



OFFICE OF CIVIL DEFENSE

CITIZEN'S CHARTER 2020 (2nd Edition)



I. MANDATE

The Office of Civil Defense (OCD), as the implementing arm of the National Disaster Risk Reduction and Management Council, shall have the primary mission of administering a comprehensive national civil defense and disaster risk reduction and management program by providing leadership in the continuous development of strategic and systematic approaches as well as measures to reduce the vulnerabilities and risks to hazards and manage the consequences of disasters.

II. VISION

By 2022, OCD is a fully capacitated agency that leads the implementation of an integrated civil defense and DRRM Program

III. MISSION

To administer a comprehensive civil defense and disaster risk reduction and management program towards a safer and resilient community.

IV. CORE VALUES

E - Excellence
P - Professionalism
I - Integrity
C - Commitment

V. SERVICE PLEDGE

We commit to:

- Serve with integrity and professionalism;
- Be prompt and timely in the delivery of our services;
- Provide adequate and accurate information;
- Provide feedback mechanism and immediately respond to complaints;
- Be polite and courteous by demonstrating sensitivity and by treating everyone equally;
- Attend to all requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break;



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Central Office

External Services



VII. SERVICE SPECIFICATIONS

1. Provision of Alert and Warning Messages

Office or Division:	24/7 Operations Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Advisories from Warning Agencies			<ul style="list-style-type: none"> ▪ PHIVOLCS ▪ PAGASA 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive/monitor from Warning agencies such as but not limited to: <ul style="list-style-type: none"> • PHIVOLCS • PAGASA 	None	1min	Staff Duty Officer (SDO)/Opcen Duty Staffs
	2. Prepare EAWM for approval	None	3mins	Alert Team Staff
	3. Send the message to any of the authorized approving authorities (CDA/ASEC-A/ASEC-O/D, OS/C, NDRRMOC) and confirm that they have received the message.	None	2mins	SDO/ Alert Team Staff
	4. Review and approve EAWM.	None	3mins	CDA ASEC-A ASEC-O D,OS C, NDRRMOC
	5. Send the approved EAWM to the identified focal persons of the TELCOs group (ABS-CBN, Globe, and Smart) for dissemination to the public. Concerned TELCOs will disseminate to the public	None	2mins	SDO/ Alert Team Staff



	immediately per RA 10369			
	6. Call each focal person to confirm that the message has been received.	None	4mins	SDO/ Alert Team Staff
TOTAL		None	15 mins	



2. Issuance of Situational Report

Office or Division:	24/7 Operations Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, private sector, CSOs, and other stakeholders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
RDRRMC Situational Report			RDRRMC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Consolidate regional situation and NDRRMC member agencies reports.	None	10 hrs	Staff Duty Officer (SDO), 24/7 OpCen
	2. Send the consolidated Situational Report thru e-mail to the approving authority for review and approval	None	5 mins	SDO, 24/7 OpCen
	3. Review the consolidated Situational Report	None	30 mins	D,OS, Chief, NDRRMOC, Alert Team Supervisor
	4. Revise draft report for corrections, if any, and return to approving authority for approval	None	1 hr	SDO, 24/7 OpCen
	5. Process approved Situational Report accordingly: a. Scan the approved Situational Report b. Transmit/Hand-carry the approved Situational Report the Secretary, DND/Chairperson, NDRRMC for his information c. Send the approved report thru e-mail	None	25 mins	SDO, 24/7 OpCen



	<p>to the Secretary, DND/Chairperson, NDRRMC, concerned agencies, OCDROs</p> <p>d. Transmit the approved report to the OCD-ICTD duty personnel for uploading in the NDRRMC website</p> <p>e. File copy of the approved report in the designated folder</p>			
TOTAL		None	12 Hours	



3. Provision of Resource Person from OCD to Discuss Subjects on Disaster Risk Reduction and Management

Office or Division:	Capacity Building and Training Service (CBTS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, private sector, CSOs, uniformed personnel, students, and other stakeholders			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance: <ul style="list-style-type: none"> • Addressed to the Administrator, OCD and Executive Director, NDRRMC • Attention to Director, Capacity-Building and Training Service • Contains type of training, date(s), venue, and target participants • Signed by authorized officer 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for resource person (at least 4 working weeks before the target date) In person	1. Receives letter request in person	None	10 minutes	Chief, Records Section
Via email/online request	Receives letter request via email/online			Admin Aide IV, Office of the Director
Via fax	Receives letter via fax			Admin Aide IV, Office of the Director
2. Receives approved request on DRRM Subject	2. Evaluates request based on training guidelines and adherence to standard requirements	None	5 working days	Admin Aide IV, Office of the Director



	3. Prepares completed staff work (CSW) and endorses to OCD Management or OCD Regional Office (RO), based on the nature of the request: <ul style="list-style-type: none"> • Letters • Memorandum • Travel Order • Endorsement 		2 working days	Admin Aide IV, Office of the Director
3. Assists the Resource Person on the specified date(s)	4. Delivers the requested DRRM subject during the specified date(s) of the activity/event	None	Specified date of the activity/event	Assigned Staff
TOTAL		None	7 days, 19 mins	



4. Provision of OCD and Non- OCD Training Team Members to deliver DRRM Capacity Building and Training Services

Office or Division:	Capacity Building and Training Service (CBTS)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, private sector, CSOs, uniformed personnel, students, and other stakeholders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter request for technical assistance: <ul style="list-style-type: none"> • Addressed to the Administrator, OCD and Executive Director, NDRRMC • Attention to Director, Capacity-Building and Training Service • Contains type of training, date(s), venue, and target participants • Signed by authorized officer 			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for resource person (at least 4 working weeks before the target date) In person	1. Receives letter request in person	None	4 minutes	Chief, Records Section
Via email/online request	Receives letter request via email/online		5 minutes	Admin Aide IV, Office of the Director
Via fax	Receives letter via fax		10 minutes	Admin Aide IV, Office of the Director



