

MANAGEMENT SERVICES SECTOR

INTERNAL SERVICES

Volume 23

**OFFICE OF THE SENIOR VICE-PRESIDENT - MANAGEMENT SERVICES SECTOR
HUMAN RESOURCE DEPARTMENT
PHYSICAL RESOURCE AND INFRASTRUCTURE DEPARTMENT**

LIST OF SERVICES

INTERNAL SERVICES

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OFFICE OF THE SENIOR VICE-PRESIDENT – MANAGEMENT SERVICES SECTOR

1. APPROVAL OF TRAINING CORPORATE PERSONNEL ORDERS (CPOS)

Under the L&D, SVP for MSS is the approving authority for training of personnel

Office/Division	OSVP-MSS			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	HRD Training/Comptrollership Department (for Budget concerns)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CPO (Original and Draft copy)		HRD-Training		
List of Participants		HRD-Training		
BEF for CPO		HRD - BOD		
Properly filled in DRAR		HRD-Training		
DRAR signed by Comptrollership (if with budgetary requirement)		Comptrollership Dept.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position)
1. Submit CPO for Approval of SVP	1. Accepts the CPO from HRD/Comptro	None	2 minutes	Clerk III
	1.1 Checks completeness of the document	None	5 minutes	Clerk III
	1.2 Signs receiving log of Comptro if complete	None	2 minutes	Clerk III
	1.3 Logs document in receiving log	None	4 minutes	Clerk III
	2. Collect CPO for evaluation	None	5 minutes	ADSA - B
	3. SVP signing of CPO	None	5 minutes	SVP
	4. Collect signed CPO to log prior to routing	None	2 minutes	ADSA - B
	5. Signed CPO logged for routing	None	5 minutes	Clerk III
	6. Routing of approved CPO to HRD	None	20 minutes	Clerk III
TOTAL			50 inutes	

2. SIGNING OF ADVISORIES, MEMORANDA AND OTHER COMMUNIQUE

Various Advisories, memoranda and other communique for signing of SVP-MSS

Office/Division	OSVP-MSS			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	HRD, PRID, Head Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DRAR or Routing Page			proponent office	
Advisory/ Memo/ communique			proponent office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position)
1. Submit document to OSVP for Signature	1. Accepts the the document	None	2 minutes	Clerk III
	1.1 Checks completeness of the document	None	5 minutes	Clerk III
	1.2 Signs receiving log of proponent if complete	None	2 minutes	Clerk III
	1.3 Logs document in receiving log	None	4 minutes	Clerk III
	2. Collect document for evaluation	None	5 minutes	ADSA - B (for HRD) AO-IV (for PRID)
	3. SVP signing of document	None	5 minutes	SVP
	4. Collect signed document for logging prior to routing	None	2 minutes	ADSA - B
	5. Logging of signed document prior to routing	None	5 minutes	Clerk III
	6. Routing of signed document to appropriate Office	None	20 minutes	Clerk III
TOTAL		None	50 minutes	

3. SIGNING OF APPOINTMENT/HIRING REPORTS

Reports on Appointments and hiring for submission to OP

Office/Division	OSVP-MSS			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	HRD Recruitment/Personnel Selection Board (PSB)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Endorsement			HRMPSB	
Report of Appointments			HRMPSB	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position)
1. Submit Report for signature of SVP for endorsement to OP	1. Accepts the report from HRD	None	3 minutes	Clerk III
	1.1 Signs HRD receiving log	None	2 minutes	Clerk III
	2. Logs the report received	None	5 minutes	Clerk III
	3. Collect Report for evaluation	None	5 minutes	ADSA - B
	3.1 After evaluation, submit to SVP for signing	None	3 minutes	ADSA - B
	4. SVP signing of Report	None	5 minutes	SVP
	5. Collect signed report from SVP to log for routing	None	3 minutes	ADSA - B
	6. Log for routing signed report	None	5 minutes	Clerk III
	7. Rout signed report to appropriate Office	None	20 minutes	Clerk III
TOTAL		None	50 minutes	

