Billing Statement preparation.	None	15 Minutes	<i>Cashier/ Alternate Cashier *</i>
	1.4 Receive payment.	Fees indicated in COC/BS None	10 Minutes	<i>Cashier/ Alternate Cashier*</i>
	1.5 Issue Official Receipt for the payment received.		10 Minutes	
Total		Fees indicated in BS	65 Minutes	<i>*located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>

k. Departure of Berthed Vessel. This covers the procedure for vessel clearance before leaving the port.

Service Information

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Agent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Facts (photocopy-1)		Agent Agent HSSE Officer		
2. Out-turn Report or Draft Survey Report (photocopy-1)				
3. PNOC Crew IDs (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Vessel agent to notify Shift Engineer on their departure details.	1.1 Acknowledge notification and prepare departure requirements.	None	15 Minutes	Shift Engineer
2. Submit clearance documents; Statement of Facts, Out-turn Report.	2.1 Schedule manpower for line gang activity	None	15 Minutes	Shift Engineer
3. Surrender the PNOC IDs Issued during DOS Declaration of Security	3.1 Receive documentary submission by vessel agent	None	15 Minutes	Shift Engineer (Operations Division: Shift Engineer's Station located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)
4. Agent to secure Departure	4.1 Prepare and	None	15 Minutes	

Clearance. <i>(Operations Division: Shift Engineer's Station)</i>	issue departure clearance once all requirements are met.			
Total		None	60 Minutes	

I. Provision of Outsourced Services. This procedure covers the provision of services from third party providers.

Service Information

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (original-1)		Client		
2.Approved Request Letter by PPA (photocopy-1)				
3.Delivery Receipt (original-1)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit request letter to Shift Engineer on duty	1.1 Receive and sign the request letter.	None	15 Minutes	<i>Shift Engineer</i>
2. Submit request letter to PPA for approval.	2.1 Wait for response of PPA on approval request .	PPA directive - dependent	2 days	<i>Client</i>
3. Once approved, notify Shift Engineer on delivery schedule.	3.1 Notify security on delivery movement.	None	15 Minutes	<i>Shift Engineer</i>
4. Submit delivery-related documents to Shift Engineer for filing. <i>(Operations Division: Shift Engineer's Station)</i>	4.1 Receive documents submitted for attachment and computation of charges	None	30 Minutes	<i>Shift Engineer (Operations Division: Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	1 Hour transaction	

			upon return of PPA approval (2 days)	
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m. Water Provision from PNOC. This procedure covers the PNOC - ESB provision of potable water to berthed vessel.

Service Information

Office or Division:		Operations Division		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Agent, Vessel Master, Crew Member		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (original-1)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify and submit request letter to Shift Engineer for supply of water to vessel	1.1 Receive request from client	None	10 Minutes	<i>Shift Engineer</i>
	1.2 Shift Engineer to allocate manpower	None	30 Minutes	<i>Shift Engineer</i>

2. Agent or Vessel Master to sign the Purchase Order and Delivery Receipt after water delivery and submit to Shift Engineer. (Operations Division: Shift Engineer's Station)	for water delivery activity.			
	2.1 Receive and sign PODR.	None	10 Minutes	Shift Engineer
	2.2 Prepare computation of charges, Job Order.	None	15 Minutes	Shift Engineer
	2.3 Endorse to Billing Section for preparation of Billing Statement	None	15 Minutes	(Operations Division: Shift Engineer's Station located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)
Total		None	80 Minutes	

n. Manpower Request. This procedure covers the allocation of manpower for activities done inside PNOC – ESB premises.

Service Information

Office or Division:		Operations Division		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request for Manpower (original-1)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order Request of Manpower to Shift Engineer	1.1. Receive Job Order Request	None	15 Minutes	<i>Shift Engineer</i>
	1.2. Request for Manpower and deployment.	None	45 minutes	<i>Shift Engineer</i>
	1.3. Prepare Job Order and computation of charges.	None	20 Minutes	<i>Shift Engineer</i>

<i>(Operations Division: Shift Engineer's Station)</i>	1.4. Endorse to Billing Section for preparation of Billing Statement	None	20 Minutes	<i>Shift Engineer</i> <i>(Operations Division: Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	100 Minutes	

- o. Inquiry for the Accommodation Rental of Open Yard and Warehouse.** This procedure covers the receipt and response to inquiries regarding the use of open yard and warehouse of PNOC – ESB.

