



Republic of the Philippines

NATIONAL PRIVACY COMMISSION



BAGONG PILIPINAS

**CITIZEN'S CHARTER 2023
(2nd Edition)**



AGENCY PROFILE

The National Privacy Commission (NPC) is an independent body created under Republic Act No. 10173 also known as the “Data Privacy Act of 2012” (DPA). It is the country’s privacy watchdog mandated to administer and implement the provisions of the DPA, and to monitor and ensure compliance of the country with international standards set for data protection.

NPC has five (5) offices, namely: Office of the Privacy Commissioner, Privacy Policy Office, Data Security and Compliance Office, Legal and Enforcement Office and the Finance and Administrative Office, with a total approved plantilla personnel of One Hundred Thirty (130) as of CY 2023.

The NPC is a national government agency attached to the Department of Information and Communications Technology as provided under Section 15(b) of Republic Act No. 10844 also known as the “Department of Information and Communications Technology Act of 2015” with its principal place of operations located at 5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila.

I. Vision:

A world-class regulatory and enforcement agency upholding the right to privacy and data protection while ensuring the free flow of information, committed to excellence, driven by a workforce that is highly competent, future-oriented, and ethical, towards a competitive, knowledge-based, and innovative nation.

II. Mission:

We shall continuously deliver services to:

1. Be the authority on data privacy and protection, providing knowledge, know-how and relevant technology.
2. Establish a regulatory environment that ensures accountability in the processing of personal data and promotes global standards for data privacy and protection.
3. Build a culture of privacy, through people empowerment, that enables and upholds the right to privacy and supports free flow of information.

III. Quality Policy

As the Philippines' data privacy authority, the National Privacy Commission is committed to protect the personal information of data subjects and to foster a culture of privacy towards a competitive, knowledge-based, and innovative nation. To this end, we shall:

Nurture and empower our employees to provide competent and effective service as a technology and results-driven regulatory authority;

Perform our mandate with passion and utmost integrity through continually improving policies and systems at par with international standards; and

Commit to regulatory and statutory requirements of public service for the benefit of the Filipino people.



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EXTERNAL SERVICES

OFFICE OF THE PRIVACY COMMISSIONER (OPC)

1. Organization Management

To efficiently provide valuable assistance and participation in relevant events, the NPC acknowledges all invitations to provide resource speakers and participants from various stakeholders. The Office of the Privacy Commissioner, in its executive capacity, is the office in charge for the deployment of staff to represent the Commission in official invitations. The OPC selects, refers, and approves personnel for deployment, taking into consideration the need and expertise required by the inviting party as well as fair and impartial assignments of qualified personnel.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Citizen/Company/Organization/Data Subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter Invitation		Requesting Office, OPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send signed Invitation Letter to NPC office or email to info@privacy.gov.ph	1. Confirm the invitation thru email and start assessing invitation.	None	1 day	PIAD
	2. Fill out Request Personnel and Travel Order (RPTO) Form.	None	1 day	PIAD
	3. Issue Privacy Commission Personnel Order (PCPO).	None	3 days	HRDD
	4. Attendance to the event.	None	1 day	NPC Resource Speaker
	5. Submission of Post Activity Report.	None	1 day	NPC Resource Speaker
	TOTAL:	NONE	7 days	

2. Adjudicate Case

The three Commissioners, acting as a collegial body, exercise quasi-judicial powers on behalf of the NPC in resolving complaints or investigation. Following the mandate given by Republic Act No. 10173 or the Data Privacy Act of 2012, the three Commissioners adjudicate and award indemnity on matters affecting any personal information, prepare reports on the disposition of complaints, and in cases it deems appropriate, publicize any such report. This proceeding is governed by NPC Circular No. 2021-01 or the Rules of Procedure of the National Privacy Commission.

The customers of these services are primarily the private parties involved, the Divisions where such complaints or investigation originated, and ultimately, the Filipino data subjects.

