

PNOC

The Energy Company

PHILIPPINE NATIONAL OIL COMPANY

CITIZEN'S CHARTER

2025 (1st EDITION)

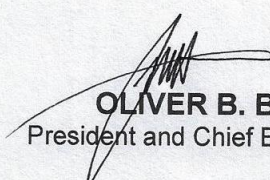
PHILIPPINE NATIONAL OIL COMPANY

CITIZEN'S CHARTER 2025 (1st Edition)

FOREWORD

The Philippine National Oil Company (PNOC) hereby reinforces its commitment to promote integrity, accountability, and the proper management of public affairs and property in all government transactions, in accordance with the State policies declared under Republic Act No. 9485, or the “Anti-Red Tape Act of 2007”. To this end, PNOC shall hold its officials and employees to the highest degree of honesty and responsibility required by public service, and shall establish effective practices aimed at the prevention of graft and corruption in government.

The revised Citizen's Charter aims to simplify procedures for availing PNOC's services, with the goal of reducing red tape and expediting results. It aligns with PNOC's Quality Policy, emphasizing customer satisfaction and adopting a systematic process approach, while ensuring transparency, accessibility, and maintaining the highest quality of service.



OLIVER B. BUTALID
President and Chief Executive Officer

I. Mandate:

The Philippine National Oil Company (PNOC) is the primary government corporate entity mandated to engage in the exploration, exploitation, and development of traditional, renewable, alternative and all other energy resources, with the primary goal of assuring adequate and stable energy supply to sustain the country's economic growth. In the exercise of this mandate, PNOC shall:

- Provide strategic support to the energy sector;
- Develop sustainable business models for the underserved renewable energy market;
- Broaden public support for the renewable agenda; and
- Provide quality services to its customers.

PNOC operates and maintains two key locations: a) the PNOC Industrial Park (PIP), a 530-hectare petrochemical park located in Bataan, which serves as a hub for locators engaged in energy and energy-allied businesses; and b) the PNOC Energy Supply Base (ESB), a port facility located in Batangas, which seeks to provide a strategic location for support and logistics facilities serving onshore and offshore energy exploration activities.

PNOC remains a holding company to PNOC Exploration Corporation (PNOC EC) and PNOC Renewables Corporation (PNOC RC).

II. Vision:

By 2028, PNOC is recognized as a strategic niche player in the Philippine energy industry.

III. Mission:

To complement the efforts of the private sector in developing energy sources and in broadening the adoption of renewable energy technologies in the most cost-effective manner.

IV. Service Pledge

PNOC QUALITY POLICY

PNOC is committed to be a strategic niche player in the Philippine energy industry,

We shall complement, not compete, with the private sector in developing energy sources and in broadening the adoption of renewable energy technologies.

Our goals shall be aligned to our nation's goals.

To achieve profitability and effectiveness, PNOC shall adhere to these 7 quality management principles:

- Inculcate a deep commitment to customer satisfaction;
- Practice principled leadership;
- Foster meaningful engagement among our employees;
- Adopt a systematic process approach;
- Strive for continuous improvement;
- Make decisions based on data; and
- Nurture harmonious relationships.

We aim to attract and retain a highly competent workforce by promoting a learning and growth environment.

In collaboration with our private sector partners, stakeholders, employees, suppliers and colleagues in government, we pledge to leave a legacy for the future generations of Filipinos.

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.
- Ascertain the reliability and integrity of financial and management information and the means used to identify, measure, classify and report such information.
- Ascertain 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 is a newly created office that 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 meet 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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BOARD OF DIRECTORS

OFFICE OF THE CORPORATE SECRETARY

1. Issuance of Secretary's Certificate

This service is provided to parties requesting a certificate executed by the Corporate Secretary on matters submitted to and decided by the Board of Directors.

Office/Division:	Office of the Corporate Secretary (CorSec)
Classification:	Simple Transaction Note: Processing time will not take more than 3 days, provided, that the necessary information in the request is complete.
Type of Transaction:	G2G – 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: (original – 1)	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 (CorSEC), of the Philippine National Oil Company	1.1 Issue Request Form	None	10 Minutes	Administrative Assistant, CorSec

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit duly accomplished Request, or its equivalent, to the Office of the Corporate Secretary	2.1 Receive the request	None	1 Hour	Board Secretary IV, CorSec
	2.2 Evaluate the request	None	1 Hour	Board Secretary Iv, Corsec
	2.2.1 If valid, approve the request	None	1 Hour	Corporate Secretary, Corsec
	2.2.2 If invalid, inform the requesting party and return the request	None	1 Hour	Administrative Assistant, CorSec
	2.3 Prepare the Secretary's Certificate	None	1.5 Days	Board Secretary IV, CorSec
	2.4 Review/Approve/Sign the Secretary's Certificate	None	1 Day	Corporate Secretary, Corsec
3. Receive the requested document	3. Release the Certificate	None	10 Minutes	Administrative Assistant, CorSec
TOTAL		None	2.5 Days, 3 Hours and 30 Minutes	

2. Issuance of Board Membership Certification

This service is provided upon receipt of a request from an incumbent PNOC Board Member. The certification indicates the Board Member's tenure of office.

Office/Division:	Office of the Corporate Secretary (CorSec)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Incumbent Board Members of PNOC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official request, stating the purpose of the request	PNOC – Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the Corporate Secretary	1.1 Issue Request Form	None	10 Minutes	Administrative Assistant, CorSec
	1.2 Evaluate the request and purpose	None	1 Hour	Board Secretary IV, CorSec
	1.2.1 If valid, approve the request	None	1 Hour	Corporate Secretary, CorSec
	1.2.2 If invalid, inform the requesting party and return the request	None	1 Hour	Administrative Assistant, CorSec

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepare the certificate	None	1 Day	Board Secretary IV, CorSec
	1.4 Review/Sign the certificate	None	2 Hours	
2. Receive the certificate	2. Release the certificate	None	10 Minutes	Administrative Assistant, CorSec
TOTAL		None	1 Day, 5 Hours and 20 Minutes	

OFFICE OF THE GENERAL COUNSEL

1. Issuance of Certificate of No Pending Administrative Case

This Certificate is used upon verifying that the subject employee has no pending administrative case with the company, and is used as a supporting document for appointment, retirement and other purposes.

Office/Division:	Office of the General Counsel (OGC)
Classification:	Simple Transaction
Type of Transaction:	Internal within PNOG
Who may avail:	PNOG Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum or letter request (original – 1)	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Administrative Assistant IV	1.1 Receive the request	None	10 Minutes	Administrative Assistant IV, OGC
	1.2 Check records if the employee has pending admin. case	None	30 Minutes	Assigned Personnel, OGC
	1.3 Prepare the Certificate for signature of the General Counsel	None	10 Minutes	Assigned Personnel, OGC
	1.4 Sign the Certificate	None	1 Hour	General Counsel, OGC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the certificate	2.1 Release the certificate	None	10 Minutes	Administrative Assistant IV, OGC
TOTAL		None	2 Hours	

2. Notarial Services

This service is provided for official company documents/transactions.

Office/Division:	Office of the General Counsel (OGC)
Classification:	Simple Transaction
Type of Transaction:	Internal within PNOC
Who may avail:	PNOC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Documents requiring notarization or any other notarial act (original-2)	Requesting Party <i>*Notary Public will retain at least 1 original copy for filing</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the General Counsel	1.1 Receive the request and relevant documents	None	10 Minutes	Administrative Assistant IV, OGC
	1.2 Check if required supporting documents and copies are complete	None	10 Minutes	Notary Public, OGC
	1.3 Execute the notarial act requested	None	10 Minutes	Notary Public, OGC
2. Receive the documents	2.1 Release the documents	None	10 Minutes	Administrative Assistant IV, OGC
TOTAL		None	40 Minutes	

**STRATEGY MANAGEMENT OFFICE
MANAGEMENT INFORMATION SYSTEMS DIVISION**

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.

Office/Division:	Management Information Systems Division (MISD)
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	PNOC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request Form (original – 1)	PNOC – 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 MISD	1.1 Issue Service Request Form	None	10 Minutes	Information Technology Officer II or Information Systems Analyst III or Computer Maintenance Technician, MISD
	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, MISD
TOTAL		None	60 Minutes	

2. Website Posting/Updates

This pertains to the posting of new information and/or updates in the PNOC's website.

Office/Division:	Management Information Systems Division (MISD)
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	PNOC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	PNOC – Management Information Systems Division

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, Email)	1.1 Confirm email request by replying with a confirmation message	None	10 Minutes	Information Technology Officer II or Information Systems Analyst III, MISD
	1.2 Log request to web update monitoring report	None	5 Minutes after review of request details	
	1.3 Edit request details to conform with website requirements (photo size, font, etc.)	None	1 Hour after review of request details	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Post on the website	None	30 Minutes after confirmation of details	Information Technology Officer II or Information Systems Analyst III, MISD
	1.5 Email requesting employee for confirmation of posted request.	None	5 Minutes after review of request details	
TOTAL		None	1 Hour and 50 Minutes	

FINANCE AND ADMINISTRATIVE SERVICES
Accounting Department

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.

Office/Division:	Accounting Division, Accounting Department
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	PNOC Employees

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	4 Minutes	Payables Accountant, Accounting Department
	1.1.1 Log date and time received for monitoring purposes.	None		
	1.2 Process the Disbursement Voucher.	None	7 Working Days from date of receipt of complete documents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.1 Ensure the compliance of the attachments to RA 9184, BIR rules, COA Circular 2023-004, other policies.	None	3 Minutes	Payables Accountant, Accounting Department
	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		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Forward DV to Budget Accountant	None	15 Minutes	Budget Accountant, Accounting Department
	1.3.1 Ensure that there is an allocated budget for the expenses being paid.	None		
	1.4 Forward DV to chief Accountant.	None		
	1.4.1 Check all details and entries in the DV.	None	25 Minutes	Chief Accountant, Accounting Department
	1.4.2 Check completeness of documentary requirements and compliance with RA9184, COA rulings, BIR regulations and company policies.	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Forward DV to Department Manager	None	30 Minutes	Department Manager, Accounting Department
	1.5.1 Certify that there is adequate available funds/ budgetary allotment for the expenditure property.	None		
	1.5.2 Certify that the DV is properly supported by the documents.	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Transmit DV to Treasury Department	None	13 Minutes	Payables Accountant, Accounting Department
	1.6.1 Prepare transmittal report of the DVs for check preparation of the Treasury Department.	None		
TOTAL		None	7 Working Days, 1 Hour and 30 Minutes	

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.

Office/Division:	Accounting Division, Accounting Department
Classification:	Simple Transaction
Type of Transaction:	G2G - 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 copy - 1)	Concerned Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned department submits approved Daily Expense Statement	1.1 Receive the approved Daily Expense Statement	None	20 Minutes	Attest Accountant, Accounting Department
	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		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check availability of budget 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 None	15 Minutes	Budget Accountant, Accounting Department
	1.3 Secure approval for payment 1.3.1 Approve the release and payment of DES	None None	20 Minutes	Department Manager, Accounting Department
	1.4 Release the DES to employee 1.4.1 Approve the release and payment of DES	None	5 Minutes	Attest Accountant, Accounting Department
TOTAL		None	1 Hour	

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.

Office/Division:	Accounting Division, Accounting Department
Classification:	Simple Transaction
Type of Transaction:	G2B - 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
<p>1. AMD/ESB submits memo requesting for the issuance of Billing Statement (for new lessee or renewal of lease for existing lessee) together with the original copy of the contract of lease.</p>	<p>1.1 Receive memo from concerned contract administrator (Asset Management Department/ ESB Department) for the request for the issuance of Billing Statement (for new 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>5 Minutes</p>	<p>Billing Accountant, Accounting Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Prepare Schedule of Lease considering the percent of escalation (if applicable) and other provisions in the contract of lease.</p> <p>1.2.1 Compute monthly lease.</p>	None	45 Minutes	Billing Accountant, Accounting Department
	<p>1.3 Prepare Debit notes/Billing Statement and Forwards to the Chief Accountant.</p> <p>1.3.1 Check the entries and details in the Debit notes/Sales Invoice</p>	None	10 Minutes	Chief Accountant, Accounting Department
	<p>1.4 Forward Debit Note/Billing Statement to Department Manager.</p> <p>1.4.1 Verify and Approves the Sales Invoice</p>	None	25 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5 Transmit original copy of Sales Invoice to Lessee and collection copy to Treasury Department.</p> <p>1.5.1 Transmit original copy of Sales Invoice to Lessees via registered mail, foot or motorized messenger whichever is applicable.</p>	None	5 Minutes	Billing Accountant, Accounting Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.6 Provide Treasury Department a summary of issued Billing Statement and Aging of Accounts Receivable for collection.</p> <p>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.</p>	None	1 Day	Billing Accountant, Accounting Department
TOTAL		None	1 Day, 1 Hour and 55 Minutes	

FINANCE AND ADMINISTRATIVE SERVICES
Treasury Department

1. Budget Realignment

This procedure outlines the process for requesting a budget realignment to address insufficient funding in specific expense accounts. It is intended to ensure continued implementation of programs or operations within the company by reallocating funds where needed.