2. Receives reply letter on the request on DRRM Capacity Building and Training Service	2. Evaluates request based on training guidelines and adherence to standard requirements Prepares completed staff work (CSW) and endorses to OCD Management or OCD Regional Office (RO), based on the nature of the request: <ul style="list-style-type: none"> ▪ Letters ▪ Memorandum ▪ Travel Order ▪ Endorsement 	None	6 days upon receipt of the request	Chief, Information, Training and Advocacy Division
3. Coordinates availability of Training Team Members to provide Capacity Building and Training Services	3. Assists in the coordination	None	15 working days after approval of the request	Chief, Information, Training and Advocacy Division
4. Assists the Training Team Members	4. Delivers the requested DRRM Capacity Building and Training Services during the specified date of the activity/event	None	Specified date of the Training	Chief, Information, Training and Advocacy Division
5. Submits After Training Activity Report (ATAR) with evaluation results and recommendation	6. Receives ATAR	None	Within 10 working days after the training	Admin Aide IV, Office of the Director
	7. Evaluates list of trainees against exam results and attendance <ul style="list-style-type: none"> • Inputs list in the database • Prints certificates of completion/participation/attendance • Awards certificates of completion / participation / attendance 	None	Within 5 working days after receipt of the ATAR	Chief, Information, Training and Advocacy Division
TOTAL		None	36 days, 10 mins	



5. Processing of NDRRM Fund Request (for LGUs)

Office or Division:	Rehabilitation and Recovery Management Service		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Local Government Units (LGUs)		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Letter request to the Secretary of National Defense and Chairperson, NDRRMC thru the Administrator, OCD and Executive Director, NDRRMC with the following supporting documents:		Requesting Party	
A. For Infrastructure Projects: <ul style="list-style-type: none"> i. Fully Accomplished Project Proposal Template; ii. Approved LDRRM Plan (for Pre-Disaster Projects) iii. Post-Disaster Needs Assessment (PDNA) (if applicable) or any Calamity Damage Report with photos (for Post-Disaster Projects); iv. Detailed Engineering Design, technical drawings, and Program of Works; v. Hazard assessment of project location with site map from implementing agency or LGU sourced from CSCAND agencies; vi. Documentation of consultation with concerned LGUs; vii. Certification from Local Chief Executive that the proposed project has not received funding from other sources and that the LDRRM Fund and Special Trust Fund are insufficient to cover the project cost; viii. Endorsement from DOST stating adherence to standards (for early warning systems) 		<ul style="list-style-type: none"> i. Concerned OCD Regional Office ii. Requesting Party iii. Concerned OCD Regional Office iv. Requesting Party v. DENR-MGB, concerned LGUs, PHIVOLCS, NAMRIA, PAG-ASA vi. Requesting Party vii. Requesting Party viii. DOST 	
<i>Additional Documents for Projects Needing Land Acquisition:</i> <ul style="list-style-type: none"> i. Copy of Original Certificate of Title or Transfer Certificate of Title (TCT); ii. Copy of appropriate pages of latest applicable zonal valuation from the Bureau of Internal Revenue and Schedule of Fair Market Values from the Municipal/City Assessor; iii. Copy of property owner's declaration/certification of 		<ul style="list-style-type: none"> i. Requesting Party ii. Bureau of Internal Revenue and Municipality/City Assessor Office iii. Requesting Party 	



intent/expression of willingness to sell the subject property				
B. For Local Economic Recovery Projects: <ol style="list-style-type: none"> i. Fully Accomplished Project Proposal Template; ii. Work and Financial Plan with target beneficiaries; iii. Post-Disaster Needs Assessment (PDNA) (if applicable) or any similar report; iv. Certification from the Head of Agency that the proposed project has not received funding from other sources; v. Documentation of consultations conducted 		<ol style="list-style-type: none"> i. Concerned OCD Regional Office ii. Requesting Party iii. Concerned OCD Regional Office iv. Requesting Party v. Requesting Party 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with supporting documents from implementing agencies - In person	1. Received letter request in person	None	1 Hour	Records Section (Concerned OCD Regional Office)
- Via mail	Receive letter request via mail	None	1Hour	Records Section (Concerned OCD Regional Office)
	2. Review and evaluate completeness of requirements, eligibility of the requests	None	5 Working Days	RRMS Regional Staff
	3. If incomplete requirements or project ineligible refer back to requesting party	None		
	4. Activate and call for the Regional Project Validation and Evaluation Team (RP-VET)	None	5 Working Days	RRMS Regional Staff
	5. RP-VET conducts technical and financial review and evaluation as well as field inspection/validation as may be necessary (For projects included in the PDNA/RRP with no discrepancy from the PDNA/RRP assessed	None	20 Days	RP-VET



	amount field inspection is not necessary)			
	6. Consolidated report from RP-VET and submit recommendation and validation report to OCD Central Office	None	5 Working Days	RRMS Regional Staff
	7. Conduct further review and if eligible, prepare complete staff work for the following instances: <ul style="list-style-type: none"> • For request which fall within the mandate of NGAs and needs further validation, refer to Central Office of the concerned agency. • For recommendation to the Office of the President, approval and signature of the SND/C,NDRRMC of letter to OP 	None	5 Working Days	RRMS-DFMD
	8. Review the CSW and have it approved and signed by the Civil Defense Administrator	None	5 Working Days	ES-OCDA
TOTAL		None	45 Days, 2 Hours	

* Based on NDRRMC Memorandum No. 45, s. 2017 "Guidelines on the Administration of the National Disaster Risk Reduction and Management Fund" and NDRRMC Memorandum No. 82, s. 2018 "Amendment of NDRRMC Memorandum Circular No. 45"



