

The logo of the Southern Philippines Development Authority is a circular emblem. It features a central sun with rays, a globe, and a map of the region. The text "SOUTHERN PHILIPPINES DEVELOPMENT AUTHORITY" is written around the perimeter of the emblem. The emblem is set against a yellow square background, which is itself centered within a larger green diamond shape.

**SOUTHERN PHILIPPINES
DEVELOPMENT AUTHORITY
CITIZEN'S CHARTER
2021**

FOREWORD

Republic Act 11032, otherwise known as the ‘Ease of Doing Business and Efficient Government Service Delivery Act of 2018’ mandated all government agencies to create a Citizen’s Charter that shall contain all of the government services that government agencies offer to ensure the efficient, transparent and accountable delivery of government service.

The Southern Philippines Development Authority (SPDA) support the President’s goal to streamline and improve government service delivery. The management have worked together to craft its own Citizen Charter with the aim to communicate the service standards that we can provide to our clients.

The Citizen’s Charter formulated by the Authority contain all of the external and internal services that we can offer to expedite government transactions with simple processes thereby eliminating red tape and corruption in the government.



ABDULGHANI A. SALAPUDDIN

Administrator/ CEO

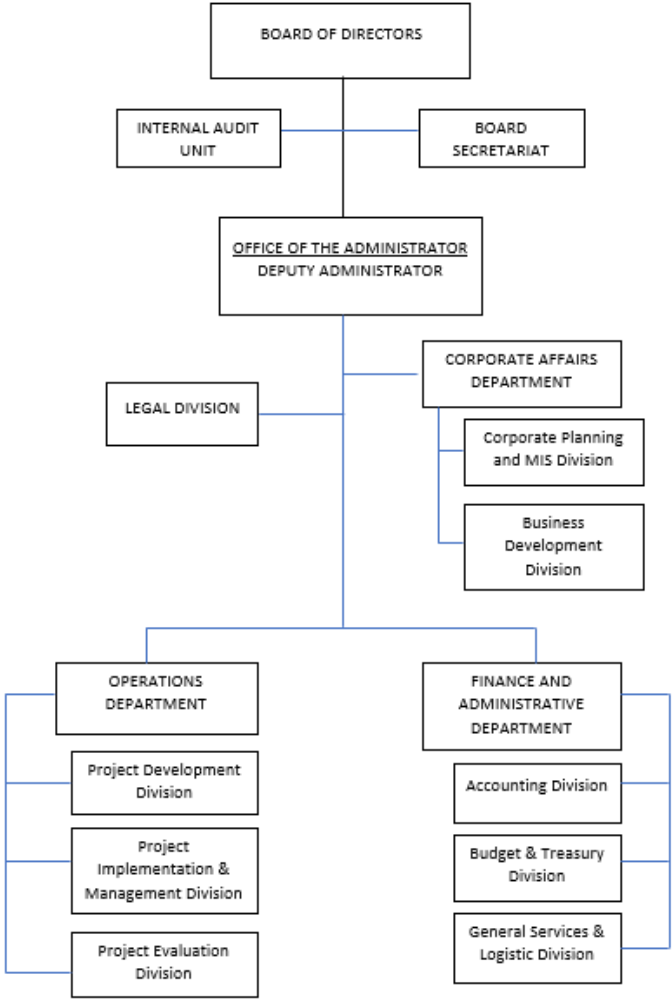
TABLE OF CONTENTS

The SPDA Organizational Structure per DBM approved FY 2009	6
SPDA Mandate/Mission/Vision/Guiding Principle/Core Values	7
SPDA List of Frontline Services	8-14
EXTERNAL SERVICES:	15-90
1. Receiving of Incoming Documents	17-19
2. Inquiry and/or Request for information	19-20
3. Request for Meeting with the Administrator/Deputy Administrator	21-24
4. Attendance to Meetings Conventions, Forum, and other Similar Activities	24-25
5. Inquiry and/or Request for information	27-28
6. Unsolicited Project Proposal	30-34
7. Outsourcing of Technical Service Provider (Private to Government)	35-38
8. Outsourcing of Technical Service Provider (Government to Government)	38-43
9. Alliance Building/Linkaging with Other Government Agencies	43-45
10. Request for the Authority's Corporate Profile and other relevant data for Technical Research/Study	45-47
11. Request for Technical Data/Land Profile of the Proposed and Existing Projects	49-51
12. Request for Technical Team for Site Validation	51-53
13. Unsolicited Project Proposal for Existing Projects	53-57
14. Outsourcing for Procurement of Infrastructure Projects through competitive bidding	57-62
15. Processing of Obligation Request and Status	64-67
16. Fiscal Year Budget Preparation	68-70
17. Hiring of Plantilla Personnel for Successful and Failed Applicants	72-77
18. Divestment/Disposal of Real Property covered by E.O. 98	78-80

19. Attendance to Trainings/Seminars conducted by Training Agencies	81-83
20. Request Certified True Copies of former employees	84-85
21. Request for Procurement of Goods through Competitive Bidding	85-90
INTERNAL SERVICES:	91-157
1. Request for Approval from SPDA Management	93-94
2. Request to conduct Board Meeting	94-97
3. Contract Review/Legal Opinion	99-100
4. Litigation, Mediation, Arbitration	101-102
5. Liaison Work	103-104
6. Posting of Information in SPDA Website	106
7. Request for Technical Assistance (Software or Hardware related)	107
8. Submission of Budgetary Requirements and Projection for one (1) Calendar Year and of any Proposed Budget Revision	109-110
9. Request for Engineering and Technical Assistance	111-112
10. Request for Project Profile and other Relevant Data of the Existing Projects	112-114
11. Processing of Disbursement Voucher	116-120
12. Processing of Payment thru Modified Disbursement System (MDS)/ Commercial Checks/ List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)/ Notice of Transfer of Allocation (NTA)	121-124
13. Processing of Disbursement Voucher	125-138
14. Preparation of Checks (Based on Approved Dvs)	138-139
15. Encashment of Checks – Payroll Only	139
16. Collection of Account	140

17. Secure Bank Statement	141
18. Budget Utilization Request (BURs)	141
19. Request for Procurement of Goods through Shopping	143-146
20. Request for Building Maintenance and Minor Repairs	146-148
21. Documentation and Assigning of Control Numbers for Office Orders, Memorandum Orders, Travel Orders and other official documentation	148-150
22. Receiving of Incoming documents	150-152
23. Request and Issuance of Common-Use Supplies	153-155
24. Divestment/Disposal of Real Property through Open Competitive Bidding	155-157
25. Feedback and Redress Mechanism	158
26. Feedback Form	159-160
27. Directory	161-162

SOUTHERN PHILIPPINES DEVELOPMENT AUTHORITY
ORGANIZATIONAL STRUCTURE



SPDA MANDATES

Corporate:

Promote the development of Southern Philippines by initiating and/or undertaking by itself or otherwise, development and/or business projects of corporate and economic in nature, whether in agriculture, power, infrastructure, energy, public utilities, housing, land development, manufacturing, exploration and/or utilization of natural resources and other fields or projects; make investment in any field as would enhance the socio-economic development of the region.

Social:

Section 3 of Executive Order 560 mandates SPDA to be the implementing arm of the Economic Catch-up plan on the implementation of the 1996 GRP-MNLF Final Peace Agreement.

SPDA MISSION

A government enterprise that promoted and enhances balanced growth in Mindanao through economic and developmental initiatives or undertakings.

SPDA VISION

A peaceful and economically-developed Mindanao with empowered communities and enterprises by 2030 and beyond

GUIDING PRINCIPLES

CORE VALUES

Commitment

Competence

Integrity

Dynamic

SPDA LIST OF SERVICES

No.	Frontline Service	Duration	Responsible Department	Form/s	Fees	Page
Office of the Administrator/ Deputy Administrator: External Services						
1	Receiving of Incoming Documents	2 days; 2 hrs; 40 minutes	Records Officer II		None	17-19
2	Inquiry and/ or request for information (for walk-in and telephone or email transactions)	1 hour; 10 minutes	Administrative Personnel		None	19-20
3	Request for Meeting with the Administrator/ Deputy Administrator	1 working day	Office of the Administrator/ Deputy Administrator		None	21-24
4	Attendance on Meetings, Conventions, Forum, Congress and Senate Hearing and or Other Similar Activities	1 working day	Office of the Administrator/ Deputy Administrator		None	24-25
Office of the Administrator/ Deputy Administrator: Internal Services						
5	Request for approval from SPDA management	1 day; 1 hr and 40 minutes	Office of the Administrator/ Deputy Administrator		None	93-94
6	Request to conduct Board Meeting	22 days; 3 hours	Office of the Administrator/ Deputy Administrator		None	94-97

Legal Division: External Services						
7	Inquiry and/ or request for information (for walk-in and telephone or email transactions)	26 minutes	MLO Staff		None	27-28
Legal Division: Internal Services						
8	Contract Review/ Legal Opinion	8 working days	Attorney V		None	99-100
9	Litigation, Mediation, Arbitration	1 day; 1 hour; 10 minutes;	Attorney V		None	101-102
10	Liaison Work	52 minutes	MLO Staff		None	103-104
Corporate Affairs Department: External Services						
11	Unsolicited Project Proposal	3 months; 17 ½ days; 3 hours; 5 minutes;	Corporate Affairs		None	30-34
12	Outsourcing of Technical Service Provider (Private to Government)	57 days; 50 mins;	Corporate Affairs		None	35-38
13	Outsourcing of Technical Service Provider (Government to Government)	74 days; 5 mins;	Corporate Affairs		None	38-43
14	Alliance Building/ Linkaging with Other Government Agencies	11 days; 5 mins;	Corporate Affairs		None	43-45

15	Request for the Authority's Corporate Profile and other relevant data for Technical Research/ Study	5 days; 1 hour; 15 mins;	Corporate Affairs		None	45-47
Corporate Affairs Department: Internal Services						
16	Posting of Information in SPDA Website	55 minutes	Corporate Affairs		None	106
17	Request for Technical Assistance (Software and Hardware Related)	3 hours	Corporate Affairs		None	107
Operations Department: External Services						
18	Request for Technical Data/ Land Profile of the Proposed and Existing Projects	5 days; 4 hours; 56 minutes;	Operations Department		None	49-51
19	Request for Technical Team for Site Validation	3 days; 6 hours; 6 minutes;	Operations Department		None	51-53
20	Unsolicited Project Proposal for the Existing Projects	1 month; 15 ½ days;	Operations Department		None	53-57
21	Outsourcing for Procurement of Infrastructure Projects through competitive bidding	3 months; 14-28 days; 11 hours; 5 minutes;	Operations Department		None	57-62

Operations Department: Internal Services						
22	Submission of Budgetary Requirements and Projection for One (1) Calendar Year and of any Proposed Budget Revision/ Supplemental for the Current Year	2 months; 3 hours; 5 minutes;	SPDA Board of Directors		None	109-110
23	Request for Engineering and Technical Assistance	60 days; 2 hours; 25 minutes;	Operations Department		None	111-112
24	Request for Project Profile and other Relevant Data of the Existing Projects	5 days; 3 hours; 30 minutes;	Operations Department		None	112-114
Finance and Administrative Department: External Services						
25	Processing of Obligation Request and Status	Simple Transaction – 3 days, 6 hours Complex Transaction - 4 days, 6 hours	Budget and Treasury Division		None	64-67
26	Fiscal Year Budget Preparation	2 months; 11 days; 15 mins;	Finance and Administrative Department		None	68-70

Finance and Administrative Department: Internal Services						
27	Processing of Disbursement Voucher	4 days 30 minutes	Accounting Division		None	116-120
28	Processing of Payment thru Modified Disbursement System (MDS)/ Commercial Checks/List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)/Notice of Transfer of Allocation (NTA)	2 days, 1 hour, 30 minutes	Accounting Division		None	121-124
29	Processing of Disbursement Voucher	3 working days	Accounting Division		None	125-138
30	Preparation of Checks (Based on Approved Dvs)	12 minutes	Budget and Treasury Division		None	138-139
31	Encashment of Checks – Payroll Only	3 minutes	Budget and Treasury Division		None	139
32	Collection of Account	1 hour; 6 minutes;	Budget and Treasury Division		None	140
33	Secure Bank Statement	3 minutes	Budget and Treasury Division		None	141

34	Budget Utilization Request (BURs)	6 minutes	Budget and Treasury Division		None	141
Finance and Administrative Department General Services and Logistics Division: External Services						
35	Hiring of Plantilla Personnel for Successful and Failed Applications	21 days; 8 hours; 80 minutes	HRMO III		None	72-77
36	For Divestment/ Disposal of Real Property covered by E.O. 98 otherwise known as “Declaring the available lands of SPDA for Socialize Housing”	26 days; 7 hours; 20 minutes	Administrative Officer V		None	78-80
37	Attendance to Trainings/ Seminars conducted by Training Agencies	1 day; 6 hours; 5 minutes;	Administrative Officer V/ HRMO III		None	81-83
38	Request Certified True Copies of Former Employees	5 days; 20 minutes	Administrative Officer V/ HRMO III		None	84-85
39	Request for Procurement of Goods (Items, Supplies and Materials) through competitive bidding	121 days; 1 hour; 15 minutes	BAC Secretariat		None	85-90

Finance and Administrative Department General Services and Logistics Division: Internal Services						
40	Request for Goods (Items, Supplies, Materials) through Shopping	29 days; 2 hours	BAC Secretariat		None	143-146
41	Request for Building Maintenance and Minor Repairs	11 days; 3 hours; 30 minutes	Administrative Officer V		None	146-148
42	Documentation and Assigning of Control Numbers to Office Orders, Memorandum Orders, Travel Orders and other office documentation	1 hour; 66 minutes	Records Officer II		None	148-150
43	Receiving of Incoming Documents	2 hours	Records Office II		None	150-152
44	Request and Issuance of Common-use Supplies	3 hours; 20 minutes	Supply Officer		None	153-155
45	For Divestment/ Disposal of Real Property through open competitive bidding	47 days; 4 hours; 20 minutes	Disposal Committee		None	155-157

EXTERNAL SERVICES

**OFFICE OF THE
ADMINISTRATOR/ DEPUTY
ADMINISTRATOR
EXTERNAL SERVICES**

1. Receiving of Incoming Documents

This covers the receipts of incoming documents from government and private sectors.

