



PHILIPPINE MINING  
DEVELOPMENT CORPORATION  
Creating Wealth. Enriching Lives.

# **PHILIPPINE MINING DEVELOPMENT CORPORATION**

**CITIZEN'S CHARTER**  
2024 (5<sup>th</sup> Edition)



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## **I. MANDATE:**

Under the Presidential Memorandum dated April 9, 2003, PMDC is primarily tasked to conduct and carry on the business of exploring, developing, mining, smelting, and producing, transporting, storing, distributing, exchanging, selling, disposing, importing, exporting, trading and promotion of gold, silver, copper, iron, and all kinds of mineral deposits and substances.

PMDC has also been specifically tasked by the Philippine government to implement the program of putting up a world class mine in Diwalwal, municipality of Monkayo, Compostela Valley province. The company was created for the purpose of, among others, addressing the environmental, health, social and economic well-being of the occupants of the area, and to rationalize the mining and mineral processing operations in the reservation for greater efficiency, and to provide for adequate environmental protection and mine rehabilitation measures.

While the original mandate focused on resolving conflicts in Diwalwal, PMDC is also responding to the challenges of revitalizing the Philippine mining industry. The company does not intend to compete with privately-owned mining projects, but rather hopes to position itself as the catalyst for developing mining projects in areas where private investors find difficult to come in.

## **II. VISION:**

By 2028, PMDC is a sustainable mining firm generating bigger revenues for the State, embracing first-rate norms and international standards in responsible mining, espousing policies that protect the environment, and helping transform communities into healthy, progressive and ecologically-sound settlements.

## **III. MISSION:**

We serve as the government's mining arm to generate revenue and develop progressive communities through responsible mining.

## **IV. SERVICE PLEDGE:**

PMDC is committed to its mandate of converting idle mining assets into productive operating mines. To abide by this commitment, we ensure that:



- PMDC and its Partner-Operators:
  - a) comply with all related laws, rules and regulations,
  - b) Abide by the principles of Sustainable Development, and
  - c) undertake exploratory and mining activities in accordance with approved timelines;
  
- Our employees uphold the value of excellence in the performance of their functions as well as capacitate department and offices to reengineer systems and procedures to reduce processing time and regulatory burden for the transacting public.
  
- We continually strive to satisfy our customers, and improve our systems and processes, and ensure to attend to all applicants and requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break; and
  
- Our Quality Policy and Objectives are fully understood by our employees and further promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions pursuant to the mandate of RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

We strive to become the Role Model for Responsible Mining in the Industry.



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**HEAD OFFICE**  
**External Services**



## SERVICE #1: COMPLAINT

When a complaint is filed, all actions taken and/or resolutions after series of investigations will be sent to the complainant.

<b>Office or Division:</b>	Human Resource and Administrative Department (HRAD); Legal Department; Concerned Office of the Vice President, Office of the President; Concerned Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Four (4) original copies of the letter of complaint containing the name, address, contact details of the complainant, allegations of the violations committed, date of commission of the alleged violation and name of the person/s charged. The complaint must contain an attached evidence necessary for the respondent to prepare his defense.		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files the complaint to the Human Resource and Department (HRAD).	1.1 The Records Assistant receives copies of the complaints and returns one (1) receiving copy to the Complainant.	None	3 minutes	Records Assistant / HR Specialist, HRAD
	1.2 HRAD endorses the complaint to the Office of the President & CEO as the disciplining authority.	None	3 minutes	HR Manager & Executive Assistant/Executive Secretary
	1.3 The Executive Assistant/Executive Secretary shall receive the complaint and serve it to the Office of the President & CEO for review and information.	None	1 day	Executive Assistant/Executive Secretary & President & CEO





	<p>1.4 After reviewing the complaint, the President &amp; CEO through the Executive Assistant/Executive Secretary shall endorse the complaint to the Legal Department for appropriate investigation and recommendation</p> <p>1.5 The Legal Officer shall receive the same and shall schedule the conduct of an investigation.</p> <p>1.6 The Legal Department conducts the investigation, requiring the respondent to file an answer within Five (5) working days and to attend the mandatory conference at a specified date.</p> <p>1.7 The HR Specialist shall be deputized by the Legal Department to effect service of the notice of charges to the respondent.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 mins</p> <p>2 hours</p> <p>5 days</p> <p>30mins</p>	<p>Executive Assistant/ Executive Secretary</p> <p>Legal Officer I/II</p> <p>Legal Officer I/II</p> <p>HR Specialists</p>
2. The Complainant shall attend the mandatory conference as a	2.1 The Legal Department conducts the mandatory	None	1 day	Legal Manager



<p>requirement of due process on the part of the respondent and may stand as a witness in relation to the complaint.</p>	<p>conference and may ask probing questions to determine the factual antecedent of the present complaint.</p> <p>2.2 After the Legal Department receives the answer and/or conducts the mandatory conference with the respondent, giving him the opportunity to confront the complainant and the witness against him, it shall prepare its factual findings and recommendations on the allegations against the respondent.</p> <p>2.3 The Legal Department through the Legal Officer shall submit its factual findings and recommendations to the Office of the President &amp; CEO through the Executive Assistant or Secretary.</p> <p>2.4 The Office of the President &amp; CEO shall review the factual findings and recommendations</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 days</p> <p>5 minutes</p> <p>3 days</p>	<p>Legal Officer I/II</p> <p>Legal Officer I/II</p> <p>President &amp; CEO</p>
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	<p>of the Legal Department and may either approve the factual findings and recommendations in toto or impose another appropriate sanction commensurate to the violations committed by the respondent.</p> <p>2.5 Executive Assistant/Executive Secretary shall submit the penalty imposed by the Office of the President &amp; CEO to the HRAD</p> <p>2.6 HRAD shall serve the imposed penalty to the erring employee.</p>	None	3 Minutes	Executive Assistant/Executive Secretary
		None	1 day	HR Specialists
3. Submit the accomplished Client Satisfaction Measurement (CSM) Form.	3. HRAD receives the accomplished CSM Form and files it.	None	5 minutes	Legal Assistant/Legal Officer
	<b>TOTAL</b>	<b>None</b>	<b>16 days, 2 hours &amp; 59 minutes</b>	



## SERVICE #2: ISSUANCE OF CERTIFIED TRUE COPIES OF PMDC DATA FROM THE PMDC WEBSITE

Issuance of Certified True Copies of PMDC Data published on website to clients from the public is subject to approval by PMDC Management.

<b>Office or Division:</b>	Records Unit, Concerned Department, Finance and Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Duly signed Request Letter of the requesting party enumerating the documents needed, purpose and stating their willingness to pay for fees.  If through email, clear PDF copy of the Request Letter.  2. One (1) Photocopy of ID of the requesting party.		Requesting Office/Unit		
3. Customer Information Sheet (if new)		Records Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements to the Records unit physically or through email at <a href="mailto:info@pmdc.com.ph">info@pmdc.com.ph</a> / <a href="mailto:records.pmdc@gmail.com">records.pmdc@gmail.com</a>	1. Receives, checks the completeness of the provided documents, scans and logs the letter of request in the Incoming Record and Request for CTC Logbooks.	None	10 mins	Records Assistant, HRAD/Records Unit
	1.1 Prepares the document request form with the	None	30 mins	



	attached request letter and endorses it to the Concerned Department handling the record.			
	1.2. Logs the request to the logbook, and endorses it to the Department Manager for approval. Once approved, logs and transmits to the Records Unit.	None	4 Hours	Department Assistant
	1.3. Routes the request letter and the document request form to the Office of the President. / Office of the Vice President for approval.	None	1 Day	Records Assistant, HRAD/Records Unit
	1.4. Once approved, prepares computation of fees and forwards the approved request form, Customer Information Sheet, and computation to the Finance and Accounting Department.	Php10.00 per page plus Php100.00 per set	20 mins	Records Assistant, HRAD/Records Unit
	1.5 Issues a billing invoice, logs the	None	20 mins	Cash Management Officer, Finance and



	billing invoice and forwards to the Records Unit			Accounting Department
	1.6 Notify the client that the request has been approved thru email by sending a scanned copy of the approved request form with computation of fees and the day of pick-up of the requested documents. A secondary notification thru phone call/text shall be sent to the client regarding the email notification.	None	10 mins	Records Assistant, HRAD/Records Unit
2. Pays the fees to Finance Department or client may pay thru Online Banking or Bank Deposit and send proof of payment to the Finance Department.	2. Gives copy of Official Receipt to Client and forwards the Original OR to the Records Unit. If paid physically, Finance and Accounting Department gives Official Receipt to Client.	None	10 mins	Cash Management Officer, Finance and Accounting Department



3. If paid physically, forwards a copy of the Official Receipt to Records Unit.	3. Once a copy of the OR has been received, produce sufficient copies requested and certify documents by indicating the name and signature of the custodian.	None	4 hours	Records Assistant, HRAD/Records Unit
4. Receives the requested documents and Customer Satisfaction Survey Form.	4. Gives the logbook for Client's signature as proof of receipt (or receives any document as proof of receipt of the form), and hands over Customer Satisfaction Survey Form to be accomplished by Client.	None	10 mins	
5. Submits the accomplished Customer Satisfaction Survey Form.	5. Receives the accomplished Customer Satisfaction Survey Form, and files it.	None	10 minutes	
<b>TOTAL:</b>		<b>Php10.00 per page plus Php100.00 per set</b>	<b>2 Days and 2 Hours</b>	



## SERVICE #3: ISSUANCE OF CERTIFIED TRUE COPIES OF PMDC PROJECT RELATED DOCUMENT

Issuance of Certified True Copies of PMDC Project Related Documents subject to approval by PMDC Management.