HUMAN RESOURCE DEPARTMENT

1.PROCESSING OF REQUESTS FOR CERTIFICATE OF LEAVE CREDIT BALANCE

Certificate of Leave Credit Balance are being requested by the employees for their personal records or as basis of terminal leave application or as a requirement to various matters

Office/Division	Human Resource Department			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	All PhilHealth Regular and Casual Employees in the Head Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. HRD Form - Request for Record			Human Resource Department or in the HRD Website - Downloadable Forms (http://primehrd-svr.philhealth.gov.ph/hr-forms/)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly accomplished HRD Form - Request for Record	1. Accept and screen the submitted request for Leave Credit Balance.	none	20 minutes	HRD Receiving Staff
	2. Identify the covered period in the request and review the profiles of leave credits of requesting employee. Notify if there is lacking Daily Time Record (DTR).	none	8 hours*	AMLA Staff Supervisor
	3. Prepare the requested document and secure the signature of the authorized signatory.	none	4 hours*	AMLA Staff Supervisor
2. Receive the requested record	4. Release the requested record via email or personal receiving by the employee.	none	20 minutes	HRMD Clerk/ AMLA Staff
	5. File the receiving copy duly signed by the requesting employee.	none	20 minutes	HRMD Clerk
	TOTAL	None	12 hours and 60 minutes	

			or within the two (2) days	
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2. PROCESSING OF REQUESTS FOR EMPLOYEE RECORDS

(Service Record, Certificate of Employment, Certificate of Employment with Compensation, Certificate of Employment for Availment of Discount for Government Employees)

Employees' Records such as Service Record, Certificate of Employment, Certificate of Employment with Compensation, Certificate of Employment for Availment of Discount for Government Employees), are being requested by the respective employees for their personal records or as a requirement to various matters

Office/Division	Human Resource Department			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	All PhilHealth Regular and Casual Employees; and Job Order Contractors (JOCs) in the Head Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. HRD Form - Request for Record			Human Resource Department or in the HRD Website - Downloadable Forms (http://primehrd-svr.philhealth.gov.ph/hr-forms/)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly accomplished HRD Form - Request for Record	1. Accept and screen the submitted Request for Record	none	20 minutes	HRD Receiving Staff
	2. Evaluate and prepare the requested record (Service Record, Certificate of Employment, Certificate of Employment with Compensation, Certificate of Employment for Availment of Discount for Government Employees) and secure the signature of the authorized signatory.	none	2 hours*	HRIS Staff HRD Supervisor/ Authorized Signatory
	3. Release the requested record via email or personal receiving by the employee.	none	20 minutes	HRIS Staff
2. Receive the requested record	4. File the receiving copy duly signed by the requesting employee.	none	20 minutes	HRIS Staff

	TOTAL	None	3 hours* or within the day	
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PHYSICAL RESOURCE AND INFRASTRUCTURE DEPARTMENT

1. INVOICE RECEIPT FOR PROPERTY (in) FOR PROPERTY TRANSFERRED FROM PROs TO HEAD OFFICE

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	Private Suppliers/PS-DBM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication Letter from requesting PRO/Office		From the requesting PRO/ Office		
Finalized Inspection and Acceptance Report (IAR)		From Inspection and Acceptance Unit		
Updated Distribution Accountability Form (DAF)		From the requesting PRO/ Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Receive finalized IAR with attached Distribution Accountability Form and the letter endorsement from PRO with IRP-in (4copies) for the corresponding equipment being transferred	None	3 minutes	ASA-B, Inspection and Acceptance Team
	1.2. Verify entries in DAF with the end-user (thru phone/email/walk-in) such as: *Name of Property Accountable Officer and designation *Name of Office *Location/ Room no.	None	5 minutes	ASA-B, Property Section

1.3. Prepare PAR by encoding PAO name and designation, location /room number, name of PSMD's authorized signatory	None	10 minutes	ASA-B, Property Section
1.4. Facilitate routing of PAR for signing of PAO/end-user	None	10 minutes	ASA-B, Property Section
1.5. Route IRP (in) for initials/ signature (with the attached signed PAR) of the ff: (prior checking of Unit Head) *PSMS Division Chief *PRID-OM *OSVP-MSS	None	10 minutes	ASA-B, Property Section
1.6. Encode details of IRP (in) in database/ master list such as: *Sending Office/ PRO -Quantity/unit -ARE No. -IRP no. -Property No. -Serial No. -Item Description -Acquisition Date -Acquisition Cost -Supplier or Sales Invoice * Head Office 1. IAR 2. PAR No. 3. Property No. 4. Serial No. 5. PAO and Room No. 6. Date Endorse to Comptro Department 7. Voucher No. & Date of issuance 8. Remarks	None	15 minutes	ASA-B, Property Section