Department/Division		Office of the Administrator/Deputy Administrator		
Classification		Simple		
Type of Transaction		Government to Government; Government to Private		
Who May Avail		Other government agencies and entity's		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Written Request		Proponent	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sent the documents thru e-mail and/or walk-in clients	1.1 Check appropriate details like name and address of the sender	None	20 minutes	Records Officer II
	1.2 Stamp received the duplicate copy and return to the client, if personally delivered. If documents are received from e-mail, acknowledge receipt; If post office or courier, affix the	None	10 minutes	Records Officer II

	signature in the delivery receipts.			
	1.3 Proceed to the recording of the documents	None	20 minutes	Records Officer II
	1.4 Receipt the documents from the Record Officer II	None	10 minutes	Private Secretary II
	1.5 Forward to the Administrator/Deputy Administrator the documents	None	10 minutes	Executive Assistant
	1.6 Refer the letter to the concerned Department/ Division for appropriate action	None	1 day	Administrator/Deputy Administrator
	1.7 Signed the letter reply address to the clients.	None	1 day	Administrator/Deputy Administrator
	1.8 Forward to the records officer for	None	30 minutes	Private Secretary II

	sending via regular mail or courier			
	1.9 If electronic Mail, scan the letter and save it as a PDF file then sent back to the given e-mail address.	None	1 hour	Authorized personnel, Corporate Affairs Department
Total		None	2 days; 2 hours; 40 minutes;	

2. Inquiry and/or request for information (for walk-in and telephone or email transactions)

Department/Division		Office of the Administrator/Deputy Administrator		
Classification		Simple Transaction		
Type of Transaction		Government to Government; Government to Private		
Who May Avail		Private individuals or other government agencies and LGUs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Written Request		Proponent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry and/or request for	Main office staff attends to	None	5 minutes	Administrative personnel

information and/ or documents Customer walk in/ personal or email/ telephone inquiry	walk in customer			
	Main Office staff endorses customer to the Administrator/ Deputy Administrator	None	5 minutes	Main Office staff
	If information or documents available, concerned officials/employees facilitates requests; prepares materials and hands out the same to the requester of interest	None	1 hour	Private Secretary II, Executive Assistant
Total		None	1 hour;10 minutes	

3. Request for a Meeting with the Administrator/Deputy Administrator

This service refers to the request for meetings with the Administrator/CEO and/or Deputy Administrator.

Department/Division		Office of the Administrator/Deputy Administrator		
Classification		Simple Transaction		
Type of Transaction		Government to Government; Government to Private		
Who May Avail		Private individuals or other government agencies and LGUs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Proposed agenda (1 original or 1 soft copy)	Requesting Party		
2	Names, Number of attendees, time and venue of meeting	Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Requests Submitted via Written Letter				
Send the requirements to the Office of the Administrator/ Deputy Administrator	1.1 Receive the request and check the completeness of the requirements	None	2 hours	Authorized Staff
	1.2 Consult with the Administrator/ Deputy Administrator on his	None	4 hours	Concerned Officials

	availability and check the availability of officials who will be included in the meeting.			
Receive documents via letter: call the feedback of the Office of the Administrator/ Deputy Administrator	1.1 Confirm with the Administrator/ Deputy Administrator the status of the meeting requested	None	2 hours	Private Secretary II, Executive Assistant, Concerned Officials
Total		None	1 working day	
For Requests submitted via e-mail				
Send the requirements to the e-mail address of the Authority to request for a meeting	1.1 Receive the request and check the completeness of the requirements	None	2 hours	Corporate Affairs Department
	1.2 Consult with the Administrator/ Deputy Administrator on his availability and check the availability of officials who will be	None	4 hours	Private Secretary II, Executive Assistant, Concerned Officials

	included in the meeting.			
Receive via e-mail; call the feedback of the Office of the Administrator/ Deputy Administrator	1.1 Confirm with the Administrator/ Deputy Administrator the status of the meeting requested	None	2 hours	Private Secretary II, Executive Assistant, Concerned Officials
Total		None	1 working day	
For Requests Submitted via Telephone				
Call the Authority's telephone number to request for a meeting; Send the requirements via letter to the Office of the Administrator/ Deputy Administrator	1.1 Receive the request and check the completeness of the requirements	None	2 hours	Private Secretary II, Executive Assistant, Concerned Officials
	1.2 Consult with the Administrator/ Deputy Administrator on his availability and check the availability of officials who	None	4 hours	Private Secretary II, Executive Assistant, Concerned Officials

	will be included in the meeting.			
Receive via telephone; call the feedback of the Office of the Administrator/ Deputy Administrator	1.1 Confirm with the Administrator/ Deputy Administrator the status of the meeting requested	None	2 hours	
Total		None	1 working day	

4. Attendance to Meetings, Conventions, Forum, Congress and Senate Hearing and Other Similar Activities.

This refers to the invitation address to the Office of the Administrator/Deputy Administrator for attendance.

Department/Division		Office of the Administrator/Deputy Administrator		
Classification		Simple Transaction		
Type of Transaction		Government to Government; Government to Private		
Who May Avail		Private individuals or other government agencies and LGUs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Written Request		Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send Invitation Requests to the Office of the	1.1 Receive the request and check the completeness	None	2 hours	SPDA Officials

Administrator/ Deputy Administrator thru e-mail, post office or other couriers	of the requirements			
	1.2 Consult with the Administrator/ Deputy Administrator on his availability and check the availability of officials who will be included in the meeting.	None	4 hours	Executive Committee and other concerned employees
	1.3 Confirm the attendance of the Administrator/ Deputy Administrator	None	2 hours	Concerned Officials
Total		None	1 working day	

LEGAL DIVISION
EXTERNAL SERVICE

1. Inquiry and/or request for information (for walk-in and telephone or email transactions)

Department/Division		Office of the Administrator in Manila a.k.a Manila Liaison Office		
Classification		Simple Transaction		
Type of Transaction		Government to Government; Government to Private		
Who May Avail		Private individuals or other government agencies and LGUs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Written Request		Proponent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry and/or request for information and/or documents Customer walk in / personal or email / telephone inquiry	MLO Staff attends to walk in customer	None	1 minute	MLO Staff
	MLO Staff endorses customer to the concerned SPDA Official	None	1 minute	MLO Staff

	If information or documents available, MLO staff facilitates requests; prepares materials and hands out the same to the requester of interest	None	20 minutes	MLO Staff
	If information or documents not available at MLO, coordinates with the Main Office for the same.	None	2 minutes	MLO – OIC
	Advises requester of the time the document can be available	None	2 minutes	MLO Staff
Total		None	26 minutes	

**CORPORATE AFFAIRS
DEPARTMENT
EXTERNAL SERVICES**

1. Unsolicited Proposal

This refers to the unsolicited proposals submitted to the Authority from interested private investors and or non-government organizations who may wish to invest with the Southern Philippines Development Authority. This may include the following but not limited to the real estate development, enterprise development, human resource development and capability building, advocacy promotion and other related endeavors.

Department/Division	Corporate Affairs Department/Business Development Division	
Classification	Highly Technical	
Type of Transaction	Private to Government/Government to Government	
Who May Avail	All interested Private Investors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Formal Letter of Proposal	Proponent
2	Project Details on the following:	Proponent
	2.1. Project Description. Technical Description of the Project and Technology, pioneering or developmental aspect, impact to the industry, etc.	Proponent
	2.2. Location. Market condition and reason for choice of location or advantages of selected location	Proponent
	2.3. Target Beneficiaries. Estimated increase in household income	Proponent
	2.4. Expected Social and Economic Benefits. Industry benefits, export potential, savings, estimated number of jobs generated, downstream businesses to be developed, etc.	Proponent

	2.5. Estimated Total Project Cost and Projected Revenue	Proponent		
	2.6. Proposed Amount of SPDA Participation	Proponent		
	2.7. Target Implementation Schedule	Proponent		
	2.8. Project Proponent. Company background information, owner's/stakeholder's information, previous projects, existing projects, affiliates and subsidiaries and other relevant information about the proponent	Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Expression of Interest (EOI), Project Proposal together with all the documentary requirements identified in the checklist (Note: Submission of Expression of Interest or Proposal can also be	Receive, provide timestamp and check its completeness	None	5 Minutes	Secretary, Corporate Affairs Department
	Conduct Technical and Financial Evaluation based on the submitted documents	None	5 days	Manager, Corporate Affairs Department and Chief, Business Development Division
	Present the unsolicited proposal as well as the initial findings on the Technical and	None	1 day	Manager, Corporate Affairs Department and Chief, Business Development Division

done online through the Official Email Address of the Authority)	Financial Evaluation conducted to the Executive Committee of the Authority			
	Prepare and send the Authority's findings and counter-proposal to the proponent	None	1 hour	Manager, Corporate Affairs Department and Chief, Business Development Division
	Invite the proponent for a Technical Discussion on the initial findings/ observation of the Executive Committee	None	1 hour	Chief, Business Development Division
	Preside Technical Discussion with the proponent on the initial findings/ observation of the Executive Committee	None	1 day	Manager, Corporate Affairs Department and Chief, Business Development Division
	Prepare Term Sheets	None	1 day	Manager, Corporate Affairs Department and Chief, Business

				Development Division
	Prepare Memorandum of Agreement	None	2 days	Manager, Corporate Affairs Department and Chief, Business Development Division
	Review of MOA/Secure OGCC Favorable Opinion/Revision	None	1 Month	Legal/Atty. V and Office of the GOCC Corporate Council
	Present the Draft Memorandum of Agreement to the Authority's Executive Committee	None	1 day	Manager, Corporate Affairs Department and Chief, Business Development Division
	Prepare Executive Committee Resolution Approving/Dissapproving the MOA	None	1 hour	Chief, Business Development Division
	Preparation of Management Proposal Recommending the Approval of the MOA	None	1 day	Chief, Business Development Division

	Administrator/ Chief Executive Officer's Approval of the Management Proposal	None	5 days	SPDA Administrator and Chief Executive Officer
	Submission of Management Proposal to the SPDA's Board of Directors for Approval/Con sideration	None	1 Month	Corporate Board Secretary/Secretar iat
	Board Action/Resolu tion	None	1 Month	SPDA Board of Directors
	Signing of the MOA	None	Half day	Manager, Corporate Affairs Department
Total		None	3 months; 17 ½ days; 3 hours; 5 minutes;	

Note: In the event that both parties agreed to create a Joint Venture Agreement (JVA), the 2013 National Economic Development Authority Revised Guidelines and Procedures in entering into a Joint Venture Agreement between Government and Private Entities (<https://neda.gov.ph/wp-content/uploads/2017/09/2013-Revised-JV-Guidelines.pdf>) shall be observed.

2. Outsourcing of Technical Service Provider

This refers to the Authority's outsourcing of Technical Service Provider to assist the Authority in the conduct of specific but highly technical activities including but not limited to (a) Strategic Planning, (b) Packaging of Feasibility Studies (c) Conduct of International Organization for Standardization Processes, etc. The Authority shall prepare Terms of Reference and shall be posted in the Philippine Government Electronic Procurement System (PhilGEPS).

Department/Division		Corporate Affairs Department/Business Development Division and Corporate Planning		
Classification		Technical		
Type of Transaction		Private to Government		
Who May Avail		All interested Technical Service Providers (individual or organization)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	General Information Sheet/Organizational Profile		Proponent	
2	Project Proposal		Proponent	
3	Profile of Technical Resource Persons		Proponent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of the Consultancy Services Request, Terms of Reference (TOR), and Management Proposal for the Contract	None	1 Week	Chief, Corporate Planning/MIS

	of Consultancy Services for the Management's consideration and funding allocation			
	Executive Committee deliberation/Consideration/Approval/Executive Committee Resolution	None	1 Day	SPDA Executive Committee
	Submission of the Management Proposal to the Board of Directors for consideration/approval	None	1 Day	SPDA Executive Committee
	Board of Directors Action (approval/disapproval)	None	10 days	SPDA Board of Directors
	If approved, proceed to the competitive procurement/bidding process	None	1 Day	Corporate Affairs Department and SPDA Bids and Awards Committee

	Preparation of Bidding Documents (Invitation to Bid, Terms of Reference, Bidding Documents)	None	5 days	Corporate Affairs Department and SPDA Bids and Awards Committee
	Pre-Procurement Conference	None	1 Day	SPDA Bids and Awards Committee
	Advertise/Post the details of the contract at the Philippine Government Electronic Procurement System (PhilGEPS)	None	7 days	BAC Secretariat
	Pre-Bid Conference	None	1 day	Bids and Awards Committee
Payment for the corresponding amount of Bid docs	1.1 Issuance of Official Receipt (OR); 1.2 Release of Bid docs to interested bidders	None	45 minutes	BAC Secretariat/Cashier III
Submission Bids and other Eligibility Requirements	Receive, provide timestamp	None	5 Minutes	BAC Secretariat
	Eligibility Check	None	10 days	Bids and Awards Committee

ts (Note: Submission of Bids and Other Eligibility Requirements can also be done online through the Official Email Address of the Authority)	Shortlisting of interested bidders/parties	None	5 days	Bids and Awards Committee
	Opening and Evaluation of Bids	None	1 day	Bids and Awards Committee
	Post Qualifications	None	5 days	Bids and Awards Committee
	Contract Award	None	1 day	Bids and Awards Committee
	Notice to Proceed	None	1 day	Administrator/ Chief Executive Officer (HOPE)
Acknowledged receipt of the Certificate of Completion	Issuance of Certificate of Completion	None	1 hour	BAC
Total		None	57 days; 1 hour; 50 mins;	

3. Outsourcing of Technical Service Provider

This refers to the Authority's outsourcing of Technical Service Provider to assist the Authority in the conduct of specific but highly technical activities including but not limited to (a) Strategic Planning, (b) Packaging of Feasibility Studies (c) Conduct of International Organization for Standardization Processes, etc. The Authority shall prepare Terms of Reference and shall be posted in the Philippine Government Electronic Procurement System (PhilGEPS).