6. Processing of NDRRM Fund Request (for NGAs)

Office or Division:	Rehabilitation and Recovery Management Service		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	National Government Agencies (NGAs), Constitutional Offices (COs), Government Owned and Controlled Corporation (GOCCs), and State Universities and Colleges (SUCs)		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Letter request to the Secretary of National Defense and Chairperson, NDRRMC thru the Administrator, OCD and Executive Director, NDRRMC with the following supporting documents:		Requesting Party	
A. For Infrastructure Projects: <ol style="list-style-type: none"> i. Fully Accomplished Project Proposal Template; ii. Post-Disaster Needs Assessment (PDNA) (if applicable) or any Calamity Damage Report with photos; iii. Hazard assessment of project location with site map from implementing agency or LGU sourced from CSCAND agencies; iv. Detailed Engineering Design, technical drawings, and Program of Works; v. Certification from Head of Agency that the proposed project has not received funding from other sources; vi. Documentation of consultation with concerned LGUs; 		<ol style="list-style-type: none"> i. Concerned OCD Regional Office ii. Concerned OCD Regional Office iii. DENR-MGB, concerned LGUs, PHIVOLCS, NAMRIA, PAG-ASA iv. Requesting Party v. Requesting Party vi. Requesting Party 	
<i>Additional Documents for Projects Needing Land Acquisition:</i> <ol style="list-style-type: none"> i. Copy of Original Certificate of Title or Transfer Certificate of Title (TCT); ii. Copy of appropriate pages of latest applicable zonal valuation from the Bureau of Internal Revenue and Schedule of Fair Market Values from the Municipal/City Assessor; iii. Copy of property owner's declaration/certification of intent/expression of willingness to sell the subject property; and iv. Applicable legal instrument allowing use of the land or property for the project 		<ol style="list-style-type: none"> i. Requesting Party ii. Bureau of Internal Revenue and Municipality/City Assessor Office iii. Requesting Party iv. Requesting Party 	



B. For Local Economic Recovery Projects: <ol style="list-style-type: none"> i. Fully Accomplished Project Proposal Template; ii. Work and Financial Plan with target beneficiaries; iii. Post-Disaster Needs Assessment (PDNA) (if applicable) or any similar report; iv. Certification from the Head of Agency that the proposed project has not received funding from other sources; v. Documentation of consultations conducted 		<ol style="list-style-type: none"> i. Concerned OCD Regional Office ii. Requesting Party iii. Concerned OCD Regional Office iv. Requesting Party v. Requesting Party 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with supporting documents from implementing agencies (NGAs, COs, GOCCs, SUCs) - In person	1. Received letter request in person and refer to ES-OCDA	None	1 Hour	Records Section (Central Office)
- Via mail	Receive letter request via mail and refer to ES-OCDA	None	1Hour	Records Section (Central Office)
	2. Receive, record, review, and refer the request to the Office of the Director, RRMS	None	1 Day	ES-OCDA
	3. Receive, record, review, and refer the request to the Chief, DRRM Fund Management Division	None		Office of D,RRMS
	4. Review and evaluate the Completeness of the Requirements, Eligibility of the Request	None	5 Working Days	RRMS-DFMD
	5. If incomplete requirements or projects ineligible refer back to requesting party	None		
	6. If with complete requirements, check if the project is included in the Post Disaster Needs Assessment (PDNA) or Rehabilitation and	None	5 Working Days	RRMS-DFMD



	Recovery Plan (RRP), if yes prepare Complete Staff Work (CSW) for the recommendation to OP			
	7. If no requirements refer to concerned OCD Regional Office for reassessment and revalidation	None	5 Working Days	RRMS-DFMD
	8. OCD Regional Office to reassess, revalidate and endorse (if necessary)	None	20 Days	OCD Regional Office
	9. Upon reassessment and revalidation of OCD Regional Office and endorsement back to Central Office, prepare CSW for recommendation to Office of the President	None	3 Working Days	RRMS-DFMD
	10. Review CSW and have it approve and signed by the Civil Defense Administrator	None	3 Working Days	ES-OCDA
	TOTAL	None	9 Days and 2 Hours w/ PDNA 33 Days and 2 Hours w/o PDNA	

* Based on NDRRMC Memorandum No. 45, s. 2017 "Guidelines on the Administration of the National Disaster Risk Reduction and Management Fund" and NDRRMC Memorandum No. 82, s. 2018 "Amendment of NDRRMC Memorandum Circular No. 45"



7. Processing of Financial Assistance to Victims of Disasters/Calamities (QRF)

Office or Division:	Rehabilitation and Recovery Management Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims of Disasters			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Letter Request endorsed by OCDROs/RDRRMCs Dead: 1. Death Certificate 2. Police Report 3. Barangay Certificate 4. Endorsement of OCDRO Injured: 1. Medical Certificate 2. Police Report 3. Brgy Certificate 4. Endorsement of OCDRO		OCDROs 1. Local Civil Registry 2. Local PNP 3. Barangay of Residence 4. Concerned OCD Regional Office 1. Any Medical Doctor 2. Local PNP 3. Barangay of Residence 4. Concerned OCD Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OCDROs / RDRRMCs submit request with supporting documents from the beneficiary via mail	1. Receive letter request via mail and refer to ES-OCDA	None	1 Hour	Chief, Records Section
	2. Receive, record, review, and refer the request to the Office of the D, RRMS	None	1 Day	Executive Staff (ES), OCDA
	3. Receive, record, review, and refer the request to the Chief, DFMD	None	1 Day	Office of D, RRMS
	4. Evaluate/Validate the request and prepare CSW such as DF and have it signed by D,	None	3 Days	Civil Defense Officer (CDO), DFMD



	RRMS and letter to concerned OCDRO and refer to D, AFMS			
	5. Receive, record and review the DF for concurrence of D, AFMS thru C, FMD and refer to ES-OCDA	None	1 Day	Office of D,AFMS thru C, FMD
	6. Review CSW and have it concurred by CDDA-O and approved/signed by the CDA and refer to C, DFMD	None	3 Days	ES-OCDA
	7. Receive, photocopy and refer the letter to concerned OCDRO to Records Section for mailing	None	1 Hour	CDO,DFMD
TOTAL		None	9 Days, 2 Hours	