	1.7. Prepare endorsement letter of original copy of IRP (in) to Comptrollership Dept.	None	15 minutes	ASA-B, Property Section
	1.8. Endorse copy of IRP (in) to each of the ff: *Comptrollership Dept. for JV entry and adjustment to their PPE Ledger Card (original copy attached with the endorsement letter) *Inventory Team- for updating of inventory monitoring report (photocopy)	None	10 minutes	ASA-B, Property Section
	1.9. Prepare endorsement letter of signed IRP (in) for return to originating PRO	None	15 minutes	ASA-B, Property Section
	1.10. Return back (2) original copy of IRP (in) to respective PRO-GSU and PRO- Accounting Unit thru mailing *prepare formatted request for mailing, label and seal envelop properly *enter request to Records- DTS (Data Tracking System) * endorse physical document envelope to ReLMS for mailing to respective PRO	None	10 minutes	ASA-B, Property Section
	1.11. Scan and file original signed copy of IRP (in) documents for safekeeping and reference	None	5 minutes	ASA-B, Property Section
	1.12. Update database/ masterlist upon issuance of JV no. from Comptrollership Dept. to effect the transfer	None	10 minutes	ASA-B, Property Section
	TOTAL	None	118 minutes	

2. INVOICE RECEIPT FOR PROPERTY (out) FOR PROPERTY TRANSFERRED FROM HEAD OFFICE TO PRO

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office and PROs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication Letter from requesting Office			From the requesting Office	
Fully Accomplished PARF			From the requesting Office upon the Coordination of the Assigned Inventory Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Submit communication letter addressed to SVP-MSS for request of transfer of property/ies to PRO	None	3 minutes	PRO-MSD/ HO-Senior Officer
	1.2. Stamp "Received" on the letter request from PRO-MSD Chief/ H.O.-SM of requesting department	None	3 minutes	Clerk III-OSVP,MSS
	1.3. Upon the instruction/ notation of the OSVP-MSS, endorse to SM-PRID.	None	3 minutes	Clerk III-OSVP,MSS
	1.4. Stamp "Receive" and upon the instruction/ notation of the SM-PRID, endorse to PSMD- Inventory Team for monitoring and verification	None	3 minutes	Clerk III-SM, PRID
	1.5. Receive the request letter. Coordinate with the originating office and facilitate filling up of PARF (Property Action Request Form) for their action preference	None	5-10 minutes	PSMD- Monitoring Team
	1.6. Check completeness of entries of the PARF being submitted: • If corresponding PARF is fully/properly accomplished, endorse to AO II, Property- PSMD	None	5 minutes	Clerk III

• If not, return to originating office for correction/ revision/completion of the necessary entries			
1.7. Receive from Unit Head or Inventory Team the fully accomplished PARF with supporting documents/ letter request with notation of unit/section head	None	3 minutes	ASA-B, Property Unit
1.8. Validate through PSMS if property is with finalized PAR. • If not finalized yet, verify if with signed PAR then finalize and proceed to item no. 11 • If with unsigned PAR, coordinate with assigned Inventory Team to coordinate/ verify signed PAR	None	10 minutes	ASA-B, Property Unit
1.9. Secure policy number and date of coverage to PAMT (Property Asset Mgt. Team) needed in generating the IRP No.	None	awaiting at least 20-30 minutes	ASA-B, Property Unit
1.10. Generate IRP No. through the PSMS (Property and Supply Management System)	None	10 minutes	ASA-B, Property Unit
1.11. Print the IRP in five (5) copies. *Copies for Accounting Department , PSMD and GSU intended both for PRO and Head Office	None	3 minutes	ASA-B, Property Unit
1.12. Affix initials to each individual copy of printed IRPs	None	3 minutes	ASA-B, Property Unit
1.13. Route the PARF with attached IRPs for review/ approval and signature of the Supervisor.	None	3 minutes	ASA-B, Property Unit
1.14. Prepare endorsement letter/transmittal of IRP per PRO destination	None	15 minutes	ASA-B, Property Unit
1.15. Route endorsement letter intended for respective PROs together with the attached IRPs (in 5 copies for each IRP no.) for initials/ signature. a. Division Chief b. PRID-Senior Manager c. MSS-OSVP	None	10 minutes	ASA-B, Property Unit
1.16. Encode IRP details in MS Excel database/master list with the ff. entries:	None	20 minutes	ASA-B, Property Unit