<b>Office or Division:</b>	Records Unit, Project Management Department, Finance and Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	Partners/Operators; Government Agencies, LGUs, BGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. One (1) Duly signed Request Letter of the requesting party enumerating the documents needed, purpose and stating their willingness to pay for fees.</p> <p>If through email, clear PDF copy of the Request Letter.</p> <p>2. One (1) Photocopy of ID of the requesting party.</p>		Requesting Office/Unit		
3. Customer Information Sheet (if new)		Records Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements to the Records unit physically or through email at <a href="mailto:info@pmdc.com.ph">info@pmdc.com.ph</a> / <a href="mailto:records.pmdc@gmail.com">records.pmdc@gmail.com</a>	1. Receives, checks the completeness of the provided documents, scans and logs the letter of request in the Incoming Record and Request for CTC Logbooks.	None	10 mins	Records Assistant, HRAD/Records Unit





	1.1 Prepares the document request form with the attached request letter and endorses it to the Project Management Department (PMD).	None	30 mins	
	1.2. Logs the request to the logbook, and endorses it to the PMD Manager and Vice President for Operations for approval. Once approved, logs and transmits to the Records Unit.	None	1 Day	PMD Assistant, Project Management Department
	1.3. Prepares computation of fees and forwards the approved request form, Customer Information Sheet, and computation to the Finance and Accounting Department.	Php10.00 per page plus Php100.00 per set	20 mins	Records Assistant, HRAD/Records Unit
	1.4. Issues a billing invoice, logs the billing invoice and forwards to the Records Unit	None	20 mins	Cash Management Officer, Finance and Accounting Department



	<p>1.5. Notify the client that the request has been approved thru email by sending a scanned copy of the approved request form with computation of fees and the day of pick-up of the requested documents. A secondary notification thru phone call/text shall be sent to the client regarding the email notification.</p>	None	10 mins	Records Assistant, HRAD/Records Unit
<p>2. Pays the fees to Finance Department or client may pay thru Online Banking or Bank Deposit and send proof of payment to the Finance Department.</p>	<p>2. Gives copy of Official Receipt to Client and forwards the Original OR to the Records Unit. If paid physically, Finance Department gives Official Receipt to Client.</p>	None	10 mins	Cash Management Officer, Finance and Accounting Department
<p>3. If paid physically, Forwards a copy of the Official Receipt to Records Unit.</p>	<p>3. Once a copy of the OR has been received, Records Unit produces sufficient copies requested and certify documents by indicating the name and</p>	None	1 Day	Records Assistant, HRAD/Records Unit



	signature of the custodian.			
4. Receives the requested documents and Customer Satisfaction Survey Form.	4. Gives the logbook for Client's signature as proof of receipt (or receives any document as proof of receipt of the form), and hands over Customer Satisfaction Survey Form to be accomplished by Client.	None	10 mins	
5. Submits the accomplished Customer Satisfaction Survey Form.	5. Receives the accomplished Customer Satisfaction Survey Form, and files it.	None	10 minutes	
<b>TOTAL:</b>		<b>Php10.00 per page plus Php100.00 per set</b>	<b>2 DAYS AND 2 HOURS</b>	



## **SERVICE #4: ISSUANCE OF OFFICIAL RECEIPT / ACKNOWLEDGEMENT RECEIPT**

Official Receipt/Acknowledgement Receipt is issued for the collection of PMDC shares, Commitment Fees, Disposal of Unserviceable Properties/Scrap, refund of Cash Advances, Mabatás Tailings Storage & Maintenance Fees, Trust Liabilities and Others.

Official Receipt/Acknowledgement Receipt is a supplementary document being issued to customers upon collection of payment. It is not a valid proof to support the claim of input taxes by the buyers/purchasers of goods and/or services.

<b>Office or Division:</b>	Finance & Accounting Department (FAD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business and G2G – Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Collection for PMDC shares, Commitment Fees, Disposal of Unserviceable Properties/Scrap and Other Income	
1. Approved Invoice (1 Photocopy/ Scanned Copy)	Finance and Accounting Department
2. Validated Deposit Slip/Bank Transfer (1 Original Copy/Scanned Copy)	Partner/Operator/Customer
3. BIR Form 2307, if applicable (2 Original Copies)	Partner/Operator/Customer
Collection for Refund of Cash Advances, Mabatás Tailings Storage & Maintenance Fees, Trust Liabilities and Others	
1. For Refund of Cash Advance - Liquidation Report Front Page Only (1 photocopy/scanned copy)	Requesting Employee
2. For Mabatás Tailings Storage & Maintenance Fee - Approved Cash Receipt/Deposit Summary (1 Original Copy)	Depot Office Accounting Assistant
3. For Trust Liability (Bid Documents) - Signed Acknowledgement Letter (1 Photocopy/Scanned Copy).	BAC Secretariat
4. For Other Collection - Approved Computation Sheet / Supporting Document (1 Original Copy)	Requesting Employee
5. For New Customer - BIR Certificate of Registration (1 Photocopy/Scanned Copy)	Customer / Requesting Employee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit validated deposit slip/Confirmed bank transfer and requirements to Finance and Accounting Department (FAD).</p>	<p>1. Cash Management Officer confirms collection thru LBP We Access - Account Statement / Updated Passbook if the payment is already credited/posted to PMDC bank account.</p> <p>1.1 Once collection is confirmed, Cash Management Officer forwards the Confirmed Account Statement / Updated Passbook to Accounting Assistant I.</p>	<p>None</p>	<p>1 day</p>	<p>Cash Management Officer</p>
	<p>1.2. Accounting Assistant I ensures the completeness of documents. Checks the details and match the collected amount with its attachment (Approved Invoice / Liquidation Report (Front Page Only) / Approved Cash Receipt / Deposit Summary / Signed Acknowledgement Letter / Approved Computation Sheet / Supporting documents).</p> <p>1.3. If the documents are match and complete, Accounting Assistant I drafts the Official Receipt (OR) / Acknowledgement Receipt (AR) in the Computerized Accounting System (CAS). Otherwise, the requesting party shall</p>	<p>None</p>	<p>10 minutes</p>	<p>Accounting Assistant I</p>



	<p>be advised for the completion of lacking documents.</p> <p>1.4. Accounting Assistant I prints the 1st Copy of OR/AR (FAD Copy), stamps "ENCODED" and signs the drafted by portion. Then, forwards the OR/AR (FAD Copy) with its attachment to Cash Management Officer.</p>			
	<p>1.5. Cash Management Officer validates / reviews accounting entries, posts and signs on the "ENCODED" portion of the OR/AR (FAD Copy).</p> <p>1.6. If the drafted OR/AR are with deficiency or for correction, it will be returned to Accounting Assistant I and the process re-start at Step 1.2.</p> <p>1.7. Cash Management Officer keeps the OR/AR (FAD copy). Then, prints the 2nd Copy of OR/AR (Customer's Copy) and sign. Forwards the OR/AR (Customer's Copy) to Accounting Assistant I.</p>	None	10 minutes	Cash Management Officer
	<p>1.8. Accounting Assistant I releases the OR/AR (Customer's Copy) through FAD logbook.</p>	None	5 minutes	Accounting Assistant I



2. Receive Official Receipt / Acknowledgement Receipt and issues BIR Form 2307.	2. Cash Management Officer / Accounting Assistant I checks and receives the BIR Form 2307, if applicable, and hands over Customer Satisfaction Survey Form to be accomplished by Customer.	None	5 mins	Cash Management Officer / Accounting Assistant I
3. Submit the accomplished Customer Satisfaction Survey Form to Records Unit.	3. Records Unit receives the accomplished Customer Satisfaction Survey Form, and files it.	None	2 minutes	Records Unit
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY &amp; 32 MINS</b>	



## SERVICE #5. REQUEST FOR TECHNICAL ASSISTANCE

When a partner/operator needs technical assistance from PMDC technical personnel, it is requested to the PMD Manager, the Vice President for Operations, and the President/CEO. The request must be submitted seven (7) days prior to the activity where the technical personnel is needed.

<b>Office or Division:</b>	Project Management Department; Office of the VP; Office of the President			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Partners/Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) Original Copies of Letter of Request		Client's Office		
Two (2) Original Copies of Letter re Willingness to Pay		Client's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits two (2) original copies of letter of request	1.1. Records Unit receives the letter of request, examines if the nature and purpose of the request are present, and logs it in the logbook.  *If the nature and purpose of the request are not present, Records Unit will not receive the letter.	None	5 mins	Records Unit, HRAD
	1.2. Records Unit returns the receiving copy of the Client, and asks for the Client's contact information (i.e. address, telephone number, cellphone number, email address). If the	None	5 mins	Records Unit, HRAD





	Client has no contact information, Records Unit will inform the Client to come back in two (2) days.			
	1.3. Records Unit scans the letter of request.	None	5 minutes	Records Unit, HRAD
	1.4. Records Unit transmits the request to PMD Manager.	None	2 minutes	Records Unit,HRAD
	1.5. PMD Assistant receives the letter of request, logs it to the logbook, and transmits the letter of request to PMD Manager.	None	2 minutes	PMD Assistant,PMD
	1.6. PMD Manager receives the letter of request, assess it, and transmits the letter of request to the Vice President for Operations, together with his/her assessment/ recommendation.	None	1 hour	PMD Manager
	1.7. PMD Assistant receives the letter of request and his/her assessment/ recommendation from the PMD Manager, and transmits it to the Office of the Vice President.	None	2 minutes	PMD Assistant,PMD
	1.8. Assistant to the Vice President for Operations receives the	None	2 minutes	Assistant to the Vice President for Operations



	request, and transmits it to the Vice President for Operations			
	1.9. Vice President for Operations receives the request and PMD Manager's assessment/ recommendation, and transmits his recommendation for approval/ disapproval of the request for the signature of President/CEO	None	1 hour	Vice President for Operations
	1.10. Assistant to the Vice President for Operations receives the approval/ disapproval of the request, and forwards it to the Office of the President/CEO.	None	2 minutes	Assistant to the Vice President for Operations
	1.11. Executive Assistant receives the Vice President for Operation's recommendation for approval/ disapproval of the request, records it, and transmits to the President/CEO.	None	2 minutes	Executive Assistant
	1.12. Executive Assistant receives the Vice President for Operation's recommendation for approval/ disapproval of the request, records it, and forwards it	None	2 minutes	Executive Assistant



	to the President/CEO.			
	1.13. President/CEO accepts or overturns the recommendation, and transmits the final decision to the Executive Assistant.  *Any revisions to the decision shall be made within the day	None	1 day	President/CEO
	1.14. Executive Assistant transmits the letter or approval/disapproval to the Records Unit	None	2 minutes	Executive Assistant
	1.15. Records Unit scans the letter.	None	5 minutes	Records Unit, HRAD
	1.16. Records Unit informs the Client that his request was approved/disapproved, and request Client to bring a letter re willingness to take charge of any necessary expenses that might be incurred (i.e. travel expenses, hotel accomms, personnel's fee, among others).	None	2 minutes	Records Unit, HRAD
	1.17. Records Unit release the letter to the Client.	None	2 minutes	Records Unit
IF DISAPPROVED: 2. Client receives the letter of disapproval.	2. Records Unit gives the logbook for Client's	None	2 minutes	Records Unit



	signature as proof of receipt, and hands over Customer Satisfaction Survey Form to be accomplished by Client.			
3. Client submits the accomplished Customer Satisfaction Survey Form.	3. Records Unit receives the accomplished Customer Satisfaction Survey Form, and files it.		2 minutes	Records Unit
IF APPROVED: 2. Client receives the letter of approval.	2. Records Unit gives the logbook for Client's signature as proof of receipt.	None	2 minutes	Records Unit
3. Client submits its letter re willingness to pay all costs to be incurred.	3.1 Records Unit examines if the partner/operator's willingness to pay all costs to be incurred is present, receives the letter, and logs it in the logbook.  *If the willingness to pay is not present, Records Unit will not receive the letter.	None	2 minutes	Records Unit
	3.2 Records Unit returns the receiving copy of the Client, and hands over Customer Satisfaction Survey Form to be accomplished by Client.	None	2 minutes	Records Unit
4. Client submits the accomplished Customer Satisfaction Survey Form.	4. Records Unit receives the accomplished Customer Satisfaction	None	2 minutes	Records Unit