Office/Division:	Budget Division, Treasury Department
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Cost Center Administrator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Realignment	Available in the Google Docs
Latest Budget Utilization Report	From Accounting Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the need for realignment to fund new activities/programs/projects.				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinate with the Budget Division on the possible source of funds	2.1 Evaluate the Request and review the latest Budget Utilization Report.	None	15 Minutes	Budget Officer, Budget Division, Treasury Department
	2.2 Confirm the recommended Source of Funds	None	5 Minutes	Manager, Treasury Department
3. Forward the Request for Realignment for approval		None	5 Minutes	Approval Authority: <ul style="list-style-type: none"> • SVP – Finance and Administrative Service (for Php500,000.00 and below, no APP inclusion) • President and CEO (for Php 10,000,000 and below, with APP inclusion) • Board of Directors (for over Php 10,000,000)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Provide Budget Division a copy of the approved Request	4.1 Evaluate the Request and review the latest Budget Utilization Report.	None	10 Minutes	Budget Officer, Budget Division, Treasury Department
		None	5 Minutes	Manager, Treasury Department
TOTAL		None	35 Minutes	

ADMINISTRATIVE SERVICES DEPARTMENT
Personnel Services Division

1. Processing of Local Training Applications

This covers procedure for the application to attend external development programs offered by local training institutions.

Office/Division:	Personnel Services Division (PSD), Administrative Services Department
Classification:	Simple Transaction
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)	PSD, Administrative Services Department
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
<p>1. Accomplish and submit Local Seminar Participation Proposal including training invitation and course outline</p>	<p>1.1 Receive and record in the logbook the documents received from the applicant.</p>	<p>None</p>	<p>5 Minutes per application</p>	<p>HRMO III, PSD, Administrative Services Department</p>
	<p>1.2 Review the completeness of documents and compliance to training eligibility requirements.</p> <p>If applicant does not meet the requirements, Documents will be returned for compliance/completion of requirements.</p> <p>If compliant, proceed to 1.3.</p>	<p>None</p>	<p>15 Minutes</p>	<p>HRMO III, PSD, Administrative Services Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Prepare the evaluation materials (PDC Evaluation and Rating form) of training applicant/s.</p> <p>Review and endorse the training applications and evaluation materials to the PDC for deliberation.</p>	<p>None</p> <p>None</p>	<p>30 Minutes per application</p> <p>15 Minutes</p>	<p>Personnel Development Committee (PDC) Secretariat, PNOC</p> <p>HRMO V, PSD, Administrative Services Department</p>
	<p>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.</p>	<p>None</p>	<p>2 Days for Referendum</p> <p>1 Hour on a scheduled meeting deliberation</p>	<p>PDC Chairperson, PNOC</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4.1 If not recommended prepare memo/ letter regret to applicant/s and return training application/s.</p> <p>If recommended proceed with item 1.5.</p>	None	1 Hour	<p>PDC Secretariat, PNOC</p> <p>HRMO V, PSD, Administrative Services Department</p>
	1.5 Endorse the recommended training application to the President for approval.	None	1 Hour	PDC Secretariat, PNOC
	1.6 Review the PDC recommendation and approve the training application/LSPP.	None	1 Hour	PNOC President and CEO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 If not approved, prepare memo regret to applicant/s and return training application. If approved, proceed with item 1.10	None	1 Hour	PDC Secretariat, PNOG
	1.8 Prepare Training Memo	None	10 Minutes	HRMO III, PSD, Administrative Services Department
	1.9 Sign Training Memo	None	1 Day	Department Manager, Administrative Services Department
	1.10 Photocopy/scan signed LSPP and Training Memo	None	10 Minutes	HRMO III, PSD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Send the approved LSPP/Training Memo to applicant	None	10 Minutes	HRMO III, PSD, Administrative Services Department
2. Receive the approved LSPP and Training Memo				
3. Register the applicant in 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. 3.2 Submit the DV to the Accounting Department	None	1 Hour	HRMO III or HRMO IV, PSD, Administrative Services Department
	3.3 Receive the check payment from the Treasury Department 3.4 Send payment to Training Institution	None	15 Minutes 1 Day	HRMO III or HRMO IV, PSD, Administrative Services Department HRMO III, PSD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Notify employee on completed payment and send Client Satisfaction Survey (CSS)	None	15 Minutes	HRMO III, PSD, Administrative Services Department
4. Employee attends the training program				
TOTAL		None	5 Days, 6 Hours and 15 Minutes Note: Accounting/Treasury processing not included in total duration	

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).

Office/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
Foreign Training Participation Proposal (FTPP) (PNOC Employees) (original - 1)	PSD, Administrative Services Department
Nomination letter addressed to the PNOC President (PNOC Subsidiary Employees) (original – 1)	PNOC – Subsidiary – HR Department
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit nomination/training application.</p> <p><u>PNOC Employee:</u> Foreign Training Participation Proposal and complete documentary requirements</p>	<p>1.1 Receive and record in the logbook the documents received from the applicant/client</p>	<p>None</p>	<p>5 Minutes per application</p>	<p>HRMO III, PSD, Administrative Services Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3. Prepare the evaluation materials (PDC Evaluation and Rating form) of all training applicants.</p> <p>1.4. Review and endorse all the training applications and evaluation materials to the Personnel Development Committee (PDC) for deliberation.</p>	<p>None</p> <p>None</p>	<p>30 Minutes per application</p> <p>15 Minutes per application</p>	<p>PDC Secretariat, PNO C</p> <p>HRMO V, PSD, Administrative Services Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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.</p>	None	<p>2 Days for Referendum</p> <p>3 Hours on a scheduled meeting deliberation</p>	PDC Chairperson, PNOC
	<p>1.6 If not recommended, prepare letter of regrets to applicant/s and return training application/s.</p> <p>If recommended proceed with item 1.7</p>	None	1 Hour	PDC Secretariat, PNOC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Endorse the recommended training application to the President for approval.	None	1 Hour	PDC Secretariat, PNO
	1.8 Review the PDC recommendation and approve the training application.	None	1 Day	President and CEO, PNO
	1.9 If not approved, prepare memo to applicant/s and return training application. If approved, proceed with Item 1.10	None	1 Hour	PDC Secretariat, PNO
	1.10. Prepare letter endorsement of nominee/s to TESDA/ CHED for interview.	None	1 Hour	HRMO III or HRMO IV, PSD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Sign nomination letter and other pertinent documents for transmittal/ endorsement to TESDA/ CHED.	None	1 Day	President and CEO, PNOC
	1.12 Send nomination documents to TESDA/CHED.	None	1 Day	HRMO III, PSD, Administrative Services Department
	1.13 Inform the training candidate /HR of subsidiary of the TESDA/ CHED interview schedule.	None	15 Minutes	HRMO III, PSD, Administrative Services Department
2. Receive the notice of training nomination and interview schedule at TESDA/CHED.				
3. Facilitate the scheduled interview at TESDA/CHED	3.1 Receive official result of nomination from TESDA/CHED.	None	10 Minutes	HRMO III or HRMO IV, PSD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.2. If candidate failed in the interview, prepare letter of regret to applicant.</p> <p>If passed, proceed with item 3.3.</p>	None	30 Minutes	HRMO III or HRMO IV, PSD, Administrative Services Department
	3.2. Prepare memo to training participant on completion of pre-travel requirements.	None	30 Minutes	HRMO III or HRMO IV, PSD, Administrative Services Department
	3.4 Sign memo to training participant.	None	15 Minutes	HRMO V and Department Manager, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive memo notification on result of interview. <u>If passed:</u> Receive memo on preparation/ completion of travel documents required by TESDA/CHED/ Sponsoring Country. <u>If failed:</u> Letter of Regret	4.1 Prepare letter request to the DOE Secretary For the issuance of Travel Authority.	None	1 Hour	HRMO III or HRMO IV, PSD, Administrative Services Department
	4.2 Sign request letter to DOE for issuance of Travel Authority.	None	1 Day	PNOC President
	4.3 Submit letter request with the Department of Energy including all supporting documents.	None	1 Day	HRMO III or HRMO IV, PSD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4 Receive and signed Travel Authority from DOE.	None	10 Minutes	HRMO III, PSD, Administrative Services Department
	4.5 Issue/ transmit Travel Authority (TA) and Client Satisfaction Survey (CSS)	None	10 Minutes	HRMO III, PSD, Administrative Services Department
5. Receive Travel Authority <u>For PNOC employee:</u> Receive TA approved FPHP and CSS.				
TOTAL		None	8 Days and 15 Minutes Note: (TESDA/CHED/DOE processing not included in total duration)	

3. 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.

Office/Division:	Personnel Services Division (PSD), Administrative Services Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Current PNOC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Employee Records Request Form (ERRF)/ or email the request to: psd@pnoc.com.ph – (copy-1).	ERRF can be secured via PNOC’s intranet Portal (downloadable forms under PSD/HR Forms) or online (google form) to be sent by Human Resource Management Officer IV upon request of the Employee Records.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Email to psd@pnoc.com.ph request of employment documents or Accomplish and Submit ERRF via online.</p>	<p>1.1. Receive email request/ acknowledge receipt and verify ERRF/ Authorization Letter and the formal request /email from other.</p>	<p>None</p>	<p>10 Minutes</p>	<p>HRMO IV, PSD, Administrative Services Department</p>
	<p>1.2 Search files/records of the requesting client.</p>	<p>None</p>	<p>10 Minutes</p>	<p>HRMO IV, PSD, Administrative Services Department</p>
	<p>1.2.1 Encode and print employment records/data of the requesting party.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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 IV for revision/correction.</p> <p>1.3.2.1 Review revised/corrected document.</p>	None	30 Minutes	<p>HRMO V, PSD, Administrative Services Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2.2 If complete and accurate, the document will be signed if not revised the document.			
2. Receive the Signed document	2.1 Release the document to requesting party by requesting him/her to sign the receiving copy.	None	10 Minutes	HRMO IV, PSD, Administrative Services Department
TOTAL		None	1 Hour and 10 Minutes	

ADMINISTRATIVE SERVICES DEPARTMENT
Procurement Management Services Division

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.