	a) IAR No. b) Property Number c) Serial Number d) PAR No. e) Acquisition Date f) Item Description g) Existing PAO h) End-user / PRO i) Preparation Date j) IRP No. k) Basis for IRP (PARF No.) l) Policy No. m) Insurance Date n) Date Mailed o) Date Returned to PSMD p) Date endorsed to Comptrollership Dept. q) Journal Voucher No. (for encoding only upon the issuance of the Comptrollership Dept.) r) Date of Journal Voucher (for encoding only upon the issuance of the Comptrollership Dept.) s) Status of IRP: <ul style="list-style-type: none"> • signed • unsigned Note: master list (excel file) being maintained for back-up/ verification and reference awaiting PSMS generation of summary report (including monitoring of status)			
	1.17. Scan IRP and send as advance copy to concerned PRO through email * original copies thru mail	None	10 minutes	ASA-B, Property Unit

	1.18. Mailing preparation (per PRO destination): a) proper labeling of envelope b) prepare request for mailing to Records Section c) detach one copy of each IRP no. for reference and PSMD's chronological filing d) photocopying of transmittal to be attached to mailing request as reference and file copy e) enter request for mailing details thru Records Section- DTS (Data Tracking system) f) Forward document to Records Mailing for physical receiving Note: awaiting for the return of signed IRP coming from respective PRO prior the physical transport of property; immediately inform the requesting party upon return.	None	15-20 minutes	ASA-B, Property Unit
	1.19. File and safe keep all relevant documents.	None	3 minutes	ASA-B, Property Unit
TOTAL		None	182 minutes	

3. RECEIVING, PHYSICAL CHECKING & STORAGE OF NEWLY DELIVERED ITEMS

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	Private Suppliers/PS-DBM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt (DR)		Property Section - Inspection an Acceptance Team		
Billing Statement (BS) / Sales Invoice (SI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Receive and physically check the delivery of item/s based on the details indicated on the contract ; Check the Serial Number of delivered equipment	None	10 minutes (for small delivery) & 1 to 2 hours (for bulk delivery)	ASA C
	1.2. Stamped received "Subject for Inspection" and affix Date and Signature on the Delivery Receipt and Sales Invoice	None	1 minute	ASA C
	1.3. Safekeep & label delivered items for temporary storage at the designated storage place (for inspection of Inspection Committee & COA)	None	2 minutes	ASA C
	1.4. Record in the Logbook the details of delivery	None	1 minute	ASA C
	1.5. Encode and monitor partial delivery, eg. bottled purified water	None	2 minutes	ASA C
	1.6. Prepare Notice of Delivery (NOD) with attached copy of DR and contract	None	5 minutes	ASA C
	1.7. Endorse the NOD to the immediate Supervisor for review and initial	None	1 minute	ASA C