Department/Division		Corporate Affairs Department/Business Development Division and Corporate Planning		
Classification		Technical		
Type of Transaction		Government to Government		
Who May Avail		All State-Run Technical Service Providers (State Universities and Colleges, Development Academy of the Philippines, etc.)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	General Information Sheet/Organizational Profile		Proponent	
2	Project Proposal		Proponent	
3	Profile of Technical Resource Persons		Proponent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of Proposal to Contract Service Provider to undertake Technical Studies/Activities	None	1 Week	Chief, Corporate Planning/MIS
	Executive Committee deliberation/Consideration/Approval/Executive Committee Resolution	None	1 Day	Executive Committee

	Submission of the Management Proposal to the Board of Directors for consideration /approval	None	10 Days	Corporate Board Secretary
	Board of Directors Action (approval/dis approval)	None	5 Days	SPDA Board of Directors
	If approved, proceed to the competitive procurement/ bidding process	None	2 Days	SPDA Bids and Awards Committee
	Preparation of Bidding Documents (Invitation to Bid, Terms of Reference, Bidding Documents)	None	5 Days	Chief, Corporate Planning/MIS
	Pre-Procurement Conference	None	1 Day	SPDA Bids and Awards Committee, Secretariat and TWG
	Advertise/Post the details of the	None	7 Days	BAC Secretariat

Payment for the corresponding amount of Bid docs	contract at the Philippine Government Electronic Procurement System (PhilGEPS)			
	Issuance of Official Receipt (OR); 1.2 Release of Bid docs to interested bidders	None	45 minutes	BAC Secretariat/Cashier III
	Pre-Bid Conference	None	1 Day	Bids and Awards Committee
Submission Bids and other Eligibility Requirements (Note: Submission of Bids and Other Eligibility Requirements can also be done online through the Official Email Address of	Receive, provide timestamp	None	5 Minutes	BAC Secretariat
	Eligibility Check	None	10 Days	Bids and Awards Committee
	Shortlisting of interested bidders/ parties	None	5 Days	Bids and Awards Committee
	Opening and Evaluation of Bids	None	1 Day	Bids and Awards Committee
	If public bidding failed, proceed to applicable alternative	None	1 Day	SPDA Bids and Awards Committee

the Authority)	mode of procurement			
	Secure certification from the servicing agency on the capability to deliver the needed services	None	5 Days	Chief, Corporate Planning/MIS
	BAC Resolution recommending the Agency to Agency Agreement to the Head of the Procuring Entity (HOPE)	None	1 Day	Bids and Awards Committee
	HOPE Approval	None	1 Day	Administrator/ Chief Executive Officer (HOPE)
	Submit the Management Proposal and Technical and Financial Proposal to the Board for consideration	None	1 Day	Administrator/ Chief Executive Officer (HOPE)
	Board Approval	None	1 Day	SPDA Board of Directors
	Notice to Government	None	1 Day	Chief, Corporate Planning/ MIS

	Agency Service Provider for MOA Preparation			
	MOA Review and Finalization	None	1 Day	SPDA Executive Committee
	MOA Signing	None	1 Day	The SPDA Administrator and Representative of Technical Service Provider
	Notice to Proceed	None	1 day	Administrator/ Chief Executive Officer (HOPE)
Acknowledged receipt of the Certificate of Completion	Issuance of Certificate of Completion	None	1 hour	BAC
Total		None	74 days; 5 minutes;	

4. Alliance Building/Linkaging with Other Government Agencies

This refers to the Authority's continuing efforts of building alliance with other government agencies to strengthen and widen its network deemed relevant in promoting the Agency's Corporate Goals and Objectives

Department/Division	Corporate Affairs Department/Business Development Division/Corporate Planning
Classification	Technical
Type of Transaction	Government to Government

Who May Avail		All interested Government Agencies with similar Thrusts and Programs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Organizational Profile/General Information Sheet	Prospective Partner Organization		
2	Project Proposal/Concept Paper	Prospective Partner Organization		
3	Draft Copy of the Memorandum of Understanding	Prospective Partner Organization		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a copy of the Proposal/ Concept Paper, Agency's Profile and Draft Copy of the Memorandum of Understanding (Note: Submission of Proposal/ Concept Paper and other documentary requirements can also be done)	Receive, provide timestamp and check its completeness	None	5 Minutes	Records Officer
	Review the Proposal/Concept Paper and the Draft Memorandum of Understanding	None	5 Days	Manager, Corporate Affairs Department and Chief, Business Development Division
	Present the initial findings of the Proposal/Concept Paper and Memorandum of Understanding to the Executive Committee	None	1 Day	Manager, Corporate Affairs Department and Chief, Business Development Division

online through the Official Email Address of the Authority)	Incorporate comments/findings and observations in the Memorandum of Understanding	None	2 Days	Chief, Legal, Admin. Officer V and Chief, Corporate Planning Division
	Finalization of Memorandum of Understanding	None	2 Days	Atty. V, Admin. Officer V and Chief, Corporate Planning Division
	MOU Signing	None	1 Day	SPDA Administrator and Representative of Partner Government Agency
Total		None	11 days; 5 minutes;	

5. Request for the Authority's Corporate Profile and other relevant data for Technical Research/Study

This refers to the requests of Private Institutions/Group or Individual Researchers for Corporate Profile and other relevant data which will be used in the conduct of Technical Research/Studies

Department/Division	Corporate Affairs Department/Corporate Planning Division
Classification	Technical
Type of Transaction	Private to Government
Who May Avail	All interested individuals or groups
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1	Formal Request indicating the nature and objectives of the research/study	Proponent		
2	Approval of Highest Official of the Authority	Office of the Administrator and Chief Executive Officer		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Formal Request addressed to the Administrator and Chief Executive Officer (Note: Submission of formal request can also be done online through the Official Email Address of the Authority)	Receive, provide timestamp and check its completeness	None	5 Minutes	Records Officer
	Route the request to the Office of the Administrator and Chief Executive Officer	None	10 Minutes	Records Officer
	Furnish the Corporate Affairs Department a copy of the Letter Request with the Administrator's comment	None	15 Minutes	Records Officer
	If the request is approved, prepare all the data listed in the request	None	5 days	Corporate Planning

	Prepare and send a reply together with the requested data	None	30 Minutes	Corporate Planning, Records, General Services
	Retain a file copy of the reply for future reference	None	10 Minutes	Secretary, Corporate Affairs Department, Records, General Services
Total		None	5 days; 1 hour; 15 minutes;	

**OPERATIONS DEPARTMENT
EXTERNAL SERVICES**

1. Request for Technical Data/Land Profile of the Proposed and Existing Projects

This refers to the request for Technical Data/Land Profile of the proposed and existing projects which will be used in the conduct of Site validation.

Department/Division		Operations Department / Engineering and Technical Division		
Classification		Highly Technical		
Type of Transaction		Private to Government		
Who May Avail		All Private Individual or Group (External Transaction)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Formal Letter of Request indicating its purpose and list of documents needed		Requesting Party	
2	Approval of the Departmental Head		Operations Manager	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Formal Request addressed to the Operations Manager	Acknowledge receipt of request	None	3 Minutes	Secretary
	Retain a copy of letter request for record tracking	None	3 Minutes	PDO-III
	Conduct initial desk review, comments and recommendat	None	1 hour	PDO-III

	ions relative to the request			
	Submit the report to the Division Chief for endorsement	None	1 hour	PDO-III
	Endorse the request accompanied by recommendation for the required output to the Operations Manager for approval	None	1 hour	Chief, PDD
	Approve/Disapprove	None	1 hour	Manager, Operations
	If the request is approved, prepare all the documents listed in the request	None	5 days	PDO-III / Outsource
	If the request is disapproved, prepare letter of reply informing the documents are not available	None	30 minutes	PDO-III

	Facilitate release of requested documents	None	15 minutes	Secretary
	Secure a signed receiving copy	None	5 Minutes	Secretary
Total		None	5 days; 4 hours; 56 minutes;	

2. Request for Technical Team for Site Validation

This refers to the request for Technical Team to guide the prospective investors in the conduct of Site validation.

Department/Division		Operations Department / Engineering and Technical Division		
Classification		Highly Technical		
Type of Transaction		Private to Government		
Who May Avail		All Private Individual or Group (External Transaction)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Letter of Intent indicating its purpose		Requesting Party	
2	Approval of Highest Official of the Department		Operations Manager	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submit Letter of Intent addressed to the Operations Manager	Acknowledge receipt of request	None	3 Minutes	Secretary
	Retain a copy of letter request for record tracking	None	3 Minutes	Secretary
	Conduct initial desk review, comments and recommendations relative to the request	None	1 hour	Technical Staff / Outsource
	Submit the report to the Division Chief for endorsement	None	1 hour	Technical Staff / Outsource
	Endorse the request accompanied by recommendation for the required output to the Operations Manager for approval	None	1 hour	Chief, PDD
	Approve/Disapprove	None	1 hour	Manager, Operations
	If the request is approved,	None	3 days	Technical Staff / Concerns Chief of

	set a schedule for Site validation			Division / Manager, Operations
	Prepare travel documents for the conduct of Site Validation	None	1 hour	Technical Staff
	Provide an activity report and submit to the Operations Manager for an update	None	1 hour	Technical Staff / Concerns Chief of Division
Total		None	3 days; 6 hours; 6 minutes;	

3. Unsolicited Project Proposal for the Existing Projects

This refers to the unsolicited proposals received by the Authority from a private individual who have identify, conceptualize or develop an investment or market opportunities of the existing projects.

Department/Division	Operations Department / Project Development Division
Classification	Highly Technical
Type of Transaction	Private to Government
Who May Avail	All Private Individual or Group (External Transaction)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1	Formal letter of Proposal indicating the Nature and Objectives of the Project / Budget / Projected Income / Guaranteed Income to SPDA / Social and Economic Benefits	Proponent		
2	Printed (2 copies) and Electronic Copy of the Project Proposal	Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Formal Letter of Proposal and other Documentary Requirements identified in the Checklist	Receive, provide timestamp and check its completeness	None	3 Minutes	Secretary
	Retain a copy of letter request for record tracking and forward document to Chief, PDD	None	3 Minutes	Secretary
	Conduct Initial Technical and Financial Evaluation based on the submitted documents	None	5 days	Chief, PDD
	Endorse the unsolicited proposal with Technical and Financial Evaluation	None	1 day	Chief, PDD

	and his recommendations to the Operations Manager for discussions			
	Review proposal and recommendations of Chief, PDD	None	1 day	Manager, Operations
	Invite the proponent to a meeting for a Technical Discussion	None	1 day	Manager, Operations and Chief, PDD
	Present the unsolicited proposal as well as the initial findings on the Technical and Financial Evaluation conducted to the Executive Committee for approval	None	1 day	Manager, Operations and Chief, PDD
	If the proposal is not feasible, notify the proponent on the final	None	1 day	Manager, Operations

	findings/observations			
	Prepare for Implementation Plan	None	1 day	Chief, PDD
	Prepare Memorandum of Agreement	None	2 days	Manager, Operations and Chief, PDD
	Present the Draft Memorandum of Agreement to the Authority's Executive Committee	None	1 day	Manager, Operations and Chief, PDD
	Review of MOA/Secure OGCC Favorable Opinion/Revision	None	1 Month	Legal/Atty. V and Office of the GOCC Corporate Council
	Preparation of Management Proposal Recommending the Approval of the MOA by the Board of Directors	None	1 day	Chief, PDD

	Signing of the MOA	None	Half day	Manager, Operations
	Project implementation	None		Chief, PIMD
Total		None	1 month; 15 ½ days;	

4. Outsourcing for Procurement of Infrastructure Projects through competitive bidding

All procurement shall be done through open competitive bidding except as provided in R.A. 9184. It aims to protect public interest by giving the public the best possible advantage and to avoid/preclude suspicion of favoritism and anomalies in the execution of public contracts.