Pursuant to NPC Circular No. 2023-01 dated 17 May 2023 or the Schedule of Fees and Charges of the National Privacy Commission, that took effect on 08 June 2023, the Commission shall be requiring the payment of fees for filing a Motion for Reconsideration on cases.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Complainants who has on-going cases with the NPC.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Preliminary Breach Notification Evaluation Form 1		Compliance and Monitoring Division (CMD)		
2. Compliance Check Report Part 1				
3. Breach Notification Report		Complaints and Investigation Division (CID)		
4. Compliance Check Report Part 2				
5. Fact Finding Report				
6. Motion for Reconsideration				
7. Preliminary Enforcement Assessment Report		Enforcement Division (EnD)		
8. Mediated Settlement Agreement		Legal Division (LD)		
9. Motion for Reconsideration		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inputs to Office of the Privacy Commissioner.	1. Evaluate whether it is feasible to be included in the agenda.	None	7 days	OPC - Adjudication Secretariat
	2. Set Adjudication Meeting through Notice of	None	14 days	OPC - Adjudication Secretariat

	Adjudication Meeting to Commissioners.			
	3.Adjudication Meeting.	None	1 day	Commissioners
	4.Draft Decision/Order/Resolution.	None	90 days	Ponente
	TOTAL		112 days	
3. Submit Motion for Reconsideration to the Office of the Privacy Commissioner – Adjudication Secretariat.				
ON-LINE PAYMENT				
1.Visit the NPC Website.	None	None	N/A	Requestor
2.Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email, Address/Contact Details.	None	None	N/A	Requestor
3. Send the accomplished SRAF to adjudication@privacy.gov.ph . (NOTE: Email Subject: SRAF - Docket No., Case Name)	3.1 Receive the email request and SRAF; 3.2 Download and evaluate the SRAF; 3.3 If requestor is an indigent, present proof of indigency then proceed to receive Motion; 3.4 Assess the SRAF; 3.5. Do Order of Payment Process;	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	60 minutes	OPC - Adjudication Secretariat

	and 3.6 Reply and attach the SRAF with assessment and Order of Payment.			
4. Proceed to the nearest Landbank of the Philippines branch and deposit the required fees over-the-counter or do an online bank transfer on the required fees.	None	None	N/A	Requestor
5. Send a copy of the validated deposit slip or screenshot of the proof of transfer to adjudication@privacy.gov.ph using the same email thread.	5.1 Acknowledge receipt of email; and 5.2 Verify and confirm receipt of payment.	None	30 minutes	OPC - Adjudication Secretariat
6. Wait for confirmation reply from adjudication@privacy.gov.ph .	6.1 Send email confirming receipt of payment.	None	30 minutes	OPC - Adjudication Secretariat
7. Proceed to file the Motion for Reconsideration and its corresponding attachments.	None	None	N/A	Requestor
IN-PERSON/ CASH PAYMENT TRANSACTION				
1. Visit the NPC Website.	None	None	N/A	Requestor

2. Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email, Address/ Contact Details.	None	None	N/A	Requestor
3. Submit the printed SRAF to the OPC - Adjudication Secretariat at 5th Floor, Delegation Bldg., East Wing, PICC Complex, Pasay City, Metro Manila personally or through an authorized representative.	3.1 Receive the accomplished SRAF; and 3.2 Do the Order of Payment Process.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	30 minutes	OPC - Adjudication Secretariat
4. Pay to the Cashier at the General Records Unit.	4.1 Receive and validate the Order of Payment, SCRAF, and Cash/Check; and 4.2 Issue the Official Receipt (OR) and hand over accomplished SRAF to Requestor.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	10 minutes	Cashier
5. Submit the OR and SRAF to the OPC - Adjudication Secretariat.	5.1 Receive SRAF, verify the OR, and photocopy the OR; and 5.2 Stamp acknowledgment receipt.	None	10 Minutes	OPC - Adjudication Secretariat
6. Proceed to file the Motion for Reconsideration.	None	None	N/A	Requestor

7. Receive Decision/Order/Resolution.	7.1 Release Decision/Order/Resolution.	None	7 days	OPC - Adjudication Secretariat
	TOTAL	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	126 days	

3. Promulgate Advisory/Circular

The Office of the Privacy Commissioner (OPC) ensures that relevant guidelines on data privacy policies, standards, and compliance are published in a timely manner for the public's benefit. The OPC reviews drafts by the Data Security and Compliance Office and the Privacy Policy Office, and approves them according to the NPC's existing policies, existing laws and regulations, international practice, and the NPC's thought leadership in the implementation of data privacy in the Philippines. By issuing the advisories and circulars, the OPC fulfils the NPC's mandate to "publish on a regular basis a guide to all laws relating to data protection."