	Survey Form, and files it.			
	<b>TOTAL:</b>	None	<b>1 DAY, 2 HOURS, AND 52 MINS</b>	



**HEAD OFFICE**  
**Internal Services**



## SERVICE #1: ISSUANCE OF CERTIFICATE OF EMPLOYMENT

A Certificate of Employment with complete and accurate information is issued upon employee's request stating the specific purpose thereof.

<b>Office or Division:</b>	Human Resource and Administration Department (HRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All PMDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Certificate of Employment		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit formal letter of request for the Certificate of Employment indicating the required details (compensation, Office assignment and location) and the purpose of such request	1.1. Receive the request document, log the request details in the logbook, and forward to the HR Officer	None	Five (5) minutes	HR Assistant
	1.2. Draft the Certificate of Employment, and transmit to the HRAD Manager for signing	None	Thirty (30) minutes	HR Officer
	IF APPROVED: 1.2.1. Sign the Certificate of Employment and forward to HR Assistant	None	One (1) day	HRAD Manager
	1.2.2. Receive the signed Certificate of Employment, log it again to the logbook, and transmit to Requestor	None	Ten (10) minutes	HR Assistant
	IF DISAPPROVED: 1.2.3. Forward the disapproved	None	Ten (10) minutes	HR Officer



	form back to HRAD Assistant together with the reason for disapproval			
	1.2.4. Forward the disapproved request form back to the Requestor's Department	None	Ten (10) minutes	HR Assistant
	1.2.5. Forward the disapproved request and the reason for disapproval form back to the Requestor	None	Five (5) minutes	HR Assistant
2. Receives the signed Certificate of Employment, or /disapproved form and the reason for disapproval.	2. Give the logbook for employee's signature, and hand over Customer Satisfaction Survey Form to be accomplished by Requestor.	None	Ten (10) minutes	Employee
3. Requestor submits the accomplished Customer Satisfaction Survey Form.	3. Receive the accomplished Customer Satisfaction Survey Form, and files it.	None	Ten (10) minutes	HR assistant
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY, 1 HOUR, AND 5 MINS</b>	





## SERVICE #2: ISSUANCE OF CERTIFIED TRUE COPIES OF PERSONAL RECORDS

Certified True Copies of Personal Records with complete and accurate information is issued upon employee's request.

<b>Office or Division:</b>	Human Resource and Administration Department (HRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit formal letter of request enumerating the documents needed and the purpose of such request to the HR and Admin Department	1.1. Receive the letter of request	None	Five (5) minutes	HR Assistant
	1.2. Log the letter of request details in the Incoming Records Logbook	None	Ten (10) minutes	HR Assistant
	1.3. Forward to HRAD Head	None	Five (5) minutes	HR Assistant
	1.4. Evaluate the request for approval or disapproval	None	One (1) day	HRAD Head
	IF APPROVED: 1.4.1. Forward the approved request to the HR Officer	None	Five (5) minutes	HRAD Head
	1.4.2. Accept the approved request and document/s for marking of certified true copy	None	Ten (10) minutes	HR Officer
	1.4.3. Forward the approved request and document/s to the HR Assistant	None	Five (5) minutes	HR Officer
	1.4.4. Log the approved request and document/s in	None	Ten (10) minutes	HR Assistant



	Outgoing Records Logbook			
	1.4.5. Release the Certified True Copy of the requested document	None	Five (5) minutes	HR Assistant
	IF DISAPPROVED: 1.4.6. Forward the disapproved letter of request back to HR Assistant together with the reason for disapproval	None	Five (5) minutes	HRAD Head
	1.4.7. Accept the disapproved letter of request and forwards it to the Requestor	None	Five (5) minutes	HR Assistant
2. Receive the Certified True Copy of the requested document/s, or the disapproved letter of request and the reason for disapproval.	2. Give the logbook for employee's signature, and hands over Customer Satisfaction Survey Form to be accomplished by employee.	None	Ten (10) minutes	HR Assistant
3. Submit the accomplished Customer Satisfaction Survey Form.	3. Receive the accomplished Customer Satisfaction Survey Form, and files it.	None	Ten (10) minutes	HR Assistant
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY, 1 HOUR, AND 25 MINS</b>	



### SERVICE #3: ISSUANCE OF TRAVEL AUTHORITY

A Travel Authority is requested by those travelling abroad wherein an approved leave form stating the period and purpose is attached and provided that the travel shall not in any way affect the operations of the organization.

<b>Office or Division:</b>	Human Resource and Administration Department (HRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Regular Employee with Approved Vacation and Special Privilege Leave Form			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request for Leave Form with request for Travel Authority		HR and Administration - Office of the President		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Approved Vacation and Special Privilege Leave Form with a request for issuance of Travel Authority indicating the country of destination and travel duration written/noted in the remarks portion to the HR Unit	1.1. Receive the Approved Vacation and Special Privilege Leave Form, logs it, and transmit to HRAD. (Following the procedures on the Issuance of Vacation and Special Privilege Leave)	None	Five (5) minutes	HR Assistant
	1.2. Receive the Approved Vacation and Special Privilege Leave Form with the request for Travel Authority, and log the approved leave form and request details in the logbook, and forwards the approved form with the request to the HR Officer.	None	Five (5) minutes	HR Assistant
	1.3. Prepare and print the draft Travel Authority.	None	Thirty (30) minutes	HR Officer



	1.4. Forward the draft Travel Authority with the approved leave form to the Chairman's Office for signing.	None	Five (5) minutes	HR Officer
	1.5. Log the draft Travel Authority with the approved leave form in the logbook, and transmit to the Chairman.	None	Five (5) minutes	HR Assistant
	1.6. Receive the Travel Authority and approved leave form, and forwards it to the Chairman for signing.	None	Five (5) minutes	Executive Assistant
	1.7. Approve/ Disapprove the request.	None	Four (4) hours	The Chairman
<b>IF APPROVED:</b>				
	1.7.1 Forward the signed Travel Authority to Executive Assistant for release.	None	Five (5) minutes	The Chairman
	1.7.2. Log it again to the logbook, and transmit the document to HRAD Assistant.	None	Five (5) minutes	Executive Assistant
	1.7.3. Receive the approved Travel Authority, log it in the logbook, and forward it to the HR Officer.	None	Five (5) minutes	HRAD Assistant
	1.7.4. Receive the approved Travel Authority, produce a photocopy	None	Ten (10) minutes	HR Officer
2. Accept the signed Travel Authority	2.1. Forward both copies (original and photocopy) personally to the	None	Five (5) minutes	HR Officer



	Requestor. The photocopy of Travel Authority duly received by the Requestor will be endorsed back to the HR Officer			
	2.2. Keep the receiving copy for filing, and hands over Customer Satisfaction Survey Form to be accomplished by Requestor.	None	Ten (10) minutes	HR Officer
3. Submit the accomplished Customer Satisfaction Survey Form.	3. Receive the accomplished Customer Satisfaction Survey Form, and file it.	None	Ten (10) minutes	HR Assistant
<b>TOTAL:</b>		<b>NONE</b>	<b>5 HOURS, AND 45 MINS</b>	
<b>IF DISAPPROVED:</b>				
	1.7.5 Forward the unsigned Travel Authority with the reason of disapproval to Executive Assistant for release.	None	Five (5) minutes	The Chairman
	1.7.6. Log it again to the logbook, and transmit the document to HRAD Assistant.	None	Five (5) minutes	Executive Assistant
	1.7.7. Receive the unsigned Travel Authority, log it in the logbook, and forward it to the HR Officer.	None	Five (5) minutes	HR Assistant
	1.7.8. Receive the unsigned Travel Authority with the reason for	None	Five (5) minutes	HR Officer



	disapproval, take note of it, and forward the copy back to the HR Assistant.			
	1.7.9. Log it in the logbook, and forward it to the concerned Department.	None	Five (5) minutes	HR Assistant
	1.7.10. Log the documents, and forward the disapproved request form back to the Requestor.	None	Five (5) minutes	HR Officer
4. Receive the disapproved Travel Authority	4.1 Give the photocopy/ receiving copy of the unsigned Travel Authority and the logbook for Requestor's signatures.	None	Five (5) minutes	HR Assistant
	4.2. Transmit the receiving copy to the HRAD for filing.	None	Five (5) minutes	HR Assistant
	<b>TOTAL:</b>	<b>NONE</b>	<b>5 HOURS, AND 35 MINS</b>	



## SERVICE #4: ISSUANCE OF VACATION and SPECIAL PRIVILEGE LEAVE

An employee avails a vacation and special privilege leave by filing a request prior to the date of leave to the immediate superior stating the period and purpose for the leave and subject for approval.