Office/Division:	Procurement Management Division (ProcMD), Administrative Services Department
Classification:	Highly Technical – Based on RA 12009
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNOC Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished and approved Purchase Requisition or Work Order Requisition (1 original and 2 copies)	ProcMD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Procurement of Goods and Services</p> <p>1. Submit duly accomplished and approved requisition to ProcMD.</p>	<p>1.1 Accept requisition</p> <p>1.2 Review technical specifications, scope of work, terms of reference, APP number and Approved Budget for the Contract.</p> <p>1.3 Assign AO/Buyer.</p> <p>1.4 Determine Method of Procurement.</p> <p>1.5 Prepare Invitation to Bid/Request for Quotation.</p> <p>1.6 Post Invitation to Bid/Request for Quotation.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>30 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>4 Hours</p> <p>30 Minutes (must be posted at PhilGEPS website for minimum of 19 days and maximum of 72 days)</p>	<p>Administrative Officer, ProcMD</p> <p>ProcMD chief</p> <p>Administrative Officer (Buyer), ProcMD</p> <p>Administrative Officer (Buyer), ProcMD</p> <p>Administrative Officer (Buyer), ProcMD</p> <p>Administrative Officer (Buyer), ProcMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Bidders' attendance to pre-bid conference.	2.1 Hold Pre-bid conference	None	1 Hour	Bids and Awards Committee (BAC) Secretariat, proponent and invited observers
3. Bidders' submission of bid proposal for Goods and Infrastructure in sealed envelope	3.1 Accept bid proposal	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	3.2 Open technical bid	None	1 Hour	BAC Secretariat, Accounting Dept., and Internal Audit representatives and invited observers
	3.3 Prepare eligibility checklist and abstract of bids		15 Minutes	Administrative Officer (Buyer), ProcMD
	3.4 Prepare request for technical evaluation of the lowest calculated bidder and submission of post qualification documents		10 Minutes	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 BAC deliberation: Present BAC result of technical evaluation and identify the lowest calculated and responsive bidder	None	2 Hours	BAC Secretariat
	3.6 Secure Approval of HOPE for the recommendation of BAC	None	3 Days	Administrative Officer (Buyer), ProcMD
	3.7 Prepare letter to lowest calculated and responsive bidder (submission of post qualification documents)	None	1 Day	Administrative Officer (Buyer), ProcMD
	3.8 Prepare Purchase Order/Notice of Award/Request for contract draft	None	30 Minutes	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.9 Secure Approval of Purchase Order/Notice of Award	None	2 Days	Administrative Officer (Buyer), ProcMD
	3.10 Issue of Notice of Award/Notice to Proceed/ Contract	None	1-7 Days	Administrative Officer (Buyer), ProcMD
	3.11 Records details of PO/NOA/NTP/ Contract	None	10 Minutes	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Procurement of Infrastructure Projects 1. Submit duly accomplished and approved requisition to Procurement Management Division	1.1 Accept requisition	None	5 Minutes	Administrative Officer, ProcMD
	1.2 Review technical specifications, scope of work, terms of reference, APP number and Approved Budget for the Contract	None	30 Minutes	ProcMD Chief
	1.3 Assign AO/Buyer	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	1.4 Determine Method of Procurement	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	1.5 Prepare Invitation to Bid/Request for Quotation	None	4 Hours	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Post Invitation to Bid/ Request for Quotation	None	5 Minutes	Administrative Officer (Buyer), ProcMD
2. Bidders' attendance to pre-bid conference	2.1 Hold Pre-bid conference for Good sand Infrastructure	None	1 Hour	BAC Secretariat, proponent and invited observers
3. Bidders' submission of bid proposal for Goods and Infrastructure in sealed envelope	3.1 Accept bid proposal	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	3.2 Open technical bid	None	1 Hour	BAC Secretariat, Accounting Dept. and Internal Audit representatives proponent and invited observers
	3.3 Prepare eligibility checklist and abstract of bids	None	15 Minutes	
	3.4 Prepare request for technical evaluation of the lowest calculated bidder and submission of post qualifications documents	None	10 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 BAC deliberation: Present to BAC result of technical evaluation and identify the lowest calculated and responsive bidder	None	2 Hours	BAC Secretariat
	3.6 Secure approval of HOPE for the recommendation of BAC	None	2 Days	Administrative Officer (Buyer), ProcMD
	3.7 Prepare letter to lowest calculated and responsive bidder (submission of post qualification documents)	None	1 Day	Administrative Officer (Buyer), ProcMD
	3.8 Prepare Purchase Order/Notice of Award/Request for contract draft	None	30 Minutes	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.9 Secure approval of Purchase Order/ Notice of Award	None	2 Days	Administrative Officer (Buyer), ProcMD
	3.10 Issue Notice of Award/ Notice to Proceed/ Contract	None	1 – 7 Days	Administrative Officer (Buyer), ProcMD
	3.11 Record details of PO/NOA/NTP/ Contract	None	10 Minutes	Administrative Officer (Buyer), ProcMD
C. Procurement of Consultancy Services 1. Submit duly accomplished and approved requisition to ProcMD	1.1 Accept requisition	None	5 Minutes	Administrative Officer, ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review technical specifications, scope of work, terms of reference, APP number and Approved Budget for the Contract	None	30 Minutes	Administrative Officer (Buyer), ProcMD
	1.3 Assign AO/Buyer	None	5 Minutes	ProcMD Chief
	1.4 Determine Method of Procurement	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	1.5 Prepare Request for Expression of Interest/Request for Proposal	None	4 Hours	Administrative Officer (Buyer), ProcMD
	1.6 Post Request for Expression/ Request for Proposal of Interest at PhilGEPS website	None	30 Minutes (must be posted at PhilGEPS website for minimum of 19 days and maximum of 72 days)	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Bidders' secure eligibility documents	2.1 Issue/provide bidder with eligibility documents	None	15 Minutes	Administrative Officer (Buyer), ProcMD
3. Bidders' submission of Eligibility documents in a sealed envelope for Consulting Services	3.1 Accept eligibility documents	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	3.2 Open eligibility documents	None	1 Hour	BAC Secretariat, Accounting Dept. and Internal Audit representatives and invited observers
	3.3 Prepare request for evaluation of eligibility documents	None	10 Minutes	Administrative Officer (Buyer), ProcMD
	3.4 BAC deliberation: Identify short listed consultants	None	1 Hour	BAC Secretariat
	3.5 Prepare Memo for approval of HOPE (ranking of short listed consultants)	None	15 Minutes	Administrative Officer (Buyer), ProcMD
	3.6 Secure approval of HOPE for Ranking/ Short listed consultants	None	2 Days	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.7 Prepare letter to short listed consultants	None	15 Minutes	Administrative Officer (Buyer), ProcMD
4. Short listed consultant/s purchase Bid Documents	4.1 Issue Sales Invoice and Bidding Documents	Depends on the Approved Budget for the Contract (ABC)	15 Minutes	Administrative Officer (Buyer), ProcMD
5. Short listed consultants attendance to pre-bid conference	5.1 Hold Pre-bid conference	None	1 Hour	BAC Secretariat, proponent and invited observers
6. Short-listed consultant/s submission of bid proposal for Consulting Services in a sealed envelope	6.1 Accept bid proposal	None	5 Minutes	Administrative Officer (Buyer), ProcMD
	6.2 Open technical proposal	None	1 Hour	BAC Secretariat, Accounting Dept. and Internal Audit representatives and invited observers
	6.3 Prepare request for technical evaluation	None	10 Minutes	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.4 Open financial bid for consultants who meet the minimum technical score	None	1 Hour	Administrative Officer (Buyer), ProcMD
	6.5 Prepare Abstract of Bids to determine highest rated and responsive bidder	None	1 Hour	Administrative Officer (Buyer), ProcMD
7. Highest rated and responsive bidder attends Negotiation meeting	7.1 Hold Negotiation meeting	None	1 Hour	BAC Secretariat and proponent
8. Highest rated and responsive bidder submits post qualification documents	8.1 Accept and review post qualification documents	None	30 Minutes	Administrative Officer (Buyer), ProcMD
	8.2 BAC deliberation: Identify highest rated and responsive bidder	None	1 Hour	BAC Secretariat, Accounting Dept. and Internal Audit representatives and invited observers
	8.3 Secure of approval of HOPE for the recommendation of BAC	None	2 Days	Administrative Officer (Buyer), ProcMD
	8.4 Prepare Purchase Order / Notice of Award / Request for contract draft	None	30 Minutes	Administrative Officer (Buyer), ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8.5 Secure Approval of Purchase Order/ Notice of Award	None	2 Days	Administrative Officer (Buyer), ProcMD
	8.6 Issue Notice of Award/ Notice to Proceed/ Contract	None	1 – 7 Days	Administrative Officer (Buyer), ProcMD
	8.7 Record details of PO/NOA/NTP/ Contract	None	10 Minutes	Administrative Officer (Buyer), ProcMD
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 20165 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**

ADMINISTRATIVE SERVICES DEPARTMENT
General Services Division

1. Request for Repairs

This covers the procedure of ensuring that all requests for corrective general maintenance such as telephone repair, carpentry works, electrical, air-conditioning and plumbing for PNOG buildings are monitored and attended to until completion.

Office/Division:	General Services Division (GSD), Administrative Services Department
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNOG Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Maintenance Job Request (original-1)	Building Maintenance Section, GSD, 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	Administrative Officer IV, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Review the request and assigns it the concerned maintenance personnel</p> <p>1.3 Proceed to the requesting party's area for inspection/ assessment of request</p> <p>1.3.1 Conduct repair or assistance when able on the spot. If not, list all items necessary for repairs.</p> <p>Processing time is put on hold until materials are available.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>15 Minutes</p> <p>1 Day</p> <p>1 Day</p>	<p>Administrative Officer IV, GSD</p> <p>Maintenance Personnel, GSD</p> <p>Maintenance Personnel, GSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 Upon availability of the materials/ supplies, returns to work site to complete repair			
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	Maintenance Personnel, GSD
	2.2 Sign-off the Maintenance Job Request and submits to the Administrative Officer IV	None	10 Minutes	Administrative Officer IV, GSD
	2.3 Review and sign-off the Maintenance Job Request and gives it to the Administrative Officer III for filing	None	10 Minutes	Administrative Officer III, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Log and file the Maintenance Job Request	None	10 Minutes	Administrative Officer III, GSD
TOTAL		None	2 Days, 1 Hour and 10 Minutes	

2. Request for Office Reservations

This covers the procedure of reserving or allocating offices or rooms in PNOC buildings and preparing them for meetings and other office activities.

Office/Division:	General Services Division (GSD), Administrative Services Department
Classification:	Simple Transaction
Type of Transaction:	G2G - 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, GSD, Administrative Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up a Function Room Reservation form	1.1 Receive the Function Room Reservation form	None	15 Minutes	Administrative Officer III, GSD
	1.2 Check availability / schedule of request and forwards the form for notation by Division Chief and approval by Administrative Services Department Manager	None	30 Minutes	Administrative Officer III, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up a Function Room Reservation form	1.1 Receive the Function Room Reservation form	None	15 Minutes	Administrative Officer III, GSD
	1.2 Check availability / schedule of request and forwards the form for notation by Division Chief and approval by Administrative Services Department Manager	None	30 Minutes	Administrative Officer III, GSD
	1.3 Upon approval of signatories, block off the schedule and turn over the form to the technician	None	15 Minutes	Administrative Officer III, GSD
	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	Electronics & Communications Equipment Technician, GSD Maintenance Personnel, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Upon completion of event, logs the event and prepares payment of client	See attached List of Rental Rates	30 Minutes	Administrative Officer III, GSD
TOTAL		As rated for facility	2 Hours and 30 Minutes	

3. Request for Access to Records Stored at the Records Center

This covers the procedure of requesting records stored at the Records Center for use in the discharge of functions of other departments/ offices.

Office/Division:	Records Management Section, General Services Division (GSD), Administrative Services Department
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNOC Departments/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form: 1) Request for Access to Records Form (for PNOC records), or 2) Charge-Out Form (for PNOC Subsidiaries records) - 1 original, 1 copy	Records Management Section, GSD, Administrative Services Department 1. https://drive.google.com/drive/folders/1Lhl1wfbgzqxYDN57WuGyDBnjBa7xsUDk 2. https://drive.google.com/drive/folders/1ndRqP8Vc5jdx6BkOdRVVLClo2rKWmXlm
2. Copy of Transfer Form or Inventory of Records indicating the box number and other details of the transfer of the requested records to the Records Center	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and secure approval of the: Request for Access to Records Form (for PNOC records), or 2) Charge-Out Form (PNOC Subsidiaries records), and send to the Records Center	1.1 Receive, record and provide the requesting department/office a copy of the request form	None	15 Minutes	Records Officer III, GSD
	1.2 Check the master list / inventory of: 1) transferred; 2) accessed/ borrowed; or 3) disposed records for the requested records. If not on the master list/ inventory, check at the storage area the boxes of records of the possible department/s where the requested records could be lodged.	None	30 Minutes (if requested records are with Transfer/ box number as listed in the master list/ inventory of records)	Records Officer III, GSD
			4 hours up to 1 day (if requested are without Transfer/box number based on the master list/inventory of records)	Records Officer III and Maintenance Personnel, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 If found, retrieve the requested records from its location at the storage area, sign the release portion of the request form, scan and send to the requesting department/ office the requested records together with the original request form. If not found, indicate on the request form the note "RECORDS NOT FOUND", sign, scan and send the form to the requesting department/ office. Record the release/ non release.</p>	None	<p>1 Hour and 15 Minutes, if found</p> <p>15 Minutes, if not found</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the requested records, sign received and return the request form to the Records Center	2.1 Receive, scan and file the request form as signed received by the department/ office	None	15 Minutes,	Records Officer III, GSD
TOTAL		None	<p>2 Hours and 15 Minutes (if requested records are with Transfer box number, and no other urgent requests are received on the same day);</p> <p>5 hours and 45 minutes up to 1 day, 1 hour and 45 minutes (if requested records are without Transfer box number, and found, and no other urgent requests are received on the same day)</p> <p>4 hours and 45 minutes up to 1 day and 45 minutes (if requested records are without Transfer box number, and not found, and no other urgent requests are received on the same day)</p>	

4. Return of Accessed/Borrowed Records to Records Center

This covers the procedure of returning the accessed/ borrowed records to the Records Center by the requesting department/ office.