Department/Division		Operations Department		
Classification		Highly Technical		
Type of Transaction		Government to Government/Government to Private		
Who May Avail		All prospected bidders		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Letter of Intent indicating its purpose			Bidder
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secure Approval of the Project proposal from the SPDA Board of Directors	None	2 weeks	Corporate Board Secretary

	Submit the Board approved Project proposal (with Board Resolution) to the Dept. of Budget and Management	None	1 day	Administrator/CEO
	Secure Approval from the SPDA Board of Directors and Department of Budget and Management for the additional funding requirement	None	1 week	Administrator/CEO
	Prepare Detailed Architectural and Engineering Design and Cost Estimates	None	2 months	Engineer / Architect / Outsource
	Present the DAED to the Administrator/CEO and	None	4 hours	Engineer / Architect / Outsource

	Executive Committee for approval			
Submit approved Purchase Request (PR) to BAC Secretariat	Validate/ review submitted documents if Infrastructure Projects are within their Division's Project Procurement Management Plan (PPMP)	None	1 hour	Bids and Awards Committee (BAC) Secretariat
	If the request is not within the Division's PPMP, return the PR to the end-user for compliance		20 minutes	BAC Secretariat
	If the PR is properly accomplished , prepare the Timeline & bidding documents	None	2 working days	BAC Secretariat
	Advertising and Posting of Invitation to Bid	None	7 – 21 calendar days	BAC, BAC-TWG, BAC Secretariat

	PhilGEPS and Agency's Website			
	Conduct Pre-Bidding	None	4 hours	BAC, BAC-TWG, BAC Secretariat
Pay the corresponding Bidding Documents	Issuance of Official Receipt (OR)	Depends on the ABC	10 mins.	Cashier III
Present OR to BAC	Release the Bidding Documents		45 minutes	BAC Secretariat
Submission of Bid/Attend Opening of Bids, as scheduled	Receipt and Opening of Bids	None	1 day	BAC, BAC-TWG, BAC Secretariat
	Conduct Post-qualification evaluation of winning bidders	None	1 week	BAC, BAC-TWG
	TWG presents evaluation result to BAC declaring the Lowest Calculated Responsive Bid	None	30 mins.	BAC TWG

Receipt of Notice of Post Disqualification, if any	Preparation of Notice of Post Disqualification to losing bidders, if any	None	1 day	BAC TWG
	Prepare Notice of Award for the Approval of the HoPE; Issuance of Notice of Award (NOA)	None	1 day	BAC Secretariat/Head of Procuring Entity (HoPE)
	Posting of NOA to PhilGEPS, SPDA Website	None	1 day	BAC Secretariat
	Prepare Contract (Pro-forma); Signing of Contract	None	10 calendar days	BAC, BAC Secretariat, HoPE and winning bidder
	Prepare Notice to Proceed (NTP) for the approval of the HoPE; Issuance of NTP to successful bidder	None	1 hour 7 calendar days from the date of approval of the contract	BAC Secretariat/HoPE

Winning Bidder acknowledge Contract, NTP				Bidder
	Posting of NTP to PhilGEPS, SPDA website and conspicuous place within 15 calendar days from the issuance of NTP	None	20 minutes	BAC Secretariat/ Website administrator
	Monitoring of on-going Project		Weekly	Staff, Project Implementation and Management Division / Project Evaluation Division
	Certificate of Acceptance		As specified in the Contract	Administrator / CEO and BAC Chairman
Acknowledged receipt of the Certificate of Completion	Issuance of Certificate of Completion	None	1 hour	BAC
Total		None	3 months; 14-28 days; 11 hours; 5 minutes;	

**FINANCE AND
ADMINISTRATIVE
DEPARTMENT
EXTERNAL SERVICES**

1. Processing of Obligation Request and Status

This is a required process by the Commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts

Department/Division		Finance and Administrative Department – Budget and Treasury Division		
Classification		Complex		
Type of Transaction		G2G – Government to Government G2B – Government to Business G2C – Government to Citizen		
Who May Avail		<input type="checkbox"/> Suppliers/Service Providers <input type="checkbox"/> Contractors <input type="checkbox"/> National Government Agencies <input type="checkbox"/> Local Government Units <input type="checkbox"/> Non-Government Organizations/People’s Organization <input type="checkbox"/> Scholars/Program Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Obligation Request and Status (ORS) [3 copies]	Claimant/Concerned Program Manager/end-user units		
2	Disbursement Vouchers (DV) [4 copies]	Claimant/Concerned Program Manager/end-user units		
3	Supporting Documents per COA Circular No. 2012-01 dated June 14, 2012 (depending on the nature of the claim): Please see Annex A for details.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit ORS, DV and complete documentary requirements to the FAD-Budget and Treasury Division located at 4 th floor, Karpentrade Building, Km. 2, Mac Arthur Highway, Davao City	1. Receive documents, write date and time of receipt including name of the receiver in the original and receiving copies of the ORS.	None	1 day	Designated Receiving Officer FAD-BTD
	1.1 Check the nature of transaction if simple or complex.			
	1.2 Assign control number and record particulars of the claim in the Logbook.			
	1.3 Forward to Designated Processor.			
	1.4 Receive documents and evaluate claims.	None	1 day 2 day	Designated Processor FAD-BTD
1.5 Process claims, if in order. FAD-BTD Encode				

	obligation in the Budget System. <input type="checkbox"/> Simple Transactions <input type="checkbox"/> Complex Transactions			
	1.6 Write Obligation Number in the ORS, P/A/P, UACS Code, Responsible Center and Status of Obligation.			
	<input type="checkbox"/> If not in order, return documents to client/originating office using the FAD Return Document Form.			
	1.7 Review processed ORS and sign in Box B of the ORS, if in order. <input type="checkbox"/> If not in order, return to Processor for necessary correction/app	None	1 day, 4 hours	Division Chief FAD-BTD

	ropriate action.			
	2. Scan ORS, DV, including supporting documents, retain one (1) copy of signed ORS and signed printed half sheet for BD file and release to Accounting Division.	None	2 hours	Designated Releasing Officer FAD-BTD
Total		None	Simple Transaction – 3 days, 6 hours Complex Transaction - 4 days, 6 hours	

2. Fiscal Year Budget Preparation

Department/Division	Finance and Administrative Department		
Classification	Technical		
Type of Transaction	Government to Government (G2G)		
Who May Avail	Internal Clients		
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received invitation from Department of Budget and Management (DBM) for schedule of budget forum	None	15 minutes	Finance Department
2. Attend Budget Forum	None	1 Day	FAD, Operations Dept., Office of the Administrator
3. DBM issue Budget Call	None		Manager, FAD
4. Prepare Agency Budget Proposal a. Coordinate and discuss budget / project proposal from other departments regarding proposed projects by the Administrator b. Consolidated data submitted by Operations and Corporate Affairs Departments c. Submit to Administrator for approval.	None	30 days (January to March)	Manager, FAD Manager, FAD/Administrator/CEO

d. Schedule BOD meeting for approval of proposed budget			Executive Committee/SPD A-BOD
5. Submit to DBM – Approved proposed budget.	None	1 Day	Manager, FAD
6. Schedule Technical Budget Hearing			FAD, Operations Dept., Office of the Administrator
7. Attend Technical Budget Hearing		1 Day	Concerned Departments
8. DBM issue Budget Ceiling			
<p>9. Prepare Corporate Operating Budget / Project Briefing Portfolio</p> <p>a. Coordinate and discuss budget / project proposal from other departments regarding proposed projects by the Administrator</p> <p>b. Consolidated data submitted by Operations and Corporate Affairs Departments</p> <p>c. Submit to Administrator for approval.</p> <p>d. Schedule BOD meeting for approval of proposed budget</p> <p>Note: In case of revisions/ supplemental on budget. Go back to Step A.</p>		30 Days	Different Departments

10. Submit to Congress/ Senate Pre-Plenary Congress Senate Plenary		1 Day 1 Day 1 Day	
11. Schedule BOD Meeting for approval of budget Note: In case of changes in budget (Additions/ Supplemental), the following steps are conducted: a. Prepare Revised COB b. Consolidate COB c. Submit to Board for Approval d. Schedule BOD Approval	None None		Executive Committee/BOD Concerned Departments
12. Forward approved copy to DBM / COA / GCG / Congress	None	5 days	Manager, FAD/MLO personnel
Total	None	2 months; 11 days; 15 mins;	

Note: The Duration under each step is subject to DBM Schedule.

**FINANCE AND
ADMINISTRATIVE
DEPARTMENT
GENERAL SERVICES AND
LOGISTIC DIVISION
EXTERNAL SERVICES**

1. Hiring of Plantilla Personnel for Successful and Failed Applications

The Authority shall adhere to the Civil Service Commission’s Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) Rule VII Sec. 24 of the Publication and Posting of Vacant Positions states that, “Vacant Positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualifications standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places and in the SPDA website for period of at least ten (10) calendar days for NGAs, SUCs and GOCCs with original charters in accordance with the provisions of RA No. 7041 and its implementing guidelines...” and in Sec 29. “The Publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published.”

Department/Division		Finance and Administrative Department – General Services & Logistic Division
Classification		Highly Technical
Type of Transaction		Government to Citizen (G2C)
Who May Avail		All interested applicants
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application:		
1	Letter of Intent (1 original, 1 photocopy or electronic copy)	Applicant
2	Fully accomplished and Notarized Personal Data Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture and work experience sheet, if applicable	CS Form No. 212 can be download at www.csc.gov.ph
3	Performance rating in the last rating period (if with previous government service) (1 original copy)	Previous/current government employer
4	Certified/Authenticated of eligibility/rating/license (1 original, 1 photocopy or 1 electronic copy)	Civil Service Commission (CSC)/ Professional Regulation Commission (PRC)

5	Certified/Authenticated Transcript of Record (1 original, 1 photocopy or 1 electronic copy)	College/University Graduated/Commission on Higher Education (CHED)
Upon Appointment:		
1	ID Request for issuance of SPDA ID with 1x1 ID picture	Applicant
2	PSA-Issued Birth Certificate (1 original, 1 photocopy or 1 electronic copy)	Philippine Statistic Authority (PSA)
3	PSA-Issued Birth Certificate of Dependents (1 original, 1 photocopy or 1 electronic copy)	Philippine Statistic Authority (PSA)
3	PSA-Issued Marriage Contract (1 original, 1 photocopy or 1 electronic copy)	Philippine Statistic Authority (PSA_
4	BIR ID or Application for Registration (BIR Form No. 1901)	Bureau of Internal Revenue (BIR)
5	PhilHealth ID or PhilHealth Member Registration Form (PMRF)	Any PhilHealth branch
6	Pag-IBIG ID or Member's Data Form (MDF)	Any PhilHealth branch
7	Statement of Asset and Liabilities Net worth (SALN)	Ombudsman/CSC/Agency
For Transferee (Upon Appointment)		
1	Clearance from Money, property and legal accountabilities from the previous government office (1 original copy)	Previous Government Office
2	Service Record form previous government office (1 original copy)	Previous Government Office
3	Certificate of Available Leave Credits (1 original copy)	Previous Government Office
4	Loan voucher/s or Authority to Deduct, if applicable (1 original, 1 photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the SPDA website, bulletin board or CSC Job Portal for the list of vacancies	1.1 Submit to CSC list of vacancies	None	1 hour	Human Resource Management Officer III
	1.2 Post job vacancies in SPDA website, bulletin board for a period of at least ten (10) calendar days		30 minutes	Management & Information System (MIS) Division
2. Submit the complete requirements through spda@yahoo.com ; info@spda.gov.ph or through walk-in at the office registered address	2.1 Send an e-mail acknowledgment and stamp received for walk-in Only shortlisted applicants with complete requirements and applied within the application period will be notified for the formal assessment process.	None	20 minutes	Human Resource Management System (HRMO III)
	2.2 Submit the Comparative Assessment of		3 days	

	shortlisted applicants to the SPDA-HRMPSB			
	3.1 Schedule shortlisted applicants for technical exam; Notify shortlisted applicants scheduled for technical interview	None	3 days 1 day	HRMO III
3. Confirm the attendance to the scheduled interview and technical exam	3.2 Administers the technical exam to shortlisted applicants	None	1 day	HRMO III
	3.3 SPDA-HRMPSB evaluates the technical exams	None	2 days	Deputy Administrator; Manager, Finance & Administrative Department; Administrative Officer V; HRMO III; Budget Officer V
	3.4 For failed applicants, HRMO III notify them through letter or e-mail letter	None	30 minutes	HRMO III

4. Confirm the attendance to interview.	4.1 Scheduled shortlisted applicants who passed the technical exam	None	1 day	Deputy Administrator; Head of concerned Department or Division
	4.2 HRMPSB Secretariat prepares a report of all shortlisted applicants	None	1 day	HRMO III
	4.3 HRMPSB Chairman presents the reports to Appointing Authority	None	1 day	SPDA-HRMPSB Chairman
	4.4 Appointing Authority decides on who will be appointed among the shortlisted applicants	None	5 days	Administrator/C EO
	4.5 HRMPSB prepares the congratulatory and rejection letter/e-mail	None	4 hours	HRMO III
	4.6 Preparation of Appointment for the signature of the	None	1 day	HRMO III

	Appointing Authority			
	4.7 Prepare the Oath Taking and Assumption to Duty	None	2 hours	HRMO III; Appointing Authority
	4.8 Submission of Appointment papers and other supporting documents to CSC Field Office	None	1 day	HRMO III
	4.9 Release of Appointment papers to applicants upon approval/attestation of CSC	None	1 hour	HRMO III
TOTAL		None	21 days; 8 hours; 80 minutes	

2. For Divestment/Disposal of Real Property covered by E.O. 98 otherwise known as “Declaring the available lands of SPDA for Socialize Housing”

This refers to the Authority’ idle real properties divested through public auction under COA Circular No. 89-296 dated January 27, 1989 and those real properties covered by EO 98 occupied by informal settlers through negotiation under RA 7279 or the Urban Development and Housing Act of 1992. It aims to protect public interest by giving the public the best possible advantage and to avoid/preclude suspicion of favoritism and anomalies in the execution of public contracts.

Department/Division		Finance and Administrative Department – General Services and Logistic Division		
Classification		Technical		
Type of Transaction		Government to Private		
Who May Avail		All prospective bidders/Tenders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	SEC Registration of their association	Security Exchange Commission		
2	Resolution of Intent to Buy with notarized secretary’s certificate	Interested informal settlers		
3	Intent to Buy	Association of informal settlers		
4	List of Association Officers and Members	Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit notarized Letter of Intent to Buy the property attached the required documents (mail or email)	1.1 If walk-in customer, Stamp received the duplicate copy	None	20 minutes	Record Officer II
	1.2 Referred to management for action		30 minutes	Administrative Officer V
	1.3 If electronic mail, acknowledged e-mail		30 minutes	Administrative Officer V
	1.4 Discussion on the action of the management;	None	4 hours	ExCom members
	1.5 Prepare the ExCom Resolution approving the disposal of the property		2 hours	ExCom Secretary
	1.6 Prepare a management proposal to negotiate with the concern association for the	None	1 day	Administrative Officer V

	disposal of the property			
	1.7 Prepare draft of Deed of Absolute Sale (DOS)	None	5 working days	Attorney V
	1.8 Secured the approval of the Head of Office			BAC
	1.9 Signing of the DOS and transferred/re lease the Transfer Certificate of Title (CTC)			Administrator/As sociation
TOTAL		None	26 days; 7 hours; 20 minutes	

3. Attendance to Trainings/Seminars conducted by Training Agencies

This refers to the invitation to capability buildings for all SPDA personnel from CSC accredited or non-accredited training agencies.