These issued advisories and circulars serve as a guide to everyone involved in the processing of personal data (concerned sectors, personal information controllers, personal information processors) and ultimately, all Filipino data subjects. After the OPC's issuance of the circulars and advisories, the originating division will facilitate its due publication, in coordination with the Public Information and Assistance Division (for website uploads) and the Bids and Awards Committee (for the Circulars that need to be published on newspapers of general circulation).

Office or Division:	Office of the Privacy Commissioner			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Citizen/Data Subject			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Advisory/Circular		Privacy Policy Office (PPO)		
2. Draft Advisory/Circular		Data Security and Technology Standards Division (DSTSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit draft Advisory/Circular to Office of the Privacy.	1.Review draft Advisory/Circular.	None	15 days	Commissioners
	2.Approved Advisory/Circular.	None	3 days	Commissioners
	3.Release/Issue Advisory/Circular.	None	2 days	OPC-Record Custodian
	TOTAL	NONE	20 days	



**OFFICE OF THE EXECUTIVE DIRECTOR
(OED)**

**PUBLIC INFORMATION AND ASSISTANCE
DIVISION (PIAD)**

1. Provide Public Assistance

Accommodate, process and respond to all inquiries and requests for assistance from the Commission regarding the DPA and its other services.

Office or Division:	Public Information and Assistance Division			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2C - Government-to-Citizen G2B - Government-to-Businesses G2G - Government-to-Government			
Who may avail:	General public, government entities, private entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For invitations and requests for orientations:</i> 1. Official letter signed by requesting party complete with the following details: <ul style="list-style-type: none"> • Event title & background • Date & time of event • Program flow and/or Speaking Slot (if applicable) • Venue • Number of attendees & composition • Contact person 		Letter comes from requesting party		
<i>For walk-in clients:</i> 2. Inquiry Slip complete with the following details: <ul style="list-style-type: none"> • Date • Time • Inquiry 		NPC Public Assistance Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send query/request/invitation via: <ul style="list-style-type: none"> - info@privacy.gov.ph - invitation@privacy.gov.ph - NPC hotline - Privacy.gov.ph/Ask Priva - Walk-in 	1. Receive and acknowledge query/request/invitation: <ul style="list-style-type: none"> - If thru info@privacy.gov.ph: autoreply will be received; - If thru invitation@privacy.gov.ph: acknowledgment will be sent; and 	None	<u>If thru</u> info@privacy.gov.ph <u>or</u> privacy.gov.ph/Ask Priva Upon receipt of email <u>If invitation:</u> Upon receipt of invitation <u>If call:</u> Upon receipt of call.	PIAD personnel in charge of public assistance

	- If thru NPC hotline: receiving officer.			
	<p>2. Assess validity & completeness of the inquiry/request/invitation based on the scope of the DPA:</p> <ul style="list-style-type: none"> - <i>If invalid, proceed to Step 3</i> - <i>If incomplete, proceed to Step 4</i> <p><i>If valid, proceed to Step 5.</i></p>	None	Same as above	PIAD personnel in charge of public assistance
	<p>3. Inform client that the inquiry/request/ invitation is beyond NPC and refer to appropriate government agency.</p>	None	Same as above	PIAD personnel in charge of public assistance
	<p>4. Inform client that the submitted inquiry/ request/ invitation is incomplete.</p>	None	Same as above	PIAD personnel in charge of public assistance
<p>2. Provide complete details via:</p> <ul style="list-style-type: none"> - info@privacy.gov.ph - invitation@privacy.gov.ph - NPC hotline Privacy.gov.ph/Ask Private - Inquiry Slip 	<p>5. Assess the nature of complete inquiry/ request/ invitation.</p>	None	Same as above	PIAD personnel in charge of public assistance