Office/Division:	Records Management Section, General Services Division (GSD), Administrative Services Department
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNOC Departments/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Department's/ Office's Copy of the Request form to serve as reference for the return of accessed/ borrowed records	Records Management Section, GSD, Administrative Services Department (Tel. No. 8812-5921), or shared drive: <ol style="list-style-type: none"> https://drive.google.com/drive/folders/1Lh1wfbgzqxYDN57WuGyDBnjBa7xsUDk https://drive.google.com/drive/folders/1ndRqP8Vc5jdx6BkOdRVVLClo2rKWmXlm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the records to be returned together with the department's/ office's copy of the request form to the Records Center. If without copy of the request form, replace with a log book	1.1 Retrieve the Records Center's copy of the request form and based on this, inspect the returned records	None	1 Hour	Records Officer III, GSD
	1.2 Once inspected and the records are: <ul style="list-style-type: none"> a. in order / complete, sign the "Returned" portion of the Records Center's copy of the request form, scan and file the same. Sign the "Returned" portion of the department's/ office's request form, or log book and return the same to the department/ office. Update the record for the returned records. 	None	30 Minutes	Records Officer III, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b. not in order / incomplete, coordinate with the department/ office regarding the incompleteness/ missing records. Record the discrepancy on the Records Center's copy of the request form, signed the "Returned" portion with a notation on the incompleteness/ missing records, scan and file the same. Print a copy of the request form with the notation and send to the department/ office</p>	None	1 Hour	Records Officer III, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Return the records to their original location at the storage area.			
TOTAL		None	2 Hours (if returned records are in order/ complete) 2 Hours and 30 Minutes (if returned records are not in order/ incomplete)	

5. Request for Storage Boxes

This covers the procedure of requesting storage boxes for use in the transfer of department's/ office's official records to the Records Center either for storage or disposal.

Office/Division:	Records Management Section, General Services Division (GSD), Administrative Services Department
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNOC Departments/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PNOC Official Box Withdrawal Slip	Records Management Section, GSD, Administrative Services Department (Tel. No. 8812-5921), or shared drive: <ol style="list-style-type: none"> 1. https://drive.google.com/drive/folders/1Lhl1wfbgzqxYDN57WuGyDBnjBa7xsUDk 2. https://drive.google.com/drive/folders/1ndRqP8Vc5jdx6BkOdRVVLClo2rKWmXlm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out, secure approval and send the withdrawal slip to the Records Center	1.1 Sign received, record the withdrawal slip and check the inventory	None	5 Minutes	Records Officer III, GSD
	1.2 If the inventory balance is sufficient, update the inventory and withdraw the requested storage boxes from the storage area	None	15 Minutes	Records Officer III and Maintenance Personnel, GSD
	1.3 If the inventory balance is not sufficient, inform the department/ office	None	5 Minutes	Records Officer III, GSD
	1.4 Sign the “Release” portion of the withdrawal slip indicating the number of boxes released / not released, scan and send the same along with the requested storage boxes, if any, to the department/ office	None	15 Minutes	Records Officer III, GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign the "Received" portion of the withdrawal slip and return the same to the Records Center	2.1 Scan and file the withdrawal slip as received by the department/ office	None	5 Minutes	Records Officer III, GSD
TOTAL		None	40 Minutes (if storage boxes are available) 2 hours and 30 minutes (if storage boxes are not available)	

6. Request for Transfer of Non-Current Records to the Records Center

This covers the procedure of requesting the transfer of the department's/ office's official non-current/ inactive records to the Records Center either for storage or disposal.

Office/Division:	Records Management Section, General Services Division (GSD), Administrative Services Department
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All PNOC Departments/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Authority to Transfer Non-Current Records to the Records Center Form, or Request for Authority to Dispose Records Form	Records Management Section, GSD, Administrative Services Department (Tel. No. 8812-5921), or shared drive: <ol style="list-style-type: none"> https://drive.google.com/drive/folders/1Lhl1wfbgzqxYDN57WuGyDBnjBa7xsUDk https://drive.google.com/drive/folders/1ndRqP8Vc5jdx6BkOdRVVLClo2rKWmXlm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Conduct an inventory of the department's/ office's records using NAP's Records Inventory and Appraisal Form, with the PNOCC Records Disposition Schedule (RDS) and/or National Archives of the Philippines (NAP) General Records Disposition Schedule (GRDS) as reference. 2. Fill out the appropriate form – Request for Transfer of Records to the Records Center Form (for storage of the records to be transferred), and/or Request for Authority to Dispose of Records Form (for disposal of the records to be transferred) and place the records in the storage boxes. To be used as reference for this process are the accomplished Records Inventory and Appraisal Form and the Records Management System Procedures Manual. 				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Call the Records Center for the review and inspection to be done at the requesting department/ office of the request form and records to be transferred</p>	<p>3.1 Proceed to the requesting department/ office, review inspect and correct if necessary the request form and the boxing of records</p>	<p>None</p>	<p>1 Hour to 1 Day</p>	<p>Records Officer III, GSD</p>
<p>4. Secure approval of the reviewed/ finalized request form and send the same together with the corresponding records to the Records Center</p>	<p>4.1 Process the transferred records:</p> <ul style="list-style-type: none"> a. Check the request form and the transferred records b. Fill in the request form with transfer number and shelf number c. Stamp received, scan and record in the master list of transferred records 			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>d. Print copies, each for the box, master list of transferred records, and receiving copy of the department/ office</p> <p>e. File the original request form in the department/ office's folder</p> <p>f. Place the box of records in the designated location/ shelf at the storage area</p>			
	TOTAL	None	2 Hours to 1 Day and 2 Hours	

EXTERNAL SERVICES

BOARD OF DIRECTORS

OFFICE OF THE CORPORATE SECRETARY

1. Issuance of Board Membership Certification

This service is provided upon receipt of a request from a former PNOC Board Member. The certification indicates the Board Member's tenure of office.

Office/Division:	Office of the Corporate Secretary (CorSec)
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Former Board Members of PNOC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official request, stating the purpose of the request	PNOC – Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the Corporate Secretary	1.1 Issue Request Form	None	10 Minutes	Administrative Assistant, CorSec
	1.2 Evaluate the request and purpose	None	1 Hour	Board Secretary IV, CorSec
	1.2.1 If valid, approve the request	None	1 Hour	Corporate Secretary, CorSec
	1.2.2 If invalid, inform the requesting party and return the request	None	1 Hour	Administrative Assistant, CorSec

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepare the certificate	None	1 Day	Board Secretary IV, CorSec
	1.4 Review/Sign the certificate	None	2 Hours	
2. Receive the certificate	2.1 Release the certificate	None	10 Minutes	Administrative Assistant, CorSec
TOTAL		None	1 Day, 5 Hours and 20 Minutes	

STRATEGY MANAGEMENT OFFICE
Corporate Relations Department

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.

Office/Division:	Corporate Relations Division (CRD), Strategy Management Office (SMO)
Classification:	Highly Technical Transaction
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-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) <i>*If thru FOI Portal, fill-out forms therein</i>	PNOC – CRD-SMO

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 RO, CRD-SMO
	1.2 FOI RO checks validity of request and completeness of requirements	None		
	1.3 FOI RO forwards request to FOI Decision Maker (DM)	None		
	1.4 FOI DM <ul style="list-style-type: none"> ○ Assesses the request ○ Locates the source of information ○ Forwards the request to the appropriate party/department who has the information 	None	3 Days	FOI DM, CRD-SMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 FOI DM <ul style="list-style-type: none"> ○ Receives response from concerned department/s ○ Reviews content of documents and applies relevant exemptions ○ Considers comments/advice of officials 	None	4 Days	FOI RO, CRD-SMO
	1.6 FOI DM <ul style="list-style-type: none"> ○ Seeks clearance from the President, if necessary 	None	2 Days	FOI DM, CRD-SMO
	1.7 FOI DM <ul style="list-style-type: none"> ○ Prepares information for release to the inquirer ○ Transmits FOI package/response to the FOI/RO 	None	4 Days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 FOI RO <ul style="list-style-type: none"> ○ Transmits package/ response to original inquirer 	None	1 Day	FOI RO, CRD-SMO
TOTAL		None	15 Working Days	

FINANCE AND ADMINSTRATIVE DEPARTMENT
Fund Management Division – Treasury Department

1. Cashiering Services - Collection

This procedure covers the collection of payments from lessees and other external customers.

Office/Division:	Fund Management Division – Treasury Department
Classification:	Simple
Type of Transaction:	G2B-Government to Business, G2G-Government to Government
Who may avail:	Lessees, other external customers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Billing Statement (original – 1)	Lessees, other external customers
Sales Invoice (original – 1)	

2. Cashiering Services – Check Releasing

This procedure covers releasing o checks to suppliers/contractors.

Office/Division:	Fund Management Division – Treasury Department
Classification:	Simple
Type of Transaction:	G2B-Government to Business, G2G-Government to Government
Who may avail:	Lessees, other external customers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt/Collection receipt or Acknowledgement Receipt as applicable (original – 1)	From Suppliers/Contractors
Authorization Letter (original – 1)	
Identification Card (original – 1)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Check and Withholding Tax Certificates (BIR Form 2307)	1.1 Secure Authorization letter for newly designated authorized collection or check ID for old collector. (Authorization letter is required for new collectors only) 1.2 Release check and tax certificates (BIR 2307/2306) to the authorized collector	None	10 Minutes	Cashier, Fund Management Division Treasury Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	2.1 Receive and verify the correctness of the information on the Official Receipt or Collection 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	None	10 Minutes	Cashier, Fund Management Division Treasury Department
TOTAL		None	20 Minutes	

ADMINISTRATIVE SERVICES DEPARTMENT
Personnel Services Division

1. Issuance of Employment Documents (Service Records / Certificate of Employment / Compensation and other Employment Records)

This service is provided to requesting parties (retired/separated, authorized individuals and other government agencies) with employment records for whatever legal purpose it may serve them.

Office/Division:	Personnel Services Division (PSD) – Administrative Services Division
Classification:	Simple Transaction
Type of Transaction:	Government to Business (G2C), Government to Government (G2G)
Who may avail:	<ol style="list-style-type: none"> 1. Former employees of PNOC 2. An individual with Authorization Letter from the employee 3. Other government agencies (GSIS, Pag-IBIG, CSC, SSS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Employee Records Request Form (ERRF). Email the request to: psd@pnoc.com.ph (copy – 1) 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. 3. For other government agencies, a formal letter or email would suffice. 	ERRF can be secured from Human Resource Management Officer (HRMO) IV upon request of the Employee Records.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email to psd@pnoc.com.ph request of employment documents or Accomplish and Submit ERRF via online	1.1 Receive email request/acknowledge receipt and verify ERRF/Authorization Letter and the formal request/email from other government agencies	None	10 Minutes	HRMO IV, PSD
	1.2 Search files/records of the requesting client	None	10 Minutes	HRMO IV, PSD
	1.2.1 Encode and print employment records/data of the requesting party	None	10 Minutes	HRMO IV, PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Review/sign the document</p> <p>1.3.1 If complete and accurate, the document will be signed</p> <p>1.4 To be revised if there are discrepancies</p> <p>1.4.1 Send back to HRMO IV for revision/correction</p> <p>1.4.2 Send back to HRMO IV for revision/correction</p> <p>1.4.3 Review revised/corrected document</p> <p>1.4.4 If complete and accurate, the document will be signed, if not, repeat process</p>	None	30 Minutes (including revision/s, if any)	HRMO V, PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the signed document	2.1 Release the document to requesting party by requesting him/her to sign the receiving copy	None	10 Minutes	HRMO IV, PSD
TOTAL		None	1 Hour	

2. Issuance of Employment Documents (Dissolved Subsidiaries)

This service is provided to requesting parties with employment records for whatever legal purpose it may serve them.

Office/Division:	Personnel Services Division (PSD) – Administrative Services Division
Classification:	Complex Transaction
Type of Transaction:	Government to Business (G2C), Government to Government (G2G)
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Employee Records Request Form (ERRF). Email the request to: psd@pnoc.com.ph (copy – 1) 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. 3. For other government agencies, a formal letter or email would suffice. 	<p>ERRF can be secured from Human Resource Management Officer (HRMO) IV upon request of the Employee Records.</p> <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> <p>Authorized officer of the government agency.</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email to psd@pnoc.com.ph request of employment documents or accomplish and submit ERRF via online	1.1 Receive ERRF via online/ Authorization Letter and the formal request/email from other government agencies NOTE: Only request with supporting documents indicating period of employment will be processed	None	10 Minutes	HRMO IV, PSD
	1.2 Search files/records of requesting client	None	3 Days searching for records of dissolved subsidiaries	HRMO IV, PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2.1 Encode and print employment records/data of the requesting party (if located in the records turned over to PNOC)</p> <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>	None		HRMO IV, PSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2.3 Verify records from turned over documents of the subsidiaries</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 IV for revision/correction.</p> <p>1.3.3 Review revised/corrected document</p> <p>1.3.4 If complete and accurate, the document will be signed if not, repeat process</p>	None	20 Minutes – including revisions, if any	<p>HRMO IV, PSD</p> <p>HRMO IV, PSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the Signed document and acknowledge receipt thereof by signing in the receiving copy	2.1 Release the document to requesting party by requesting him/her to sign in the logbook/receiving copy	None	10 Minutes	HRMO IV, PSD
TOTAL		None	3 Days and 50 Minutes	

ADMINISTRATIVE SERVICES DEPARTMENT
Procurement Management Division

1. Sale of Bidding Documents

This procedure covers the sale of bidding documents for a particular project.

