

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** CITEM FOR INTERNATIONAL TRADE EXPOSITIONS AND MISSIONS

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**      Yes      No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

| GOVERNMENT SERVICE   | LEGAL BASIS  |  | OFFICE/AGENCY REGULATIONS               |                     |  |
|--|--|--|---|---------------------|--|
|  | Governing Law(s) (Number and Short Title) <sup>1</sup> | Specific Provision in the Governing Law(s) as Basis <sup>2</sup> | Issuance/Policy Title                   | Date of Effectivity | Other Issuances/Policies it Effectively Repeals/Amends |
| Design And Lifestyle International Trade Fairs Exhibitor Application | None   | None   | ISO 9001:2015 Quality Management System | February 2018       | Circular for Exhibitor Campaign                        |
| Manila Fame Exhibitor Application                                    | None   | None   | ISO 9001:2015 Quality Management System | February 2018       | Circular for Exhibitor Campaign                        |
| International Trade Fairs Exhibitor Application – Food Sector        | None   | None   | ISO 9001:2015 Quality Management System | February 2018       | Circular for Exhibitor Campaign                        |
| Signature Event-Foreign Buyer Application For                        | None   | None   | ISO 9001:2015 Quality                   | February 2018       | None   |

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law

|  |   |                                      |   |               |                                 |
|--|---|--------------------------------------|---|---------------|---------------------------------|
| Very Important Buyer Program   |   |                                      | Management System                       |               |                                 |
| Signature Events Exhibitor Application For Philippine Based Regular Exhibitors – Food Sector | None  | None                                 | ISO 9001:2015 Quality Management System | February 2018 | Circular for Exhibitor Campaign |
| Signature Events Exhibitor Application For Philippine Based New Exhibitors – Food Sector     | None  | None                                 | ISO 9001:2015 Quality Management System | February 2018 | Circular for Exhibitor Campaign |
| Issuance Of Request For Quotation  | RA 9184 - Government Procurement Reform Act | ARTICLE VII Invitation to Bid Sec 21 | ISO 9001:2015 Quality Management System | February 2018 | None                            |
| Sale Of Bid Documents  | RA 9184 - Government Procurement Reform Act | ARTICLE VII Invitation to Bid        | ISO 9001:2015 Quality Management System | February 2018 | None                            |
| Preparation Of Authority To Debit For Overseas Transactions                                  | None  | None                                 | ISO 9001:2015 Quality Management System | February 2018 | None                            |
| Issuance Of Official Receipts For Online Deposits  | None  | None                                 | ISO 9001:2015 Quality Management System | February 2018 | None                            |
| Check Disbursement For Local Payment   | None  | None                                 | ISO 9001:2015 Quality Management System | February 2018 | None                            |
| Issuance Of Official Receipts Paid Thru Cashier's Office                                     | None  | None                                 | ISO 9001:2015 Quality                   | February 2018 | None                            |

|   |   |  |   |               |  |
|---|---|--|---|---------------|--|
|   |   |  | Management System                       |               |  |
| Submission Of Receipt Of Bids   | RA 9184 - Government Procurement Reform Act | ARTICLE VIII Receipt and Opening of Bids | ISO 9001:2015 Quality Management System | February 2018 | None   |
| Hiring Of Additional Non-Permanent Personnel (Contract Of Service/Service Provider) | None  | None                                     | ISO 9001:2015 Quality Management System | February 2018 | CSC Omnibus Rules on Appointments and Other HR Actions, CITEM Merit Selection Plan |
| Hiring For Permanent (Technical) Position (Plantilla)                               | None  | None                                     | ISO 9001:2015 Quality Management System | February 2018 | CSC Omnibus Rules on Appointments and Other HR Actions, CITEM Merit Selection Plan |
| Request For Personnel Documents   | None  | None                                     | ISO 9001:2015 Quality Management System | February 2018 | CSC Omnibus Rules on Appointments and Other HR Actions, CITEM Merit Selection Plan |