<b>Office or Division:</b>	Human Resources and Administration Department (HRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Regular Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Leave Form		Leave Form File Drawer - Admin Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Vacation and Special Privilege Leave enumerating the period and purpose for the request to the immediate supervisor for approval and signature	1.1 Receive the request form, log the details in the logbook, and forward the request to the Supervisor for signature.	None	Five (5) minutes	HR Assistant
	1.2. Receive the request, and approves/ disapproves it.  IF APPROVED: 1.1.1 Transmit the request to the Department Head for signature.  IF DISAPPROVED: 1.1.2 Transmit the request back to the Requestor together with the reason for disapproval, and the	None	One (1) hour	Supervisor
	1.3. Approves/ disapproves the request.	None	One (1) hour	Department Head



	IF APPROVED: 1.3.1 Forward the approved request to the Department Assistant.	None	Five (5) minutes	Department Head
	1.3.2 Log it again to the logbook.	None	Five (5) minutes	HR Assistant
	1.4. Transmit the request to HRAD	None	Five (5) minutes	HR Assistant
	1.5. Receive the approved request form, and forwards it to the HR Officer for logging.	None	Five (5) minutes	HR Assistant
	1.6. Sign the request certifying the approval of the leave.	None	Ten (10) minutes	HR Officer
	1.7. Log the period of the request in the monitoring sheet.	None	Five (5) minutes	HR Officer
	1.8. Keep the original copy for filing and send the other copy to the Requestor.	None	Five (5) minutes	HR Officer
	1.9. Accept and forward the copy to the Requestor's Department.	None	Five (5) minutes	HR Assistant
	IF DISAPPROVED: 1.9.1 Forward the disapproved form back to Department Assistant together with the reason for disapproval.	None	Ten (10) minutes	Department Head
	1.9.2. Forward the disapproved request form back to the Requestor.	None	Five (5) minutes	HR Assistant
2. Receive the approved /disapproved form.	2. Give the logbook for Requestor's signature, and	None	Ten (10) minutes	HR Assistant





	hand over Customer Satisfaction Survey Form to be accomplished by Requestor.			
3. Submit the accomplished Customer Satisfaction Survey Form.	3. Receive the accomplished Customer Satisfaction Survey Form, and files it.	None	Ten (10) minutes	HR Assistant
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 HOUR, AND 25 MINS</b>	



## SERVICE #5: PUBLIC BIDDING

Bidding process as defined in the revised IRR of the RA9184

<b>Office or Division:</b>	Bids and Awards Committee (BAC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Internal			
<b>Who may avail:</b>	End-User			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Requisition Form		Admin-Property, HRAD		
Terms of Reference		Personal		
Project Proposal		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-User prepares the Purchase Requisition and forwards the approved form with the project proposal, terms of reference, specifications and plans, and approved budget for the contract to the Procurement Unit	1.1 Department Area Record Keeper (ARK) receives the Purchase Requisition form, logs it, and forwards to HRAD.	None	Five (5) minutes	Department ARK
	1.2. HRAD ARK receives and logs the document, then forwards the form to the Procurement Unit.	None	Five (5) minutes	ARK
	1.3. Procurement Unit assigns PR number and logs the details of the documents	None	Five (5) minutes	Procurement Unit
	1.4. BAC holds Pre-Procurement Conference with the End-Users	None	One (1) day	BAC
	1.5. BAC conducts Posting of Advertisement /	None	Seven (7) days	BAC



	Posting of Invitation to Bid			
	1.6 BAC holds Pre-Bid Conference before Bid Opening	None	Twelve (12) days	BAC
	1.7 BAC sets Deadline of Submission of Bids; and holds Bid Opening	None	One (1) day	BAC
	1.8. BAC evaluates Submitted Bid/s	None	One (1) day	BAC/ BAC-TWG
	1.9 BAC conducts Post-Qualification of Bidders	None	One (1) day	BAC/ BAC-TWG
	1.10 BAC approves Resolution/ Issuance of Notice of Award	None	One (1) day	BAC
	1.11 BAC prepares Contract and BAC and/or higher authority approves it.	None	One (1) day	BAC
	1.12 BAC releases Issuance of Notice to Proceed	None	One (1) day	BAC
	<b>TOTAL:</b>	<b>NONE</b>	<b>26 DAY, AND 15 MINUTES</b>	

\*Public Bidding is covered under R.A. 9184.



## SERVICE #6. REQUEST AND REIMBURSEMENT OF PETTY CASH

The Petty Cash Fund can be availed by PMDC employees and staff as cash advance for emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred during official business, courier services, notary and bank charges

<b>Office or Division:</b>	Finance and Accounting Department (FAD) - Manila
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PMDC Head Office Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>General Requirements</b>	
Petty Cash Voucher-PCV (1 Original)	PMDC Shared Folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
<b>Petty Cash Advance/Reimbursement for Emergency Purchase of Supplies and Materials</b>	
Sales or Billing Invoices (1 Original)	Supplier
Reimbursement Expense Receipt (RER) – for transactions above P300 to P1000 (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Certification of Expenses Not Requiring Receipts (CENRR) - for transactions below P300 (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Receiving Report-RR (1 Photocopy)	Supplier
Purchase Requisition-PR (1 Photocopy)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
<b>Petty Cash Advance/Reimbursement for Purchase of Meals during Meetings / Representation</b>	
Sales Invoice (1 Original)	Supplier
Abstract of Canvass or screenshot of menu (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
Notice of Meeting or Activity Design (1 Photocopy)	Requesting Employee
Attendance Sheet (1 Photocopy)	Requesting Employee
<b>Petty Cash Advance/Reimbursement for transportation expenses incurred during official business (within 50km radius)</b>	
Personnel Locator Slip (1 Original or CTC)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Invoice (1 Original) – for Taxi, Grab Car, Bus, Boat, parking fees, toll fees and RFID	Driver or Service Provider/Requesting Employee
RER and CENNR (1 Original) – for Tricycle, Jeep, FX and Train	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting



Distance Calculator approved by HRAD – for use of a private car, calculate distance from starting point to destination and	Requesting Employee
<b>Petty Cash Advance/Reimbursement for courier service, notary expense or bank charges</b>	
Estimate of payment for courier service, notary expense or bank charges	Requesting Employee
Sales Invoice (1 Original)	Courier or Notary Public
Bank Deposit Slip (1 Photocopy)	Bank

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petty Cash Voucher (PCV) to the Petty Cash Custodian ( <i>Box A should be duly signed and approved by the Department Manager</i> )	1.1 Petty Cash Custodian receives approved PCV and checks the validity of the amount requested.	None	Five (5) minutes	Requesting Employee and Petty Cash Custodian
2. Receive requested Petty Cash Advance from the Petty Cash Custodian	2. Petty Cash Custodian grants the Petty Cash Advance and signs <i>Box B</i> ( <i>Requestor to also sign under Box B after receiving the cash</i> )	None	Five (5) minutes	Requesting Employee and Petty Cash Custodian
3. Submit reimbursement of Petty Cash by filling up Part II of the PCV. Ensure that supporting documents are duly attached. ( <i>Box C should be signed and approved by the Department Manager</i> )	3.1 Petty Cash Custodian receives PCV and the attached documents, including the cash returned by the Requestor (if the actual expenditure used is lower than the petty cash advance)	None	Five (5) minutes	Requesting Employee and Petty Cash Custodian
	3.2. Petty Cash Custodian validates the attachments, fills out the accounting distribution box of the PCV, and endorses documents to the Accounting Supervisor	None	Five (5) minutes	Petty Cash Custodian
	3.3. General Accounting Supervisor reviews the accounting entries and supporting documents, signs the	None	Ten (10) minutes	General Accounting Supervisor



	“Checked by” in Box C, and transmits back to Petty Cash Custodian			
4. Requestor receives reimbursement (if applicable).	4.1 Petty Cash Custodian receives reviewed PCV, affixes signature in Box D, and reimburse the Requestor (if actual expenditure is more than the petty cash advance)	None	Five (5) minutes	Petty Cash Custodian
<b>TOTAL:</b>		<b>NONE</b>	<b>35 MINUTES</b>	



## SERVICE #7: REQUEST FOR LEGAL OPINION

The Legal Department provides legal opinion after proper evaluation and analysis based on facts and documents presented. The legal opinion informs the client of the legality or otherwise of the action or document.

<b>Office or Division:</b>	Legal Department (Legal)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All PMDC Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent documents necessary for review and subject for legal opinion (1 Photocopy/ Scanned Copy)		Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit /Endorse pertinent documents for review and subject of legal opinion.	1. Check the pertinent documents, and if found to be sufficient, record request on the logbook.	None	5 mins	Legal Assistant/Legal Officer
	1.1 Forward the request to the Legal Manager who will assign it to the Legal Officer.		5 mins	Legal Assistant/Legal Officer
	1.2. Prepare draft of legal opinion and submit the same to the Legal Manager for any comment.		10 days	Assigned Legal Officer
	1.3. Legal Manager reviews and/or make comments on the drafted legal opinion and returns the same to the assigned legal officer for final printing and affixing of signature.		2 days	Legal Manager
	1.4. Legal Manager signs the legal opinion.			Legal Manager



	1.5 Legal opinion is release to the requesting party.		5 minutes  3 minutes	Legal Assistant/Legal Officer
2. Submit the accomplished Client Satisfaction Measurement (CSM)Form.	3. Legal receives the accomplished CSM Form, and files it.	None	2 minutes	Legal Assistant/Legal Officer
<b>TOTAL:</b>		<b>NONE</b>	<b>12 Days &amp; 20 mins</b>	





## SERVICE #8: REQUEST FOR PAYMENT TO CHECK ISSUANCE

Disbursement process from the receipt of payment requests to the issuance of checks for the approved employee cash advances, purchases of goods/services and employee reimbursements.