1.8. Endorse the NOD to the Office of the Manager-PRID for signature of the Senior Manager	None	1 minute	ASA C
1.9. Record in the Logbook the NOD and endorse to COA	None	2 minutes	ASA C
1.10. Attached DR, SI and other attachments to the Procurement Documents, and endorse to ASA B for preparation of Inspection and Acceptance Report (IAR)	None	1 minute	ASA C
1.11. Request for assignment of Inspector to the Inspection Committee (IC)	None	2 minutes	ASA C
1.12. Assists in the inspection of delivery/ies by the Inspection Committee (IC) & COA	None	30 minutes	ASA C
1.13. Facilitate IAR acceptance by the End-user/s	None	5 minutes per End-user	ASA C
1.14. Facilitate IAR acceptance by the Property Officer (for PPE) or Supply Officer (for supplies)	None	1 minute	ASA C
1.15. Endorse IAR to ASA B for finalization in the PSMS	None	1 minute	ASA C
1.16. Provide photocopy of documents to Supply Unit	None	5 minutes	ASA C
1.17. Endorsement of full documents to End-user for BUR/DV preparation	None	1 minute	ASA C
1.18. Assists the Clerk III in the tagging of property	None	within 3 minutes per item	ASA C
1.19. Filing of documents (file copy)	None	1 minute	ASA C
TOTAL	None	75 minutes	

4.REQUEST FOR ENGINEERING AND MAINTENANCE (TECHNICAL ASSISTANCE FOR MYOA AND OFFICE SPACE EVALUATIONS).

This is issued to the requesting party on a request basis.

Office:	Building Maintenance Unit, General Services and Bldg. Maintenance , Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly signed request letter/memo.		Requesting Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit document.	1.1 Receives and registers the documents.	None	15minutes upon received of documents	Admin Staff
	1.2 Document will be forwarded to SM-PRID.	None	15minutes upon received of documents	Admin Staff
	2.1 SM-PRID forwards the document to GSBMD for appropriate action.	None	15minutes upon received of documents	SM-PRID
	3.1 Receives and registers document in office's document log.	None	15minutes upon received of documents	Admin Staff
	4.1 Assesses and take appropriate action on the request	None	2 working days. upon receipt of complete docs	Admin. Officer

	TOTAL:	None	2 working days and 1 hour	
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5.REQUEST FOR GENERAL SUPPORT AND ALLIED SERVICES.

This is issued to the requesting party on a request basis.

Office:		Building Maintenance Unit, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)		
Classification:		Simple		
Type of Transaction:		G2G		
Who May Avail:		All employees and officers in PhilHealth Central Office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly signed and filled Request Form.		Building Maintenance Unit.-PRID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled up Request Form/Call to Assigned Bldg. Maint. Officer.	1.1 Receives form/call.	None	5 minutes upon receipt of documents	Admin Staff
	2.1 Records and prepares Job Request Form.	None	10 minutes upon receipt of documents	Admin Staff
	2.2 Submits filled up Job Request Form to Technicians.	None	5 minutes upon receipt of documents	Admin Staff
	2.3 Schedules the service request.	None	15 minutes upon receipt of documents	Technician.
	2.4 Take appropriate action on service being requested. 2.4.1 Repair and maintenance of Avaya phones, TV connections, minor	None	3 working hrs. upon receipt of request	Technician.

	<p>electrical problem, and replacement of busted lights.</p> <p>2.4.2 Mounting of wall fixtures and partitions.</p> <p>2.4.3 Printing & Binding of authorized</p>		<p>4 working hrs. upon receipt of request</p> <p>4 working hrs. upon receipt of request</p> <p>3 working days upon receipt of request</p>	
	TOTAL:	None	3 working days & 7 hrs. and 35 mins.	

6.REQUEST FOR OUTSIDE REPAIR OF EQUIPMENT AND SEMI-EXPENDABLE PROPERTY

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Property Action Request Form (PARF)		PSMD-Disposal Unit		
Evaluation from ITMD/GSBMD				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Receive and register in the monitoring tools of Disposal Unit	None	3 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Prepare PRE/POST Repair Inspection Report	None	5 minutes	Clerk III
	1.4. Canvass for the Fair Market Value	None	15 minutes	Clerk III, Disposal Team
	1.5. Update record in the Manual Database for Repair	None	5 minutes	Clerk III, Disposal Team
	1.6. Endorse Pre/Post request to Head of Disposal Team for signature	None	3 minutes	Clerk III, Disposal Team
	1.7. Scan and File approved PARF/RRSP	None	5 minutes	Clerk III, Disposal Team
	1.8. Forward copy of request to employee/end-user	None	5 minutes	Clerk III, Disposal Team
	TOTAL	None	46 minutes	

