



OPERATIONS SECTOR

EXTERNAL SERVICES

Volume 5

OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

LIST OF SERVICES

EXTERNAL SERVICES

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OPERATIONS SECTOR

OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

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1. Handling of Endorsed Documents

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OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

1. HANDLING OF ENDORSED DOCUMENTS

This covers the handling of documents received from internal and external clients.

Office/Division	Office of the Executive Vice President and Chief Operating Officer			
Classification	Complex			
Type of Transaction	G2C-Governmeny to Citizen, G2B- Government to Business, G2G - Government to Government			
Who may avail:	PhilHealth Employees, Other Government Agencies and Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit the document/s to the Office of the EVP and COO through personal delivery or mail/courier/ email.	1.1 Receive and review the document/s for completeness and accuracy	None	10 minutes	Clerk III
	1.2 Stamp received the duplicate/receiving copy and return to the client	None	5 minutes	Clerk III
	1.3 Proceed to the assignment of document tracking number and encode details in the Receiving Monitoring Sheet	None	15 minutes	Clerk III
	1.4 Prepare a routing slip addressed to the Technical Staff, requesting their review and endorsement of the documents	None	10 minutes	Clerk III
	1.5.Receive the document/s from the Clerk III	None	15 minutes	Technical Staff

	1.5.1 If there are any discrepancies, prepare transmittal slip to the concerned department/unit for further action	None		Technical Staff
	1.5.2 If there are no discrepancies, endorse the documents to the Executive Assistant with a brief report for their review	None	1 day	Technical Staff
	1.6 Receive the endorsed document/s from the Technical Staff	None	10 minutes	Executive Assistant
	1.7 Review the document for compliance with existing policies and procedures. If any changes are needed, inform the Clerk III and Technical Staff.	None	1 - 2 days	Executive Assistant
	1.8 Submit the document/s to the EVP and COO for approval and/or instruction	None	1 day	Executive Assistant
	1.9 Forward the documents to the Executive Assistant, once approved or with instruction	None	1 day	Executive Vice President and COO
	1.10 Review the return documents and forward them to the Clerk III for routing the concerned department/unit.	None	1 day	Executive Assistant
	1.11 Scan the document/s for record keeping	None	30 minutes	Clerk III
	1.12 Route the physical document/s to the concerned recipient.	None	1 hour	Clerk III
2. Received the approved or with instruction document	2. Record the document in the Outgoing Monitoring Sheet.	None	30 minutes	Clerk III
	TOTAL	None	6 days, 3 hours and 5 minutes	