	<p>6. Respond to complete inquiry/ request/ invitation depending on channel and classification.</p>	<p>None</p>	<p>Inquiry via info@privacy.gov.ph or privacy.gov.ph/ Ask Priva:</p> <ul style="list-style-type: none"> - Simple - 3 working days (WD) - Complex - 5 WD - Highly Technical - 20 WD (min based on NPC Circular 18-01) <p>Invitation:</p> <ul style="list-style-type: none"> - Highly Technical- 20 WD <p>Call</p> <ul style="list-style-type: none"> - Simple - Upon receipt of complete details. - Complex - refer to appropriate division. - Highly Technical - refer to appropriate channel (email). <p>Walk-in</p> <ul style="list-style-type: none"> - Simple - Upon receipt of complete details. - Complex & Highly Technical - refer to appropriate channel (email). 	<p>PIAD personnel in charge of public assistance</p>
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PRIVACY POLICY OFFICE (PPO)

POLICY DEVELOPMENT DIVISION (PDD)

1. Provide Assistance on Privacy Matters

The PPO through PDD provides technical and legal assistance on complex data privacy inquiries thru email, text, snail mail or calls.

Office or Division:	Policy Development Division (PDD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	General Public, Sector Representatives, Other Relevant Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email including data privacy concern/issue			Sent via email	
2. Inquiry Summary Form			Public Information and Assistance Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send and electronic mail containing inquiry or data privacy concern/issue to be resolved.	1.1 Receive and download inquiry. 1.2 Generate Inquiry Summary Form for endorsement to PPO, PDD.	None		Public Information and Assistance Division
	2. PDD will receive the Inquiry Summary Form from the PIAD and endorse to the Director, PPO for appropriate action.	None	1-2 Hours	<i>Legal Assistant II</i> Policy Development Division
	3. The Director, PPO will assign the matter to the drafting personnel.	None	2-3 Hours	<i>Director</i> Privacy Policy Office
	4. Drafting Personnel will	None	3 Days	<i>Attorney II-III,</i> <i>DMO III- IV</i>

	research and draft the email reply and submit to Chief, PDD for Comments.			Policy Development Division
	5. Chief, PDD will submit to Director, PPO for comments and approval.	None	1-2 Days	Chief Policy Development Division
	6. Director, PPO will review and approve the revised draft, then will send email reply using the official email of the PPO.	None	1-2 Days	Director Privacy Policy Office
TOTAL:		None	5-7 Days	

2. Email Reply on Complex Data Privacy Inquiries

Office or Division:	Privacy Policy Office (PPO), Policy Development Division (PDD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Transacting Public			
Who may avail:	General Public, Sector Representatives, Other Relevant Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Email including data privacy concern/issue		Sent via email		
4. Inquiry Summary Form		Public Information and Assistance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Send and electronic mail containing inquiry or data privacy	7.1 Receive and download inquiry. 7.2 Generate Inquiry Summary Form for	None		Public Information and Assistance Division

concern/issue to be resolved.	endorsement to PPO, PDD.			
	8. PDD will receive the Inquiry Summary Form from the PIAD and endorse to the Director, PPO for appropriate action.	None	1-2 Hours	<i>Legal Assistant II</i> Policy Development Division
	9. The Director, PPO will assign the matter to the drafting personnel.	None	2-3 Hours	<i>Director</i> Privacy Policy Office
	10. Drafting Personnel will research and draft the email reply and submit to Chief, PDD for Comments.	None	3 Days	<i>Attorney II-III, DMO III- IV</i> Policy Development Division
	11. Chief, PDD will submit to Director, PPO for comments and approval.	None	1-2 Days	<i>Chief</i> Policy Development Division
	12. Director, PPO will review and approve the revised draft, then will send email reply using the official email of the PPO.	None	1-2 Days	<i>Director</i> Privacy Policy Office
TOTAL:		None	5-7 Days	

PRIVACY POLICY OFFICE (PPO)

POLICY REVIEW DIVISION (PRD)

3. Requesting Advisory Opinions

An advisory opinion refers to a determination of the NPC on matters relating to data privacy or data protection, at the request of any party, or on a complaint endorsed by the Complaints and Investigations Division (CID) under Sections 4 and 10 of Rule II of NPC Circular No. 2016-04.

It shall be based only on the facts and circumstances provided by the requesting party, taking into account applicable laws and regulations. It shall serve to provide guidance to the requesting party and the general public but shall not be used in the nature of a standing rule binding on the NPC when evaluating other cases regardless of the similarity of the facts and circumstances.