Office/Division:	Procurement Management Division (ProcMD) – Administrative Services Division
Classification:	Simple Transaction
Type of Transaction:	Government to Citizen (G2G)
Who may avail:	Prospective Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sales Invoice for purchase of Bidding Documents	PNOC ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Sales Invoice for the purchase of bidding document	Issuance of Sales Invoice	None	5 Minutes	Administrative Officer, ProcMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of Bidding Documents using the Sales Invoice	Issuance of Official Receipt	Depending on the ABC		Cashier, Treasury Department
3. Presentation of Official Receipt for the issuance of Bidding Document	Issuance of Bidding Documents	None	5 Minutes	Administrative Officer, ProcMD
TOTAL		Varies	10 Minutes	
Note: We didn't include time since this if Cashier's Task/Treasury Department				

ADMINISTRATIVE SERVICES DEPARTMENT
Property Management Division

1. Disposal Procedures

This pertains to the procedure for disposing unserviceable Properties and Waste Material of PNOG.

Office/Division:	Property Management Division (PropMD) – Administrative Services Division
Classification:	Highly Technical
Type of Transaction:	Government to Government and Government to Client (Public)
Who may avail:	Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Terms and Conditions of Bidding/Sale 2. Buyer’s Data Sheet 3. Bidder’s Certification 4. Bidder’s Inspection Certificate 5. Official Bid Form 6. Bid Deposit 7. Invitation to Bid	PNOG ProcMD and Disposal Committee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Bids	1.1 Acceptance of bid documents	None	1 Day as stated in the Invitation to Bid	Administrative Officers of PropMD and PNOG Disposal Committee
	1.2 Conduct of opening of bids		1 Day as stated in the Invitation to Bid	PNOG Disposal Committee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Evaluation of bid documents submitted	None	3 Days from the date of opening of bids	PNOC Disposal Committee
	1.4 Determining the highest to lowest complying bidder/s	None	1 Day	PNOC Disposal Committee
	1.5 Approval of Abstract of Bids and recommendation to award to the winning bidder/s. Issue invoice to the highest bidder/s.	None	2 Days from the date of opening of bids	PNOC Disposal Committee
2. Receive Notice of Award to Winner/Highest complying Bidder	2.1 Issue Notice of Award to the winning Bidder after approval of the President to award to the highest complying bidders.	None	1 Day	Administrative Officers, PropMD
	2.2 For Sale of vehicles, prepare request to Office of the General Counsel for drafting of Deed of Sale.	Varies	1 Day	Administrative Officers, PropMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Full payment of the bid price. Receive approved Release Order	3.1 PNOC cashiers accepts full payment of the bid price. Issue Release Order upon receipt of the full payment.	None	5 Days form the Issuance of Notice of Award	Cashier and Administrative Officers, PropMD
4. Pull-out of the bidded items	4.1 Winning bidder must withdraw/pull-out items within 5 days from receipt of Release Order	None	5 Days after full payment	Administrative Officers, PropMD
TOTAL		Varies	51 Days	

ENERGY INVESTMENTS

Business Research and Development Department

1. Issuance of Original Proponent Status for Unsolicited Proposal

After the determination of completeness and endorsement by the Public-Private Partnership (PPP) Center of the Unsolicited Proposal to PNOC, the Business Research and Development Department (BRDD) will be part of the internal unit charged with the detailed evaluation of the Unsolicited Proposal (USP) and issuance of Original Proponent Status (OPS).

Office/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
<ol style="list-style-type: none"> 1. Company Profile of the Project Proponent 2. Complete feasibility Study of the Project 3. Electronic Copy of Economic Model 4. Electronic Copy of Financial Model 5. Proposed Project Parameters Terms and Conditions (PTC) 6. Valuation Report on the valuation of government assets 7. Gender responsiveness checklist 8. Location Map (original-1) (electronic copy-1) 9. Right of Way Acquisition/Resettlement Action Plan 10. Draft PPP contract 11. Unsolicited Proposal Assessment Forms (USP AF 1-4) 12. Other documents as maybe required 	Public-Private Partnership (PPP) Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit USP to PPP center for determination of completeness and appropriate approving body.</p>	<p>1.1 Receive the endorsement and USP from the PPP Center</p> <p>1.2 Evaluate the USP</p> <p><i>If PNOC is not developing a solicited proposal with similar scope or objective, it would either continue processing the USP or reject USP if proposal is deemed not aligned with development plans.</i></p> <p><i>If PNOC is developing a solicited proposal with similar scope or objective, it would either continue the USP and reject the solicited project with similar scope or continue the solicited project with similar score and reject the USP</i></p> <p>1.3 Notify Private Proponent in writing of decision to continue or reject USP</p>	<p>None</p>	<p>Within 10 calendar days from the receipt of USP from PPP Center</p>	<p>BRDD</p> <p>BRDD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4 Conduct a detailed evaluation of the USP per Section 55 of the PPP Code IRR and decide whether to accept or reject the USP</p>	None	Within 90 calendar days from issuance of written decision	BRDD
	<p>1.5 Accept or reject the detailed evaluation of the USP</p>	None	<p>Within 3 calendar days after the end of the detailed evaluation period</p>	BRDD
	<p>1.5 (a) If accepted, inform the private proponent in writing including the mechanics of the negotiation, commencement date, and PNOC's representatives to the negotiation</p>			
	<p>1.5 (b) If rejected, inform the private proponent in writing and return all docs to the Private Proponent</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5 (c) if no action upon the lapse of the 90-day evaluation period, the USP is deemed accepted</p> <p>1.6 Inform the Private Proponent in writing</p>	None	Within 3 calendar days after the end of the detailed evaluation period	BRDD
2. Nominate and send representative before PNOC's Negotiation Committee	<p>2.1 Negotiate with the Private Proponent in good faith</p> <p>2.2 (a) If negotiation is successful, PNOC will grant Private Proponent OPS status and the parties shall submit complete set of requirements of approval to the appropriate Approving Body</p>	None	<p>30 to 80 days, can be extended to a maximum total period of 150 calendar days</p> <p>Within 30 calendar days after the end of the negotiation</p>	<p>PNOC's representatives to the Negotiation Committee</p> <p>Head of Implementing Agency</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2(b) If negotiation is unsuccessful, PNOC could reject the proposal</p> <p>2.2.(c) If PNOC fails to act within the negotiation period, the negotiation is deemed a failure</p>	None	Within 7 calendar days upon lapse of the negotiation period or declaration of failure of negotiations	Head of Implementing Agency
TOTAL		None	33 - 283 Days	

ASSET MANAGEMENT DEPARTMENT
Asset Development Division

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.

Office/Division:	Asset Development Division, Asset Management Department (AMD)
Classification:	Highly Technical Transaction - 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 (G2B), Government to Client
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bidding Guideline and Terms of Reference (original – 1) Bid Letter Form (original – 1) Bidder’s Information Sheet Form (original – 1) Bidder’s Site Inspection Certificate (original – 1) Development Plan (original – 1)	Asset Development Division, AMD

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 AMD	1.1 Issue requested documents	P2,000.00	1 Hour	Development Management Officers, AMD
2. Conduct Site Inspection, if necessary	2.1 Accompany prospective bidders	None	1 Day	Development Management Officers, AMD
	2.2 Issue Bidder's Site Inspection Certificate	None	1 Day after inspection	Development Management Officer V, AMD
3. 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3 Declare a Winning Bidder	None	10 Working Days from Bid Opening for President or 45 working days for Board	President or Board
6. Receive notice of award, sign lease agreement and pay rental fees to the cashier of PNOC Treasury Department	6.1 Issue a Notice of Award and contract	None	30 Working Days from declaration of winning bidder	President and General Counsel
TOTAL	P 2,000.00	85 Working Days		

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.

Office/Division:	Asset Development Division, Asset Management Department (AMD)
Classification:	Highly Technical Transaction - 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 (G2B), Government to Client
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bidding Guideline and Terms of Reference (original – 1) Bid Letter Form (original – 1) Bidder’s Information Sheet Form (original – 1) Bidder’s Site Inspection Certificate (original – 1)	Asset Development Division, AMD

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 AMD	1.1 Issue requested documents	P2,000.00	1 Hour	Development Management Officers, AMD
2. Conduct Site Inspection, if necessary	2.1 Accompany prospective bidders	None	1 Day	Development Management Officers, AMD
	2.2 Issue Bidder's Site Inspection Certificate	None	1 Day after inspection	Development Management Officer V, AMD
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Submit to PNOC AMD:</p> <ul style="list-style-type: none"> a. Filled-up Bid Letter Form <ul style="list-style-type: none"> a.1 Filled-up Bidder's Information Sheet a.2 Signed Bidding Guidelines and TOR b. Site Inspection Certificate, if required with the AMD c. Bid Deposit d. Special Power of Attorney for agents e. Board or Partner's Resolution in case of corporate bidders or partnership enterprise 	<p>4.1 Receive documents</p>	<p>None</p> <p>20% of total bid offer but not to exceed P100,000.00</p>	<p>10 Minutes</p>	<p>Development Management Officers, AMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	5.1 Open Bids and supporting documents and conduct auction as may be necessary	None	2 Hours	Disposal and Utilization Committee
	5.2 Evaluate bids and make recommendations	None	5 Working Days from Bid Opening	Disposal and Utilization Committee
	5.3 Declare a Winning Bidder	None	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 Notice of Award and contract	None	30 Working Days from declaration of winning bidder	President and General Counsel
TOTAL		P 2,000.00	85 Working Days	

ENERGY BUSINESS

Park Management Department

1. 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.

Office/Division:	Environmental Management and Technical Services Division (EMTSD), Park Management Department
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) 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)	Senior Safety Specialist, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Work Permit Forms	1.1 Provide appropriate Permit forms to be filled out by the requestor	None	5 Minutes	Senior Safety Specialist, Park Management Department
2. Fill-out the Work Permit Forms and other applicable permits, documents and certificates. Complete all the necessary requirements.	<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> <p>If Not Complete: Instruct requesting party to comply first with all the HSSE findings to reprocess the application</p>	None	25 Minutes	Senior Safety Specialist, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait to receive the approved and duly signed Permit to Work and may proceed with the start of the activity	3.1 Duplicate and distribute the approved Work Permit Form and accompanying certificates to the ff: Copy 1 (Original) - to PNOC EMTSD Copy 2 - to PNOC CFEMD Copy 3- Kept by Work in Charge or proponent at work area	None	5 Minutes	Senior Safety Specialist, Park Management Department
TOTAL		None	35 Minutes	

2. 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.

Office/Division:	Environmental Management and Technical Services Division (EMTSD), Park Management Department
Classification:	Complex
Type of Transaction:	Government to Business Entity (G2B)
Who may avail:	PNOC Industrial Park Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Request Letter for the Disposal of Construction Debris from Plant (to include volume of debris for disposal) (original -1)</p> <p>For Porous and Permeable Materials Disposal:</p> <p>Third-party certification/ testing result to verify that the soil to be disposed are non- hazardous and contains no toxic materials – (original-1)</p> <p>Gantt Chart of Activities – (original-1)</p> <p>Acceptance and Assurance Letter from Dumping Site – (original-1)</p> <p>List of personnel in charge of the activity and contact details – (original-1)</p>	<p>Corresponding locators</p>

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<p>For Non-Porous and Non-Permeable Materials Disposal:</p> <p>Letter of Guarantee that the material for disposal is not contaminated/contains no hazardous contaminants (original-1)</p> <p>Acceptance letter from dumping site – (original -1)</p>	<p>Corresponding locators</p> <p><i>Note: Upon approval of SVP for Energy Business of Construction Debris Disposal Permit, this will be returned to the Park Mgmt. Dept. for dissemination to concerned locator.</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the request letter for the disposal of Construction Debris from Plant and all other documentary requirements</p>	<p>1.1 Receive request letter and attached documents and disseminate request letter to Environmental Management and Technical Services Division (EMTSD) for the assessment on requirements sufficiency</p>	<p>None</p>	<p>10 Minutes</p>	<p>Administrative Assistant IV, Park Management Department</p>
	<p>1.2 Assess the completeness of the submitted documents</p>	<p>None</p>	<p>4 Hours</p>	<p>Supervising Environmental Management Specialist, Park Management Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Conduct preliminary inspection of materials for disposal at site</p> <p>If documents are complete and inspected materials comply with submitted documents: Endorse to approving authority the approval of the request</p> <p>1.4 Assess and recommend approval of request</p> <p>1.5 Conduct final assessment and approval of the request</p>	<p>None</p> <p>None</p>	<p>4 Hours</p> <p>2 Hours</p>	<p>Department Manager A, Park Management Department</p> <p>Department Manager A, Park Management Department</p> <p>Senior Vice President for Energy Business</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If documents are not complete and/or does not comply with the submitted documents, instruct requesting party to comply and complete documents. PNOC shall re-assess the resubmitted documents			Supervising Environmental Management Specialist, Park Management Department
2. Wait to receive the approval on the construction debris disposal	Duplicate the approval document duly received by the requesting party	None	1 Hour	Supervising Environmental Management Specialist, Park Management Department
TOTAL		None	11 Hours and 10 Minutes	

4. 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.