* Based on OCD Memorandum No. 338, s. 2020 "Policies and Procedures on the Provision of Financial Assistance Chargeable Against the Quick Response Fund"



8. Recruitment and Selection

Office or Division:	Human Resource Management and Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Personnel of government agencies, private sector, CSOs, students, and other stakeholders			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application Letter/ Letter of Intent <ul style="list-style-type: none"> • Addressed to the Administrator, OCD • Attention to Director and/or Chief, HRMDD, AFMS 2. Fully accomplished Personal Data Sheet (CSC Form 212) and Work Experience Sheet 3. Performance Rating for the last Rating Period (for government employees) 4. Photocopy of certificate of eligibility/rating/license 5. Certified True Copy of Transcript of Records 6. Original Copy of NBI Clearance 		Requesting Party (applicant)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent / application letter together with the complete set of requirements not later than the date indicated in the publication (Walk-in)	1. Receives letter of intent / application letter	None	5 minutes	HR Assistant, RSPS
-Via email / online	Receives letter of intent / application letter email/online	None	5 minutes	HR Assistant, RSPS



	2. Processing of application (downloading of online application, filtering and evaluation of applications)	None	6 days upon end of publication (depends on the number of applicants)	Section Head and HR Assistant, RSPS
2. Take the Qualifying and Essay Exam	3. Administration of qualifying and essay exam to applicants	None	2 hours & 45 minutes (for I.T. positions another 1 hour)	HR Assistant, RSPS
	4. Checking exams and encoding in the database of Qualifying Results and short listing of qualified applicants	None	4 hours	Section Head and HR Assistant, RSPS
3. Attend the HRMPSB Interview	5. Preparation and conduct of HRMPSB interview and deliberation	None	Maximum of 5 days (depends on the number of applicants)	HRMPSB members and RSPS, HRMDD
	6. Submission of the results of the HRMPSB assessment for the selection of the appointing authority	None	Maximum of 10 days	Section Head, RSPS, HRMPSB members and Appointing Authority
TOTAL		None	21 days, 6 hours, 55 minutes	

**Based on Omnibus Rules on Appointments and Other Human Resource Actions 2018*



9. Provision of Food and Non-Food Items

Office or Division:	Logistics, Interoperability and Force Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter from OCDRO with copy of the Declaration of State of Calamity		1. Concerned OCDRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OCDRO to submit Endorsement Letter to OS-LIFMD	1. OS LIFMD to assess the request, check the availability of NFIs and process the request.	None	10 minutes	Chief, LIFMD
	2. D, OS shall recommend to the CDA the approval or disapproval of the request citing the justification thereof	None	2 days	Chief, LIFMD
	3. OS shall issue a letter to the requesting OCDRO and LGU informing on the approval or disapproval of request			
	4. OS LIFMD to endorse via DF the request of ROs attachments to the CDA for approval			
	5. OS-LIFMD to inform/coordinate with AFMS-GSD the release or requested NFIs to the OCDROs		30 minutes	Chief, LIFMD
	6. For rice assistance: OS-LIFMD to inform AFMS-FMD to coordinate and prepare letter request to NFA requesting the release of rice stocks to the RD,OCDRO			
TOTAL		None	2 days, 40 minutes	



10. Issuance of Bids Documents

Office or Division:	Procurement Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Prospective Bidders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bidder to proceed to the Accounting Section and request for the Order of Payment Form for the Project	1. Provide Order of Payment form to the bidder	None	2 minutes	Chief, Accounting Section
2. Bidder to completely fill-up the Order Payment form for the corresponding project	2. The Accounting Section will provide the bidder with the amount to be paid	None	5 minutes	Chief, Accounting Section / Authorized Representative
3. Bidder to proceed to the Finance Section for the settlement of amount in the Order of Payment Form	3. Issue Official Receipt upon receipt of the payment for the Bidding Documents Issue a bid document request form		5 minutes	Cashier
4. Present the Official Receipt and completely filled – up bid document request	4. Check if the form is completely filled – up Validate Copy of Official Receipt Provide a copy of Bidding Document to the proponent	None	15 minutes	Head, BAC Secretariat / Authorized Representative
TOTAL		None	27 minutes	



11. Submission and Receipt of Bid Proposal/ Eligibility Documents

Office or Division:	Procurement Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Prospective Bidders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt of Purchase of Bid Documents (Public Bidding)			OCD Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the bid proposal to the BAC Secretariat; present at least one (1) company/ government ID	1. Issue a business profile form	None	2 minutes	Head, BAC Secretariat
2. Completely fill-up the business profile form	2. Receive and acknowledge the bid offer / quotation Indicate therein the date and time of the submission	None	2 minutes	Head, BAC Secretariat
	3. Consolidate the bid offers / quotations by projects	None	1 minute	Head, BAC Secretariat
3. Take note of the scheduled opening of bids/proposal/quotation and attend same	4. Advise client of the schedule of opening of bids / proposal / quotation	None	1 minute	Head, BAC Secretariat
TOTAL		None	6 minutes	



12. Request of Motion for Reconsideration

Office or Division:	Procurement Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Prospective Bidders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter re Motion for Reconsideration			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier to submit the Motion for Reconsideration within three (3) calendar days upon receipt of written notice or upon verbal notification of the BAC Secretariat either personal or through email	1. Receive the Motion for Reconsideration and furnished a copy to the BAC and BAC-TWG Members	None	5 minutes	Head, BAC Secretariat
	2. BAC Secretariat to calendar the deliberation of the Motion for Reconsideration	None	5 minutes	Head, BAC Secretariat
2. Supplier to attend the BAC deliberation, if available	3. Consolidate the bid offers / quotations by projects	None	7 days	Head, BAC Secretariat
3. Supplier to await Issuance of Resolution	4. BAC Secretariat to prepare resolution pertaining to the Motion for Reconsideration BAC Members to sign the resolution	None	1 day	Head, BAC Secretariat
4. Receipt of Resolution through email or courier	5. BAC to issue its decision to the client	None	5 minutes	Head, BAC Secretariat
TOTAL		None	8 days, 15 minutes	