An advisory opinion shall neither adjudicate issues between parties nor impose any sanctions or award damages. It may be referred to the CID for evaluation, investigation, and appropriate action, as may be necessary.

Office or Division:	Policy Review Division (PRD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	General Public, Sector Representatives, Other Relevant Stakeholders	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>1. Letter Request</p> <p>The following information shall be indicated in the letter request:</p> <ol style="list-style-type: none"> Name, complete business or postal address, telephone and e-mail address of the requesting party; Novel issues, questions of law or matters and other legitimate concerns sought to be clarified or confirmed by the requesting party; A comprehensive narrative of the factual circumstances and legal bases of the request; An affidavit or certification that the subject of the request for advisory opinion is not a matter pending in a case in litigation before the courts; NPC or is not subject of an ongoing investigation or compliance check; and All relevant documents and attachments that will enable the NPC to appropriately respond to the request. 	<ul style="list-style-type: none"> Client in person or sent through electronic mail.

Service Request and Assessment Form		PRD Legal Assistant II or through NPC website		
Order of Process Payment (OP)		Financial Planning and Management Division (FPMD)		
Official Receipt (OR)		Client or requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request for the issuance of an advisory opinion and Service Request and Assessment Form (SRAF) personally or through electronic mail.	<ol style="list-style-type: none"> 1. Receive letter request and filled out Service Request and Assessment Form (SRAF). 2. Assess and check if letter request is complete: <ol style="list-style-type: none"> a. If submitted in person: <ol style="list-style-type: none"> 2.1 If complete, forward SRAF to FPMD for Order of Payment Process. 2.2 After OP is issued, hand to requesting party for the ASD Cashier Payment Process. b. If sent through electronic mail: <ol style="list-style-type: none"> 2.3 If complete, email requesting party instructions for payment of fees through the PPO email. 2.4 If incomplete, email the requesting party to complete the requirements. 	None	30 minutes - 1 Hour	PRD Legal Assistant II

<p>2. Receive Order of payment from Legal Assistant for the ASD Cashier Payment process.</p>	<p>3. Receive proof of payment from requesting party. 4. Acknowledge receipt of proof of payment and confirm request for Advisory Opinion will be processed. a) If request is done online: 4.1 Email requesting party the acknowledge ment of receipt of proof of payment and confirm to requesting party that the request for Advisory Opinion will be processed. b) If in person: 4.2 Verbally acknowledge proof of payment and fill out SRAF. 4.3 Hand in SRAF and issue stub for the claim of Advisory Opinion to requesting party.</p>	<p>PHP 7,575.00</p>	<p>30 minutes - 1 hour</p>	<p>PRD Legal Assistant II</p>
	<p>5. Scan <i>Letter Request</i> and supporting documents.</p>	<p>None</p>	<p>30 minutes - 1 hour</p>	<p>PRD Legal Assistant II</p>
	<p>6. Email PPO Director and request for the assignment of</p>	<p>None</p>	<p>30 minutes - 1 hour</p>	<p>PRD Legal Assistant II</p>

	the request for Advisory Opinion.			
	7. The Director, PPO will assign the matter to the drafting personnel.	None	2-3 hours	Director, Privacy Policy Office
	8. Drafting Personnel will research and draft the Advisory Opinion and submit to Chief, PRD for Comments.	None	8 working days	Attorney III-IV, Policy Review Division
	9. Chief, PRD will submit to PPO Director, for comments and approval.	None	4 working days	Chief, Policy Review Division
	10. Director, PPO will review and approve the revised draft and send to Chief PRD for finalization.	None	4 working days	Director, Privacy Policy Office
	11. Chief, PRD will proofread and finalize the Advisory Opinion, and email the final advisory opinion to PRD Legal Assistant II.	None	1 working day	Chief, Policy Review Division
	12. PRD Legal Assistant II, will receive final Advisory opinion and send to Director, PPO for signature.	None	1 working day	PRD Legal Assistant II
	13. Director, PPO to receive final Advisory Opinion for signature	None		

	and send signed Advisory Opinion to PRD Legal Assistant.			
	14. PRD Legal Assistant II, to receive signed Advisory Opinion from Director to release to Client.	None		
TOTAL		Php. 7,575.00	20 Working days	

**DATA SECURITY AND COMPLIANCE
OFFICE (DASCO)**

**DATA SECURITY AND TECHNOLOGY
STANDARDS DIVISION (DSTSD)**

1. Provide Assistance on Data Security and Technology Standards

One of the functional statements of DSTSD is to provide assistance to the different offices on matters related to information and communication technology and data security. Hence, this process will establish the procedures of receiving of requests, delivering of requests, and producing reports which can be in a form of post-activity report, minutes of the meeting, technical report, or any other similar report. Customers who will benefit from this process are offices/divisions within NPC and external stakeholders such as PICs/PIPs that seeks awareness in terms of the issuances of the Commission.