Office/Division:	Support Division (SSD), Park Management Department
Classification:	Simple
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
<p><i>PNOC Head Office employees</i></p> <ol style="list-style-type: none"> OR/CR under the name of requester – (duplicate – 1) Additional requirement for leased vehicles – certification that the contractor has an active contract with PNOC – (original – 1) <p><i>PNOC Industrial Park employees</i></p> <ol style="list-style-type: none"> OR/CR under the name of requester – (duplicate – 1) Photocopy of company ID or appointment letter - (duplicate – 1) Additional requirement for vehicles not bearing the employees' name – Authorization from the registered owner of the vehicle and/or absolute Deed of Sale – (duplicate – 1) 	<p>Corresponding owners, employees, contractors and locators</p>

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<p><i>Locator's and locator's employees' vehicles</i></p> <ol style="list-style-type: none"> 1. Letter of request signed by the locator's approving authority – (original – 1) 2. OR/CR under the name of requester – (duplicate – 1) 3. List of employees with their corresponding vehicles – (original – 1) 4. Additional requirement for vehicles not bearing the employees' name - Authorization from the registered owner of the vehicle and/or absolute Deed of Sale – (duplicate – 1) <p><i>PNOC Industrial Park's and Locator's Regular Service Provider</i></p> <ol style="list-style-type: none"> 1. OR/CR under the name of requester – (duplicate – 1) 2. Endorsement or certification from the agency (for Park's service provider) - (original – 1) 3. Additional requirement for vehicles not bearing the employees' name – Authorization from the registered owner of the vehicle and/or absolute Deed of Sale – (duplicate – 1) 4. Additional requirement for leased vehicles – certification that the contractor has an active contract with PNOC or the locators - (original – 1) 	<p>Corresponding owners, employees, contractors and locators</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements with complete attachments	<p>1.1 Verify the requirements submitted</p> <p>If complete requirements, request will be forwarded to the Administrative Officer IV for issuance of invoice.</p> <p>If not complete, all requester's incomplete requirements will be returned to the client for completion.</p>	None	5 Minutes per vehicle	Administrative Officer III, Park Management Department
2. Receive the invoice. Clearly write the printed name over signature of the receiver and indicate the date of receipt	<p>2.1 Provide copy of the submitted requirements to the Administrative Officer IV</p> <p>2.2 Prepare the invoice</p>	None	2 Minutes 10 Minutes per payee	<p>Administrative Officer III, Park Management Department</p> <p>Administrative Officer IV, Park Management Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Check and approve the invoice	None	5 Minutes per vehicle	Chief Administrative Officer and Department Manager A, Park Management Department
3. Pay for the vehicle sticker	3.1 Provide pink copy of the invoice to the Cashier 3.2 Issue Acknowledgement Receipt and make copies of the documents submitted for attachment	None	3 Minutes	Administrative Officer III, Park Management Department
4. Present invoice	4.1 Issue Vehicle Sticker	None	5 Minutes per transaction	Cashier II, Park Management Department
	TOTAL	P150 per sticker	34 Minutes	

5. 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.

Office/Division:	Support Division (SSD), Park Management Department
Classification:	Simple
Type of Transaction:	Government to Public (G2P)
Who may avail:	PNOC Industrial Park Locators and Community (Other Agency, LGU)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letters and documents for receiving	Corresponding PNOC Industrial Park locators and Community (Other Agency, LGU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or documents	1.1 Receive letter, stamp with date and signature.	None	5 Minutes	Administrative Assistant IV, Park Management Department
	1.2 Record to file the received documents	None	2 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Cascade document to corresponding addressee	None	3 Minutes	Administrative Assistant IV, Park Management Department
	1.4 File copy with the receipt of the addressee	None	5 Minutes	
2. Wait for PNOC's response	2.1 Discuss the response to the received letter	None	7 days for simple letter	
	2.2 Draft response letter		13 days for complex letter	
	2.3 Check the drafted letter			
<i>Note: In case 13 days is not enough to respond, PNOC shall notify the letter originator of the situation.</i>	2.4 Approve the response letter	None	1 day	
	2.5 Send response letter to the concerned client	None		
TOTAL		None	14 Days and 15 Minutes	

6. Receipt of Customer Complaints

PNOC shall receive, address, and resolve complaints from its locators, customers, and other stakeholders, in an orderly and timely manner.

Office/Division:	Support Division (SSD), Park Management Department
Classification:	Simple
Type of Transaction:	Government to Public (G2P)
Who may avail:	PNOC Industrial Park Locators and Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complaint Letter	Corresponding PNOC Industrial Park locators and Community

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or documents	1.1 Receive complaint letter, stamp with date and signature. Return to client their receiving copies.	None	5 Minutes	Administrative Assistant IV, Park Management Department
	1.2 Record to customer complaint log sheet.	None	2 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit copy of complaint to the Department Manager A for appropriate action	None	3 Minutes	Administrative Assistant IV, Park Management Department
	1.4 File the original document of the complaint	None	5 Minutes	
2. Wait for PNOC's response <i>Note: In case 18 days is not enough to respond, PNOC shall notify the complainant of the situation.</i>	2.1 Discuss the resolution to the received complaint	None	1-10 days for simple complaint	Department Manager A/ Concerned employee/s, Park Management Department
	2.2 Draft response letter		or	
	2.3 Check the drafted letter		15 – 18 days for complex complaint	
	2.4 Approve the response letter	None		SVP for Energy Business
	2.5 Send response letter to the concerned client	None	1 day	Administrative Assistant IV, Park Management Department
	TOTAL	None	19 Days and 15 Minutes	

7. 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.

Office/Division:	Support Division (SSD), Park Management Department
Classification:	Simple
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
Invoice	Administrative Officer IV, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Invoice for payment	1.1 Check invoice presented	None	5 Minutes	Cashier II, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Give payment	2.1 Count and check payment	Payment varies depending on the invoice	5 Minutes	Cashier II, Park Management Department
	2.2 Prepare and sign Acknowledgement Receipt	None	5 Minutes	Cashier II, Park Management Department
	2.3 Issue Acknowledgement Receipt to the client	None	2 Minutes	Cashier II, Park Management Department
TOTAL		Varies	17 Minutes	

8. Issuance of Entry Permit

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

Office/Division:	Construction, Facilities and Equipment Management Division, Park Management Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	PNOC Industrial Park Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Entry Permit Request	Corresponding locators

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit entry permit	1.1 Receive entry permit request, stamp with date and signature. Return to client their receiving copies.	None	5 Minutes	Administrative Assistant IV, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Review and assess the entry permit request</p> <p>If ok, entry permit will be recommended for approval</p> <p>If not ok, requestor will be informed of the disapproval and be provided of further instruction</p> <p>1.3 Approves entry permit request</p> <p>1.4 Approved entry permit request will be endorsed to the Main Gate guard for processing</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>3 Minutes</p> <p>2 Minutes</p>	<p>Security Officer, Park Management Department</p> <p>Department Manager, Park Management Department</p> <p>Security Officer, Park Management Department</p>
	TOTAL	None	15 Minutes	

9. 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.

Office/Division:	Construction, Facilities and Equipment Management Division, Park Management Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	PNOC Industrial Park Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Entry Permit Request	Corresponding locators

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit entry permit	1.1 Receive entry permit request, stamp with date and signature. Return to client their receiving copies.	None	5 Minutes	Administrative Assistant IV, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Review and assess the entry permit request</p> <p>If ok, entry permit will be recommended for approval</p> <p>If not ok, requestor will be informed of the disapproval and be provided of further instruction</p>	None	10 Minutes	Security Officer, Park Management Department
	1.3 Approves entry permit request	None	3 Minutes	Department Manager, Park Management Department
	1.4 Security Officer will coordinate with the locator to escort their visitor at the main gate. Likewise, Security Officer will advise the Main Gate security of the VIP visitor.	None	7 Minutes	Security Officer, Park Management Department
TOTAL		None	25 Minutes	

10. Berthing Permit Approval

This document will be used for the berthing of shipping vessels at jetty facility of Park Management.

Office/Division:	Construction, Facilities and Equipment Management Division, Park Management Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	PNOC Industrial Park Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Preparation of Declaration of Shipment by Locator/Ship Agent (original-1, duplicate-1) 2. Mooring Gang Personnel Entry Permit (original-1, duplicate-1)	Security Officer, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locator shall submit shipping advice to PNOC	1.1 Prepare Berthing Notice to inform all locators and PNOC security personnel of the berthing activity	None	20 Minutes	Security Officer/PFSO, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Ship Agent shall confirm the locator's shipping advice. Provide berthing details to the Security Officer / PFSO	2.1 Process Berthing Permit	None	20 Minutes	Security Officer, Park Management Department
	2.2 Forward Berthing Permit to Department Manager for signing			
	2.3 Review and approve Berthing Permit	None	10 Minutes	Department Manager, Park Management Department
	2.4 Notify the shipping agent of the approval of the berthing permit	None	5 Minutes	Security Officer, Park Management Department
	TOTAL	None	55 Minutes	

11. Issuance of Invoice

This service is used to bill locators, contractors, and other entity of the services they availed from PNOC.

Office/Division:	Support Services Division, Park Management Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	PNOC Industrial Park Locators, contractors and other entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Berthing invoice with copy of the approved berthing permit (original-1)	Security Officer/PFSO
2. Detailed Computation for Water form with copy of the fully signed fire water request form (for fire water) and/or monthly water consumption report (for raw water) (original-1)	Engineer III (Shift)
3. Detailed Computation for Throughput form with complete shipment documents (original-1)	Security Officer/PFSO
4. Detailed Computation for Power form with copy of the fully signed power consumption report (original-1)	Engineer III (Shift)
5. Computation of charges with attached copy of the billing statement for the accredited service provider (original-1)	Security Officer/PFSO
6. Copy of the requirements of approved request for the vehicle sticker (duplicate -1)	Administrative Officer III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Aailed services being rendered by PNOC</p>	<p>1.1 Prepare documents for attachment of invoices base on the rendered services:</p> <ul style="list-style-type: none"> • Berthing invoice • Detailed computation for Water form • Detailed computation for Throughput form • Detailed computation for Power form • Computation of charges form • Copy of requirements of vehicle sticker request 	<p>None</p>	<p>15 Minutes</p>	<p>Security Officer/PFSO/ Engineer III (Shift), Park Management Department</p> <p>Security Officer/PFSO, Park Management Department</p> <p>Engineer III (Shift), Park Management Department</p> <p>Security Officer/PFSO, Park Management Department</p> <p>Administrative Officer III, Park Management Department</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check prepared forms for attachment on invoice 1.3 Approve the forms 1.4 Forward the approved forms and other attachments to the Administrative Officer IV for the preparation of invoice			Division Chief, Park Management Department Department Manager A, Park Management Department Concerned process proponent
2. Received the invoice (clearly write the name over signature with date)	2.1 Prepare invoices and attach corresponding forms and attachments 2.2 Check prepared invoice	None	15 Minutes per invoice 5 Minutes per invoice	Administrative Officer IV, Park Management Department Division Chief, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Approve the invoice	None	5 Minutes per invoice	Department Manager A, Park Management Department
	2.4 Keep scan copy of the invoices and the attachment		5 Minutes per invoice	Administrative Officer IV, Park Management Department
	2.5 Issue the invoice the corresponding client			Administrative Officer IV, Park Management Department
	TOTAL	None	45 Minutes	

12. Provision of Fire Water

This service is used whenever locators requested for the use of fire water (except for a real emergency case).