<b>Office or Division:</b>	Finance and Accounting Department (FAD) - Manila
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	PMDC Head Office Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>General Requirements for All Types of Transactions</b>	
Disbursement Voucher (1 Original)	Finance and Accounting Department (FAD) – Downloaded from the Computerized Accounting System (CAS)
Payment Order Form (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
<b>Situational Requirements for All Types of Transactions</b> (Pursuant to COA Circular No. 2012–001 dated 14 June 2012)	
<b>A. Travelling Expenses</b>	
<b>A-1. Cash Advances for Local Travel</b>	
Approved Travel Order-TO (1 Original or CTC)	Office of the President
Approved Travel Cost Estimate and Itinerary (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Certificate of Liquidation of previous Cash Advance (1 Original)	Finance and Accounting Department (FAD)
<b>A-2. Reimbursement of Local Travel (outside 50km radius)</b>	
Summary of Expenses (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Approved Travel Order or revised TO if there is a change in schedule (1 Original or CTC)	Office of the President
Letter of Invitation of host or sponsor-if applicable (1 Original)	Requesting Employee
Approved Actual Itinerary of Travel (1 Original Copy)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Certificate of Travel Completed (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Certificate of Actual Expenses Incurred or Certificate of Actual Expenses Incurred - Exceeding Limit (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Vehicle Request and Trip Ticket – if Company vehicle is used (1 Original or CTC)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Invoice/Ticket (1 Original) – for Taxi, Grab Car, Bus, Boat, parking fees, toll fees	Driver or Service Provider



RER and CENNR (1 Original) – for Tricycle, Jeep, FX and Train	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Airplane Ticket Invoice – if HRAD did not make the booking (1 Original)	Airline or Travel Agency
Boarding Pass and Flight Itinerary (1 Original)	Airline
Abstract of Quotation of three (3) travel agencies - If purchased through travel agency (1 Original)	Requesting Employee
Certificate of Appearance / Certificate of Attendance (1 Original or CTC)	HRAD or External Organizer
Post Travel Report (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
<b>A-3. Reimbursement of Accommodation</b>	
Travel Order (1 Original of CTC)	Office of the President
Invoice (1 Original)	Hotel
Guest Folio (1 Original)	Hotel
Certificate of Actual Expenses Incurred - Exceeding Limit (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Travel
Contract of the Agency with the Hotel (1 Photocopy)	HRAD
Abstract of Quotation of three (3) hotels - If no contract (1 Original)	Requesting Employee
<b>B. Regular, Mandatory, and Utility Expenses</b>	
<b>B-1. Cash Advances for Other Business Expenses</b>	
Purchase Request or Purchase Order (1 Photocopy)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
Detailed estimate of expenses or Office Memorandum/Activity Design with approved budget (1 Original or Photocopy)	Requesting Employee
Certificate of Liquidation of previous Cash Advance (1 Original)	FAD
<b>B-2. Procurement of Goods and Services</b>	
Sales or Billing Invoices (1 Original)	Supplier
Reimbursement Expense Receipt (RER) – for transactions above P300 to P1000 (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Certification of Expenses Not Requiring Receipts (CENRR) - for transactions below P300 (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Valid ID with 3 Specimen Signature – support for Suppliers without Invoices (1 Photocopy)	Supplier
Delivery Receipt – if applicable (1 Original)	Supplier
Receiving Report (1 Photocopy)	Supplier
Signed Inventory Custodian Slip – for purchase of Semi-Expendable Items (1 Photocopy)	Property Officer
Signed Property Acknowledgement Receipt – for purchase of Capitalized Expenditures (CAPEX)	Property Officer

Purchase Order (PO) or Work Order (WO) (1 Photocopy)	Procurement Department (PD) / Human Resources and Admin (HRAD)
Purchase Requisition (PR) / Work Order Requisition (WOR) (1 Photocopy)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
Abstract of Canvass/Quotation (1 Photocopy)	PD
Request for Quotation (1 Photocopy)	PD
PhilGEPS postings – if applicable (1 Photocopy)	PD
Complete Bid Documents - for purchases made through bidding (1 Photocopy)	BAC Secretariat
Notice of Award or Notice to Proceed – if applicable (1 Photocopy)	BAC Secretariat
Contract – if applicable (1 Photocopy)	Legal Department (LD)
Approved Annual Procurement Plan-highlight particular item/service (1 Photocopy)	BAC Secretariat
<b>B-3. Training Expenses</b>	
Approved Training Request Form (1 Photocopy)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\HR
Registration indicating the cost of registration, modules, course description and schedule of activities (1 Original or Photocopy)	Training Organizer
Invitation Letter – if applicable (1 Photocopy)	Training Organizer
Certificate of Attendance/Participation (1 CTC)	Training Organizer
Billing Invoice (1 Original)	Training Organizer
Reviewed Post–Training Report (1 Original)	Requesting Employee
<b>B-4. Water, Landline, Electricity, Internet Connection and Drinking Water</b>	
Sales or Billing Invoices (1 Original)	Supplier
Purchase Requisition – if new supplier (1 Photocopy)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
Purchase Order – if new supplier (1 Photocopy)	PD
Abstract of Canvass/Quotation – if new supplier (1 Photocopy)	PD
Request for Quotation – if new supplier (1 Photocopy)	PD
PhilGEPS postings – if new supplier (1 Photocopy)	PD
Contract – if new supplier (1 Photocopy)	Legal Department (LD)
<b>B-5. Extraordinary and Miscellaneous Expenses</b>	
Summary of Expenses – indicate name of visitors for meeting meals (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Sales or Billing Invoices (1 Original)	Supplier or Service Provider
Attendance Sheet/Photo during the Meeting (1 Original)	Requesting Employee
<b>B-6. Honorarium of Resource Speaker</b>	
Activity Design with program of activities and approved budget (1 Photocopy)	Requesting Employee



Invitation duly accepted by the speaker (1 Original)	Requesting Employee
Personal Data Sheet or Curriculum Vitae (1 Photocopy)	Resource Speaker
Computation of honorarium per DBM Budget Circular No. 2007-1 (1 Original Copy)	Requesting Employee
Attendance Sheet (1 Photocopy)	Requesting Employee
<b>B-7. Honorarium of PMDC Board of Directors</b>	
Notice of Regular Board/Committee Meeting (1 Photocopy)	Corporate Secretary
Attendance Sheet – Actual or through Zoom (1 Original or Photocopy)	Corporate Secretary
<b>B-7. Fuel and Oil</b>	
Sales Invoice (1 Original)	Supplier
Vehicle Trip Ticket/Purchase Order Slip (1 Original or Photocopy)	Requesting Employee
<b>B-8. Representation Expenses (Meeting Meals)</b>	
Summary of Expenses (1 Original)	PMDC shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Accounting
Invoice (1 Original)	Supplier
Notice of the Meeting or Agenda (1 Photocopy)	
Abstract of Canvass or screenshot of menu (1 Original)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
Attendance Sheet (1 Photocopy)	Organizer
<b>C. Salaries and Other Compensation</b>	
<b>C-1. Work Order Payroll</b>	
Approved Daily Time Record (1 CTC)	HRAD
Work Order (WO) (1 Photocopy)	Procurement Department (PD)
Work Order Requisition (WOR) (1 Photocopy)	PMDC Shared folder - \\PMDC\PMDCPublic\HRAD\04 Forms\Procurement\Procurement 2022
Contract – if applicable (1 Photocopy)	Legal Department (LD)
<b>C-2. Final Pay of Separated Employees</b>	
Signed Employee Accountability Clearance (1 Original)	HRAD
Approved Computation Sheet of Last Salary (1 Original)	HRAD
Letter of Resignation duly accepted by the Head of Office (1 Photocopy)	HRAD
<b>C-3. SSS, GSIS, PAG-IBIG and PHILHEALTH REMITTANCES</b>	
Signed/Approved SSS, GSIS, Pag-Ibig and Philhealth Schedule of Contributions and Loans – should tally with the payroll journal (1 Original)	HRAD
<b>D. Petty Cash Fund and Cash Advance</b>	
<b>D-1. New Petty Cash Fund</b>	



Board Resolution for Designation as Petty Cash Custodian – amount and period should be indicated (1 CTC)	Corporate Secretary
Fidelity Bond (1 Photocopy)	FAD
<b>D-2. Replenishment Petty Cash Fund</b>	
Approved Petty Cash Fund Report (1 Original)	Petty Cash Custodian
<b>D-3. Cash Advance Reimbursement</b>	
Approved Liquidation Report – with amount to be returned (1 Photocopy)	FAD
Journal Voucher reference (1 Photocopy)	FAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits to FAD the approved Payment Order Form (POF) with complete valid, proper, and legal supporting documents for evaluation	1.1 Accounting Assistant receives the documents, encodes details (Payee Name, Description, Accounting entries, and Amount) in CAS, generates and prints Disbursement Voucher (DV) and BIR Form 2307, and transmits DV to the General Accounting Supervisor	None	Ten (10) Minutes	Accounting Assistant
	1.2 General Accounting Supervisor reviews the DV details, correctness of amount, entries, and validation of supporting documents, then forwards the DV back to Accounting Assistant	None	One (1) day	General Accounting Supervisor
	1.2a. If document is complete and accurate, Accounting Assistant forwards the DV to the Requesting Department for the Manager/ Immediate Supervisor's signature in Box A	None	Five (5) Minutes	Accounting Assistant
	1.2b. If document has deficiencies, the Accounting Assistant returns the document to the Requestor for compliance and the			



	process restarts to Step 1.			
2. Requesting Department ARK returns the signed (Box A) DV and documents to FAD	2.1 Accounting Assistant (FAD ARK) receives the signed DV with supporting documents and endorses it to the Budget Officer	None	Five (5) Minutes	Accounting Assistant
	2.2 Budget Officer signs the DV on Box B to confirm budget availability and funds earmarked/obligated the purpose, and transmits it to FAD Manager	None	Five (5) Minutes	Budget Officer
	2.3 FAD Manager certifies the DV, signs on Box C, and returns it to the General Accounting Supervisor for posting	None	Thirty (30) Minutes	FAD Manager
	2.4 General Accounting Supervisor posts the signed DV in CAS, and forwards it to the Cash Management Officer	None	Five (5) Minutes	General Accounting Supervisor
	2.5 Cash Management Officer prepares Check Disbursement Voucher (CDV), prints the Check, and forwards to Budget Officer	None	Ten (10) Minutes	Cash Management Officer
	2.6 Budget Officer proofreads the Check vs. CDV, posts CDV entries in CAS, and transmits it to the Accounting Assistant	None	Ten (10) Minutes	Budget Officer
	2.7 Accounting Assistant receives the documents, and forwards it to the Executive Assistant (EA) of the Vice President (VP) for approval and signature in Box D	None	Five (5) Minutes	Accounting Assistant



3. EA of the VP returns the documents to the Accounting Assistant	3. Accounting Assistant receives the documents, logs it in the logbook, and forwards it to two (2) Check signatories	None	Five (5) Minutes	Accounting Assistant
4. Assistant of Check Signatories returns signed check and supporting documents to FAD	4.1 Accounting Assistant receives the signed Check and forwards it to the Cash Management Officer	None	Five (5) Minutes	Accounting Assistant
	4.2 Cash Management Officer informs the Requestor/Supplier on the availability of check and releases the same to the latter.	None	Ten (10) Minutes	Cash Management Officer
5. Requestor/Supplier receives signed check/s.	5. Cash Management Officer releases the check, gives the DV and CDV for Requestor/Supplier's signature on the Received portion of the DV, CDV and BIR Form 2307.	None	Five (5) Minutes	Cash Management Officer
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY, 1 HOUR, AND 50 MINUTES</b>	



## SERVICE #9: REQUEST FOR REPAIR AND MAINTENANCE

The request for repair and maintenance is necessary for the purpose of attaining and/or extending the established standard economical and useful life of an equipment/property and serves as a sound basis for scheduling its replacement.