Central Office Internal Services



VII. SERVICE SPECIFICATIONS

1. Vehicle Request

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Vehicle Request Form duly signed by the Requesting Party			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Vehicle Request Form	1. Receives Vehicle Request Form & Evaluates request	None	5 minutes	Chief, Motorpool Section
	2. Recommend approval / non-approval to C, GSD	None	5 minutes	Chief, Motorpool Section
	3. Receives Vehicle Request Form for approval / non-approval	None	5 minutes	Chief, General Services Division
	4. Return Vehicle Request Form to Motorpool Section for coordination with requesting party	None	10 minutes	Chief, General Services Division
	5. Coordinate with requesting party on the approval / non-approval of request	None	10 minutes	Chief, Motorpool Section
	6. If request is approved, assign appropriate vehicle and driver	None	15 minutes	Chief, Motorpool Section
	7. Record schedule in the Motorpool Section Monitoring Board	None	5 minutes	Chief, Motorpool Section
	8. File Vehicle Request Form	None	5 minutes	Chief, Motorpool Section
TOTAL			1 Hour	



2. Request for Airline Ticket

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense & other NDRRMC member agencies			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
GFA Request Form duly signed by the Requesting Party			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits GFA Request Form	1. Receives GFA Request Form & Evaluates request	None	1 hour	Chief, Property & Supply Section
	2. Recommend approval / non-approval to C, GSD	None	5 minutes	Chief, Property & Supply Section
	3. Receives GFA Request Form for approval / non-approval	None	5 minutes	Chief, General Services Division
	4. If not approved, inform the requesting party	None	5 minutes	Chief, General Services Division
	5. If approved, submits GFA Request Form to HRMDD for flight booking	None	5 minutes	Chief, General Services Division
	6. Book flight	None	2 hours	Chief, Human Resource & Management Development Division
	7. Provide e-ticket to requesting party	None	10 minutes	Chief, Human Resource & Management Development Division
TOTAL			3 Hours, 30 Minutes	



3. Request for Identification Card

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Request for Identification Card Form			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Identification Card Form	1. Receives Request for Identification Card Form & Evaluates request	None	1 hour	Chief, General Services Division
	2. Preparation of Identification Card	None	1 day	Chief, General Services Division
	3. Printing of Identification Card	None	1 hour	Chief, General Services Division
2. Receipt of Identification Card	4. Release of Identification Card	None	5 minutes	Chief, General Services Division
TOTAL			1 Day, 2 Hours, 5 Minutes	



4. Repair and Maintenance of Facilities & Equipment

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Repair and Maintenance Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Repair and Maintenance Request Form	1. Receives Repair and Maintenance Request Form	None	1 hour	Chief, General Services Division
	2. Refer request to GASS	None	10 minutes	Chief, General Services Division
	3. Assign Inspection Team	None	20 minutes	Chief, General Administrative Support Section
	4. Inspection of facility / equipment	None	1 day	Chief, General Administrative Support Section
2. Prepare Purchase Request, Scope of Work	5. Request procurement of materials	None	7 days	Chief, General Administrative Support Section
	6. Start of Work	None	7 days (depends on work to be done)	Chief, General Administrative Support Section
3. Join in the conduct of inspection	7. Inspection and Acceptance	None	2 days (depends on the availability of the TIAC)	Technical Inspection and Acceptance Committee
TOTAL			17 Days, 1 Hour, 30 Minutes	



5. Repair and Maintenance of Vehicles

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Repair and Maintenance Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Repair and Maintenance Request Form	1. Receives Repair and Maintenance Request Form	None	1 hour	Chief, General Services Division
	2. Refer request to GASS	None	10 minutes	Chief, General Services Division
	3. Assign Inspection Team	None	20 minutes	Chief, General Administrative Support Section
	4. Conduct Pre-Repair Inspection of Vehicle	None	1 day	Chief, General Administrative Support Section
3. Prepare Purchase Request, Scope of Work	5. Request procurement of materials	None	7 days	Chief, General Administrative Support Section
	6. Start of Work	None	7 days (depends on work to be done)	Chief, General Administrative Support Section
4. Join in the conduct of inspection	7. Inspection and Acceptance	None	2 days (depends on the availability of the TIAC)	Technical Inspection and Acceptance Committee
TOTAL			20 Days	



6. Request for Documents/Records Reproduction

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Request for Document / Records Reproduction Form			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Document / Records Reproduction Form	1. Receives Request for Document / Records Reproduction Form	None	5 minutes	Chief, Records Section
	2. Check in database and files and printing of documents	None	50 minutes	Chief, Records Section
2. Receives copy of requested documents	3. Release of requested document	None	5 minutes	Chief, Records Section
TOTAL			1 Hour	



7. Requisition and Issuance of Inventory Items

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Requisition and Issuance Slip (RIS)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requisition and Issuance Slip	1. Receives Requisition and Issuance Slip	None	10 minutes	Chief, Property & Supply Section
	2. Determination of the reasonableness of the request and approval	None	1 hour	Chief, General Services Division / Chief, Property & Supply Section
2. Forwards the RIS form to the PSS staff	3. Receives approved RIS	None	20 minutes	Chief, Property & Supply Section
	4. Verification of stock availability and Issuance of supplies/items	None	1 day	Chief, Property & Supply Section
3. Receives supplies/items requested	5. Issuance of supplies/items requested	None	1 hour	Chief, Property & Supply Section
	6. Files the RIS form and Preparation of the RSMI	None	2 hours days	Chief, Property & Supply Section
	7. Signs the RSMI	None	10 minutes	Chief, Property & Supply Section
	8. File all the records	None	20 minutes	Chief, Property & Supply Section
TOTAL			1 Day, 5 Hours	