Office/Division:	Construction, Facilities and Equipment Management Division, Park Management Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	PNOC Industrial Park Locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter for fire water request	Corresponding locators
2. Fire water request form	Engineer III (Shift)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the use of the fire water. Indicate in the letter date, time, duration, and require pressure.	1.1 Receive the letter, stamp with date and signature. Return to client their receiving copies.	None	5 Minutes	Administrative Assistant IV, Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Forward to the duty Engineer III (Shift) 1.3 Draft letter of approval on the use of the fire water 1.4 Check drafted letter 1.5 Approve letter 1.6 Send approved letter to concerned locator	None None None	5 Minutes 5 Minutes 30 Minutes	Administrative Assistant IV, Park Management Department Engineer III (Shift), Park Management Department Division Chief/Department Manager A Park Management Department SVP for Energy Business Administrative Assistant IV, Park Management Department
2. Wait for the provision of fire water	2.1 Coordinate with the locator for proper provision of the fire water 2.2 Provide requested fire water as indicated in the locator's request	None None	Depending on the duration indicate in the locator's request	Engineer III (Shift), Park Management Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign the Fire Water Request form (clearly write the name over signature with date)	3.1 Fill out the Fire Water Request form and have it signed by the locator's representative. Provide one copy of the form to the locators and one copy for billing process.	None	5 Minutes	Engineer III (Shift), Park Management Department
TOTAL		None	60 Minutes	

ENERGY INVESTMENTS
Energy Supply Base Department

1. Submission of Notice of Arrival (NOA)

The submission of NOA to PNOC ESB signifies the consignee’s intent to use the port for unloading and loading of energy-related or commercial cargo. The acceptance of NOA and subsequent confirmation of pier availability by the ESB grants the consignee privilege to include in the vessel line-up, subject to prioritization guidelines.

Office/Division:	Port Operations Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C)
Who may avail:	Vessel Owner/Shipping Line Representative/Vessel Agent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notice of Arrival (NOA) (original – 1)	Vessel Agent (Written or emailed notification from Vessel Agent)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit via email and other electronic means or submit in person the hard copy of the Notice of Arrival (NOA)	1.1 Acknowledge receipt of documents	None	5 Minutes	Administrative Assistant or Duty Shift Engineer, Energy Supply Base Department
	1.2 Review details and verify accuracy of entries. If found in order, furnishes a copy of received NOA to client	None	10 Minutes	Duty Shift Engineer, Energy Supply Base Department
	1.3 Details are encoded to include vessel in official line-up	None	10 Minutes	Duty Shift Engineer, Energy Supply Base Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Stamp-dates the NOA. Received and provides a copy to	None	5 Minutes	Duty Shift Engineer, Energy Supply Base Department
TOTAL		None	30 Minutes	

Note:

1. The PNOC ESB strictly follows the “First to NOA, first to berth” policy.
2. Prioritization of vessel berthing depends on cargo classification. Energy related cargo and government cargo have higher priority over commercial cargo and have preferential accommodation to berth.
3. Submission of the NOA must be done preferably at least 14 days prior to the scheduled arrival of the vessel.
4. It is the Vessel Agent’s responsibility to duly notify the Duty Shift Engineer on the actual time of arrival of the vessel to give ample time for PNOC ESB to notify other stakeholders of any conflicts and adjustments in berthing schedules.

2. Conduct of Pre-Arrival Meeting

Upon confirmation of the arrival of the vessel, a pre-arrival meeting shall be conducted to discuss the particulars and details related to the operations before during and after vessel berthing and unberthing at the PNOC-ESB port.

Office/Division:	Port Operations Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	Vessel Owner/Consignee/Accredited Cargo Handling Operator (ACHO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Local Vessel (Domestic)	
1. Copy of Approved Application for Berthing (original - 1 PPA stamped)	Philippine Ports Authority (PPA)
2. Bill of Lading (photocopy – 1)	Shipping Line
3. Crew List (photocopy – 1)	Shipping Line
4. Appointment of Agent (photocopy – 1)	Vessel Owner/Shipping Line
5. Articles of Incorporation (photocopy – 1)	Vessel Owner

CHECKLIST OF REQUIRMENTS	WHERE TO SECURE
<p>B. Foreign Vessel (International)</p> <ol style="list-style-type: none"> 1. Copy of Approved Application for Berthing (original - 1 PPA stamped) 2. Approved Statement of Settlement of Duties and Taxes (SSDT) (photocopy – 1) 3. Bill of Lading (photocopy – 1) 4. International Tonnage Certificate (photocopy – 1) 5. International Ship Security (photocopy – 1) 6. Inward Foreign Manifests (photocopy – 1) 7. Free Pratique (photocopy – 1) 8. Stowage Plan of Cargo (photocopy – 1) 9. Vesel Particulars/Vessel Registry (photocopy – 1) 10. Last 10 Ports of Call (photocopy – 1) 11. Crew List (photocopy – 1) 	<p>Philippine Ports Authority (PPA)</p> <p>Bureau of Customs</p> <p>Shipping Lines</p> <p>Shipping Lines</p> <p>Shipping Lines</p> <p>Bureau of Customs</p> <p>Bureau of Quarantine</p> <p>Shipping Lines</p> <p>Shipping Lines</p> <p>Shipping Lines</p> <p>Shipping Lines</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the scheduled pre-arrival meeting	1.1 Facilitate the conduct of the meeting	None	45 Minutes	Duty Shift Engineer, Energy Supply Base Department
2. Agree with PNOC's Terms and Conditions for vessel operations	2.1 Discuss operation details, requirements and related matters	None	45 Minutes	Duty Shift Engineer, Energy Supply Base Department
3. Sign Terms of Reference	3.1 Prepare Terms of Reference (TOR) for Consignee, Agent and Accredited Cargo Handling Operator (ACHO)	None	30 Minutes	Duty Shift Engineer, Energy Supply Base Department
	3.2 Prepare copies of the signed TOR	None	10 Minutes	Duty Shift Engineer, Energy Supply Base Department
	3.3 Provide copies of the signed TOR and Pre-operational Checklist Form/ proceeds of the meeting to the attendees for their reference.	None	10 Minutes	Duty Shift Engineer, Energy Supply Base Department
TOTAL		None	2 Hours and 20 Minutes	
Note: Port Operations Division, Duty Shift Engineer's Station and Meeting Room located at the 2nd Floor PNOC ESB Admin. Building, Mainaga, Mabini, Batangas				

3. Vessel Arrival and Berthing

In order that all due diligence and legal requirements are complied with prior to commencing with the transactions associated with the loading and unloading of the cargo at the PNOC ESB port at Mabini, Batangas, vessel agents and/or consignees shall be guided by the following steps. This is to ensure legitimacy of cargo processed and prevent smuggling, entry of illegal, dangerous/hazardous substances and the like.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	Vessel Owner/Shipping Line Representative/Vessel Agent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Local Vessel (Domestic)	Client
1. Copy of Approved Application for Berthing (original - 1 PPA stamped)	Philippine Ports Authority (PPA)
2. Signed Clearance to Operate (original – 1)	Energy Supply Base Department (ESB)
B. Foreign Vessel (International)	
1. Copy of Approved Application for Berthing (original - 1 PPA stamped)	PPA
2. Approved Statement of Duties and Taxes (SSDT) (photocopy – 1)	Bureau of Customs
3. Free Pratique (photocopy – 1)	Bureau of Quarantine
4. Clearance to Operate (original – 1)	ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Vessel Agent notifies Duty Shift Engineer on the time of vessel arrival and submit complete documentary requirements	1.1 Receive and review submitted documents	None	15 Minutes	Duty Shift Engineer, ESB
	1.2 Collate documents and file in the vessel documents folder with Job Order and Vessel Service Sheet	None	15 Minutes	Duty Shift Engineer, ESB
	1.3 Prepare Computation of Charges (COC) for Throughput and endorses to Administrative Division for billing	None	15 Minutes	Duty Shift Engineer, ESB
2. Signs and receives the billing statement	2.1 Prepares billing statement for throughput based on COC	None	25 Minutes	Bill Collector, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Settles payment for throughput, if activity involves cargo unloading	3.1 Receives payment and issues Official Receipt	Varies (fees based on COC)	25 Minutes	Bill Collector, ESB
	3.2 Prepares manpower list and mooring schedule (line gang, etc)	None	25 Minutes	Cashier/Alternate Cashier, ESB
TOTAL		Varies	2 Hours	
<p>Note:</p> <ol style="list-style-type: none"> 1. For unloading operations, throughput must be paid by the client before vessel berthing while for loading operations, throughput must be paid prior to vessel unberthing. 2. For unloading operations, there are instances when throughput may be paid by the client in advance once vessel arrival and berthing schedule is confirmed (steps 2 & 3 skipped) 				

4. Vessel Departure and Unberthing

Prior to vessel departure, all clearances must be secured and all vessel charges settled subject to PNOC policies and guidelines.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Vessel Owner/Shipping Line Representative/Vessel Agent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Facts (photocopy – 1)	Client
2. Out-turn Report or Draft Survey Report (photocopy – 1)	Philippine Ports Authority (PPA)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notifies Duty Shift Engineer on vessel departure details	1.1 Acknowledge notification and prepare pre-departure requirements	None	15 Minutes	Duty Shift Engineer, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit all required clearance documents (Statement of Facts, Out-turn/Draft Survey Report)	2.1 Review details and verify accuracy of entries. If found in order, schedule manpower for line gang activity.	None	15 Minutes	Duty Shift Engineer, ESB
3. Settles vessel charges and other service provision charges, if applicable.	3.1 Prepare computation of Charges (COC) for vessel charges and other service provisions and endorses to Administrative Division for billing	None	15 Minutes	Duty Shift Engineer, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Signs and receives the billing statement	4.1 Prepares billing statement for vessel charges and other service provisions based on COC	None	25 Minutes	Bill Collector, ESB
5. Settles payment for vessel charges and other service provisions, if applicable.	5.1 Receives payment and issues Official Receipt	Varies (fees based on COC)	25 Minutes	Cashier/Alternate Cashier, ESB
6. Secures Departure Clearance	6.1 Prepares and issues departure clearance once all requirements are met	None	25 Minutes	Duty Shift Engineer ESB
TOTAL		Varies	1 Hour and 20 Minutes	

Note:

1. If vessel operations involve loading activity (outbound cargo), throughput charges need to be settled prior to unberthing.
2. Default fees to be settled prior to unberthing are vessel charges. Standard vessel charges include:
 - a. Berthing space
 - b. Mooring/Unmooring

3. Other charges that need to be settled prior to unberthing vary depending on the client request for provision of services during vessel operations and depends on the stipulations on the Terms of Reference during the pre-operations meeting. Other charges may include:

- a. Percentage based service fee for invoice for:
 - Garbage collection
 - Generator Use if applicable
- b. Weight based or volume-based service fee for:
 - Water provision
 - Bunkering: Petroleum oil, lubricants (POL)
 - Rebagging (minimum 30 metric tons)
- c. Trip based service fee:
 - Chandling
 - Truck Toil (per truck type)
 - Truck Scale (per truck)
- d. Time based service fee:
 - Equipment use (minimum 10 hours)
 - Manpower (per hour of engagement)

5. Request for Manpower Provision – Charge Transaction

Locator/client may request for manpower provision in order to carry-out various activities relative to being a locator inside the PNOC ESB premises and may also be requested for vessel related activities in some cases as the need arises.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Locator/Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Order Request for Manpower (original – 1)	Locator/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order Request for Manpower to Duty Shift Engineer	1.1 Receive Job Order Request	None	15 Minutes	Duty Shift Engineer, ESB
	1.2 Request for available manpower for deployment	None	45 Minutes	Duty Shift Engineer, ESB
	1.3 Prepare Job Order and Computation of Charges (COC)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorses COC to the Administrative Division for preparation of billing statements	None	10 Minutes	Duty Shift Engineer, ESB
2. Signs and receives the billing statement	2.1 Prepares billing statement based on the COC	None	25 Minutes	Bill Collector, ESB
TOTAL		None	1 Hour and 50 Minutes	

Note:

1. Fees for manpower provision depends on the skills required and the number of hours of engagement.
2. Charge transactions or fees billed to the client's account may be settled by the client on another day, subject to the imposition of late payment charges of 1.5% per month as per PNOC ESB Operations Guidelines 20-001 on the Collection of Unpaid Fees for per services.

6. Request for Manpower Provision – Cash Transaction

Locator/client may request for manpower provision in order to carry-out various activities relative to being a locator inside the PNOC ESB premises and may also be requested for vessel related activities in some cases as the need arises.