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

<sup>3</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service

| <b>GOVERNMENT SERVICE: DESIGN AND LIFESTYLE INTERNATIONAL TRADE FAIRS EXHIBITOR APPLICATION</b>  |                    |   |                    |                              |   |
|--|--------------------|---|--------------------|------------------------------|---|
| <b>SERVICE INFORMATION</b>   |                    |   |                    |                              |   |
| <b>LIST OF REQUIREMENTS</b>  |                    | <b>LIST OF STEPS AND PROCEDURES</b>   |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b>                      |
| <b>Requirement</b>   | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>                | <b>Legal Basis</b> |                              |   |
| Duly Accomplished Application Form   | <b>None</b>        | 1. Accomplish Online Application Form & Upload Required Product Line Sheet & Photos | <b>None</b>        | <b>17 Days</b>               | <b>None</b>                                       |
| Product Line Sheet w/ Material Description, Estimated Cost, High-Resolution Product Photos on White Background   | <b>None</b>        | 2. Settle Participation Fee Thru CITEM Cashier or Online Payment Facility           | <b>None</b>        | <b>3 Days</b>                | <b>Depends on the International Participation</b> |
| Copy of Latest Certificate or Any Proof of Attendance in Export Related Trainings/Seminars   | <b>None</b>        |   |                    |                              |   |
| CITEM Signed Invoice Packing List  | <b>None</b>        |   |                    |                              |   |
| Settlement of Participation Fee as Indicated in the Invoice Provided by CITEM and Furnish Project Officer w/ a Copy of Deposit Slip or Transfer Advice | <b>None</b>        |   |                    |                              |   |
| <b>TOTAL</b>   |                    |   |                    | <b>20 Days</b>               | <b>Depends on the International Participation</b> |

| <b>GOVERNMENT SERVICE: <u>MANILA FAME EXHIBITOR APPLICATION</u></b>  |                    |   |                    |                              |                              |
|--|--------------------|---|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>   |                    |   |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>  |                    | <b>LIST OF STEPS AND PROCEDURES</b>   |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>   | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>                                    | <b>Legal Basis</b> |                              |                              |
| Fully - accomplished online application form   | <b>None</b>        | 1. Create account to register   | <b>None</b>        | <b>1 Days</b>                | <b>None</b>                  |
| Valid Mayor's Business Permit  | <b>None</b>        | 2. Fill-up the online application form with the necessary business information                          | <b>None</b>        | <b>1 Days</b>                | <b>None</b>                  |
| At least 3 High-quality Product Photos   | <b>None</b>        | 3. Submit/email complete application requirements through the document uploading portal sent via E-mail | <b>None</b>        | <b>5 Days</b>                |                              |
| Brief Write up about your Brand or Company (include features/stories, etc. on socially responsible initiatives and processes, if applicable) | <b>None</b>        |   |                    |                              |                              |
| List of your Major International Buyers (distributor, importer, retailer, contract market, etc.) (min. Of 1, max. of 5)                      | <b>None</b>        |   |                    |                              |                              |
| List of International Overseas Tradeshows participated in as exhibitor (give at least 2)   | <b>None</b>        |   |                    |                              |                              |
| Product Development Form   | <b>None</b>        |   |                    |                              |                              |
| <b>TOTAL</b>   |                    |   |                    | <b>7 Days</b>                | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: INTERNATIONAL TRADE FAIRS EXHIBITOR APPLICATION – FOOD SECTOR</b>   |                    |  |                    |                              |   |
|--|--------------------|--|--------------------|------------------------------|---|
| <b>SERVICE INFORMATION</b>   |                    |  |                    |                              |   |
| <b>LIST OF REQUIREMENTS</b>  |                    | <b>LIST OF STEPS AND PROCEDURES</b>  |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b>  |
| <b>Requirement</b>   | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>   | <b>Legal Basis</b> |                              |   |
| Fully-accomplished application contract form   | <b>None</b>        | 1. Accomplish and submit completed application contract form together with the required supporting documents   | <b>None</b>        | <b>8 Days</b>                | <b>NA</b>   |
| Copies of the following registrations for authentication and evaluation:<br>•Securities and Exchange Commission (SEC) Certificate<br>•DTI/BOI Certificate<br>•BIR<br>•FDA License to Operate<br>•FDA Certificate of Product Registration | <b>None</b>        | 2. Settle the Participation Fees indicated in the invoice thru CITEM Cashier or any of its payment channels and furnish Project Officer with a copy of deposit slip or transfer advice | <b>None</b>        | <b>1 Days</b>                | <b>As indicated in the Invoice or Statement of Account depending on the participation</b> |
| Company Profile, Product Brochure / Catalogue, Product Photos  | <b>None</b>        |  |                    |                              |   |
| Active Email Address, Website and Social Media Account (Facebook/Instagram)  | <b>None</b>        |  |                    |                              |   |
| As may be required, the following food safety certifications must be submitted: HACCP, Organic, Kosher, Halal, US FDA, BRC, etc.   | <b>None</b>        |  |                    |                              |   |