Department/Division		Finance and Administrative Department – General Services and Logistic Division		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		All concerned SPDA employee		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Letter of Invitation			CSC, DAP, AIGIA,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Invitation thru e-mail or post mail	1.1 Print out the invitation letter and evaluate the training subject	None	5 minutes	Administrative Officer
	1.2 Recommend to the management the concerned personnel to attend the training.		30 minutes	Administrative Officer V/ HRMO III
	1.3 Prepare the Memorandum/ Fill-up the nomination slip and secure for the approval of the		1 hour	HRMO III

	Administrator/ CEO.			
	1.4 Inform the concerned personnel of their schedule training/ seminar	None	30 minutes	HRMO III/ Records Officer
	1.5 Confirm the final schedule of the training with the requesting agency		1 hour	Administrative Officer V/ HRMO III
	1.6 Sent out electronic copy to the concerned confirmed participants and keep a copy of the receipt/ acknowledgement	None	30 minutes	Administrative Officer V/HRMO III
	1.7 Forward to the Accounting Division the Invitation letter with nomination slip for payment.			
	1.8 Deposit the check to the account of the concerned training agency		2 hours	Utility Worker

	and keep a copy of the deposit slip for presentation upon attendance to the training.			
	1.9 Require the attendees/participants to submit reports of what he has learned in the training and how it can help it to his/her work to be better.		1 day	Participants
	2.0 Request the participants to submit a copy of his/her Certificate of Participation/Completion to the HRMO for reference and record purposes		30 minutes	
Total		None	1 day; 6 hours; 5 minutes;	

4. Request Certified True Copies of Former Employees

This refers to the old records of former employees before 2003 and after 2006.

Department/Division		Finance and Administrative Department – General Services and Logistic Division		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		All concerned SPDA employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Employees’ copy of Service Record		Proponent	
2	GSIS Requirements		GSIS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>1.1 For walk in of former employees before 2003:</u> advise client that the matter will be referred to appropriate officers before issuance of certificate of employment.	None	1 to 2 days	Manager, Fin./Admin Dept.
	<u>1.2 For walk in employees after 2006:</u> Verify requested records/documents before issuance of	None	10 minutes	HRMO III/Records Officer

	certificate of employment; Issuance of Certificate of Employment; Retain a copy for future reference	None	10 minutes	Administrative Officer V/ HRMO III
Submit GSIS requirement for application for retirement/separation benefits	Advise client that the matter will be referred to appropriate officers for their signature	None	3 days	CEO/ Authorized representative
TOTAL		None	5 days; 20 minutes	

5. Request for Procurement of Goods (Vehicles) through competitive bidding

This refers to the Authority’s procurement of goods received by the GSLD from its employee. All procurement shall be done through open competitive bidding except as provided in R.A. 9184. It aims to protect public interest by giving the public the best possible advantage and to avoid/preclude suspicion of favoritism and anomalies in the execution of public contracts.

Department/Division	Finance and Administrative Department – General Services & Logistic Division
Classification	Highly Technical
Type of Transaction	Government to Government/Government to Private
Who May Avail	All prospected bidders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Accomplished Purchase Request with the technical specifications such as but not limited to: <ul style="list-style-type: none"> • Quantity • Material • Color, if applicable • Dimensions, if applicable • Estimated Cost • Estimated Delivery date • Sample picture, layout • Purpose 	General Services and Logistic Division		
2	Approved clearance from the Head of the Procuring Entity	Administrator/CEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare proposal for the approval of the Executive Committee;	None	4 hours	Head, General Services and Logistic Division
	Prepare ExCom Resolution endorsing the proposal to the SPDA Board of Director;	None	2 hours	Secretary, Executive Committee
	Ensure that the requested goods are within the Division Project	None	30 minutes	BAC Secretariat

	Procurement Management Plan (PPMP);			
	Prepare Management Proposal for the authority and approval of the Board of Director	None	1 day	Head, General Services and Logistic Division
	Secure the approval of the DBM and Office of the President	None	30 calendar days	Office of the Administrator/Le gal Division
	Secure Purchase Request for the approval of the HoPE	None	1 working day	Head, General Services and Logistic Division
	Prepare Bidding Documents (Invitation to Bid/Timeline, Bidding Documents)	None	7 calendar days	BAC
	Conduct Pre-Procurement Conference (Optional)	None	1 working day	BAC, TWG, BAC Secretariat
	1.3Post the Invitation to Bid and Bid docs at PhilGEPS	None	7-21 calendar days	BAC Secretariat

Attend the Pre-Bid Conference	1.4 Conduct Pre-Bidding	None	4 hours	BAC, BAC-TWG, BAC Secretariat
Payment of corresponding amount of the Bidding Documents	1.1 Issuance of Official Receipt (OR); 1.2 Release of Bidding documents to interested bidders	Depends on the ABC	45 minutes	BAC Secretariat/ Cashier III
Attend the Opening of Bid	1.1 Receipt of sealed bid docs; 1.2 Conduct Opening of Bid	None	1 day	BAC, BAC-TWG, BAC Secretariat
	Conduct Post-qualification evaluation of winning bidders	None	5 working days	BAC, BAC-TWG
	1.1 Prepare BAC Resolution recommending the post-qualified winning bidder;	None	1 day	BAC /BAC Secretariat
	1.2 Issuance of Notice to bidders that undergo post-qualification	None	2 hours	BAC; BAC Secretariat

	1.1 Prepare Notice of Award for the Approval of the HoPE; 1.2 Issuance of Notice of Award (NOA) to winning bidder; 1.2 Secure the conforme of the winning bidder	None None	2 hours 1 working day	BAC Secretariat/Head of Procuring Entity (HoPE) BAC Secretariat
	Posting of NOA to PhilGEPS, SPDA Website	None	2 hours	BAC Secretariat, CORPLAN
	1.2 Prepare Contract (Pro-forma); 1.2 Signing of Contract	None None	5 calendar days 1 working day	BAC; BAC Secretariat, HoPE and winning bidder
	1.2 Prepare Notice to Proceed (NTP) for the approval of the HoPE; 1.2 Issuance of NTP to successful bidder; 1.3 Secure the conforme of	None None	1 hour 7 calendar days from the date of approval of the contract	BAC Secretariat/HoPE BAC Secretariat

	the winning bidder			
	Posting of NTP to PhilGEPS, SPDA website and conspicuous place within 15 calendar days from the issuance of NTP	None	4 hours	BAC Secretariat/ Website administrator
Deliver the unit/s to the registered address	Inspect the unit if it meet the agreed specifications	None	30 calendar days	General Services & Logistic Division
	Prepare Inspection and acceptance report	None	1 working day	Property Custodian III, Record Officer II
	Issuance of Property Accountability Slip (PAS)/ Inventory Custodian Slip	None	1 working day	Property Custodian III, HoPE, Supply Officer II, Requesting party
Acknowledged receipt of the Certificate of Completion	Issuance of Certificate of Completion	None	1 hour	BAC
TOTAL		None	121 days; 1 hour; 15 minutes	

INTERNAL SERVICES

**OFFICE OF THE
ADMINISTRATOR/DEPUTY
ADMINISTRATOR
INTERNAL SERVICES**

1. Request for approval from SPDA management.

This service refers to the request for approval/signatures referred by SPDA Management, as required by law, to make the same conform with existing laws and applicable government rules and regulations.

Department/Division		Office of the Administrator/ Deputy Administrator		
Classification		Highly Technical		
Type of Transaction		Government to Government		
Who May Avail		SPDA Management		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Signature				
1	Documents with attachments		From concerned SPDA official or personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary to the authorized staff of the Administrator/ Deputy Administrator	Record in the ledger	None	20 minutes from receipt of complete documents	Authorized Staff
	Forward the documents for signature of the Administrator/ Deputy Administrator	None	20 minutes from receipt of complete documents	Authorized Staff
	Review the documents	None	1 day	Administrator/ Deputy Administrator

	Record in the ledger the signed outgoing documents and have it acknowledged by the concerned officials or employees	None	1 hour	Authorized Staff
Total		None	1 day; 1 hour and 40 minutes	

2. Request to Conduct Board Meeting.

This service refers to the request of the management to conduct Board Meeting annually or as need arises through ad-referendum.

Department/Division		Office of the Administrator/Deputy Administrator		
Classification		Highly Technical		
Type of Transaction		Government to Government		
Who May Avail		SPDA Management		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Signature				
1	Documents with attachments		From concerned SPDA official or personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Face-to-face Board Meetings:				
1. Submit Executive	1.1 Prepare	None	1 day	Concerned Official

Committee Resolution with complete attachment	Management Proposal			
	1.2 Forward to the Board Secretary the signed Management Proposal	None	1 hour	Concerned Official
	1.3 Set the Tentative date for the Board Meeting	None	4 hours	Executive Committee
	1.4 Request the members of the Board of Directors to the proposed Board Meeting	None	1 day	Corporate Board Secretary IV,
	1.5 Confirm the attendance of the Board of Directors	None	5 days	Corporate Board Secretary IV
	1.6 Conduct the Face-to-Face Board Meeting	None	1 day	Corporate Board Secretary, Board of Directors, Executive Committee and Technical Working Group
	1.7 Prepare the	None	1 day	Corporate Board Secretary, Board

	Board Resolution			of Directors, Attorney V
	1.8 Secure the approval and signature of the Board of Directors	None	1 day	Corporate Board Secretary, Board of Directors
	1.9 Assigned numbers to approved Board Resolution	None	1 hour	Corporate Board Secretary
	1.10 Record and Filed a copy of the Board Resolution for reference	None	1 hour	Corporate Board Secretary
Total		None	10 days; 7 hours	
Board Meeting by Ad Referendum				
1. Submit Executive Committee Resolution with complete attachment	1.1 Prepare Management Proposal	None	1 day	Concerned Officials
	1.2 Forward to the Board Secretary the signed Management Proposal	None	1 hour	Concerned Officials
	1.3 Prepare the Board Resolution	None	1 day	Corporate Board Secretary

	1.4 Sent to the members of the Board of Director the Management Proposal with complete attachment for their approval/signature	None	20 days	Corporate Board Secretary
	1.5 Assigned numbers to approved Board Resolutions	None	1 hour	Corporate Board Secretary
	1.6 Record and Filed a copy of the Board Resolution for reference	None	1 hour	Corporate Board Secretary
TOTAL		None	22 days; 3 hours;	

**LEGAL DIVISION
INTERNAL SERVICES**

1. Contract Review/ Legal Opinion

Contract Review: Review, revise or modify, as the case may be, all contracts referred by SPDA Management, as required by law, to make the same conform with existing laws and applicable government rules and regulations, and/ or to prepare such contracts when requested.

Legal Opinion: Renders legal opinions, as required by law, on all important legal questions referred by the SPDA Management, Board of Directors and SPDA Personnel.

Department/Division		Legal Division		
Classification		Highly Technical		
Type of Transaction		All SPDA employees		
Who May Avail		SPDA Management, Board of Directors, OGCC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Contract Review				
1	Request for Contract Review Contract and its Annexes		From concerned SPDA official or personnel	
For Legal Opinion				
2	Request for Opinion Opinion and its Annexes		From concerned SPDA official or personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary to the SPDA Legal Division through spda308@gm ail.com and	1.1. Acknowledge receipt	None	20 minutes from receipt of complete documents (0 days, 0 hours, 20 minutes)	Legal Assistant II

spdamlo2021@gmail.com				
	1.2. Forwards the request to the Attorney V	None	20 minutes from receipt of complete documents (0 days, 0 hours, 20 minutes)	Legal Assistant II
	1.3. Reviews the request and prepares initial draft	None	5 working days from receipt of documents or last requested document, whichever is later. (5 days, 0 hours, 0 minutes)	Attorney V
	1.4. Discussion of initial draft with OGCC lawyers	None	1 day (1 day, 0 hours, 0 minutes)	Attorney V
	1.5. Finalization of the draft	None	1 day (1 day, 0 hours, 0 minutes)	Attorney V
	1.6. Dispatch of Final and Official Legal Opinion or Contract Review	None	20 minutes (0 days, 0 hours, 20 minutes)	Attorney V
Total		None	8 working days	

2. Litigation, Mediation, Arbitration

Legal Representation of SPDA in the litigation, mediation and/ or arbitration of appropriate cases brought before the courts or quasi-judicial bodies in the Philippines or abroad.

Department/Division		Legal Division		
Classification		Highly Technical		
Type of Transaction		Any SPDA official or employees		
Who May Avail		SPDA Management, Board of Directors, OGCC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Oral or Written request and endorsement		From concerned SPDA official or personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meeting and Discussion with Legal	1.1 Set schedule for meeting and/or discussion	None		
	1.2 Meeting/ Discussion	None		
	1.3 Prepare summary of discussion	None		
2. Prepare/ collate all necessary attachments and annexes relevant to the case and	2.1 Acknowledge Receipt of documents	None	10 minutes	Legal Assistant II
	2.2 Prepare summary of documents	None	Variable (10 minutes to 2 days)	Legal Assistant II

prepare a summary of events and documents	2.3 Forward the case file to the Attorney V	None	30 minutes	Legal Assistant II
	2.4 Review documents	None	Variable	Attorney V
	2.5 Study the case	None	Variable	Attorney V
	2.6 Prepare initial findings of the case to file, strength and/or weaknesses of the case and the evidence and/or other documents needed	None	1 day	Attorney V
	2.7 Submits its initial findings to the SPDA Management and recommendation of whether SPDA Legal or OGCC will handle the case	None	30 minutes	Attorney V
Total		None	1 day; 1 hour; 10 minutes;	

3. Liaison Work

Department/Division		Office of the Administrator in Manila a.k.a Manila Liaison Office		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		Internal (SPDA) External (G2G)		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Documents/ Written request			
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sending of Documents for delivery (internal client)	1.1 Sending of Documents for delivery (internal client) MLO Staff receives the document and logs/records receipt	None	1 minute	Legal Assistant II
	1.2 MLO Staff endorses document to the OIC MLO for referral to appropriate MLO Staff	None	1 minute	
	1.3 OIC MLO reviews then endorse to PRO IV	None	20 minutes	OIC MLO
	1.4 PRO IV endorses to	None	5 minutes	PRO IV

	Messengers (internal) or to Legal Assistant II for advance email to SPDA Main (external)			
	1.4.1 Delivery	None	Variable	Messenger/s
	1.4.2 Email	None	5 minutes	Legal Assistant II
	1.5 Messenger returns received document to MLO	None	Variable	Messenger/s
	1.6 Record received document in logbook	None	10 minutes	Legal Assistant II
	1.7 Endorse Document to PRO IV for Transmittal of Hardcopy to SPDA Main	None	5 minutes	Legal Assistant II
	1.8 Transmit copy to SPDA Main	None	5 minutes	PRO IV
Total		None	52 minutes	

**CORPORATE AFFAIRS
DEPARTMENT
INTERNAL SERVICES**

1. Posting of Information in SPDA Website

Employees of the Authority may submit their significant documents that are required to be published or uploaded in the Authority's website.