Locator may opt to settle the charges for manpower provision on the day the service was rendered.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Locator/Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Order Request for Manpower (original – 1)	Locator/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order Request for Manpower to Duty Shift Engineer	1.1 Receive Job Order Request	None	15 Minutes	Duty Shift Engineer, ESB
	1.2 Request for available manpower for deployment	None	45 Minutes	Duty Shift Engineer, ESB
	1.3 Prepare Job Order and Computation of Charges (COC)	None	25 Minutes	Duty Shift Engineer, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorse COC to the Administrative Division for preparation of billing statements	None	10 Minutes	Duty Shift Engineer, ESB
2. Signs and receives the billing statement	2.1 Prepares billing statement based on the COC	None	25 Minutes	Bill Collector, ESB
3. Settles payments for manpower provision	3.1 Receives payment and issues Official Receipt	Varies (depending on COC)	25 Minutes	Cashier/Alternate Cashier, ESB
TOTAL		Varies	1 Hour and 50 Minutes	

Note:

Fees for manpower provision depends on the skills required and the number of hours of engagement.

7. Request for Outsourced Provision of Services (Bunkering) – Charge Transaction

From time to time, the service providers are required during vessel operations. These are services that cannot be provided by PNOC ESB. Such third-party services are allowed and are charged with appropriate and applicable service fees depending on the service. Bunkering refers to the provision of petroleum, oil and lubricants to the vessel.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Complex
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Vessel Owner/Shipping Line Representative/Vessel Agent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (original – 1)	Client
2. Approved Request Letter (photocopy – 1)	Philippine Ports Authority
3. Delivery Receipt or Invoice (original – 1)	Third-party Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PPA Request Letter to Duty Shift Engineer	1.1 Receive and sign Job the Request Letter	None	15 Minutes	Duty Shift Engineer, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits request letter to PPA for approval	2.1 Wait for response from PPA on approval request	None	2 Days	Client
3. Notifies Duty Shift Engineer on delivery schedule	3.1 Notify security provider on delivery movement	None	15 Minutes	Duty Shift Engineer, ESB
4. Submits delivery-related document	4.1 Receives documents submitted for supporting documents to the Computation of Charges (COC)	None	30 Minutes	Duty Shift Engineer, ESB
5. Signs and receives the billing statement	5.1 Prepares billing statement based on COC	None	25 Minutes	
TOTAL		None	2 Days, 1 Hour and 25 Minutes	

Note:

1. There is an intermediate transaction between the client and the Philippine Ports Authority (PPA) that is beyond the control of the PNOC ESB.
2. For foreign vessels, bunkering charges depend on weight in metric ton while for domestic vessels, bunkering charges depend on volume in liters.
3. Bunkering by default is a charge transaction and must be settled by the client prior to vessel departure and unberthing.

8. Request for Outsourced Provision of Services

From time to time, the services of third-party service providers are required during vessel operations. These are services that cannot be provided by PNOC-ESB. Such third-party services are allowed and are charged with appropriate and applicable service fees depending on the service. Non-bunkering services include fresh/potable water, chandling, garbage collection, equipment use and tug assist.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Complex
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Vessel Owner/Shipping Line Representative/Vessel Agent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for accommodation of third-party service provision	1.1 Acknowledges client request	None	10 Minutes	Duty Shift Engineer, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Notifies Duty Shift Engineer on delivery schedule	2.1 Notify security provider on delivery movement	None	15 Minutes	Duty Shift Engineer, ESB
3. Submits delivery related documents (delivery receipt/invoice)	3.1 Receives documents submitted for supporting documents to the Computation of Charges (COC)	None	30 Minutes	Duty Shift Engineer, ESB
4. Signs and receives billing statement	4.1 Prepares billing statement based on COC	None	25 Minutes	Bill Collector, ESB
TOTAL		None	1 Hour and 20 Minutes	

Note:

1. Non-bunkering third-party services are charge transactions by default. Depending on the provisions in the Terms of Reference during pre-arrival meeting, some of the associated charges must be paid prior to vessel departure and unberthing.
2. Tug-assist is charged to the tug boat company that have secured accreditation as Ancillary Service Provider from the PNOC ESB. Tug-assist charges are based on 15% of the service provider's invoice billing and is given 30-day payment term.

9. Work Permit Issuance

The issuance of the work permit is applicable to common areas within the PNOC-ESB facility. This is done to ensure that all works including vessel operations, maintenance activities and contractor activities are assessed in terms of safety implementation to identify the hazards and prevent incidents and accidents.

The work permit is issued prior to the start of any activity that may involve occupational hazards.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Contractors/Locators/Locator sub-contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Work Permit Form (original – 1)	Administrative Division – Health, Safety, Security and Environment
Additional permits and certificates	Administrative Division – Health, Safety, Security and Environment

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notifies or inquires from the Duty Shift Engineer regarding activity that may involve hazards	1.1 Acknowledges client notification and inquiry and directs concern to HSS Officer for assessment	None	5 Minutes	Duty Shift Engineer, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secures Work Permit Application	2.1 Interviews client and provides a copy of the Work Permit application	None	15 Minutes	HSS Officer, ESB
3. Fill-out the Main Work Permit Application form and completes all other requirements permits and certificates	3.1 Receives application and checks for completeness	None	15 Minutes	HSS Officer, ESB
	3.2 Submits Main Work Permit Application with complete requirements for approval	None	30 Minutes	HSS Officer, ESB
	3.3 Signs Main Work Permit	None	5 Minutes	Department Manager/Approving Authority, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives approved Work Permit	4.1 Duplicates approved work permit and supporting documents, keeps a file of the original and furnishes a copy to the requestor for display at a conspicuous area at work.	None	20 Minutes	HSS Officer/Duty Shift Engineer, ESB
TOTAL		None	1 Hour and 45 Minutes	

10. Request for Entry at PNOC ESB

Subject to the provisions of the International Ship and Port Facility Security (ISPS) Code, access or entry of people, vehicles, equipment, and materials to the PNOC-ESB are controlled. This is to ensure compliance of port users, locators, cargo handlers and visitors to the HSSE rules and regulations in consonance with the mandates of the Office for Transportation Security (OTS) and to prevent untoward security incidents and threats.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Contractors/Locators/Locator sub-contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter (original – 1) with the following details a. Complete names of personnel entering the facility b. Purpose of Entry c. Mode of transportation including vehicle type, model and plate number, if applicable	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for entry to PNOC – ESB (may be in the form of hard copy or via electronic means)	1.1 Receives the request letter and forwards to PNOC ESB approving authority	None	15 Minutes	Admin. Clerk/Duty Shift Engineer, ESB
	1.2 Evaluates and approves request	None	60 Minutes	Department Manager/Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives copy of the request letter indicating approval or disapproval	2.1 Prepares triplicate copies of the request letter indicating approval (1 copy for HSS Officer, 1 for Security Detachment, 1 for Requesting Party)	None	30 Minutes	HSS Officer/Duty Shift Engineer, ESB
TOTAL		None	1 Hour and 45 Minutes	

11. Accreditation of Ancillary Service Provider

In consonance with the Philippine Port Authority's (PPA's) accreditation guidelines, the PNOC Energy Supply Base (ESB) implements ESB Operations Guidelines No. 21-001 pertaining to the Accreditation of Service Provider of the PNOC ESB. This is intended to ensure legitimacy of ancillary service providers required for vessel operations, including tug assist services and shore reception facility (SRF) for the collection of vessel-borne garbage.

Office/Division:	Port Operations Division/Administrative Division, Energy Supply Base Department
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2B)
Who may avail:	Ancillary Service Providers/Tug Boat Company/Shore Reception Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Legal Requirements</p> <p>1. Company/Business Profile (original – 1)</p> <p>a. Authenticated Certificate of Registration/ Accreditation/License/Eligibility/Franchise (Certified True Copy - 1)</p> <p>b. Latest updated General Information Sheet (Photocopy - 1)</p> <p>c. Owner's Valid Identification (any government issued, e.g. driver's license, passport or NBI clearance)</p>	<p>Client</p> <p>Department of Trade and Industry (DTI) for sole proprietorship Securities and Exchange Commission (SEC) for partnership/corporations</p> <p>Cooperative Development Authority (CDA) for cooperatives</p> <p>Land Transportation Office (LTO) Department of Foreign Affairs (DFA) National Bureau of Investigation (NBI)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. Permits/Proof of Business Address (photocopy – 1)</p> <p>a. Business/Mayor’s Permit for the current year issued by the city or municipality where the principal place of business of the applicant is located</p>	<p>Office of the City/Municipal Mayor</p>
<p>3. Labor Related Documents for the last 6 months prior to submission of application (photocopy – 1)</p> <p>a. SSS Remittance b. PhilHealth Contribution c. Home Development Mutual Fund (HDMF/Pag-IBIG) Remittances d. Client’s Safety Program</p>	<p>Social Security System PhilHealth Home Development Fund/Pag-IBIG Department of Labor and Employment (for safety program reference)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>B. Technical Requirements</p> <p>1. Letter of Intent (original – 1 on company letterhead) addressed to:</p> <p>The PNOC President and CEO Philippine National Oil Company 6/F Bldg. 6, Energy Center Rizal Drive, Bonifacio Global City Taguig City</p>	<p>Client</p>
<p>2. Accreditation Form, completely accomplished (original – 3)</p>	<p>PNOC Energy Supply Base</p>
<p>3. List of personnel (original – 1) with the following information:</p> <ul style="list-style-type: none"> a. Complete name b. Position in the company c. Address d. Age e. Educational background f. Work experience with inclusive dates g. Number of years' experience h. Employment Status 	<p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Duly accomplished and notarized Omnibus Sworn Statement (<i>1 original</i>) indicating that:</p> <ul style="list-style-type: none"> a. The signatory of the application is duly authorized representative of the company; b. Each of the documents submitted is an authentic copy of the original and all statements and information provided are true and correct; c. Company is authorizing PNOC to verify all documents submitted; d. That the applicant is not related to any officer and employee of PNOC; e. Company is compliant with existing labor laws and standards; f. It did not give or pay directly or indirectly, any commission, amount, fee or any form of consideration, pecuniary or otherwise to any person or official or representative of the government in relation to any project or activity; g. Proof of authority of the duly authorized representative (such as Secretary's Certificate with a Board Resolution confirming the appointment of the representative. This is to be attached to the Omnibus Sworn Statement – (<i>1 original</i>)) 	<p style="text-align: center;">Client</p> <p style="text-align: center;"><i>Proforma of Omnibus Sworn Statement is available from the Administrative Division</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent	1.1 Receives letter of intent and endorses for preparation of Sales Invoice	None	10 Minutes	Admin. Clerk/Administrative Assistant, ESB
2. Signs and receives the Sales Invoice	2.1 Prepares Sales Invoice of the Application	None	25 Minutes	Bill Collector, ESB
3. Receives Application Form with Guidelines and Collection Receipt	3.1 Receives non-refundable payment for the processing of application and issues Collection Receipt with Application Form and explains guidelines	P3,000.00	25 Minutes	Bill Collector, ESB

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submits complete requirements and receives Certificate of Accreditation	4.1 Releases Certificate of Accreditation to Service Provider	None	19 Days, 16 Hours	Administrative Assistant/Market Specialist/Duty Shift Engineer, ESB
TOTAL		P3,000.00	20 Days	

Note:

1. This process gives ample time for the applicant service provider to process and complete all documentary requirements. Processing time depends on the rate of completion of the applicant service provider of the requirements. Processing time also includes all intermediate processing time for transmittal of documents.

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Thru PNOC Email Email address: pnocpacd@pnoc.com.ph
How is feedback processed?	The Public Assistance Complaints Desk Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/office and/or the PNOC Committee on Anti-Red Tape (PNOC CART) via email. Complaints received are acknowledged in writing, evaluated, reported to Management where appropriate and responded to within reasonable period of time.
How to file complaint?	<p>To file a complaint against PNOC, kindly provide the following details via email:</p> <ul style="list-style-type: none"> -Full name and Contact Information of the Complainant -Sex (Male or Female) -Narrative/Details of the Complaint -Evidence -Name of the person/office being complained <p>You may send all complaints against PNOC to pnocpacd@pnoc.com.ph</p> <p>Or may course them through:</p> <p>Anti-Red Tape Authority complaints@arta.gov.ph 1-ARTA (12782) (02) 8246-7940</p>

FEEDBACK AND COMPLAINTS MECHANISM	
	<p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline: 8888 or 8249-8310 local 8715 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
How are complaints being processed?	<p>All complaints received against PNOC will be evaluated by the PNOC CART.</p> <p>The PNOC CART reviews and evaluates the complaints received on daily basis. The PNOC CART shall coordinate with the concerned Office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the PNOC CART shall submit an incident report to the President and CEO, for appropriate action.</p> <p>The PNOC CART shall give the feedback to the clients via email.</p>