7.REQUEST FOR PERMANENT MOVEMENT OF EQUIPMENT AND SEMI-EXPENDABLE PROPERTY

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Property Action Request Form (PARF)			Property Section-Inventory Team	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Accept PARF and provide a receiving copy to POD	None	5 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Assign control number and register in the monitoring tools of Inventory Team	None	5 minutes	Clerk III
	1.4. Endorse PARF to concerned Inventory Team	None	3 minutes	Clerk III
	1.5. Update request in PSMS (for PPEs) and Manual Database (for Semi-Expendable)	None	5 minutes	Clerk III, Inventory Team
	1.6. Endorse to Head of Property Section for approval of PARF	None	5 minutes	Clerk III, Inventory Team
	1.7. Update record in the Manual Database/PSMS (for PPEs)	None	10 minutes	Clerk III, Inventory Team
	1.8. Provide employee/end-user copy of approved PARF	None	5 minutes	Clerk III, Inventory Team
	1.9. File approved PARF	None	3 minutes	Clerk III, Inventory Team
	TOTAL	None	46 minutes	

8.REQUEST FOR POLICY RESEARCH.

This is issued to the requesting party on a request basis.

Office:	Physical Resources Allocation and Evaluation Section, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly signed request letter/memo.		Requesting Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Policy Proposal Form to PRAES	1.1 Stamp "received" indicate date, time and affix signature		1 working day	ASA C
	1.2 Log to incoming logbook			
	1.3 Encode Vital Information in the database			
	1.4 Endorse document to PRAES Head			
	1.5 Define policy through meeting with Division Chief		2 working days	PRAES Head/AO I/ Division Chief GSBMD
	1.6 Conduct of research		10 working days/2 weeks	PRAES Head/AO I

	1.7 Craft/Enhance a draft CO or SOP		30 working days /4 weeks	PRAES Head/AO I
	1.8 Present draft CO/ SOP to Division Chief GSBMD, Senior Manager PRID & end- user 1.8.1 Discuss comments and resolve issues 1.8.2 Revise the draft 1.8.3 Forward to concerned offices for comments 1.8.4 Receive Comments 1.8.5 Revise CO/SOP if necessary		1 working day 1 working day 1 working day 15 working days (er SOP in policy formulation) 1 working day	PRAES Head/AO I
	1.9 Prepare final copies (clean copy and draft watermark copy) of CO/SOP and annexes (if with attachments)		3 working days	PRAES Head/AO I
	1.10 Prepare DRAR for initial of Division Chief and signature of Senior Manager PRID		1 working day	ASA C
	1.11 Route to other signatories		Beyond control/ regular follow up	ASA C
	1.12 If returned with comments, revise CO/SOP		1 working day	ASA C

	1.13 If returned without comments, forward to OPCEO for approval		1 working day	ASA C
	1.14 Review and Approval of President and CEO		Beyond control/ regular follow up	ASA C
	TOTAL	NONE	67 working days = approval of authorities beyond control	

9.REQUEST FOR POSTING OF CORPORATE ISSUANCE

This is issued to the requesting party or the proponent office on a request basis.

Office/Division	Records and Library Management Section, PRID			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	Proponent Office or Policy Making Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Duly signed Request for MS Outlook Posting Form		Proponent Office, CorPlan, CorComm, RIS, GAD, DPO (if sensitive information including legal matters).		
- Issuances Document Requirement Checklist				
-If Circular Letter, notification from CorPlan for Publication				
- Duly signed Issuance with complete duly accomplished				
and signed (CSW) requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submission of complete documents	1.1 Review issuance and fill-out checklist	None	5 minutes	Clerk III/ AO I
	1.2 Stamps date receipt at the back of each page and affix number in sequence	None	5 minutes	Clerk III/ AO I
	1.3 Stamps master copy at the lower left side of each page and affixes signature and date of the document controller	None	10 minutes	AO I/ AO IV
	1.4 Signs on stamped master copy at the lower left side of each page and affixes signature and date of document controller	None	15 minutes	AO IV/Data Controller

	1.5 Review documents to ensure that signature of DC is affixed in all pages of Master Copy	None	10 minutes	Clerk III/ AO I
	1.6 Scans Corporate Issuance with attachments	None	15 minutes	Clerk III
	1.7 Posting in the MS Outlook	None	15 minutes	Clerk III/ AO I
	TOTAL:	None	1 hour and 25 mins	

10.REQUEST FOR REQUEST FOR ENGINEERING AND MAINTENANCE (FUND FOR LEASEHOLD IMPROVEMENTS PROJECT).