8. Request for Fidelity Bond of Accountable Officer

Office or Division:	General Services Division – Administrative & Financial Management Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Signed Officer Order – Designation of Accountable Officer		HRMDD		
2. SALN				
3. Certification of No Pending Case				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements for Fidelity Bond	1. Review completeness of requirements	None	1 day	Chief, Cash Disbursement Section
	2. Preparation of Payment for Fidelity Bond	None	5 days	Chief, Cash Disbursement Section
	3. Submission of Fidelity Bond requirements to Bureau of Treasury and Payment of bond premium fee	None	1 days	Chief, Cash Disbursement Section
TOTAL			7 Days	



9. Application for Leave of Absence

Office or Division:	Human Resource Management and Development Division – Administrative & Financial Management Service			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Accomplished CSC Form No. 6 (VL/SL/SPL)		HRMDD		
Supporting Documents (if necessary)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished CSC Form No. 6	1. Review completeness of supporting documents	None	2 minutes	HRMD Assistant, Welfare & Benefits Section
	2. Updating and recording of leave balance	None	2 minutes	HRMD Assistant, Welfare & Benefits Section
2. Seeks approval of immediate supervisor on the application for leave	3. Photocopy the approved Leave Form (to serve as file copy)	None	1 minute	HRMD Assistant, Welfare & Benefits Section
3. Submission of duly signed office clearance (if leave is to be spent abroad)	4. Prepares completed staff work <ul style="list-style-type: none"> • Disposition Form • Endorsement Letter • Memorandum 	None	5 minutes	Section Head, Welfare & Benefits Section
	5. Processing and transmittal of endorsement to the Office of the SND	None	Maximum 6 days	Section Head, Welfare & Benefits Section
	6. Release of Travel Authority	None	2 minutes	HRMDD Assistant, Welfare & Benefits Section
TOTAL			6 days, 12 minutes	



10. Terminal Leave Benefits

Office or Division:	Human Resource Management and Development Division – Administrative & Financial Management Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Personnel of the Office of Civil Defense			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		HRMDD/ Requesting Party		
Summary of Leave Credits/Leave Cards				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Letter of Intent	1. Verifies the record of the concerned employees against 201 files	None	2 minutes	HRMD Assistant, Welfare & Benefits Section
	2. Submits the summary of leave credits to Accounting for the audit on the total leave balance	None	2 minutes	HRMD Assistant, Welfare & Benefits Section
	3. Prepares supporting documents to support the claim <ul style="list-style-type: none"> • Office Clearance • Service Record • Xerox Copy of SALN • Certificate of Leave Credits balance 	None	1 hour	Section Head, Welfare & Benefits Section
	4. Auditing of Total Leave Credits of the concerned employee	None	1 day	Accounting Assistant, Accounting Section
	5. Processing of Office Clearance	None	Maximum 5 days	Concerned Division/Services
	6. Prepares completed Staff Work: <ul style="list-style-type: none"> • Disposition Form • Memo to be signed by CDA • Endorsement Letter to SND 		3 days	Section Head, Welfare & Benefits Section
	7. Monitors the release of Special Allotment Release Order (SARO)/ Notice of	None	15 days	HRMDD Assistant,



	Cash Allocation (NCA) from DBM			Welfare & Benefits Section
	8. Preparation of Disbursement Voucher		1 day	HRMDD Assistant, Welfare & Benefits Section
	9. Obligation and Check preparation		1 day	C, Budget Section/ C, Cash Division
	10. Release of TLB claim		5 minutes	C, Cash Division
TOTAL			26 days, 1 hour, 9 minutes	

**Based on Executive Order 292*



Regional Office External Services



1. Issuance of Situational Report

Office or Division:	Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, private sector, CSOs, and other stakeholders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
LDRRMC Situation Report			LDRRMC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Coordinate with concerned LGUs and surveillance agencies	None	7hrs	Staff Duty Officer (SDO), Regional Office
	2. Consolidate information	None	2hrs	SDO, Regional Office
	3. Draft Report	None		
	4. Review report by Team Leader.	None	30mins	Alert Team Leader
	5. RD to approve and sign report.	None	30mins	Regional Director
	6. Disseminate to member agencies.	None	4mins	SDO, Regional Office
	7. Forward to OCD Central OpCen.	None		
TOTAL		None	10 Hours, 4 minutes	



2. Recruitment and Selection (RO for COS and JO Applicants)

Office or Division:	Human Resource Management and Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Personnel of government agencies, private sector, CSOs, students, and other stakeholders			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application Letter/ Letter of Intent <ul style="list-style-type: none"> • Addressed to the Administrator, OCD • Attention to Director and/or Chief, HRMDD, AFMS 2. Fully accomplished Personal Data Sheet (CSC Form 212) and Work Experience Sheet 3. Performance Rating for the last Rating Period (for government employees) 4. Photocopy of certificate of eligibility/rating/license 5. Certified True Copy of Transcript of Records 6. Original Copy of NBI Clearance 		Requesting Party (applicant)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit letter of intent / application letter together with the complete set of requirements (not later than the date indicated in the publication) <ul style="list-style-type: none"> • In person (Walk-in) 	<ol style="list-style-type: none"> 1. Receives letter of intent / application letter and completed set of requirements 	None	5 minutes	HR Focal, OCDRO
<ul style="list-style-type: none"> • Via email / online 	<ol style="list-style-type: none"> 2. Receives letter of intent / application letter and complete set of documents email/online 	None	5 minutes	HR Focal, OCDRO



	and sends acknowledgement			
	3. Processing of application (downloading of online application, filtering and evaluation of applications)	None	6 days upon end of publication (depends on the number of applicants)	HR Focal, OCDRO
2. Take the Qualifying and Essay Exam	4. Administration of qualifying and essay exam to applicants	None	2 hours & 45 minutes (for I.T. positions another 1 hour)	HR Focal, OCDRO
	5. Send qualifying and essay exam to Recruitment Section at the Central Office for checking	None	1 day	HR Focal, OCDRO
	6. OCD CO HR Recruitment Section to check exam and essay and send results to concerned Regional Office	None		
3. Attend the HRMPSB Interview	7. Preparation and conduct of interview and deliberation	None	Maximum of 5 days (depends on the number of applicants)	HR Focal and Admin Officer, OCDRO
	8. Preparation of MOA and Schedule of Particulars	None	1 day	HR Focal, OCDRO
4. Sign the MOA and Schedule of particulars	9. Facilitate the signing of the MOA and schedule of particulars	None	1 day	HR Focal, OCDRO
	10. Send documents to HRMDD for processing	None	4 days	HR Focal, OCDRO
TOTAL		None	18 days, 2 hours, 55 minutes	