<b>Office or Division:</b>	Human Resource and Administration Department (HRAD), Admin-Property			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Custodian of the Property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Repair and Maintenance Report (RMR) (I. Request to Repair, II. Pre-Repair Inspection, III. Post Repair Inspection) (1 original)		Admin-Property, HRAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Request to Repair (first part) of the Repair and Maintenance Report (RMR) Form and specifies the problem encountered or details of defect on the unit or property, then sign it, and submit the RMR form to his/her Department Head/Immediate Supervisor for review and approval.	1. Receive the RMR from the custodian, log the RMR in their incoming/outgoing logbook then forward the RMR to their Department Head/Immediate Supervisor.	None	Five (5) minutes	Department Area Records Keeper (ARK)
	1.1. Sign the Request to Repair (first part) and return the RMR to their designated Department Area Records Keeper (ARK).	None	Thirty (30) minutes	Department Head/Immediate Supervisor of the custodian
	1.2. Record the signed RMR in their incoming/outgoing logbook, then forward it to HRAD Area	None	Five (5) minutes	Department Area Records Keeper (ARK)





	Records Keeper (HRAD ARK).			
	1.3. Log the RMR in the incoming/outgoing logbook and forward it to the Property Officer.	None	Five (5) minutes	HRAD Area Records Keeper (HRAD ARK)
	1.4. Verify the unit/property's identification and warranty for repair, and endorse the RMR and the subject unit/property to the Technical/Property Inspector.	None	Thirty (30) minutes	Property Officer
	1.5. Fill out the Pre-Repair Inspection (second part of the RMR) based on their findings and observations, and if necessary, recommend as to the scope of work to be done, and return it to the Property Officer for evaluation of cost of repair.	None	Four (4) hours	Technical/Property Inspector
	1.6. Receive the RMR with the findings and recommendations, and verifies the warranty:  IF THE UNIT/PROPERTY IS STILL COVERED BY WARRANTY:  Sends the unit/property to the unit/property's	None	Four (4) hours	Property Officer



	<p>accredited or official repair/service center.</p> <p>IF UNIT/PROPERTY IS NO LONGER COVERED BY WARRANTY:</p> <p>Endorse the unit/property to the Procurement Unit for the canvass of repair.</p> <p>Procurement Unit performs procurement process for repair of the unit/property.</p> <p>If the estimate cost of repair exceeds thirty percent (30%) of the replacement value, the unit/property is no longer economically repairable and will be subject for junk/disposal;</p> <p>If the estimate cost of repair does not exceed thirty percent (30%) of the replacement value, the unit/property is for repair.</p>		<p>Please refer to Simple Procurement (RA 9184)</p>	
	<p>1.7. Receives the unit/property from accredited/official repair center or Procurement Unit</p>	<p>None</p>	<p>Five (5) minutes</p>	<p>Property Officer</p>



	<p>IF THE UNIT/PROPERTY HAS UNDERGONE REPAIR, endorse the unit/property to the Technical/ Property Inspector for checking of parts and performance testing.</p> <p>IF THE UNIT/PROPERTY HAS NOT UNDERGONE REPAIR, inform the custodian of the evaluation/status then subject the unit/property for disposal.</p>			
2. Inspect the unit/property.	2. Inspect the unit/property, and sends the unit/property for custodian's inspection.	None	Thirty (30) minutes	Technical/ Property Inspector
	2.1. Assist in the inspection of the unit/property and forwards the RMR for custodian signature.	None	Ten (10) minutes	Technical/Property Inspector and/or Property Officer
3. Sign the inspected portion of the RMR.	3. Fill out the Post Repair Inspection (third part of the RMR) based on their inspection and test findings, and endorses the RMR and the unit/property to the Property Officer.	None	Ten (10) minutes	Technical/ Property Inspector
	3.1. IF UNIT IS ACCEPTABLE:	None	Thirty (30) minutes	Property Officer



	<p>Signs the Post Repair Inspection of the RMR, checks the invoice and records the total cost of repair, and turnover the unit/property to the Custodian.</p> <p>IF UNIT IS NOT ACCEPTABLE:</p> <p>Return the unit/property to the Procurement Unit or accredited/official repair center for action on the back job.</p>			
4. Accept/receive the unit/property.	<p>4. Release the following to the custodian:</p> <ul style="list-style-type: none"> <li>a. repaired unit/property,</li> <li>b. RMR for signature, and</li> <li>c. Customer Satisfaction Survey Form</li> </ul>	None	Five (5) minutes	Property Officer
5. Submit the accomplished Customer Satisfaction Survey Form.	5. Receives the accomplished Customer Satisfaction Survey Form, and files it.	None	Five (5) minutes	Records Unit
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY, 2 HOURS, AND 50 MINS</b>	

Request for Repair and Maintenance is partly covered under RA 9184.



## SERVICE #10: REQUEST FOR TRAINING

A Request for Training with complete and accurate information properly filled out by the requestor subject to review and approval of the superior shall be issued in line with PMDC's strategic objective of improving manpower competence and in accordance with the company's Training Plan.

<b>Office or Division:</b>	Human Resource and Administration Department (HRAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Training Form (one copy)		HR and Administration		
Payment Order (once approved)		Shared Folder: Forms		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for training enumerating the date, time, training seminar, cost and justification for the request to the Immediate Supervisor for approval and signature	1.1. Receive the request form, log the request form details in the logbook, and forward the request to the Immediate Supervisor.	None	Ten (10) minutes	HR Assistant
	1.2. Approve or disapprove the request.	None	Two (2) hours	Immediate Supervisor
	IF APPROVED: 1.2.1. Forward the training request to the Department Assistant  IF DISAPPROVED: 1.2.2. Forward the disapproved form back to Requestor, together with the reason for disapproval.	None	Ten (10) minutes	Immediate Supervisor
	1.3. Receive the training request, log it, and transmit	None	Five (5) minutes	HR Assistant



	to the Budget Officer to verify the availability of the budget			
	1.4. Check the budget availability, sign it, and transmit to Finance and Accounting Department (FAD) Area Records Keeper (ARK).	None	Thirty (30) minutes	Budget Officer
	1.5. Receive the signed training request, log it, and forward it to the Human Resource and Administration Department (HRAD)	None	Five (5) minutes	FAD ARK
	1.6. Receive the training request, log it, and transmit to the HRAD Manager for review	None	Five (5) minutes	HRAD ARK
	1.7. HRAD Manager approves or disapproves the request.	None	Two (2) hours	HRAD Manager
	IF APPROVED: 1.7.1. Forward the training request to the Office of the Vice President for Corporate Services  IF DISAPPROVED: 1.7.2 Forward the disapproved form back to Requestor, together with the reason for disapproval.	None	Ten (10) minutes	HRAD Manager



	1.8. Receive the training request, log it, and transmit to the Vice President for Corporate Services for signing	None	Five (5) minutes	Assistant to the Vice President for Corporate Services
	1.9. Approve or disapprove the training request, and forward it back to the Assistant.	None	Two (2) hours	Vice President
	IF APPROVED: 1.9.1 Forward the training request to the Executive Assistant  IF DISAPPROVED: 1.9.2 Forward the training request back to Requestor, together with the reason for disapproval.	None	Ten (10) minutes	Assistant to the Vice- President Executive Assistant
	1.10. Receives the training request, log it, and transmit to The Chairman, President and CEO for signing	None	Five (5) minutes	Executive Assistant
	1.11. Approve/ disapprove the training request, and transmits the Executive Assistant.	None	Four (4) hours	The Chairman, President and CEO
	IF APPROVED: 1.11.1 Forward the approved training request to the Requestor's department	None	Five (5) minutes	Executive Assistant



	IF DISAPPROVED: 1.11.2 Forward the training request back to Requestor, together with the reason for disapproval.			
	1.12. Receive the training request, log it, and transmit to the HR Assistant	None	Five (5) minutes	HR Assistant
	1.13. Receive the approved training request, log it, and forward it to the HR Officer.	None	Ten (10) minutes	HR Assistant
	1.14. Log the training details in the monitoring sheet, and transmit the approved training request to HR Assistant	None	Ten (10) minutes	HR Officer
	1.15. Receive the approved training request, log it again, and forward to Requestor's Department	None	Ten (10) minutes	HR Assistant
	1.16. Receive the approved training request, logs it, and gives to Requestor.	None	Five (5) minutes	HR Assistant
2. Receive the approved training request, or the disapproved form and the reason for disapproval.	2. Give the logbook for Requestor's signature, and hand over Customer Satisfaction Survey Form to be accomplished by Requestor.	None	Ten (10) minutes	HR Assistant





3. Submit the accomplished Customer Satisfaction Survey Form.	3. Receive the accomplished Customer Satisfaction Survey Form, and files it.	None	Ten (10) minutes	HR Assistant
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY, 4 HOURS, AND 40 MINS</b>	



# **MINDANAO OFFICES**

## **External Services**



## SERVICE #1: COMPLAINT

When a complaint is filed, all actions taken and/or resolutions after series of investigations will be sent to the complainant.