This is issued to the requesting party on a request basis.

Office:	Task Force on Corporate Center and Offices (TFCCO), Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly signed request letter/memo. -Requirements stated in Corporate Guidelines.		Requesting Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit document.	1.1 Receives and registers the documents.	None	15 minutes upon received of documents	Admin Staff
	1.2 Document will be forwarded to SM-PRID.	None	15 minutes upon received of documents	Admin Staff
	2.1 SM-PRID forwards the document to TFCCO for appropriate action.	None	15 minutes upon received of documents	SM-PRID
	3.1 Receives and registers document in office's document log.	None	15 minutes upon received of documents	Admin Staff

	4.1 Assesses and take appropriate action on the request.	None	4 hours	Admin. Officer
	TOTAL:	None	5 hours	

11.REQUEST FOR RESOURCE EVALUATION.

This is issued to the requesting party on a request basis.

Office:	Physical Resources Allocation and Evaluation Section, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly signed request letter/memo.		Requesting Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter/memo.	1.1 Receives and registers the documents.	None	15minutes upon received of documents	Admin Staff
	1.2 Document will be forwarded to SM-PRID.	None	15minutes upon received of documents	Admin Staff
	2.1 SM-PRID forwards the document to GSBMD-PRAES for appropriate action.	None	15minutes upon received of documents	SM-PRID
	3.1 Receives and registers document in office's document log.	None	15minutes upon received of documents	Admin Staff

	4.1 Assesses and take appropriate action on the request.	None	7hours	Admin. Officer
	TOTAL:	None	8hours	

12.REQUEST FOR RETURN OF PROPERTY (ROP) FOR PPEs AND RECEIPT OF RETURNED SEMI-EXPENDABLE PROPERTY (RRSP) FOR SEMI-EXPENDABLE ITEM

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Property Action Request Form (PARF)		PSMD-Disposal Unit		
Evaluation from ITMD/GSBMD				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Receive and register in the monitoring tools of Disposal Unit	None	3 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Assign control number	None	3 minutes	Clerk III
	1.4. Endorse PARF/RRSP to Head of Disposal Team for signature	None	3 minutes	Clerk III, Disposal Team
	1.5. Update record in the Manual Database/PSMS (for PPEs)	None	10 minutes	Clerk III, Disposal Team
	1.6. Provide employee/end-user copy of approved PARF/RRSP and pull-out returned item for disposal	None	5 minutes	Clerk III, Disposal Team
	1.7. Scan and File approved PARF/RRSP	None	5 minutes	Clerk III, Disposal Team
	TOTAL	None	34 minutes	

13.REQUEST FOR SAFETY, SECURITY AND SANITATION.

This is issued to the requesting party on a request basis.

Office:	Building Maintenance Unit, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	All employees and officers in PhilHealth Central Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly signed and filled Request Form.		Building Maintenance Unit.-PRID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled up Request Form/Call to Assigned Bldg. Maint. Officer.	1.1 Receives form/call.	None	5minutes upon received of documents	Admin Staff
	2.1 Records and prepares Job Request Form.	None	10minutes upon received of documents	Admin Staff
	2.2 Submits filled up Job Request Form to Technicians.	None	5minutes upon received of documents	Admin Staff
	2.3 Receives and schedules the service.	None	15minutes upon received of documents	Admin. Staff/Security/Utility.
	2.4 Take appropriate action on service being requested.	None	7hours	Admin. Staff/Security/Utility.
	TOTAL:	None	7.58 hours	