Service Information

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Locators, Consignees, other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (original-1)		Client		
Letter of Agreement (certified true copies-4)		Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry on	1.1 Receive	None	15 Minutes	<i>Shift Engineer</i>

the available space inside PNOC premises. (Operations Division: Shift Engineer's Station)	inquiry.			
	1.2 Forward inquiry and details of client to Marketing Specialist	None	15 Minutes	Shift Engineer
	1.3 Respond to the inquiry	None	1 Hour	Marketing Specialist
2. Submit Letter of Intent to Shift Engineer (Operations Division: Shift Engineer's Station)	2.1 Receive Letter of Intent.	None	15 Minutes	Shift Engineer (Operations Division: Shift Engineer's Station located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)
	2.2 Forward Letter of Intent to Marketing Specialist.	None	15 Minutes	
	2.3 Respond to the letter	None	5 days	Marketing Specialist
Total		None	5 days and 2 hours	

p. Health & Safety Security and Environment (HSSE) Orientation. This procedure covers the process of explaining the HSSE policies, rules and regulations, potential hazards, emergency procedures and other HSSE matters at PNOC ESB.

Service Information

Office or Division	Administration / Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	PNOC and its Contractors, Cargo Handlers, Locators and other personnel having transaction at PNOC ESB.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Designated HSS Officer attendance to the HSSE orientation upon receipt of an oral or written notice from Shift Engineer/ Maintenance Engineer/ Designated HSS Officer.	1.1 Schedule the date and time of orientation.	None	30 Minutes	Designated HSS Officer (Administration/ Operations Division: HSS Officer Desk located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)

<i>(Administration/ Operations Division)</i>				
2. Proceed to the designated place for orientation. Fill up the attendance form. Listen carefully to the speaker. Attendees may ask questions during or after the HSSE orientation.	2.1 Conduct HSSE Orientation.	None	60 minutes	Designated HSS Officer <i>(Administration/ Operations Division: HSS Officer Desk located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	90 Minutes	

Note: Orientation is valid for one year except for the cargo handler operators with 6 months validity.

q. Work Permit Issuance. This Permit to Work System shall be applicable to the common areas within the PNOC- ESB and the water enclosed within the port limit to control works such as operational or maintenance activities, to pre-assess the hazardous circumstances involved and to prevent major accidents.

Service Information

Office or Division:	Administration/Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government			
Who may avail:	PNOC ESB or its Contractors, Locators and Locators' Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Work permit form (original-1) 2.Additional required permits and certificates as indicated in main work permit form (original-1) Enumerate the other requirements indicated in the main work permit form		Admin/Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from Shift Engineer/ Designated HSS Officer for Work Permit Application	1.1 Assess the inquiry and provide permit to work forms to be filled up by the requestor	None	30 Minutes	Shift Engineer/ Designated HSS Officer (Administration/ Operations Division: Shift Engineer's Station/HSS Officer's Desk located at the 2 nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas))

<i>(Administration/ Operations Division)</i>				
<p>2. Fill up the main Work Permit Application form and other permits/ certificates. Complete all the requirements.</p> <p><i>(Administration/ Operations Division)</i></p>	<p>2.1 Receive and verify the request for Permit to Work and attached documents.</p> <p>If Complete: Forward to PNOC ESB approving authorities for approval.</p> <p>If Not Complete: Instruct the requesting party to comply first with all the HSSE findings to reprocess the application.</p>	None	60 minutes	<p>Shift Engineer/ Designated HSS Officer</p> <p><i>(Administration/ Operations Division: Shift Engineer's Station/HSS Officer's Desk located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas))</i></p>