|              |               |  |
|--------------|---------------|--|
| <b>TOTAL</b> | <b>9 Days</b> | As indicated in the Invoice or Statement of Account depending on the participation |
|--------------|---------------|--|

| <b>GOVERNMENT SERVICE: SIGNATURE EVENT-FOREIGN BUYER APPLICATION FOR VERY IMPORTANT BUYER PROGRAM</b> |                    |   |                    |                              |                              |
|---|--------------------|---|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>  |                    |   |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>   |                    | <b>LIST OF STEPS AND PROCEDURES</b>   |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>  | <b>Legal Basis</b> |                              |                              |
| Fully-accomplished Online VIB Application Form  | <b>None</b>        | 1. Accomplish and submit completed Online Application Form<br>1.1. Receives system-generated confirmation email with instructions to email supporting documents | <b>None</b>        | <b>1 Day</b>                 | <b>None</b>                  |
| Company Profile   | <b>None</b>        | 2. Submit supporting documents required   | <b>None</b>        | <b>3 Days</b>                | <b>None</b>                  |
| Passport  | <b>None</b>        | 3. Complete Hotel Booking Form  | <b>None</b>        | <b>1 Day</b>                 | <b>None</b>                  |
| <b>TOTAL</b>  |                    |   |                    | <b>6 Days</b>                | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: SIGNATURE EVENTS EXHIBITOR APPLICATION FOR PHILIPPINE BASED REGULAR EXHIBITORS – FOOD SECTOR</b>   |                    |   |                    |                              |  |
|---|--------------------|---|--------------------|------------------------------|--|
| <b>SERVICE INFORMATION</b>  |                    |   |                    |                              |  |
| <b>LIST OF REQUIREMENTS</b>   |                    | <b>LIST OF STEPS AND PROCEDURES</b>   |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b>   |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen’s Charter</b>  | <b>Legal Basis</b> |                              |  |
| Fully accomplished Application Contract Form  | <b>None</b>        | 1. Accomplished and submit duly signed application contract form together with complete requirements (in scanned copies)                                    | <b>None</b>        | <b>4 Days</b>                | <b>None</b>  |
| Updated copy of valid FDA License to Operate (LTO) for applicants carrying food and food related products only, and other food certification as may be required | <b>None</b>        | 2. Pay the required participation fee through Agency’s Cashier or any of its payment channels (Land Bank of the Philippines) and email the proof of payment | <b>None</b>        | <b>4 Hours</b>               | P 3,200/sqm<br>or<br>USD 170/sqm<br>for raw space<br><br>P 4,000/sqm<br>or<br>USD200/sqm for shell scheme* |
| Operational website (if any), Email Address, and Social Media Account   | <b>None</b>        |   |                    |                              |  |
| <b>TOTAL</b>  |                    |   |                    | <b>4 Days,<br/>4 Hours</b>   | P 3,200/sqm<br>or<br>USD 170/sqm<br>for raw space<br><br>P 4,000/sqm<br>or<br>USD200/sqm for shell scheme* |

*\*CITEM management’s approved rates shall be applied.*



| <b>GOVERNMENT SERVICE: SIGNATURE EVENTS EXHIBITOR APPLICATION FOR PHILIPPINE BASED NEW EXHIBITORS – FOOD SECTOR</b>  |                    |  |                    |                              |  |
|--|--------------------|--|--------------------|------------------------------|--|
| <b>SERVICE INFORMATION</b>   |                    |  |                    |                              |  |
| <b>LIST OF REQUIREMENTS</b>  |                    | <b>LIST OF STEPS AND PROCEDURES</b>  |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b>                                       |
| <b>Requirement</b>   | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>   | <b>Legal Basis</b> |                              |  |
| Fully accomplished application form  | <b>None</b>        | 1. Accomplished and submit duly signed application contract form together with requirements (in scanned copies)<br><br>Awaits confirmation of scheduled company /factory, undertakes necessary preparation for the visit | <b>NA</b>          | <b>3 Days</b>                | <b>None</b>  |
| Copy of the following registrations:<br>a. DTI or SEC (with complete Articles of Incorporation)<br>b. BIR Form 2303<br>c. Valid FDA LTO<br>d. Applicable food certifications | <b>None</b>        | 2. Facilitates company/ factory visit  | <b>NA</b>          | <b>0.5 Day</b>               | <b>None</b>  |
| Company Profile  | <b>None</b>        | 3. Awaits result of company / factory visit  | <b>None</b>        | <b>4 Days</b>                | <b>None</b>  |
| High resolution product photos/Product Catalogue   | <b>None</b>        | 4. Pay the required participation fee through Agency's Cashier or any of its payment channels (LBP or DBP)   | <b>None</b>        | <b>0.5 Day</b>               | <b>P 3,200/sqm for raw space<br/>P 4,000/sqm for shell scheme*</b> |
| Operational website (if any), Email address, and Social Media Account  | <b>None</b>        |  |                    |                              |  |
| Schedule of factory visit  | <b>None</b>        |  |                    |                              |  |