Department/Division		Corporate Affairs Department/Corporate Planning/MIS		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		All Employees		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Approved request for posting in SPDA Website		Requesting Party	
2	Soft copy of the item/document to be posted		Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to MIS Unit the approved request for posting	Acknowledge receipt of request	None	10 Minutes	IT Officer
	Save the file in the database	None	15 Minutes	IT Officer
	Upload or publish the document(s) to the website	None	15 Minutes	IT Officer
	Once successfully uploaded, inform the requesting party that the file has been successfully uploaded	None	15 Minutes	IT Officer
Total		None	55 minutes	

2. Request for Technical Assistance (Software or Hardware Related)

Employees of the Authority may request assistance related to software or hardware issues that require complex IT skills or knowledge.

Department/Division		Corporate Affairs Department/Corporate Planning/MIS		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		All Employees		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Maintenance and IT Request Form			IT Unit
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Maintenance and IT Request Form	Receive and Review the Maintenance Request Form	None	15 Minutes	IT Officer
	Conduct inspection of the item/s for repair or maintenance	None	15 Minutes	IT Officer
	Conduct troubleshooting	None	1 Hour	IT Officer
	Inform the requesting party about the results of the inspection and troubleshooting	None	15 Minutes	IT Officer
Total			3 hours	

**OPERATIONS DEPARTMENT
INTERNAL SERVICES**

1. Submissions of Budgetary Requirements and Projection for One (1) Calendar Year and of any Proposed Budget Revision/ Supplemental for the Current Year

All Project Heads obliged to submit budgetary requirements and projection for one (1) calendar year and of any proposed Budget Revision/Supplemental for the Current Year to the Project Development Division which will be used in the preparation of Budget Proposal/SPDA's Corporate Operating Budget

Department/Division		Operations Department / Project Development Division		
Classification		Technical		
Type of Transaction		Documentation of the Required Documents for the Operations/Maintenance of the Project		
Who May Avail		Project Head		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Letter of Transmittal		Submitting Party	
2	Two (2) printed copies of the breakdown of budgetary requirements and projection for one (1) calendar year and of any proposed Budget Revision/Supplemental for the Current Year		Submitting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Transmittal addressed to the	Acknowledge receipt of transmittal together with the listed documents	None	5 Minutes	Staff, Project Development Division

Operations Manager	Conduct initial validation, evaluation of the documents and recommendation of fund source	None	1 hour	Staff, Project Development Division
	Submit the report, comments and recommendations to the Division Chief for endorsement	None	1 hour	Staff, Project Development Division
	Submit the report and recommendations to the Manager, Operations	None	1 hour	Chief, Project Development Division
	Submit to the SPDA's Board of Directors for Approval/ Consideration	None	1 Month	Corporate Board Secretary/ Secretariat
	Board Action/ Resolution	None	1 Month	SPDA Board of Directors
Total		None	2 months; 3 hours; 5 minutes;	

2. Request for Engineering and Technical Assistance

This refers to the request for Engineering and Technical Team to have a Detailed Architectural and Engineering Drawing (DAED), Cost Estimates and other Relevant Data of the Proposed Plan which will be used in the preparation of Project Proposal

Department/Division		Operations Department		
Classification		Simple		
Type of Transaction		Inter-Departmental		
Who May Avail		All Employees		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Filled-out routing slip indicating its purpose, desired concepts and list of documents needed			Requesting Party
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled-out routing slip to the Operations Department	Acknowledge receipt of slip	None	5 Minutes	Secretary
	Conduct initial desk review, comments and recommendations relative to the request	None	1 hour	Technical Staff / Outsource
	Submit report and/or required output to the Operations Manager for approval	None	1 hour	Technical Staff / Outsource
	If the request is approved, prepare all the documents listed in the slip	None	60 days	Technical Staff / Outsource

	Facilitate release of requested documents	None	15 minutes	Secretary
	Secure a signed acknowledgment receipt	None	5 Minutes	Secretary
Total		None	60 days; 2 hours; 25 minutes;	

3. Request for Project Profile and other Relevant Data of the Existing Projects

This refers to the requests for a Project Profile of the Existing Projects and other Relevant Data which will be used in the preparation of Budget Proposal/SPDA's Corporate Operating Budget

Department/Division		Operations Department / Project Development Division		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		All Employees (Internal Transaction)		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Formal Letter of Request indicating its purpose and list of documents needed		Requesting Party	
2	Approval of Highest Official of the Department		Operations Manager	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submit Formal Request addressed to the Operations Manager	Acknowledge receipt of request	None	5 Minutes	Secretary
	Retain a copy of letter request for record tracking	None	5 Minutes	Secretary
	Conduct initial desk review, comments and recommendations relative to the request	None	1 hour	Staff, PDD
	Submit the report to the Division Chief for endorsement	None	1 hour	Staff, PDD
	Endorse the request accompanied by recommendation for the required output to the Operations Manager for approval	None	1 hour	Chief, PDD
	If the request is approved, prepare all the documents listed in the request	None	5 days	Staff, PDD

	Facilitate release of requested documents	None	15 minutes	Secretary
	Secure a signed receiving copy	None	5 Minutes	Secretary
Total		None	5 days; 3 hours; 30 minutes;	

**FINANCE AND
ADMINISTRATIVE
DEPARTMENT
INTERNAL SERVICES**

1. Processing of Disbursement Voucher

Disbursement constitutes all cash paid out during a given period in currency (cash) or by check/ADA. It may also mean the settlement of government payables/obligations by cash, check, or ADA. It shall be covered by Disbursement Voucher (DV).

Department/Division		Financial and Administrative Department (FAD) – Accounting Division		
Classification		Complex		
Type of Transaction		G2G – Government to Government G2B – Government to Business G2C – Government to Citizen		
Who May Avail		♣ Internal Clients → SPDA officials and employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Obligation Request and Status (ORS) [3 copies]	Claimant/Concerned Program Manager/end-user units		
2	Disbursement Vouchers (DV) [4 copies]	Claimant/Concerned Program Manager/end-user units		
3	Supporting Documents per COA Circular No. 2012-01 dated June 14, 2012 (depending on the nature of the claim) Please see Annex B for details			
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(from Budget Division)	1. Receive documents.	None	4 hours	Designated Receiving Officer
	1.1. Assign DV Number. FAD-AD			

	1.2. Determine the nature of transaction			
	1.3. Indicate expected date of release			
	1.4. Record particulars of the claim in the Logbook.			
	1.5. Write Sequence Number in the DV			
	1.6. Forward to Designated Accountant Processor.	None	1 day, 4 hours 2 hours	Accountant Processor FAD-AD
	2. Receive documents, evaluate and process claims. 2.1. Check completeness of supporting documents (per COA Circular 2012- 001) and validity of claims.			

	<p>2.2. If not in order, return documents to client/ originating office using the Return Document Form.</p>			
	<p>2.3. In case of cash advance, forward DV to the Accounts Analysis</p> <p>2.4. Section for checking if the payee has unliquidated cash advance.</p> <p>2.5. If with outstanding cash advance, designated Receiving Officer to return documents to originating office.</p> <p>2.6. In case of utilities and check & carry transactions, prepare Tax Certificate.</p>			

	<p>2.7. Prepare Notice of Obligation Request and Status Adjustment for over or under obligation, correction of payee/particulars/funding source, or cancellation of transaction.</p>			
	<p>3. Encode entries in the Accounting System.</p>	None	2 hours	Assigned Officer FAD-AD
	<p>4. Review DV with supporting documents, determine mode of payment and sign Box C of the DV, if in order.</p> <p>4.1. Review computation of withholding taxes, deductions, etc. and completeness of supporting documents.</p>	None	1 day	Accountant IV/ Chief Accountant FAD-AD

	4.2. If not in order, return documents to Accountant/Processor			
	5. If payment is thru LDDAPADA, provide LDDAP-ADA number for each DV, prepare and print LDDAP-ADA form in five (5) copies and forward four (4) copies, along with the DV, RANCA and supporting documents to Chief Accountant for signature.	None	4 hours	Assigned Officer/Chief Accountant FAD-AD
	6. Release to Cash Division the LDDAP-ADA, RANCA, DVs and supporting documents.	None	30 minutes	Assigned Releasing Officer/s FAD-AD
TOTAL		None	4 days 30 minutes	

2. Processing of Payment thru Modified Disbursement System (MDS)/ Commercial Checks/ List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)/ Notice of Transfer of Allocation (NTA)

Three offices in the SPDA are involved in the procedure ‘Processing of Payment’. These offices are: 1) the requesting office, service or bureau; 2) the FAD; 3) the Cash Division, Administrative Service (CD, AS). The CD, AS handles the endpoint of the procedure; starting with the receipt of the Disbursement Vouchers and LDDAP-ADA with complete supporting documents from the Accounting Division, FAD.

Department/Division		Budget and Treasury Division		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who May Avail		♣ Internal Clients → SPDA officials and employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Approved Disbursement Vouchers with complete supporting document (3 original copies)		Finance and Administrative Department (FAD) – Accounting Division (AD)	
2	LDDAP-ADA (2 original copies)		FAD-AD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(from Accounting Division)	1. Receive and evaluate signed DVs with supporting documents.	None	15 minutes	Designated Receiving Personnel Cash Division

	2. Prepare Check/NTA.	None	15 minutes	Designated Personnel/ Admin. Asst. II (check)/ Admin. Officer III (NTA) Cash Division
	3. Review Check/ LDDAPADA / NTA and supporting documents. None 30 minutes Chief Cash Division ♣ If in order, sign Check/ LDDAP-ADA/ NTA. ♣ If not in order, return documents to Receiving Personnel for appropriate action.	None	30 minutes	Chief Cash Division
	4. Review and initial/sign on Check/LDD AP-ADA/ NTA.	None	2 days	AS Director, FAD Director, concerned Undersecretary/ Secretary
	5. Review and	None	2 days	AS Director, FAD Director,

	initial/sign on Check/LDD AP-ADA/ NTA.			concerned Undersecretary/ Secretary
	1. Receive and evaluate signed DVs with supporting documents.	None	15 minutes	Designated Receiving Personnel Cash Division
	2. Prepare Check/ NTA.	None	15 minutes	Designated Personnel/ Admin. Asst. II (check)/ Admin. Officer III (NTA) Cash Division
	3. Review Check/ LDDAPADA / NTA and supporting documents. None 30 minutes Chief Cash Division ♣ If in order, sign Check/ LDDAP- ADA/ NTA. ♣ If not in order, return documents to Receiving Personnel for	None	30 minutes	Chief Cash Division

	appropriate action.			
	4. Review and initial/sign on Check/LDD AP-ADA/ NTA.	None	2 days	AS Director, FAD Director, concerned Undersecretary/ Secretary
	5. Review and initial/sign on Check/LDD AP-ADA/ NTA.	None	2 days	AS Director, FAD Director, concerned Undersecretary/ Secretary
	6. Enroll account and have it approved online.	None	30 minutes	Administrative Officer I and Chief Administrative Officer Cash Division
Receive payment thru bank account or Check.	7. If LDDAP-ADA or NTA, transmit to LBP. If Check, release to payee	None	15 minutes (crediting of payment by LBP is within 24 hours from receipt of LDDAPADA/ NTA)	Administrative Assistant II
TOTAL		None	2 days, 1 hour, 30 minutes	

3. Processing of Disbursement Voucher

This service refers to the processing of government payables/ obligations of payment, cash advance and reimbursements.