<p>3. If Complete: Wait to receive the approved copy of Permit to Work and may start the work as indicated in the work permit.</p> <p>If NOT Complete: Comply first with all the noted HSSE findings and reapply for a Permit to Work, if applicable.</p>	<p>3.1 Duplicate the approved permit and attached documents.</p> <p>Copy 1: (Original) PNOC Designated HSS Officer</p> <p>Copy 2: Requesting Party/ Proponent/ Displayed at worksite</p>	<p>None</p>	<p>20 minutes</p>	<p>Shift Engineer</p> <p><i>(Operations Division: Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i></p>
Total		None	110 minutes	

- r. Request for Entry at PNOC ESB .** This is part of the procedure for controlling access/entry of people, vehicles, equipment, and materials to the PNOC - ESB to protect the port facility, personnel, properties, and its operations in compliance with the International Ship and Port Facility Security (ISPS) Code, to ensure compliance of port users, locators, cargo handlers, and visitors to ESB's HSSE regulations and to prevent security incidents and threats.

Service Information

Office or Division:	Administration/Operations Division			
Classification:	Simple			
Type of Transaction:	Govt to Govt, Govt to Business, Govt to Client			
Who may avail:	Visitors, contractors & locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (original -1 or Scanned copy via email)		Admin/Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for entry to PNOC ESB <i>(Admin/Operations Division)</i> For email requests, the requesting party must inform ESB thru call/text. In the request	1.1 Receive the request letter and forward to ESB approving authority.	None	15 Minutes	Admin Clerk/Shift Engineer <i>(Admin/Operations Division: Admin Assistant's Desk/Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>

letter, include the complete name of the personnel who will enter, name of company, purpose of entry, duration of entry & if applicable include also the vehicle model & plate no.				
	1.2 Evaluation and approval	None	60 minutes	Department Manager/ Authorized Representative
2. Receive the copy of request letter indicating approved or disapproved . Note: All personnel must bring valid ID prior to entry and comply with all ESB HSSE rules and regulation.	2.1 Triplicate the approved request letter. Copy 1: PNOC Designated HSS Officer Copy 2: Requesting party Copy 3: to security guard at main entrance.	None	15 Minutes	Shift Engineer/ HSS Officer <i>(Administration/ Operations Division: HSS Officer's Desk/Shift Engineer's Station located at the 2nd flr, PNOC ESB Admin Bldg., Brgy. Mainaga, Mabini Batangas)</i>
Total		None	90 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback e.g. dropbox, kiosks, email etc.	Email/ phone Call/ Personal Meeting - specify email address and phone number
How feedbacks are processed e.g. present to management once feedbacks are processed	Present to Management and Discuss with SVP and President if needed
How to file a complaint e.g. procedures	Phone Call / Text Message/ Email / Letter - specify phone number/ email address and addressee of the letter
How complaints are processed	Log in the complaints log book and forward/discuss with top management
Contact Information of CCB, PCC, ARTA	0908-8816565 - CSC Contact Center ng Bayan 8888 - Presidential Complaints Center 478-5093 - Anti-Red Tape Authority

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/ AGENCY/ LGU:
DEPT.

PHILIPPINE NATIONAL OIL COMPANY-ENERGY SUPPLY BASE

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:

☐ YES ☐ NO

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Receiving of Documents	Republic Act 9470	An Act to strengthen the system of management and administration of archival records, establishing for the purpose the National Archives of the Philippines, and for other purposes	May 21, 2007, National Archives of the Philippines	21-May-07	N/A
Issuance of Billing Statements			July 1, 2020, PNOC ESB IMS Systems Procedures ADM-06 6.1.0 Billing to Customers. To ensure accurate billing and facilitate collection to contribute to the sustainability of PNOC -	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
			ESB Operations.		
Cashiering - Collection			July 1, 2020, PNOC ESB IMS Systems Procedures ADM-10 1.0 Collections. Ensure issuance of appropriate receipt for all payments received on the same day payment	01-July-20	N/A
Cashiering – Check Releasing			July 1, 2020, PNOC ESB IMS Systems Procedures ADM-08 6.12 Processing of Payment. Head Office will process the payment and prepare check and Certificate of Taxes Withheld then transmit it to ESB Cashier when in Batangas Area, while if in Manila or Outside Batangas, Head office	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
			are the one to release the checks.		
Handling Inquiry: Availability of Pier			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-01 6.1.1 Receive inquiry on availability of pier. Refer to OPS-01F1 ESB Vessel Line-up. Relay to the Agent the available piers(s) and schedule.	01-July-20	N/A
Submission of Notice of Arrival (NOA)			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-01 6.1.2 Preferably, fourteen days prior to the arrival of vessel, agent submits NOA to Shift Engineer. It will be stamped received and signed by SE. Provide copy of OPS-01F7 Vessel Requirements	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
			Checklist.		
Pre-Arrival Meeting			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-01 6.1.5 During pre-ops meeting, berthing schedule, pier allocation, cargo quantity, minimum discharge rate, payments and other matters related to operations will be discussed.	01-July-20	N/A
Verification of Other Vessel Documents before Arrival of the Vessel			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-01 6.1.14 Agent and ACHO submit the following documents: Approved PPA berthing permit , Free-pratique , Signed Clearance to Operate, SSDT	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Notification on Time of Vessel Arrival			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-01 6.1.14 Agent inform SE the time of arrival.	01-July-20	N/A
Settling of Payments			July 1, 2020, PNOC ESB IMS OPS-01 6.1.22 Agent, consignee and ACHO pays the remaining balances before the vessel departs.	01-July-20	N/A
Departure of Berthed Vessel			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-01 6.1.28 Line gang untie the ropes of the vessel to the pier bollard. Security guard will take note the last line and inform to SE.	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Provision of Outsourced Services			OPS-03 6.1. Client issues Job Order or Work Order indicating manpower required, number of workers, and number of hours.	01-July-20	N/A
Water Provision from PNOC			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-04 6.4. Receive request from agent and the amount of water required. Request can be by text message, email or other means of communication.	01-July-20	N/A
Manpower Request			OPS-04 4.2 2 Manpower (other than stevedoring and arrastre)- when the customer employs his own labor force to service his vessel and/or do business to other ESB clients/locators, a service fee of 15% of contract/invoice amount	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
			shall be charged		
Inquiry for the Accommodation Rental of Open Yard and Warehouse			July 1, 2020, PNOC ESB IMS Systems Procedures OPS-02 6.1.3 Submitted Letter Of Intent (LOI) will be endorsed by the Shift Engineer to the Market Specialist	01-July-20	N/A
Health & Safety Security and Environment (HSSE) Orientation			SEC-01 6.2.4.3 For visitors who will be toured around the ESB and contractors who will work within the ESB for more than one day shall be given a formal HSSE orientation.	01-July-20	N/A
Work Permit Issuance			OSH-02 5.1. Work Safety Permit (Main Permit to Work) shall be secured by the work proponent or contractor prior to start of operations. Work permit	01-July-20	N/A

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
			forms are available at the Administrative Office.		
Request for Entry at PNOC ESB			July 1, 2020, PNOC ESB IMS Systems Procedures SEC-01 6.2.1 Concerned ESB personnel are required to submit request for entry with the details of their visitors, the vehicle description, purpose and other significant information regarding the visit in the ESB before the visit date	01-July-20	N/A

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE ⁵

GOVERNMENT SERVICE: Receiving of Documents					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Document / Letter (Original -1)	Republic Act 9470	1. Proceed to the Admin Division for submission of documents	PNOC ESB Department IMS Manual	10 minutes	Php0.00
		2. Secure receiving copy of document submitted		5 minutes	Php0.00
			TOTAL	15 minutes	Php0.00

GOVERNMENT SERVICE: ISSUANCE OF BILLING STATEMENTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Computation of charges and attachments (Original-1; Photocopy-1)		1.Request Billing Statement	PNOC ESB Department IMS Manual	15 minutes	Php0.00

GOVERNMENT SERVICE: ISSUANCE OF BILLING STATEMENTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
		2.Claim Billing Statement		10 minutes	Php0.00
				25 minutes	