|              |               |  |
|--------------|---------------|--|
| <b>TOTAL</b> | <b>8 Days</b> | <b>P 3,200/sqm<br/>for raw space<br/>P 4,000/sqm<br/>for shell scheme*</b> |
|--------------|---------------|--|

| <b>GOVERNMENT SERVICE: <u>ISSUANCE OF REQUEST FOR QUOTATION</u></b> |                    |  |                    |                              |                              |
|---|--------------------|--|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>  |                    |  |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>   |                    | <b>LIST OF STEPS AND PROCEDURES</b>  |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>   | <b>Legal Basis</b> |                              |                              |
| Request for Quotation (thru E-mail or Fax)                          | <b>RA 9184</b>     | 1. Interested Bidders to request through walk-in, telephone calls, and e-mail at citebac@citem.com.ph for copies of Request for Quotation, Supplemental / Bid Bulletin (if applicable), and templates of required eligibility documents. | <b>RA 9184</b>     | <b>15 Minutes</b>            | <b>None</b>                  |
| <b>TOTAL</b>  |                    |  |                    | <b>15 Minutes</b>            | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: <u>SALE OF BID DOCUMENTS</u></b> |                    |   |                    |                              |  |
|---|--------------------|---|--------------------|------------------------------|--|
| <b>SERVICE INFORMATION</b>                              |                    |   |                    |                              |  |
| <b>LIST OF REQUIREMENTS</b>                             |                    | <b>LIST OF STEPS AND PROCEDURES</b>   |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b>   |
| <b>Requirement</b>                                      | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>                                  | <b>Legal Basis</b> |                              |  |
| Request for Quotation                                   | <b>RA 9184</b>     | 1. Interested Bidders shall secure a copy of Request for Quotation to BAC Secretariat.                | <b>RA 9184</b>     | <b>30 Minutes</b>            | <b>Standard Rates as prescribed in Guidelines on the Sale of Bidding Documents, Appendix 8 of the 2016 Revised IRR of RA 9184.</b> |
| Official Receipt  |                    | 2. Interested Bidders shall proceed to the Cashier Unit to pay for the bid documents.                 |                    |                              |  |
|   |                    | 3. Prospective Bidder to present the Official Receipt to BAC Secretariat and avail the bid documents. |                    |                              |  |
| <b>TOTAL</b>  |                    |   |                    | <b>30 Minutes</b>            | <b>Standard Rates as prescribed in Guidelines on the Sale of Bidding Documents, Appendix 8 of the 2016 Revised IRR of RA 9184.</b> |

| <b>GOVERNMENT SERVICE: <u>PREPARATION OF AUTHORITY TO DEBIT FOR OVERSEAS TRANSACTIONS</u></b>                                   |                    |   |                    |                              |                              |
|---|--------------------|---|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>  |                    |   |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>   |                    | <b>LIST OF STEPS AND PROCEDURES</b>                                       |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>      | <b>Legal Basis</b> |                              |                              |
| Audited/ Approved Disbursement Voucher  | <b>None</b>        | 1. Forward Audited/Approved Disbursement Vouchers with complete documents | <b>COA</b>         | <b>2 Days</b>                | <b>None</b>                  |
| Notarized Application to Purchase Foreign Exchange( if the amount is US\$ 30,000.00 and above)/ application for Manager's Check | <b>None</b>        |   |                    |                              |                              |
| Demand Draft Electronic Fund Transfer and Gift Check Form.  | <b>None</b>        |   |                    |                              |                              |
| <b>TOTAL</b>  |                    |   |                    | <b>2 Days</b>                | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: <u>ISSUANCE OF OFFICIAL RECEIPTS FOR ONLINE DEPOSITS</u></b> |                    |  |                    |                              |                              |
|---|--------------------|--|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>  |                    |  |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>   |                    | <b>LIST OF STEPS AND PROCEDURES</b>                                  |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b> | <b>Legal Basis</b> |                              |                              |
| Invoice/ Statement of Account Deposit/ Bills Payment Slip                           | <b>None</b>        | 1. Servicing Bank forwards Abstract of Collections                   | <b>COA</b>         | <b>7 Days</b>                | <b>None</b>                  |