<b>Office or Division:</b>	Human Resource and Administrative Department (HRAD); Legal Department; Concerned Office of the Vice President, Office of the President; Concerned Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Four (4) original copies of the letter of complaint containing the name, address, contact details of the complainant, allegations of the violations committed, date of commission of the alleged violation and name of the person/s charged. The complaint must contain an attached evidence necessary for the respondent to prepare his defense.		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files the complaint to the Human Resource and Department (HRAD).	1.1 The Records Assistant receives copies of the complaints and returns one (1) receiving copy to the Complainant.	None	3 minutes	Records Assistant / HR Specialist, HRAD
	1.2 HRAD endorses the complaint to the Office of the President & CEO as the disciplining authority.	None	3 minutes	HR Manager & Executive Assistant/Executive Secretary
	1.3 The Executive Assistant/Executive Secretary shall receive the complaint and serve it to the Office of the President & CEO for review and information.	None	1 day	Executive Assistant/Executive Secretary & President & CEO



	<p>1.4 After reviewing the complaint, the President &amp; CEO through the Executive Assistant/Executive Secretary shall endorse the complaint to the Legal Department for appropriate investigation and recommendation</p> <p>1.5 The Legal Officer shall receive the same and shall schedule the conduct of an investigation.</p> <p>1.6 The Legal Department conducts the investigation, requiring the respondent to file an answer within Five (5) working days and to attend the mandatory conference at a specified date.</p> <p>1.7 The HR Specialist shall be deputized by the Legal Department to effect service of the notice of charges to the respondent.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 mins</p> <p>2 hours</p> <p>5 days</p> <p>30 mins</p>	<p>Executive Assistant/ Executive Secretary</p> <p>Legal Officer I/II</p> <p>Legal Officer I/II</p> <p>HR Specialists</p>
2. The Complainant shall attend the mandatory conference as a	2.1 The Legal Department conducts the mandatory	None	1 day	Legal Manager



<p>requirement of due process on the part of the respondent and may stand as a witness in relation to the complaint.</p>	<p>conference and may ask probing questions to determine the factual antecedent of the present complaint.</p>			
	<p>2.2 After the Legal Department receives the answer and/or conducts the mandatory conference with the respondent, giving him the opportunity to confront the complainant and the witness against him, it shall prepare its factual findings and recommendations on the allegations against the respondent.</p>	<p>None</p>	<p>5 days</p>	<p>Legal Officer</p>
	<p>2.3 The Legal Department through the Legal Officer shall submit its factual findings and recommendations to the Office of the President &amp; CEO through the Executive Assistant or Secretary.</p>	<p>None</p>	<p>5 minutes</p>	<p>Legal Officer I/II</p>
	<p>2.4 The Office of the President &amp; CEO shall review the factual findings and recommendations</p>	<p>None</p>	<p>3 days</p>	<p>President &amp; CEO</p>

	<p>of the Legal Department and may either approve the factual findings and recommendations in toto or impose another appropriate sanction commensurate to the violations committed by the respondent.</p> <p>2.5 Executive Assistant/Executive Secretary shall submit the penalty imposed by the Office of the President &amp; CEO to the HRAD</p> <p>2.6 HRAD shall serve the imposed penalty to the erring employee.</p>	None	3 Minutes	Executive Assistant/Executive Secretary
		None	1 day	HR Specialists
3. Submit the accomplished Client Satisfaction Measurement (CSM) Form.	3. HRAD receives the accomplished CSM Form and files it.	None	5 minutes	Legal Assistant/Legal Officer
	<b>TOTAL</b>	<b>None</b>	<b>16 Days, 2 Hours &amp; 59 mins</b>	



## SERVICE #2: ISSUANCE OF CERTIFIED TRUE COPIES OF PMDC DATA FROM THE PMDC WEBSITE

Issuance of Certified True Copies of PMDC Data published on website to clients from the public is subject to approval by PMDC Management.

<b>Office or Division:</b>	Administrative Department, Finance Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	PMDC Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form		Concerned Department; HRAD		
Letter-Request		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits one copy of Letter-Request.	1.1. Records Personnel to receive Letter-Request with stipulation of the purpose to which the documents are to be used and record in the logbook, scans it, and forwards it to Chief Admin Officer via email.	None	5 minutes	Records Personnel
	1.2. Chief Admin Officer evaluates the purpose of the request and decides to approve/ disapprove it.	None	13 mins	Chief Admin Officer
	1.3. Chief Admin Officer forwards the letter-request via email to the Records Personnel who will record the action taken.	None	3 minutes	Chief Admin Officer
	IF APPROVED: 1.4.1. Payment of corresponding fees.	P10.00/ page plus P100.00/ set	3 minutes	Cashier



	IF DISAPPROVED: 1.4.2. Notify the requesting party.			Records Personnel
	1.5. Records Personnel reproduces the documents requested and submit them to the Chief Admin Officer for examination.	None	5 hours	Records Personnel
	1.6. Chief Admin Officer examines and certifies authenticity of the documents reproduce and affix his signature thereon.	None	2 Hours	Chief Admin Officer
	1.7. Records Personnel release of the certified copies of the documents requested.	None	2 minutes	Records Personnel
2. Client receives the approved/disapproved form.	2. Records Personnel gives the logbook for Client's signature as proof of receipt (or receives any document as proof of receipt of the form), and hands over Customer Satisfaction Survey Form to be accomplished by Client.	None	2 minutes	Records Personnel
3. Client submits the accomplished Customer Satisfaction Survey Form.	3. Records Personnel receives the accomplished Customer Satisfaction Survey Form, and files it.	None	2 minutes	Records Personnel





	<b>TOTAL:</b>	<b>P10.00/ page plus P100.00/ set</b>	<b>7 HOURS, AND 30 MINS</b>	
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### **SERVICE #3: ISSUANCE OF CERTIFIED TRUE COPIES OF PMDC DOCUMENT**

Issuance of Certified True Copies of PMDC Documents to Partners/Operators is subject to approval by PMDC Management.

<b>Office or Division:</b>	Administrative Department, Finance Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	PMDC Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form		Concerned Department; HRAD		
Letter-Request (1 copy)		Client's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits Letter-Request.	1.1. Records Personnel to receive Letter-Request with stipulation of the purpose to which the documents are to be used and record it in the logbook, and forwards it to Chief Admin Officer.	None	5 minutes	Records Personnel
	1.2. Chief Admin Officer evaluates the purpose of the request and decides to approve/disapprove it.	None	15 mins	Chief Admin Officer
	1.3. Chief Admin Officer gives back	None	5 minutes	Chief Admin Officer



	the letter-request to the Records Personnel who will record the action taken by the latter.			
	IF APPROVED: 1.4.1. Payment of corresponding fees.	P10.00/ page plus P100.00/ set	3 minutes	Cashier
	IF DISAPPROVED: 1.4.2. Notify the requesting party.			Records Personnel
	1.5. Records Personnel reproduces the documents requested and submit them to the Chief Admin Officer for examination.	None	5 hours	Records Personnel
	1.6. Chief Admin Officer examines and certifies authenticity of the documents reproduce and affix his signature thereon.	None	2 Hours	Chief Admin Officer
	1.7. Records Personnel release of the certified copies of the documents requested.	None	2 minutes	Records Personnel
2. Client receives the approved/disapproved form.	2. Records Personnel gives the logbook for Client's signature as proof of receipt (or receives any document as proof of receipt of the form), and hands over Customer Satisfaction Survey Form to be	None	2 minutes	Records Personnel



	accomplished by Client.			
5. Client submits the accomplished Customer Satisfaction Survey Form.	5. Records Personnel receives the accomplished Customer Satisfaction Survey Form, and files it.	None	2 minutes	Records Personnel
	<b>TOTAL:</b>	<b>P10.00/ page plus P100.00/ set</b>	<b>7 HOURS, AND 34 MINS</b>	



## SERVICE #4: REQUEST FOR TECHNICAL ASSISTANCE

When a partner/operator needs technical assistance from PMDC technical personnel, it is requested to the PMD Manager, the Vice President for Operations, and the President/CEO The request must be submitted seven (7) days prior to the activity where the technical personnel is needed.

<b>Office or Division:</b>	Project Management Department; Office of the VP; Office of the President			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client;			
<b>Who may avail:</b>	Partners/Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) Original Copies of Letter of Request		Client's Office		
Two (2) Original Copies of Letter re Willingness to Pay		Client's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits two (2) original copies of letter of request	1.1. Records Unit receives the letter of request, examines if the nature and purpose of the request are present, and logs it in the logbook.  *If the nature and purpose of the request are not present, Records Unit will not receive the letter.	None	5 mins	Records Unit
	1.2. Records Unit returns the receiving copy of the Client, and asks for the Client's contact information (i.e. address, telephone number, cellphone number, email address). If the	None	5 mins	Records Unit



	Client has no contact information, Records Unit will inform the Client to come back in two (2) days.			
	1.3. Records Unit scans the letter of request.	None	5 minutes	Records Unit
	1.4. Records Unit transmits the request to PMD Manager.	None	2 minutes	Records Unit
	1.5. PMD Assistant receives the letter of request, logs it to the logbook, and transmits the letter of request to PMD Manager.	None	2 minutes	PMD Assistant
	1.6. PMD Manager receives the letter of request, assess it, and transmits the letter of request to the Vice President for Operations, together with his/her assessment/ recommendation.	None	1 hour	PMD Manager
	1.7. PMD Assistant receives the letter of request and his/her assessment/ recommendation from the PMD Manager, and transmits it to the Office of the Vice President.	None	2 minutes	PMD Assistant
	1.8. Assistant to the Vice President for Operations receives the	None	2 minutes	Assistant to the Vice President for Operations



	request, and transmits it to the Vice President for Operations			
	1.9. Vice President for Operations receives the request and PMD Manager's assessment/ recommendation, and transmits his recommendation for approval/ disapproval of the request for the signature of President/CEO	None	1 hour	Vice President for Operations
	1.10. Assistant to the Vice President for Operations receives the approval/ disapproval of the request, and forwards it to the Office of the President/CEO.	None	2 minutes	Assistant to the Vice President for Operations
	1.11. Executive Assistant receives the Vice President for Operation's recommendation for approval/ disapproval of the request, records it, and transmits to the President/CEO.	None	2 minutes	Executive Assistant
	1.12. Executive Assistant receives the Vice President for Operation's recommendation for approval/ disapproval of the request, records it, and forwards it	None	2 minutes	Executive Assistant