GOVERNMENT SERVICE: Cashiering – Collection					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Billing Statement (Original-1)		1. Present Billing Statement and Cash / Check	PNOC ESB Department IMS Manual	15 minutes	Php0.00
		2. Receive Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR)		15 minutes	Php0.00
			TOTAL	30 minutes	Php0.00

GOVERNMENT SERVICE: Cashiering – Check Releasing					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Statement of Account (Original -1)		5. Secure check and Tax certificates	PNOC ESB Department IMS Manual	15 minutes	Php0.00
		6. Issue Official Receipt (OR) or Collection Receipt (CR) or Acknowledgement Receipt (AR) and fill out tax certificates		15 minutes	Php0.00
			TOTAL	30 minutes	Php0.00

GOVERNMENT SERVICE: Handling Inquiry: Availability of Pier					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Log inquiry on line-up and availability of pier.	PNOC ESB Department IMS Manual	30 minutes	Php0.00
			TOTAL	30 minutes	Php0.00

GOVERNMENT SERVICE: Submission of Notice of Arrival (NOA)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Notice of Arrival (NOA) (Original-1)		1. Submit NOA personally to the shift engineer on duty	PNOC ESB Department IMS Manual	30 minutes	Php0.00
			TOTAL	30 minutes	Php0.00

GOVERNMENT SERVICE: Pre-Arrival Meeting					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1.PPA permit to be signed by Shift Engineer (Original - 4) 2.tatement of Settlement of Duties		1. Attend pre-arrival meeting	PNOC ESB Department IMS Manual	45 minutes	Php0.00

GOVERNMENT SERVICE: Pre-Arrival Meeting					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
and Taxes (Photocopy-1) 3.Appointment from vessel owner as agent (Photocopy-1) 4.Article of incorporation (vessel owner) (Photocopy-1) 5.Bill of Lading (Photocopy-1) 6.International Tonnage Certificate (Photocopy-1) 7.Inward Foreign Manifest(Photocopy-1) 8.International Ship Security Certificate (Photocopy-1) 9.Stowage Plan (Photocopy-1) 10.Vessel Particulars (Photocopy-1) 11.Crew List (Photocopy-1) 12. Last 10 port of calls (Photocopy-1)		2. Agree on Terms given by PNOC for vessel operation		45 minutes	Php0.00
		3. Sign Terms of Reference (TOR)		50 minutes	Php0.00
			TOTAL	2 Hrs and 20 minutes	Php0.00

GOVERNMENT SERVICE: Verification of Other Vessel Documents before Arrival of the Vessel					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Approved PPA berthing permit (Original-1)		1. Submit documents	PNOC ESB Department IMS Manual	30 minutes	Php0.00
2. Statement of Settlement of Duties and Taxes (Photocopy-1)					
3. Free-pratique (Photocopy-1) 4.Signed Clearance to Operate (Original-1)					
			TOTAL	30 minutes	Php0.00

GOVERNMENT SERVICE: Notification on Time of Vessel Arrival					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Agent will notify the Shift Engineer on duty the time of vessel arrival	PNOC ESB Department IMS Manual	60 minutes	Php0.00
			TOTAL	60 minutes	Php0.00

GOVERNMENT SERVICE: Settling of Payments					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Out-turn Report/Draft Survey (Photocopy-1) 2.Ship Particular (Photocopy-1) 3.Bill of Lading (Photocopy-1)		1. Submit notification of payment from Vessel Agent/ Consignee/ Accredited Cargo Handling Operator (ACHO)/ Service Provider	PNOC ESB Department IMS Manual	65 minutes	Php0.00

GOVERNMENT SERVICE: Settling of Payments					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
			TOTAL	65 minutes	Php0.00

GOVERNMENT SERVICE: Departure of Berthed Vessel					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Statement of Facts (Photocopy-1) 2. Out-turn Report or Draft Survey Report (Photocopy-1) 3.PNOC Crew IDs (Original-1)		1. Vessel agent to notify Shift Engineer on their departure details.	PNOC ESB Department IMS Manual	15 minutes	Php0.00
		2. Submit clearance documents; Statement of Facts, Out-turn Report.		15 minutes	Php0.00