3. Recruitment and Selection (RO for Permanent Applicants)

Office or Division:	Human Resource Management and Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Personnel of government agencies, private sector, CSOs, students, and other stakeholders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application Letter/ Letter of Intent <ul style="list-style-type: none"> • Addressed to the Administrator, OCD • Attention to Director and/or Chief, HRMDD, AFMS 2. Fully accomplished Personal Data Sheet (CSC Form 212) and Work Experience Sheet 3. Performance Rating for the last Rating Period (for government employees) 4. Photocopy of certificate of eligibility/rating/license 5. Certified True Copy of Transcript of Records 6. Original Copy of NBI Clearance 			Requesting Party (applicant)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit letter of intent / application letter together with the complete set of requirements (not later than the date indicated in the publication) <ul style="list-style-type: none"> • In person (Walk-in) 	<ol style="list-style-type: none"> 1. Receives letter of intent / application letter and completed set of requirements 	None	5 minutes	HR Focal, OCDRO



• Via email / online	2. Receives letter of intent / application letter and complete set of documents email/online and sends acknowledgement	None	5 minutes	HR Focal, OCDRO
	3. Concerned Regional Office to forward received application documents to Recruitment Section, HRMDD	None	1 day	HR Focal, OCDRO
	4. HRMDD to process the received application/s for initial screening	None		Recruitment Section, Central Office
	5. Recruitment Section to send list of shortlisted applicants to the concerned RO	None	1 day	HR Focal, OCDRO
2. Take the Qualifying and Essay Exam	6. HR Focal to schedule and administer the qualifying and essay exam	None	2 hours & 45 minutes (for I.T. positions another 1hour)	HR Focal, OCDRO
	7. Essay exam to be checked by the Regional Director	None	1 day	Regional Director
	8. Send qualifying exam to Recruitment Section at the Central Office for checking Send essay exam to Recruitment Section	None	1day	HR Focal, OCDRO
	9. OCD CO HR Recruitment Section to check exam	None		Recruitment Section
	10. Preparation and conduct of interview and deliberation	None	Maximum of 5 days (depends on the number of applicants)	HR Focal and Admin Officer
3. Attend the Interview	11. HR Focal to inform qualified applicants regarding the schedule of interview and deliberation	None		Recruitment Section, Central Office
	12. Submission of the result of the HRMPSB Assessment for the selection of the appointing authority	None		Recruitment Section, Central Office
TOTAL		None	9 days, 2 hours, 55 minutes	



4. Submission and Receipt of Bid Proposal/ Eligibility Documents (RO)

Office or Division:	Procurement Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Prospective Bidders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Official Receipt of Purchase of Bid Documents (Public Bidding)			OCD Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the bid proposal to the BAC Secretariat; present at least one (1) company/ government ID	1. Issue a business profile form	None	2 minutes	Head, BAC Secretariat
2. Completely fill-up the business profile form	2. Receive and acknowledge the bid offer / quotation Indicate therein the date and time of the submission	None	2 minutes	Head, BAC Secretariat
	3. Consolidate the bid offers / quotations by projects	None	1 minute	Head, BAC Secretariat
3. Take note of the scheduled opening of bids/proposal/quotation and attend same	4. Advise client of the schedule of opening of bids / proposal / quotation	None	1 minute	Head, BAC Secretariat
TOTAL		None	6 minutes	



5. Request of Motion for Reconsideration (RO)

Office or Division:	Procurement Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Prospective Bidders			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter re Motion for Reconsideration			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier to submit the Motion for Reconsideration within three (3) calendar days upon receipt of written notice or upon verbal notification of the BAC Secretariat either personal or through email	1. Receive the Motion for Reconsideration and furnished a copy to the BAC and BAC-TWG Members	None	5 minutes	Head, BAC Secretariat
	2. BAC Secretariat to calendar the deliberation of the Motion for Reconsideration	None	5 minutes	Head, BAC Secretariat
2. Supplier to attend the BAC deliberation, if available	3. Consolidate the bid offers / quotations by projects	None	7 days	Head, BAC Secretariat
3. Supplier to await Issuance of Resolution	4. BAC Secretariat to prepare resolution pertaining to the Motion for Reconsideration BAC Members to sign the resolution	None	1 day	Head, BAC Secretariat
4. Receipt of Resolution through email or courier	5. BAC to issue its decision to the client	None	5 minutes	Head, BAC Secretariat
TOTAL		None	8 days, 15 minutes	



6. Provision of Food and Non-Food Items

Office or Division:	Logistics, Interoperability and Force Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter Request to RD, OCDRO 2. Declaration of State of Calamity			1. Requesting Party 2. Municipal/City/Provincial Sangunian	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request of NFIs and FIs to OCD Regional Office indicating the current event, current situation, number of affected families, quantity requested, intended beneficiaries, distribution plan and justification together with a copy of the Declaration of State of Calamity	1. Receive the necessary documents	None	10 minutes	Records Officer, OCDRO
	2. OCD Regional Office shall assess the submitted requirements and approve the requesting LGUs Distribution Plan Operation Section of OCD Regional Office to review and evaluate the submitted documents for RDs approval	None	1 Hour	Operations Section Chief



	<p>3. OCD Regional Office shall endorse the request to the CDA through the Director of the Operations Service CO</p> <p>OCD Regional Office to send the endorsement to the CDA through OS</p>	None	1 Hour	Operations Section Chief
TOTAL		None	2 hours, 10 mins	