14.REQUEST FOR SUPPLIES AND MATERIALS

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed Requisition and Issue Slip (RIS)			PSMD-Supply Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Receives and registers on the Supply Unit's document log.	None	5 minutes	Clerk III
	1.2. Checks availability of supplies of the requesting cost center and updates the Masterlist of Distribution of Supplies	None	15 minutes	ASO II
	1.3. Assigns RIS Control Number	None	5 minutes	Clerk III
	1.4. Prepares the requested supplies	None	1 hour	Clerk III
	1.5. Informs the Supply Officer Designate (SOD) to pick-up supplies	None	5 minutes	Clerk III
	1.6. Releases Supplies	None	30 minutes	Clerk III
	TOTAL	None	120 minutes	

15.REQUEST FOR TEMPORARY MOVEMENT OF EQUIPMENT AND SEMI-EXPENDABLE PROPERTY

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Property Action Request Form (PARF)		PSMD-Disposal Unit		
CPO and Gate Pass (for outside office premises)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Receive and register in the monitoring tools of Disposal Unit	None	3 minutes	Clerk III
	1.2. Evaluate the request (for outside office premises if with CPO/gate Pass)	None	5 minutes	Clerk III
	1.3. Assign control number	None	3 minutes	Clerk III
	1.4. Update record in the Manual Database	None	10 minutes	Clerk III, Disposal Team
	1.5. Endorse to Head of Disposal Unit for approval of PARF	None	5 minutes	Clerk III, Disposal Team
	1.6. Provide employee/end-user copy of approved PARF	None	5 minutes	Clerk III, Disposal Team
	1.7. File approved PARF	None	3 minutes	Clerk III, Disposal Team
	TOTAL	None	34 minutes	

16.REQUEST FOR THE PROVISION OF CORPORATE'S VEHICLES.

This is issued to the requesting party on a request basis.

Office:	Motor Pool Unit, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	All employees and officers of PhilHealth Central Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved OBS/CPO Vehicles Request Slip, VRS		Motorpool Unit for VRS, HRD for OBS / Records Mgt. Unit for CPO.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirement/s.	1.1 Receives and registers Motor Pool Unit's document log.	None	5minutes upon received of documents	Admin Staff
	2.1 Evaluates the request.	None	15minutes upon received of documents	Dispatcher/Admin. Staff
	2.2 Prepares Trip Ticket.	None	15minutes upon received of documents	Dispatcher/Admin. Staff
	2.3 Informs the requesting personnel their type of vehicle and assigned driver.	None	5minutes upon received of documents	Dispatcher/Admin. Staff
	TOTAL:	None	40 minutes	

17.REQUEST FOR TRANSFER OF PROPERTY ACCOUNTABILITY (TPA)

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Property Action Request Form (PARF)			Property Section-Inventory Team	
Employees Clearance (for retiring, resigning employee)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit requirements	1.1. Accept PARF and provide a receiving copy to POD	None	5 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Assign control number and register in the monitoring tools of Inventory Team	None	5 minutes	Clerk III
	1.4. Endorse PARF to concerned Inventory Team	None	3 minutes	Clerk III
	1.5. Prepare Property Acknowledgement Receipt (PAR) in PSMS/Inventory Custodian Slip (ICS) (for Semi-expendable) in Manual Template	None	10 minutes	Clerk III, Inventory Team
	1.6. Endorse to new Property Accountable Officer (PAO) for signature of new PAR/ICS	None	15 minutes	Clerk III, Inventory Team
	1.7. Forward signed PAR/ICS to Head of Property Section for signature	None	3 minutes	Clerk III, Inventory Team
	1.8. Update record in the Manual Database	None	10 minutes	Head of Property
	1.9. Finalize accomplished PAR in the PSMS (for PPEs)	None	5 minutes	Clerk III, Inventory Team
	1.10. Provide employee/end-user copy of approved PAR/ICS	None	15 minutes	Clerk III, Inventory Team

	1.11. Cancel old PAR/ICS	None	10 minutes	Clerk III, Inventory Team
	1.12. File cancelled PAR/ICS	None	5 minutes	Clerk III, Inventory Team
	1.13. Finalize accomplished PAR in the PSMS (for PPEs)	None	5 minutes	Clerk III, Inventory Team
	1.14. Scan and file accomplished PAR/ICS	None	5 minutes	Clerk III, Inventory Team
	TOTAL	None	101 minutes	