GOVERNMENT SERVICE: Departure of Berthed Vessel					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
		3. Surrender the PNOC IDs Issued during DOS Declaration of Security		15 minutes	Php0.00
		4. Agent to secure Departure Clearance.		15 minutes	Php0.00
			TOTAL	60 minutes	Php0.00

GOVERNMENT SERVICE: Provision of Outsourced Services					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1.Request Letter (Original-1) 2.Approved Request Letter by PPA (Photocopy-1) 3.Delivery Receipt (Original-1)		1. Submit request letter to Shift Engineer on duty	PNOC ESB Department IMS Manual	15 minutes	Php0.00
		2. Submit request letter to PPA for approval.		2 days	Php0.00
		3. Once approved, notify Shift Engineer on delivery schedule.		15 minutes	Php0.00
		4. Submit delivery-related documents to Shift Engineer for filing.		30 minutes	Php0.00
			TOTAL	1 Hour transaction upon return of PPA approval (2 days)	Php0.00

GOVERNMENT SERVICE: Water Provision from PNOC					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (Original-1)		1. Notify and submit request letter to Shift Engineer for supply of water to vessel	PNOC ESB Department IMS Manual	40 minutes	Php0.00
		2. Agent or Vessel Master to sign the Purchase Order and Delivery Receipt after water delivery and submit to Shift Engineer.		40 minutes	Php0.00
			TOTAL	80 minutes	Php0.00

GOVERNMENT SERVICE: Manpower Request					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		

GOVERNMENT SERVICE: Manpower Request					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Job Order Request for Manpower (Original-1)		1. Submit Job Order Request of Manpower to Shift Engineer	PNOC ESB Department IMS Manual	100 minutes	Php0.00
			TOTAL	100 minutes	Php0.00

GOVERNMENT SERVICE: Inquiry for the Accommodation Rental of Open Yard and Warehouse					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Intent (Original-1) Letter of Agreement (Certified True Copies-4)		1. Send inquiry on the available space inside PNOC premises.	PNOC ESB Department IMS Manual	1 hr and 30 minutes	Php0.00
		2. Submit Letter of Intent to Shift Engineer		5 days and 30 minutes	Php0.00
			TOTAL	5 days and 2 hrs	Php0.00

GOVERNMENT SERVICE: Health & Safety Security and Environment (HSSE) Orientation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Coordinate with the Designated HSS Officer attendance to the HSSE orientation upon receipt of an oral or written notice from Shift Engineer/ Maintenance Engineer/ Designated HSS Officer.	PNOC ESB Department IMS Manual	30 Minutes	Php0.00
		2. Proceed to the designated place for orientation. Fill up the attendance form. Listen carefully to the speaker. Attendees may ask questions during or after the HSSE orientation.		60 minutes	Php0.00
			TOTAL	90 Minutes	Php0.00

Note: Orientation is valid for one year except for the cargo handler operators with 6 months validity.

GOVERNMENT SERVICE: Work Permit Issuance					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1.Work permit form (Original-1) 2.Additional required permits and certificates as indicated in main work permit form (Original-1)		1. Inquire from Shift Engineer/ Designated HSS Officer for Work Permit Application	PNOC ESB Department IMS Manual	30 minutes	Php0.00
		2.Fill up the main Work Permit Application form and other permits/ certificates. Complete all the requirements.		60 minutes	Php0.00

GOVERNMENT SERVICE: Work Permit Issuance					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
		3. If Complete: Wait to receive the approved copy of Permit to Work and may start the work as indicated in the work permit. If NOT Complete: Comply first with all the noted HSSE findings and reapply for a Permit to Work, if applicable.		20 minutes	Php0.00
			TOTAL	110 minutes	Php0.00

GOVERNMENT SERVICE: Request for Entry at PNOC ESB					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		