|   |             |  |  |               |             |
|---|-------------|--|--|---------------|-------------|
| Abstract of Collections from Servicing Bank |             |  |  |               |             |
|   | <b>None</b> | 2. Forward Deposit/ Bills Payment Slip         |  |               | <b>None</b> |
|   | <b>None</b> | 3. Secure Official Receipt for the amount paid |  |               | <b>None</b> |
| <b>TOTAL</b>                                |             |  |  | <b>7 Days</b> | <b>None</b> |

| <b>GOVERNMENT SERVICE: CHECK DISBURSEMENT FOR LOCAL PAYMENT</b> |                    |   |                    |                              |                              |
|---|--------------------|---|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>                                      |                    |   |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>                                     |                    | <b>LIST OF STEPS AND PROCEDURES</b>                                       |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>      | <b>Legal Basis</b> |                              |                              |
| Audited/ Approved Disbursement Voucher/ Official Receipts       | <b>None</b>        | 1. Forward Audited/Approved Disbursement Vouchers with complete documents | <b>COA</b>         | <b>2 Days</b>                | <b>None</b>                  |
| <b>TOTAL</b>  |                    |   |                    | <b>2 Days</b>                | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: <u>ISSUANCE OF OFFICIAL RECEIPTS PAID THRU CASHIER'S OFFICE</u></b> |                    |  |                    |                              |                              |
|--|--------------------|--|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>   |                    |  |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>  |                    | <b>LIST OF STEPS AND PROCEDURES</b>                                  |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>   | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b> | <b>Legal Basis</b> |                              |                              |
| Invoice/Statement of Account   | <b>COA</b>         | 1. Submit Invoice/Statement of Account                               | <b>COA</b>         | <b>1 Day</b>                 | <b>None</b>                  |
| Official Receipts  | <b>COA</b>         | 2. Pay the amount indicated in the Invoice/Statement of account      | <b>COA</b>         |                              | <b>None</b>                  |
| Deposit Slip   | <b>COA</b>         | 3. Secure Official Receipt for the amount paid                       | <b>COA</b>         |                              | <b>None</b>                  |
| <b>TOTAL</b>   |                    |  |                    | <b>1 Day</b>                 | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: <u>SUBMISSION OF RECEIPT OF BIDS</u></b> |                    |   |                    |                              |                              |
|---|--------------------|---|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>                                      |                    |   |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>                                     |                    | <b>LIST OF STEPS AND PROCEDURES</b>   |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>            | <b>Legal Basis</b> |                              |                              |
| Eligibility & Technical, and Financial Bid                      | <b>RA 9184</b>     | 1. Prospective Bidders to submit its eligibility & technical, and financial bid | <b>RA 9184</b>     | <b>15 Minutes</b>            | <b>None</b>                  |
| <b>TOTAL</b>  |                    |   |                    | <b>1 Day</b>                 | <b>None</b>                  |

| <b>GOVERNMENT SERVICE: HIRING OF ADDITIONAL NON-PERMANENT PERSONNEL (CONTRACT OF SERVICE/SERVICE PROVIDER)</b>   |   |   |   |                              |                              |
|--|---|---|---|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>   |   |   |   |                              |                              |
| <b>LIST OF REQUIREMENTS</b>  |   | <b>LIST OF STEPS AND PROCEDURES</b>   |   | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>   | <b>Legal Basis</b>  | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>  | <b>Legal Basis</b>  |                              |                              |
| Information Data Sheet   | <b>CSC<br/>ORAOHRA &amp;<br/>CITEM Merit<br/>Selection Plan</b> | 1. Apply to published position  | <b>CSC ORAOHRA &amp;<br/>CITEM Merit<br/>Selection Plan</b> | <b>15 Days</b>               | <b>None</b>                  |
| Background Information Sheet (BIS)   |   | 2. Confirm for the scheduled Psychological Examination date.  |   | <b>9.5 Days</b>              | <b>None</b>                  |
| CITEM Interview Form (After meeting the Psychological Examination cut-off score)   |   | 3. Confirm interview schedule and show up for the interview (can be done face-to-face or through video call on various online platforms). |   | <b>6 Days</b>                | <b>None</b>                  |
| Other Attachments if applicable:<br><br><ul style="list-style-type: none"> <li>▣ Updated Curriculum Vitae/ Resume/ Personal Data Sheet (PDS)</li> <li>▣ Diploma</li> <li>▣ Transcript of Records</li> <li>▣ Portfolio</li> </ul> |   | 4. Confirm acceptance of Job Offer via text message or email  |   | <b>1 Hour</b>                | <b>None</b>                  |
|  |   | 5. Show up on the scheduled start date.   |   | <b>1 Hour</b>                | <b>None</b>                  |
| <b>TOTAL</b>   |   |   |   | <b>30 Days,<br/>6 Hours</b>  | <b>None</b>                  |