	to the President/CEO.			
	1.13. President/CEO accepts or overturns the recommendation, and transmits the final decision to the Executive Assistant.  *Any revisions to the decision shall be made within the day	None	1 day	President/CEO
	1.14. Executive Assistant transmits the letter or approval/disapproval to the Records Unit	None	2 minutes	Executive Assistant
	1.15. Records Unit scans the letter.	None	5 minutes	Records Unit
	1.16. Records Unit informs the Client that his request was approved/disapproved, and request Client to bring a letter re willingness to take charge of any necessary expenses that might be incurred (i.e. travel expenses, hotel accomms, personnel's fee, among others).	None	2 minutes	Records Unit
	1.17. Records Unit release the letter to the Client.	None	2 minutes	Records Unit
IF DISAPPROVED: 2. Client receives the letter of disapproval.	2. Records Unit gives the logbook for Client's	None	2 minutes	Records Unit



	signature as proof of receipt, and hands over Customer Satisfaction Survey Form to be accomplished by Client.			
3. Client submits the accomplished Customer Satisfaction Survey Form.	3. Records Unit receives the accomplished Customer Satisfaction Survey Form, and files it.		2 minutes	Records Unit
IF APPROVED: 2. Client receives the letter of approval.	2. Records Unit gives the logbook for Client's signature as proof of receipt.	None	2 minutes	Records Unit
3. Client submits its letter re willingness to pay all costs to be incurred.	3.1 Records Unit examines if the partner/operator's willingness to pay all costs to be incurred is present, receives the letter, and logs it in the logbook.  *If the willingness to pay is not present, Records Unit will not receive the letter.	None	2 minutes	Records Unit
	3.2. Records Unit returns the receiving copy of the Client, and hands over Customer Satisfaction Survey Form to be accomplished by Client.	None	2 minutes	Records Unit
4. Client submits the accomplished Customer Satisfaction Survey Form.	4. Records Unit receives the accomplished Customer Satisfaction	None	2 minutes	Records Unit





	Survey Form, and files it.			
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY, 2 HOURS, AND 52 MINS</b>	



## **Internal Service**



## SERVICE #1: REQUEST FOR LEGAL OPINION

The Legal Department provides legal opinion after proper evaluation and analysis based on facts and documents presented. The legal opinion informs the client of the legality or otherwise of the action or document.

<b>Office or Division:</b>	Legal Department (Legal)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All PMDC Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent documents necessary for review and subject for legal opinion (1 Photocopy/ Scanned Copy)		Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit /Endorse pertinent documents for review and subject of legal opinion.	1. Check the pertinent documents, and if found to be sufficient, record request on the logbook.	None	5 mins	Legal Assistant/Legal Officer
	1.1 Forward the request to the Legal Manager who will assign it to the Legal Officer.		5 mins	Legal Assistant/Legal Officer
	1.2. Prepare draft of legal opinion and submit the same to the Legal Manager for any comment.		10 days	Assigned Legal Officer
	1.3. Legal Manager reviews and/or make comments on the drafted legal opinion and returns the same to the assigned legal officer for final printing and affixing of signature.		2 days	Legal Manager
	1.4. Legal Manager signs the legal opinion.			Legal Manager



	1.5 Legal opinion is release to the requesting party.		5 minutes  3 minutes	Legal Assistant/Legal Officer
2. Submit the accomplished Client Satisfaction Measurement (CSM)Form.	3. Legal receives the accomplished CSM Form, and files it.	None	2 minutes	Legal Assistant/Legal Officer
<b>TOTAL:</b>		<b>NONE</b>	<b>12 DAYS &amp; 20 MINS</b>	



**PHILIPPINE MINING  
DEVELOPMENT CORPORATION**

Creating Wealth. Enriching Lives.

## **CITIZEN'S CHARTER**

<b>SERVICES OFFERED TO OPERATORS/PARTNERS</b>	<b>APPLICANT/ CLIENT</b>	<b>SERVICE</b>	<b>CATEGORY</b>	<b>FEES</b>	<b>REQUIRED DOCUMENTS</b>	<b>PROCESSING TIME</b>	<b>CONCERNED OFFICE</b>
<ul style="list-style-type: none"> <li>• Issuance of Certified True Copies of PMDC Documents;</li> <li>• Technical Assistance; and</li> <li>• Collection of Fees (including Commitment Fees, Royalties, et., al.)</li> </ul>	All	Issuance of Certified True Copy of PMDC Data from the PMDC Website	Simple Transaction	Php10.00 per page plus Php100.00 per set	Letter request enumerating the documents requested for certification, purpose and willingness to pay the fees.	2 Days and 2 hours	Dianne Kate B. Lemerick, Records Assistant/Custodian
<p><b>SERVICES OFFERED TO THE PUBLIC</b></p> <ul style="list-style-type: none"> <li>• Issuance of Certified True Copies of Information/Data in PMDC Website; and</li> </ul>							

<ul style="list-style-type: none"> <li>Complaint Resolution.</li> </ul> <p><b>PROCEDURE FOR FILING COMPLAINTS</b></p> <ol style="list-style-type: none"> <li>Complainant files the complaint to the Human Resource and Department (HRAD). <ol style="list-style-type: none"> <li>The Records Officer receives copies of the complaints and returns one (1) receiving copy to the Complainant.</li> <li>HRAD endorses the complaint to the Office of the President &amp; CEO as the disciplining authority.</li> <li>The Executive Assistant shall receive the complaint and serve it to the Office of the President &amp; CEO for review and information.</li> <li>After reviewing the complaint, the President &amp; CEO through the Executive Assistant shall endorse the complaint to the Legal Department for appropriate investigation and recommendation.</li> <li>The Legal Officer shall receive the same and shall schedule the conduct of an investigation.</li> </ol> </li> </ol>	All	Complaint	Highly Technical	None	Three Copies of the verified Complaints with allegations of the violations committed and its evidence in support thereof.	16 Days, 2 hours 59 minutes	Atty. Marissa M. Torentera Legal Department Manager
	OPERATORS	Issuance of Certified True Copies of PMDC Documents	Simple Transaction	Php10.00 per page plus Php100.00 per set	Letter request enumerating the documents requested for certification, purpose and willingness to pay the fees.	2 Days and 2 hours	Dianne Kate B. Lemic, Records Assistant/Custodian
	OPERATORS	Technical Assistance	Simple Transaction	None	Letter Request stating the nature of the assistance, technical services required, purpose, and willingness to pay the fees (including transportation costs, board and lodging of	1 day, 2 hours and 52 minutes  *subject to availability of technical personnel	Atty. Alberto B. Sipaco Jr. President & CEO  Atty. Lucas R. Vidad Vice President for Operations  Engr. Marites M. Reotutar

<p>f. The Legal Department conducts the investigation, requiring the respondent to file an answer within Five (5) days and to attend the mandatory conference at a specified date.</p> <p>g. The HR Specialist shall be deputized by the Legal Department to effect service of the notice of charges to the respondent.</p>					<p>PMDC personnel.) Site visits and site monitoring requests should have been received at least 7 working days prior to the requested date.</p>		<p>Project Management Department Manager</p>
<p>2. The Complainant shall attend the mandatory conference as a requirement of due process on the part of the respondent and may stand as a witness in relation to the complaint.</p>	<p>All</p>	<p>Issuance of Official Receipt /Acknowledgment Receipt</p>	<p>Simple Transaction</p>	<p>Free</p>	<p>Confirmed Telegraphic Transfer or deposit slip, and Bir Form 2307</p>	<p>1 Day, 2 Hours and 52 minutes</p>	<p>Madonna D. De Jose Cash Management Officer</p>
<p>a. The Legal Department conducts the mandatory conference and may ask probing questions to determine the factual antecedent of the present complaint.</p> <p>b. After the Legal Department receives the answer and/or conducts the mandatory conference with the respondent, giving him the opportunity to confront the complainant and the witness against him, it shall prepare its factual findings and</p>							

<p>recommendations on the allegations against the respondent.</p> <p>c. The Legal Department through the Legal Officer shall submit its factual findings and recommendations to the Office of the President &amp; CEO through the Executive Assistant or Secretary.</p> <p>d. The Office of the President &amp; CEO shall review the factual findings and recommendations of the Legal Department and may either approve the factual findings and recommendations in toto or impose another appropriate sanction commensurate to the violations committed by the respondent.</p> <p>e. Executive Assistant shall submit the penalty imposed by the Office of the President &amp; CEO to the HRAD.</p> <p>f. HRAD shall serve the imposed penalty to the erring employee.</p> <p>3. Submit the accomplished Client Satisfaction Measurement (CSM) Form.</p> <p>a. HRAD receives the accomplished CSM Form and files it.</p>	
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## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedbacks</b>	Accomplish the feedback form given by the Records Unit after a service is delivered, or email the feedbacks to the concerned office.
<b>How feedbacks are processed</b>	Feedback forms are collated annually, and the data gathered is forwarded to the concerned unit for action.
<b>How to file a complaint</b>	File quadruplicate of the complaint including evidences (e.g. affidavits) to Receiving Section of the Head/Mindanao Office.
<b>How complaints are processed</b>	See External Service #2.
<b>Contact Information of CCB, PCC, and ARTA</b>	<b>Contact Center ng Bayan (CCB)</b> 0908-881-6565 (SMS)
	<b>Presidential Complaint Center (PCC)</b> 8888
	<b>Anti-Red Tape Authority (ARTA)</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782)



<b>PMDC HEAD OFFICE</b>	
TRUNKLINE	(02) 8706-1631
EMAIL	<a href="mailto:info@pmdc.com.ph">info@pmdc.com.ph</a>
WEB	<a href="http://www.pmdc.gov.ph">http://www.pmdc.gov.ph</a>
ADDRESS	Unit 3001B West Tower, Philippine Stock Exchange Center, Exchange Road, Ortigas Center, Pasig City, 1605

<b>PMDC DAVAO OFFICE</b>	
TRUNKLINE	(082) 235-8671
EMAIL	<a href="mailto:info@pmdc.com.ph">info@pmdc.com.ph</a>
WEB	<a href="http://www.pmdc.gov.ph">http://www.pmdc.gov.ph</a>
ADDRESS	Unit 007 7 <sup>th</sup> floor, Pryce Tower Condominium, JP Laurel Avenue, Bajada, Davao City, 8000

<b>PMDC DEPOT OFFICE</b>	
ADDRESS	Sitio Depot, Brgy. Upper Ulip, Monkayo, Compostela Valley

<b>PMDC NORTH DAVAO OFFICE</b>	
ADDRESS	Purok 1, Brgy. Elizalde, Maco, Compostela Valley