Department/Division		Accounting Division
Classification		Highly Technical
Type of Transaction		G2G – Government to Government (Internal)
Who May Avail		All GCG Employees
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Duly Accomplished Disbursement Voucher (3 original copies)	GCG Intranet – Documents – Forms – Finance
2	ORS Duly Signed and Approved (2 original copies)	Budget unit – Administrative Division – Administrative and Finance Office
3	Supporting documents:	
	3.1. Cash Advances 3.1.1 Traveling Allowances 3.1.1.1 Local Travel 1. Authority to Travel (Special Order) approved in accordance with Executive Order No. 77, series of 2019; (1 hard copy)	Requesting Party
	2. Duly Approved Original Itinerary of Travel; (1 hard copy)	Requesting party
	3. Other communications such as invitations, nominations, training programs, etc; (1 hard copy)	Requesting party

	4. For plane fare, quotations of three (3) travel agencies or its equivalent; and (1 hard copy)	Requesting party
	5. Flight itinerary issued by the air ticketing office, airline or travel agency. (1 hard copy)	Requesting party
	3.1.1.2 Foreign Travel 1. Office Order/Travel Order approved in accordance with the provisions under E.O 77; (1 hard copy)	Requesting party
	1. Duly approved Original Itinerary of Travel; (1 hard copy)	Requesting party
	2. Letter of invitation of host/ sponsoring country/agency and/or organization; (1 hard copy)	Requesting party
	3. For plane fare, quotations of three (3) travel agencies or its equivalent;	Requesting party
	4. Flight itinerary issued by the air ticketing office, airline or travel agency; (1 hard copy)	Requesting party
	5. Copy of the United Nations Development Programme (UNDP) rate of the daily subsistence allowance (DSA) for the	Requesting party

	country of designation for the computation of DSA to be claimed; (1 hard copy)	
	6. In cases of seminars and trainings: a) Invitation addressed to the agency inviting participants (issued by foreign country); b) Acceptance of the nominees as participants (issued by the foreign country); (1 hard copy) and Program Agenda and Logistics Information. (1 hard copy)	Requesting party
	3.1.2 Special Purpose/Project 1. Special Office Order for a seminar, workshop and training, or activity; (1 hard copy)	Requesting party
	1. Written communication, invitation and other forms of communication issued by the service provider indicating the actual amount of registration fee, date/s, activity, venue and other pertinent information for seminars and trainings; (1 hard copy)	Requesting party
	2. If applicable, Office Order designating members of special project; (1 hard copy)	Requesting party
	3. If applicable, Office Order designating members	Requesting party

	of special project; (1 hard copy)	
	4. In cases involving a Special Disbursing Officer, a Special Order of Authority indicating the amount of accountability and the purpose of cash advance; (1 hard copy) and	Requesting party
	5. Such other pertinent supporting documents required as to the nature of the expense. (1 hard copy)	Requesting party
	3.2 Reimbursement of Expenditures 3.2.1 Plane Fares 1. Paper/ Electronic plane tickets; (1 hard copy)	Requesting party
	2. Boarding pass; (1 photocopy)	Requesting party
	3. Special Office order with list of passengers and/or attendees; (1 hard copy)	Requesting party
	4. Authority of Travel; (1 hard copy)	Requesting party
	5. Official Receipts/Statement of Account; (1 hard copy)	Requesting party
	6. Abstract of Canvass and Quotations from three (3) suppliers; (1 hard copy) and	Requesting party
	7. Reimbursement Expense Receipt (to support expenses which cannot be conveniently issued with official receipts and	Requesting party

	invoice), if applicable. (1 hard copy)	
	<p>3.2.2. Travel Expenses (Per Diem)</p> <p>1. Paper/ Electronic version of plane, boat, or bus tickets boarding pass, terminal fee (whichever is applicable); (1 hard copy)</p>	Requesting party
	2. If a GCG vehicle was used, a Trip Ticket and Mileage and Consumption Report; (1 hard copy)	Requesting party
	3. Certificate of Appearance/Attendance; (1 hard copy)	Requesting party
	4. Itinerary of Travel; (1 hard copy)	Requesting party
	5. Authority of Travel; (1 hard copy)	Requesting party
	6. Revised or Supplemental Office Order or any proof supporting the change of schedule in the previously approved Special Order; (1 hard copy)	Requesting party
	7. If expenses incurred for official travel exceeded the prescribed rate per day, a Certification approved by the Chairperson as to the absolute necessity of the expenses together with the corresponding bills or	Requesting party

	<p>receipts. (Note: In no case shall the difference between the prescribed per day and the incurred expenses exceed 100% of the Daily Travel Expenses [DTE]. In addition, a Certification and affidavit of loss shall not be considered as an appropriate replacement for required hotel/lodging bills and receipts); (1 hard copy)</p>	
	<p>8. Reimbursement Expense Receipt (to support expenses which cannot be conveniently issued official receipts and invoice) as per COA Circular No. 2017-001; (1 hard copy)</p>	<p>Requesting party</p>
	<p>9. In cases when rather than ordinary public conveyance, a chartered trip, special hires of public utilities and other extraordinary means of transportation was used, a justification is needed; (1 hard copy) and</p>	<p>Requesting party</p>
	<p>10. In case of official travel within a 50-kilometer radius from their permanent official station, the Hotel room/lodging bills with official receipts</p>	<p>Requesting party</p>

	and Guest Folio, if expenses incurred for official travel exceeded the prescribed rate per day. (1 hard copy)	
	3.2.3 Gasoline, Fuel, Oil, and Toll Fees 1. Summary of Expenses (1 hard copy)	Requesting party
	2. Original & Photocopy of Official Receipts (1 hard copy)	Requesting party
	3. Duly accomplished Monthly Mileage and Consumption report; (1 hard copy)	Requesting party
	4. Duly accomplished and approved Trip ticket; (1 hard copy)	Requesting party
	5. Office Order 2017-42 – Guidelines on the Assignment of GCG Vehicles, Reimbursement and Allocation of Fuel and Oil Expenses; (1 Certified True Copy) and	GCG Document Management System (DMS) – Information Management Section - Information and Communications Technology Group
	6. In cases where expense is incurred during the performance of a certain program, activity, or official business, a copy of the Special Order. (1 hard copy)	Requesting party
	3.2.4 Communication Expenses 1. For Postpaid Plans	Requesting party

	1. Certification of Official Usage for the period; (1 hard copy)	
	2. Billing Statement (indicate if printed online and affix signature); (1 hard copy)	Requesting party
	3. Official Receipt (indicate if printed online and affix signature); (1 hard copy)	Requesting party
	4. GCG Internal Memorandum Circular No. 2014-03 – Guidelines in the Subscription of Mobile Phone Services for the Governance Commission for GOCCs (GCG); (1 Certified true Copy) and	GCG Document Management System (DMS) – Information Management Section - Information and Communications Technology Group
	5. If requesting employee is an Officer in Charge or Acting Division Chief, the Office Order for the entitlement. (1 hard copy)	GCG Document Management System (DMS) – Information Management Section - Information and Communications Technology Group
	2. For Load Cards 1. Certification of Official Usage for the period; (1 hard copy)	Requesting party
	2. Load Cards; (1 original and 1 photocopy)	Requesting party
	3. Official Receipt; (1 hard copy)	Requesting party

	4. GCG Internal Memorandum Circular No. 2014-03 – Guidelines in the Subscription of Mobile Phone Services for the Governance Commission for GOCCs (GCG); (1 Certified true Copy) and	GCG Document Management System (DMS) – Information Management Section - Information and Communications Technology Group
	5. If requesting employee is an Officer in Charge or Acting Division Chief, the Office Order for the entitlement. (1 hard copy)	GCG Document Management System (DMS) – Information Management Section - Information and Communications Technology Group
	3.2.5. Meals Expenses 1. Summary of Expenses; (1 hard copy)	Requesting party
	2. Special Office Order indicating purpose, list of attendees and entitlement of expenses to be reimbursed (if applicable); (1 hard copy)	
	3. GCG Internal Memorandum Order No. 2015-06 – Guidelines on the Purchase of Meals and Snacks to be Served During GCG Official Meetings; (1 hard copy)	GCG Document Management System (DMS) – Information Management Section - Information and Communications Technology Group
	4. Attendance Sheet duly signed by attendees; (1 hard copy)	Requesting party

	5. Duly Accomplished Purchase Request; (1 hard copy)	Requesting party
	6. If applicable, Inspection and Acceptance Report; (1 hard copy) and	Requesting party
	7. Official Receipts. (1 original and photocopy)	Requesting party
	3.2.6. Supplies 1. Duly Accomplished Purchase Request; (1 hard copy)	Requesting party
	2. For items amounting to P1,000 and above per unit, Abstract of Canvass and Quotation from three (3) suppliers; (1 hard copy)	Requesting party
	3. Requisition and Issuance Slip stating Non-Availability; (1 hard copy)	Requesting party
	4. Official Receipts /Invoice/Statement of Accounts; (1 hard copy)	Requesting party
	5. Duly Signed Inspection and Acceptance Report; (1 hard copy) and	Requesting party
	6. For inventoriable supplies amounting to less than P15,000 per unit, Inventory Custodian Slip. (1 hard copy)	Requesting party
	3.2.7. Preventive Repairs and Maintenance	Requesting party

	1. Duly accomplished Purchase Request; (1 hard copy)	
	2. Duly Accomplished Pre-Inspection Report; (1 hard copy)	Requesting party
	3. Waste Materials Report; (1 hard copy)	Requesting party
	4. Abstract of Canvass and Quotation from Three (3) suppliers; (1 hard copy)	Requesting party
	5. If there are replacements of parts, Inspection and Acceptance Report;	Requesting party
	6. Official receipts/Statement of Accounts/Billing; (1 hard copy) and	Requesting party
	7. Duly Accomplished Post-Inspection Report. (1 hard copy)	Requesting party
4	Additional documents not included in the above documentary requirements may be required to prove the authenticity and legitimacy of a certain claim as prescribed under COA Circular No. 2012-001 – Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions (i.e. Justification for travel fare for not using of extraordinary means of transportation). (1 hard copy)	Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) with supporting documents to the office of the Finance Division	1. Receive the Disbursement Voucher (DV) with supporting documents	None	2 working days	Administrative Officer V, Administrative Division, Administrative and Finance Office
	1.1 Verify the availability of allotment	None		
	1.2 If allotment is not available based on object of expenditure and program expenditure classification, return the Disbursement Voucher and the supporting documents	None		
	1.3 If allotment is available based on object of expenditure and program expenditure classification,	None		Administrative Officer V, Administrative Division, Administrative and Finance Office

	prepare the Obligation Request and Status to be signed by the Chief Administrative Officer of the Administrative Division			
	1.4 Forward the Obligation Request and Status for the signature of the end-user (Box A)	None		Administrative Officer V, Administrative Division, Administrative and Finance Office
2. Receive the Obligation Request and Status (ORS) from the Admin. Division and submit the same together with the Disbursement Voucher and Supporting Documents to the office of the	2. Receive the DVs with ORS and supporting documents	None	1 Working Day	Accountant IV, Finance Division, Administrative and Finance Office
	2.1 Assign a DV number and timestamp	None		Accountant IV, Finance Division, Administrative and Finance Office
	2.2 Create and issue the Tax Certificates	None		Accountant IV, Finance Division, Administrative and Finance Office
	2.3 Check and update	None		Accountant IV, Finance Division,

Finance Division	the vouchers log			Administrative and Finance Office
	2.4 Post in the index of Payment	None		Accountant IV, Finance Division, Administrative and Finance Office
	2.5 Forward the DV and supporting	None		Accountant IV, Finance Division, Administrative and Finance Office
Total		None	3 working days	

4. Preparation of Checks (Based on approved DVs)

Department/Division	Finance and Administrative Department – Budget and Treasury Division		
Classification	Technical		
Type of Transaction	Government to Government (G2G)		
Who May Avail	Internal Clients		
PREPARATION OF CHECKS (Based on approved DVs)			
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare checks (As per approved DVs)	None	3 minutes	Cashier
2. Sign the checks	None	3 minutes/check	Cashier
3. Approve / Sign Check	None	3 minutes/check	Approving Officer
4. Return to Cashier	None		Designated employee

5. Prepare Warrant Register	None	3 minutes	Cashier
6. Prepare Reports Report of Checks Issued (RCI) Check Disbursement Record	None	Updated Daily	Cashier
Total	None	12 minutes	

5. Encashment of Checks – Payroll Only

Department/Division	Finance and Administrative Department – Budget and Treasury Division		
Classification	Technical		
Type of Transaction	Government to Government (G2G)		
Who May Avail	Internal Clients		
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in Personal Info/ Sign Check		3 mins	Concerned Employee
2. Facilitate the check encashment			Cashier
3. Go to bank for check encashment			Cashier
4. Give the corresponding cash for the check encashment to the employee concerned			Cashier
5. Receive the equivalent cash on encashed check			Concerned Employee
Total	None	3 minutes	

6. Collection of Account

Department/Division	Finance and Administrative Department – Budget and Treasury Division		
Classification	Technical		
Type of Transaction	Government to Government (G2G)		
Who May Avail	Internal Clients		
AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Official Receipt (OR) upon receipt of payment for collection		3 mins	Cashier
2. Prepare Deposit Slip		3 mins	Cashier
3. Deposit the collections of the day within day or the next banking day			Cashier
Report Collection and Deposit Report		1 hour	Cashier
Total	None	1 hour; 6 minutes;	

7. Secure Bank Statement

Department/Division	Finance and Administrative Department – Budget and Treasury Division		
Classification	Technical		
Type of Transaction	Government to Government (G2G)		
Who May Avail	Internal Clients		
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Bank Statement with respective bank		3 mins	Cashier
2. Prepare the bank statement			Bank
3. Receive bank statement			Cashier
Total	None	3 minutes	

8. Budget Utilization Request (BURs)

Department/Division	Finance and Administrative Department - Budget and Treasury Division		
Classification	Technical		
Type of Transaction	G2G		
Who May Avail	Internal Clients		
AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Budget Utilization Request (BUR)		3 mins	Accounting
2. Approve BUR		3 mins	Budget Officer
Total	None	6 minutes	

**FINANCE AND
ADMINISTRATIVE
DEPARTMENT
GENERAL SERVICES AND
LOGISTIC DIVISION
INTERNAL SERVICES**

1. Request for Goods (Items, Supplies, Materials) through Shopping

Procurement through Shopping is an alternative method of procurement whereby procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from supplier of known qualifications.

