

SERVICE CHARTER

ADMINISTRATIVE, FINANCIAL AND MANAGEMENT STAFF [AFMS]

1. Issuance of Official Personnel Documents

Documentary requirement: Requisition form

CLIENT OR REQUESTING PARTY	STEPS, PROCEDURES OR ACTIVITIES (SERVICE PROVIDER)	FEES	FORMS	DURATION OF ACITIVITY	OFFICE OR PERSON RESPONSIBLE
Employees (present or former employees)	▪ Require client to fill up requisition form or letter	N/A	Request Form	1 working day	AD-HRMS Staff
	▪ Verify and approve request	N/A	N/A		AD Head,
	▪ Certify and issue documents requested	N/A	N/A	1 working day	

2. Payment of Claims

Documentary requirements: Disbursement vouchers and other supporting documents like approved purchase requests, MOA, billing statements, etc.

CLIENT OR REQUESTING PARTY	STEPS, PROCEDURES OR ACTIVITIES (SERVICE PROVIDER)	FEES	FORMS	DURATION OF ACITIVITY	OFFICE OR PERSON RESPONSIBLE
Claimants (within and outside of the agency)	▪ Submit documentary requirements	N/A	N/A	1 working day	Claimant
	▪ Process documents in compliance with the government accounting rules and regulations	N/A	Obligation Request Status Disbursement Voucher	1 working day	FMD-Budget and Accounting Staff
	▪ Respond on the query of the action taken on the request	N/A	N/A	1 working day	

	▪ Sign/approve transaction including LDDAP issuance	N/A	N/A	2 working days	Executive Director
	▪ Prepare, facilitate signing and record checks	N/A	N/A	1 working day	FMD-Cash and
	▪ Prepare advice and release of check issued	N/A	N/A	1 working day	Disbursement Section Head and Staff

3. Provision of Official Documents thru Records Management (RM)

CLIENT OR REQUESTING PARTY	STEPS, PROCEDURES OR ACTIVITIES (SERVICE PROVIDER)	FEES	FORMS	DURATION OF ACITIVITY	OFFICE OR PERSON RESPONSIBLE
Agencies or Offices (within and outside of the agency)	▪ Require client to fill up requisition form	N/A	Request Form	1 working day	AFMD-GSS Chief and Staff
	▪ Verify and approve request	N/A	N/A		
	▪ Certify and issue documents requested	N/A	N/A	1 working day	
	INCOMING AND OUTGOING COMMUNICATIONS	N/A	N/A	1 working day	
	▪ Receive, sort and classify communications, administrative issuances and other form of communications				
	▪ Encode data for RMIS	N/A	N/A		
	▪ Print barcode with reference number from RMIS	N/A	N/A		
	▪ Scan and upload documents	N/A	N/A		
	▪ Route communications, administrative issuances and other documents to concerned officials/employees and units	N/A	N/A		
	▪ Maintain filing (soft copy and hardcopy) of all communications, administrative issuances and other form of communications	N/A	N/A		
	▪ Liaise with other government and private offices	N/A	Request Delivery Form	1 working day	
	▪ Issue administrative issuances and other documents upon request of concerned officials/employees and units	N/A	Request Form	1 working day	
	▪ Deliver documents/mails	N/A	Private Courier Request Form	1 working day	

	▪ Undelivered documents are returned to concerned operating units	N/A	N/A	1 working day	
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4. Provision of venue for meetings or conferences

Documents required: Accomplished request form and/or letter of request

CLIENT OR REQUESTING PARTY	STEPS, PROCEDURES OR ACTIVITIES (SERVICE PROVIDER)	FEES	FORMS	DURATION OF ACITIVITY	OFFICE OR PERSON RESPONSIBLE
DA agencies, other government entities and stakeholders	▪ Accomplish and submit form	N/A	Request Form	1 working day	Requesting party
	▪ Review request form and determine availability of conference rooms, and inform the requesting party	N/A	Request Form		AD - General Services Section
	▪ If conference room is available, submit request form to the person in-charge for scheduling	N/A	N/A		
	▪ Make necessary arrangements on equipment needed	N/A	N/A	1 working day	

Procedures for Filing Complaints

The public may approach the Officer of the Day at the Public Assistance and Complaint Desk (PACD).

Rest assured that we shall carefully evaluate all concerns and we shall respond the soonest time possible. Complaints shall be classified according to the following:

LEVEL	COMPLEXITY	DETAIL	TIMEFRAME	OFFICE OR PERSON RESPONSIBLE
1	Minor	<ul style="list-style-type: none">Complaints on services offered by the operating units/agencyComplaints on directional or mistaken informationComplaints on office facilitiesComplaints on the PACD Officer manning the desk	2 working days ¹ upon receipt of Complaint	Chief, AFMD
2	Major	<p>Complaints against personnel</p> <ul style="list-style-type: none">Light OffensesLess Grave OffensesGrave Offenses	45 working days upon receipt of Complaint	Executive Director

Thank you for your continued support to PCAF. We look forward to bringing you a more responsive service.

Disclaimer

The provisions in this Charter may be revised or modified in accordance with new as well as amended guidelines and procedures any time without prior notice to the clients. In such cases, the updated versions of the Citizen's Charter may be accessed through the PCAF website at www.pcaf.da.gov.ph