GOVERNMENT SERVICE: Request for Entry at PNOC ESB					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (Original -1 or Scanned copy via email)		1. Submit a letter of request for entry to PNOC ESB(In the request letter, include the complete name of the personnel who will enter, name of company, purpose of entry, duration of entry & if applicable include also the vehicle model & plate no	PNOC ESB Department IMS Manual	75 Minutes	Php0.00
		2. Receive the copy of request letter indicating approved or disapproved . Note: All personnel must bring valid ID prior to entry and comply with all ESB HSSE rules and regulation.		15 Minutes	Php0.00
			TOTAL	90 Minutes	Php0.00

Office		Address	Contact Information
PNOC Head Office		Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig 1634, Metro Manila, Philippines	(+632) 8789- 7662 www.pnoc.com.ph
Office of the President and Chief Executive Officer		6 th Floor, Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig 1634, Metro Manila,	789-7662 local 7600 op@pnoc.com.ph
	<i>Office of the Corporate Secretary</i>	4 th Floor	789-7662 local 7608 corsec@pnoc.com.ph
	<i>Office of the General Counsel</i>	2 nd Floor	789-7662 local 7634 legal@pnoc.com.ph
	<i>Strategy Management Office</i>	2 nd Floor	789-7662 local 7613 smo@pnoc.com.ph
	Corporate Planning Division	2 nd Floor	789-7662 local 7692
	Corporate Relations Division	2 nd Floor	789-7662 local 7611
	Management Information Systems Division	2 nd Floor	789-7662 local 7658
Office of the Senior Vice President for Finance and Management Services		6 th Floor, Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig 1634, Metro Manila, Philippin	789-7662 local 7640 svp-fas@pnoc.com.ph
	<i>Accounting Department</i>	3 rd Floor	789-7662 local 7668 accounting@pnoc.com.ph
	Accounting Division	3 rd Floor	789-7662 local 7733
	Financial Accounting Division	3 rd Floor	789-7662 local 7673
	<i>Treasury Department</i>	3 rd Floor	789-7662 local 7648
	Fund Management Division	3 rd Floor	treasury@pnoc.com.ph
	Fund Sourcing Division	3 rd Floor	
	Budget Division		789-7662 local 7735

	<i>Administrative Services Department</i>		1 st Floor	789-7662-7695 admin-ofc@pnoc.com.ph
		Personnel Services Division	1 st Floor	789-7662 local 7649 psd@pnoc.com.ph
		Property Management Division	1 st Floor	789-7662 local 7616 property@pnoc.com.ph
		Procurement Management Division	1 st Floor	789-7662 local 7605 procurement@pnoc.com.ph
		General Services Division	1 st Floor	789-7662 local 7628 gsd@pnoc.com.ph
Office of the Senior Vice President for Energy Investments			6 th Floor, Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig 1634, Metro Manila, Philippines	789-7662 local 7602 svp-ei@pnoc.com.ph
	<i>Project Management Department</i>		4 th Floor	789-7662 local 7626 pmd@pnoc.com.ph brdd@pnoc.com.ph
	<i>Business Research and Development Department</i>		4 th Floor	
	<i>Asset Management Department</i>		4 th Floor	789-7662 local 7641 amd@pnoc.com.ph
		Asset Management Division	4 th Floor	
		Asset Development Division	4 th Floor	
Office of the Senior Vice President for Energy Business			6 th Floor, Building 6, Energy Center, Rizal Drive, Bonifacio Global City, Taguig 1634, Metro Manila, Philippines	789-7662 local 7685 svp-eb@pnoc.com.ph
	<i>Park Management Department</i>		PNOC Industrial Park, Barangay, Alion-Batangas Dos Rd, Mariveles, 2105 Bataan	(+6347) 244 5883 (+6347) 244 5884 (+6347) 633-4847 industrialpark@pnoc.com.ph
		Environmental Management and Technical Services Division		
		Construction, Facilities and Equipment Management Division		
		Support Services Division		

	<i>Energy Supply Base Department</i>	PNOC Energy Supply Base Barrio Mainaga, Mabini, 4202, Batangas	0917-1060791 energysupplybase@pnoc.com,ph
	<i>Pier Operations Division</i>		
	<i>Administrative Division</i>		