*In the event that there are no qualified applicants for one of the pre-screening processes: Paper screening, Psychological Examination, Initial Interview, Final Interview. HRM Officer will need additional time to process more applicants for the position*

| <b>GOVERNMENT SERVICE: <u>HIRING FOR PERMANENT (TECHNICAL) POSITION (PLANTILLA)</u></b>   |  |   |   |                              |                              |
|---|--|---|---|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>  |  |   |   |                              |                              |
| <b>LIST OF REQUIREMENTS</b>   |  | <b>LIST OF STEPS AND PROCEDURES</b>   |   | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>  | <b>Legal Basis</b>                                   | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>  | <b>Legal Basis</b>                                  |                              |                              |
| Background Check Authorization  | <b>CSC ORAOHRA &amp; CITEM Merit Selection Plan,</b> | 1. Apply to published position  | <b>CSC ORAOHRA &amp; CITEM Merit Selection Plan</b> | <b>114 Days</b>              | <b>None</b>                  |
| Other attachments:<br><input type="checkbox"/> Letter of Intent/Application letter<br><input type="checkbox"/> Updated Curriculum Vitae/Resume<br><input type="checkbox"/> Diploma<br><input type="checkbox"/> Training/Seminars attended*<br><input type="checkbox"/> Transcript of Records*<br><input type="checkbox"/> Portfolio*<br><input type="checkbox"/> Photocopy of License*<br>*If applicable/required |  | 2. Confirm for the scheduled Psychological Examination and show-up on the required date.  |   | <b>52 Days</b>               | <b>None</b>                  |
| Authenticated Civil Service Commission (CSC) Eligibility  |  | 3. Confirm Panel Interview schedule and show up for the interview (can be done face-to-face or through video call on various online platforms). |   | <b>23 Days</b>               | <b>None</b>                  |
| Personal Data Sheet (PDS) 2017  |  | 4. Confirm acceptance of Job Offer via text message or email and show up on the scheduled start date  |   | <b>1 Day</b>                 | <b>None</b>                  |
| <b>TOTAL</b>  |  |   |   | <b>180 Days</b>              | <b>None</b>                  |



| <b>GOVERNMENT SERVICE: <u>REQUEST FOR PERSONNEL DOCUMENTS</u></b>      |                    |  |                    |                              |                              |
|--|--------------------|--|--------------------|------------------------------|------------------------------|
| <b>SERVICE INFORMATION</b>   |                    |  |                    |                              |                              |
| <b>LIST OF REQUIREMENTS</b>  |                    | <b>LIST OF STEPS AND PROCEDURES</b>  |                    | <b>Total Processing Time</b> | <b>Total Fees to be Paid</b> |
| <b>Requirement</b>   | <b>Legal Basis</b> | <b>Client Steps/Procedures as indicated in the Citizen's Charter</b>   | <b>Legal Basis</b> |                              |                              |
| Fully Accomplished HRMD Request Form (CITEM.HRM.FR.010 – Request Form) | <b>None</b>        | 1. Secure and accomplish the HRMD Request Form through CITEM'S Intranet<br><br>*For former CITEM Employee, you may request HRMD's assistance for the form. | <b>None</b>        | <b>10 Minutes</b>            | <b>None</b>                  |
|  |                    | 2. Submit the fully accomplished form and other attachments (if applicable) to HRMD  |                    | <b>1 Day</b>                 | <b>None</b>                  |
| <b>TOTAL</b>   |                    |  |                    | <b>1 Day, 10 Minutes</b>     | <b>None</b>                  |