VIII. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box at the OCD Lobby.</p> <p>Answer the Training Assessment form after the conduct of the training.</p>
How feedbacks are processed	<p>Every Friday, the Administrative and Financial Management Service opens the drop box and compiles and records all feedback submitted.</p> <p>Every after training a feedback form is distributed among the participants. It is collected prior departure from the training venue.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone numbers (02) 8911-5061 to 64.</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box at the OCD Lobby.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8911-5061 to 64.</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p>



	<p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: OCD-AFMS: (02) 8911-5061 to 64..</p>
Contact information	<ol style="list-style-type: none"> 1. OCD-AFMS: ((02) 8911-5061 to 64. 2. PCC ARTA: complaints@arta.gov.ph 1-ARTA (2782) 3. PCC: 8888 4. CCB: 0908-881-6565 (SMS)

IX. LIST OF OFFICES

Office	Address	Contact Information
Administrative & Financial Management Division	1 st Floor, OCD Building, Camp General Emilio Aguinaldo, Quezon City	(02) 8911-5061 TO 64 Loc. 106 (02) 8421-3568 ocd.afms2018@gmail.com
Capacity Building and Training Service	OCD Warehouse Building, Camp General Emilio Aguinaldo, Quezon City	(02) 8911-5061 to 64 loc. 128 (02) 8912-4832 / 8421-1926 cbts@ocd.gov.ph ocdndrrmctraining2018@gmail.com
Rehabilitation and Recovery Management Service	3 rd Floor, OCD Building, Camp General Emilio Aguinaldo, Quezon City	(02) 8911-5061 to 64 loc. 125 (02) 8912-3044 rrms@ocd.gov.ph
Operations Service	NDRRMOC Bldg., Camp General Emilio Aguinaldo, Quezon City	(02) 8911-5061 TO 64 loc. 130 (02) 8911-1406 / 8912 5668 / 8912 2665 operationsservice@ocd.gov.ph ocd.operationsservice@gmail.com



General Services Division	1 st Floor, OCD Building, Camp General Emilio Aguinaldo, Quezon City	(02) 8911-5061 to 64 loc. 119 (02) 8366-6600 gsd@ocd.gov.ph asd.central2015@gmail.com
Human Resource Management and Development Division	1 st Floor, OCD Building, Camp General Emilio Aguinaldo, Quezon City	(02) 911-5061 to 64 Loc. 114 (02) 912-5296 (02) 912-52967 hrmd@ocd.gov.ph ocd.personnel@gmail.com
OCDRO I	2F/3F Ed Fabro Building, Pagdalagan, City of San Fernando La Union	(072) 8607-6528 (072) 8607-1719 region1@ocd.gov.ph ocdrc1@yahoo.com
OCDRO II	Regional Government Center, Carig Sur, Tuguegarao City	(078) 5304-1630 / 5304-1631 (078) 5304-1630 / 5396 9828 region2@ocd.gov.ph ocdrc2@gmail.com
OCDRO III	Diosdado Macapagal Government Center, Maimpis, City of San Fernando, Pampanga	(045) 8455-1526 / 8455-0033 (045) 8455-1526 / 8455-0033 region3@ocd.gov.ph ocdregion3@gmail.com
OCDRO IV-A	175 CPD Building, Barangay Paciano, Rizal, Calamba City, Laguna	(049) 8531-7279 / 8531-7266 / 8834-4244 (049) 8531-7279 / 8531-7266 / 8834-4244 region4a@ocd.gov.ph ocd.rdrmc4a@yahoo.com
OCDRO IV-B	PEO Compound, Kumintang Ilaya, Batangas	(043) 7723-4248 / 7702-9361 (043) 7702-9361 region4b@ocd.gov.ph ocd4_mimaropa@yahoo.com
OCDRO V	Camp Gen. Simeon A. Ola, Legazpi City, Albay	(052) 7742-1176 / 8481-5031 (052) 84815031 region5@ocd.gov.ph ocd_5@yahoo.com
OCDRO VI	Camp Gen. Martin T. Delgado, Fort San Pedro, Iloilo City	(033) 5337-6671 (033) 5336-9353 / 8509-7971 region6@ocd.gov.ph ocdrc6@gmail.com
OCDRO VII	Labrador Building, N. Bacalso Avenue, Sambag 1, Cebu City	(032) 8410-64-51 (032) 7253-87-30 (032) 7253-8730 region7@ocd.gov.ph civildefenseregion7@gmail.com civildefense_rc7@yahoo.com



OCDRO VIII	2nd Floor Uytingkoc Building, Avenida Veteranos, 6500 Tacloban City	(053) 8530-4935 / (053) 8523-1112 (053) 8523-1112 region8@ocd.gov.ph ocdeastvisayas@yahoo.com.ph
OCDRO IX	Pres. Corazon C. Aquino, Regional Government Center, Brgy. Balintawak, Pagadian City	(062) 8945-0969 region9@ocd.gov.ph ocdrc9@yahoo.com
OCDRO X	Velez Compound, 101 Corrales Avenue, Corrales Avenue, Cagayan De Oro City	(088) 8857-3907 (088) 8857-3988 region10@ocd.gov.ph ocdr10@gmail.com
OCDRO XI	2/F LDL Bldg., Carlos P. Garcia Highway, Davao City	(082) 7297-7915 / 0939-373-0049 region11@ocd.gov.ph ocdrc11@yahoo.com
OCDRO XII	Camp Fermin G. Lira Jr., General Santos City	(083) 5301-2994 / 8553-2994 (083) 5301-2994 / 8553-2994 region12@ocd.gov.ph ocd12gensan@yahoo.com
OCDRO CARAGA	109 T. Calo Street, Butuan City	(085) 5342-8753 / 8816-2672 / 85341- 8629 / 5341-4015 (085) 5342-8753 / 85341-8629 / 5341- 4015 caraga@ocd.gov.ph civildefensecaraga@gmail.com
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