Department/Division		Finance and Administrative Department-General Services & Logistic Division		
Classification		Technical		
Type of Transaction		Government to Government		
Who May Avail		Any official/employee of SPDA		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Accomplished Purchase Request (PR)		General Services & Logistic Division	
2	Copy of PPMP/APP		General Services & Logistic Division	
	Approved Purchase Request		Requesting unit	
4	Item Specifications <ul style="list-style-type: none"> • Quantity • Material, if applicable • Color, if applicable • Size, if applicable • Estimated Cost • Sample picture or layout of item to procure • Purpose 		MIS Division (if IT equipment)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved PR to General Services &	1.1 Review and Validate submitted P	None	1 working day	BAC Secretariat/Supply Officer II

Logistic Division	1.2 Prepare at least three (3) Request for Quotation (RFQ) and secure signature of the BAC Chairman	None	1 working day	Buyer IV
	1.3 Post RFQ to PhilGEPS and SPDA website	None	7 calendar days	BAC Secretariat
	1.4 Submit RFQ to at least three (3) suppliers	None		
	1.5 Retrieve the RFQ from suppliers; Evaluate and Rank Bids	None	1 working day	BAC Technical Working Group/BAC Secretariat
	1.5 Prepare documents for award (Abstract of Canvass, BAC Resolution, Purchase Order)		1 working day	BAC-TWG, BAC Secretariat
	1.6 Secured the signature of the BAC and HoPE	None	2 working days	BAC Secretariat

	1.7 Prepare Purchase Order (PO); Forward signed PO to Finance Department for processing of payment	None	1 working day	Budget Officer V, Chief Accountant, BAC Secretariat
	1.7 Notify the winning bidder through call or e-mail	None	2 hours	BAC Secretariat
	1.8 Winning bidder to deliver the items to the agency registered address or to pick-up the items whichever is applicable	None	4 working days	Buyer IV
	1.9 Prepare Inspection and acceptance report	None	1 working day	Property Custodian III, Record Officer II
	1.10 Issuance of Property Accountability Slip (PAS)/Inventory Custodian Slip	None	1 working day	Property Custodian III, HoPE, Supply Officer II, Requesting party

TOTAL		None	29 days; 2 hours	
--------------	--	-------------	-------------------------	--

2. Request for Building Maintenance and Minor Repairs

This refers to the request for maintenance of the building facilities, minor repairs of Common-Use Supplies and repairs and maintenance of RP Vehicles.

Department/Division		Finance and Administrative Department-General Services & Logistic Division		
Classification		Complex		
Type of Transaction		Government to Government		
Who May Avail		Any officials/employee of SPDA		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Accomplished Pre-Repair Evaluation		General Services & Logistic Division	
2	Accomplished Purchase Request		General Services & Logistic Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Pre-Repair evaluation and approved PR to General Services & Logistic Division	1.1 Review and Validate submitted Pre-repair evaluation and PR	None	30 minutes	Administrative Officer V, Manager, FAD, Requesting unit/party
	1.2 Verify the magnitude of the repairs of service to be done	None	1 hour	General Services and Logistic Division personnel

	1.3 If simple case/s, request outsourced personnel to proceed with the repair	None	1 day	General Services and Logistic Division personnel
	1.4 If complex cases refer to process of flow of engaging highly technical consultants	None	7 working days	General Services and Logistic Division personnel
	1.5 Prepare at least three (3) Request for Quotation (RFQ) and secure signature of the BAC Chairman	None	1 working day	Buyer IV
	1.6 Prepare Job Order and secure the signature of the concerned officials	None	1 hour	Supply Officer II, Manager, FAD; Chief Accountant, Administrator/C EO
	1.7 Forward Job Order to Finance Department for	None	1 hour	Supply Officer II, Budget Officer V, Chief Accountant, Manager, FAD

	processing of payment			
	1.8 Evaluate and Rank Bids	None	1 working day	BAC Technical Working Group
	1.9 Prepare documents for award (Abstract of Canvass, BAC Resolution, Purchase Order)		1 working day	BAC-TWG, BAC Secretariat
TOTAL		None	11 days; 3 hours; 30 minutes	

3. Documentation and Assigning of Control Numbers to Office Orders, Memorandum Orders, Travel Orders and other official documentation.

The General Services and Logistic Division is tasked to maintain a sound, efficient and effective record management system.

Department/Division	Finance and Administrative Department-General Services & Logistic Division		
Classification	Simple		
Type of Transaction	Government to Government		
Who May Avail	Any Officials/Employee of SPDA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Originally signed Office Orders, Memorandum Orders and other official issuances to be assigned with control number and subject for documentation	Requesting unit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit originally signed Office Order, Memorandum Order, Travel Order or other official documents	1.1 Receive the documents from the requesting office/unit	None	10 minutes	Records Officer II
	1.2 Assign a unique control number	None	10 minutes	Records Officer II
	1.3 Safekeep the original copy and stored the softcopy in a desktop/laptop and in an external device	None	20 minutes	Records Officer II
	1.4 Prepare certified true copies and disseminate copies to requesting unit and/or to other government offices	None	30 minutes	Records Officer II
	1.5 If required, provide the electronic copy of the documents for posting to	None	30 minutes	Records Officer II

	SPDA website or chatrooms.			
TOTAL		None	1 hour; 66 minutes	

4. Receiving of Incoming Documents

This covers the receipts of incoming documents and referral letter from external and internal clients.

Department/Division		Finance and Administrative Department-General Services & Logistic Division		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		Any Officials/Employee of SPDA, Other government agencies and entity's		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	None			Requesting unit
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sent the documents to General Services and Logistic Division through registered mail, courier or through e-mail.	1.1 Check appropriate details like name of the sender and name of the recipient	None	20 minutes	Records Officer II
	1.2 Stamp received the duplicate	None	10 minutes	Records Officer II

	copy and return to the customer, if personally delivered. If documents are received from post office or courier, affix the signature in the delivery receipts			
	1.3 Proceed to the recording of the documents	None	20 minutes	Records Officer II
	1.4 Route the physical documents to the concerned recipients	None	1 hour	Records Officer II
2. Referral letter from other department/division	2.1 Stamp received the referral letter	None	10 minutes	Administrative Officer V; Records Officer II
	2.2 If physical mail:			

	2.2.1 Prepare the attachments to be included in the reply letter			
	2.2.2 Draft the reply letter for the signature of the approving authority			
	2.2.3 Forward to the records officer for sending via regular mail or courier			
	2.3 If electronic Mail: 2.3.1 Scan the letter and save it as a PDF file.			
Total		None	2 hours	

5. Request and Issuance of Common-use Supplies

This process is in pursuant to Government Accounting Manual that covers from the receipt of requisition and issue slip through releasing of requested items.

Department/Division		Finance and Administrative Department-General Services & Logistic Division		
Classification		Simple		
Type of Transaction		Government to Government		
Who May Avail		Any Officials/Employee of SPDA		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1	Requisition and Issue Slip approved by immediate supervisor		Requesting unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Requisition and Issue Slip originally signed by the immediate supervisor	1.1 Review if the submitted RIS is properly accomplished and approved	None	10 minutes	End User/ Requisitioning unit; Supply Officer, Administrative Officer V
	1.2 If properly accomplished and with complete information, sign the approval column.	None	10 minutes	Administrative Officer V
	1.3 Check the availability of the items being requested on the stock	None	30 minutes	Supply Officer II

	room/stock card			
	<p>1.4 If available on stock, prepare the requested items.</p> <p>If not available/out of stock, mark the item/s as stock not available in the RIS form</p>	None	30 minutes	Supply Officer II
	1.5 Record the items for release including its quantity, date of issuance and the requisitioning unit in the Inventory Custodian Slip (ICS)	None	1 hour	Supply Officer II
	1.6 Release the requested items/equipment and sign the “issued by” portion of the RIS by the Supply Officer and “Received by” portion by the	None	40 minutes	Supply Officer, end user/ requisitioning unit

	requisitioning unit and indicate the date and time			
	1.7 File a copy of the RIS for reference in the conducting Inventory of semi-expendable.	None	20 minutes	Supply Officer
TOTAL		None	3 hours; 20 minutes	

6. For Divestment/Disposal of Real Property through open competitive bidding

This refers to the Authority' idle real properties divested through public auction under COA Circular No. 89-296 dated January 27, 1989 and those real properties covered by EO 98 occupied by informal settlers through negotiation under RA 7279 or the Urban Development and Housing Act of 1992. It aims to protect public interest by giving the public the best possible advantage and to avoid/preclude suspicion of favoritism and anomalies in the execution of public contracts.

Department/Division	Finance and Administrative Department-General Services and Logistic Division	
Classification	Technical	
Type of Transaction	Government to Private	
Who May Avail	All prospective bidders/Tenders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	75% Filipino owned company/individual	Security Exchange Commission
2	Organizational Profile/Individual Profile	Proponent/Tender

3	Sealed Financial Proposal			Proponent/Tender
4	Bid Security			Proponent/Tender
5	PRC ID for Real Estate Appraiser			Philippine Regulatory Commission
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit to COA the program for disposal; inventory report; appraisal report	None	20 calendar days prior to advertisement	Disposal Committee
	Advertise/ Post to SPDA Website and conspicuous places	None	7 calendar days	Disposal Committee
Inspect the subject property	Assist the tenders to inspect the area	None	1 day	Disposal Committee Secretariat/TWG
Submission of Requirements for Disposal under COA CN#89-296 dtd Jan. 27, 1989 (legal, technical and financial)	Opening of Bids (check the authenticity of documents)	None	4 Hours	BAC, Disposal Committee, Secretariat

	Prepare Notice of Award (NOA)	None	10 minutes	BAC, Disposal Committee
	Issuance of Notice of Award (NOA)		Within 7 days	Administrator/ CEO
Pay the corresponding amount	Issue Official receipt	Depends on the ABC	10 minutes	Cashier III
	Prepare Contract	None	5 working days	Attorney V
	Signing of (Contract) Deed of Absolute Sale		Within 7 days upon issuance of NOA	Administrator and winning bidder
TOTAL		None	47 days; 4 hours; 20 minutes	

FEEDBACK AND REDRESS MECHANISM

Your feedback including complaints and grievances are important to us, kindly let us know how we have served you by using one of the following:

- Accomplish the “Feedback Form” available at the Public Assistance and Complaints Desk
- Send your feedback through our Facebook Page
- Email to spda@yahoo.com;
- Write letter addressed to:

ABDULGHANI “GERRY” A. SALAPUDDIN

Administrator/CEO

Address provided in the directory

Or

- You may call telephone numbers: (082) 297-6664; (082) 298-5756

FEEDBACK FORM

Dear Customer/Client,

Thank you for considering the Southern Philippines Development Authority (SPDA) as one of your priority destinations today. It is our pleasure to provide you the best quality service. Your time devoted in answering this form is greatly appreciated. Your honest feedback will likewise help us to serve our future clients better and will enable us to work on improving our service standards. Using the scale of 1 to 5, Five (5) being the highest or VERY SATISFIED and One (1) being the lowest or VERY DISSATISFIED, please rate the quality of services you received. Rest assured that all your answers to this feedback form shall be treated with utmost confidentiality and shall be used solely for its intended purpose.

Thank you very much.

LEGEND:

5 (Very Satisfied) 4 (Satisfied) 3 (Neutral) 2 (Dissatisfied) 1 (Very Dissatisfied)

1. Generally, how would you rate your overall satisfaction and experience as far as the quality of our services is concerned?

5 4 3 2 1

2. Under what Office/Department/Division was your transaction routed? (please check the appropriate box)

- | | |
|---|---|
| <input type="checkbox"/> Office of the Administrator | <input type="checkbox"/> Operations Department |
| <input type="checkbox"/> Office of the Deputy Administrator | <input type="checkbox"/> Project Development Division |
| <input type="checkbox"/> Office of the Board of Directors | <input type="checkbox"/> Project Implementation and Management Division |
| <input type="checkbox"/> Office of the Chief of Legal Division | <input type="checkbox"/> Project Evaluation Division |
| | <input type="checkbox"/> Corporate Affairs Department |
| | <input type="checkbox"/> Business Development Division |
| | <input type="checkbox"/> Corporate Planning/MIS Division |
| | <input type="checkbox"/> Finance and Administrative Department |
| | <input type="checkbox"/> Accounting Division |
| | <input type="checkbox"/> Budget and Treasury Division |
| | <input type="checkbox"/> General Services and Logistics Division |

3. How would you rate the politeness and promptness of the actions made by our frontline staff relative to your transactions?

5 4 3 2 1

4. How would you rate the efficiency of the frontline staff assigned to assist you in your transactions?

5 4 3 2 1

5. How would rate the effectiveness of the processes involved in addressing your concerns/transactions?

5 4 3 2 1

6. How would you rate the professionalism of our support staff?

5 4 3 2 1

Comments/Suggestions (if any):

Name and Signature (Optional) : _____ Date: _____

DIRECTORY

NAME	POSITION	EMAIL	TEL. NO./ CP No.
Abdulghani A. Salapuddin	Administrator/ CEO	gersal510@gmail.com	09189220555
Munap H. Pacio	Deputy Administrator	mon.del.pacio@gmail.com	09179914888
Thelma Silfide C. Alicaway	Corporate Board Secretary IV	matel424@yahoo.com.ph	09153531710
Virginia L. Uy	Manager, Corporate Affairs Department	vky_luy@yahoo.com	09179951668
Cristy B. Dagala	Manager, Operations Department	cdagala2014@gmail.com	09561306785
Merlinda G. Abante	Manager, Finance and Administrative Department	merlyn_abante@spda.gov.ph	09685704286
Atty. Datu Reza C. Sinsuat	Acting Manager, Manila Liaison Office/ Attorney V, Legal Division	rezasinsuat@yahoo.com.ph	09285051366
Engr. Modiff Dhaiffallah T. Gampong	Chief, Corporate Planning and MIS Division	modiffgampong@spda.gov.ph	09179291708
Marlon S. Saloma	Chief, Business Development Division	marlonsaloma@gmail.com	09235322277

Ersan I. Warad	Chief, Project Implementation and Management Division	waradersan84@gmail.com	09773101085
Norhan A. Salih	Chief, Project Development Division	norhansalih01@gmail.com	09167479999
Engr. Rey T. Ahilul	Chief, Project Evaluation Division	reyspda2019@gmail.com	09976994911
Norhaysa H. Dipatuan	Chief Accountant, Accounting Division	norhaysadipatuan@gmail.com	09177737379
Albir A. Biruar	Budget Officer V, Budget and Treasury Division	albirb@yahoo.com	09777870053
Monaliza S. Ampuan	Administrative Officer V, General Services and Logistics Division	monalizaampuan@ymail.com	09054369789