Office or Division:	Data Security and Compliance Office, Data Security & Technology Standards Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client G2G - Government to Government			
Who may avail:	End Users, PICs, PIPs, Policy Advisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Data Security and Technology Standards Division		
Request for Personnel Order				
Internal Customer Feedback Form				
External Customer Feedback Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email/submit request form. (Talk/workshop, meeting, Technical Inputs or Data Protection Advisory)	1.1 Receive Request Form (Email or Service Request Form). 1.2 Forward to DSTSD Chief, for proper delegation of tasks.	None	2 hours	<i>Administrative Assistant VI, DSTSD</i>
	1.3 Receive Request Form. 1.4 Assign DSTSD personnel who will perform	None	1 hour	<i>Chief, DSTSD</i>

	<p>the request and update the Personnel Assignment Tool.</p> <p>1.5 Hand in the Service Request Form or Memorandum (for physical copy) or email (for electronic copy) to the assigned DSTSD personnel.</p>			
2. Talk/Workshop /Event/ Meeting	<p>2.1 Receive request and details from the Chief.</p> <p>2.2 Draft email confirming the requesting office/division.</p> <p>2.3 Prepare material/s for the special topic of the Talk/Workshop/Event/Meeting.</p> <p>2.4 Submit email of materials to Chief, DSTSD.</p>	None	2 working days	<i>Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD</i>
	<p>2.5 Receive and acknowledge materials prepared by personnel.</p> <p>2.6 Review power point presentation or</p>	None	2 working days	<i>Chief, DSTSD</i>

	<p>any other related materials based on the provisions of R.A. No. 10173.</p> <p>2.7 Draft and send email approving the power point presentation, or any other related materials sent by the assigned DSTSD personnel.</p>			
	<p>2.8 Receive approved power point presentation or any other related materials from Chief, DSTSD.</p> <p>2.9 Secure the following documents before the talk/workshop /meeting.</p> <p>2.10 Conduct talk/workshop /meeting based on the program flow provided by the organizer on the scheduled date.</p> <p>2.11 Hand in NPC Certificate of Appearance to the event organizer for signature.</p>	None	2 working days	<i>Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD</i>
3. Accomplish the Certificate of Appearance.	<p>3.1 Receive Certificate of Appearance from NPC representative.</p> <p>3.2 Signed Certificate of</p>	None	N/A	<i>Event Organizer outside NPC</i>

	Appearance. 3.3 Return Certificate of Appearance to NPC representative.			
	3.4 Receive signed Certificate of Appearance from the event organizer.	None	N/A	<i>Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD</i>
4. Draft report	4.1 Evaluate what kind of report is required based on the Service Request Form. 4.1.1 If talk/workshop, craft the Post Activity Report. 4.1.2 If meeting, craft the Minutes of the Meeting. 4.1.3 If ISO Meeting, craft ISO Post Activity Report. 4.1.4 If Technical Inputs, craft Technical Report. 4.2 Submit via email, the draft report to Chief, DSTSD for review.	None	3 working days	<i>Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD</i>
	4.3 Receive email with the draft report from DSTSD personnel. 4.4 Review and approve the draft report. 4.5 Print and sign approved document.	None	1 working day	<i>Chief, DSTSD</i>
	4.6 Receive signed report	None	1 hour	<i>Administrative Assistant VI,</i>

	<p>from Chief, DSTSD.</p> <p>4.7 Route the document to concerned office/ division.</p> <p>4.8 Hand in receiving copy of the document to the concerned office/ division.</p>			<i>DSTSD</i>
	<p>4.9 Receive document from DSTSD.</p> <p>4.10 Stamp receiving copy of DSTSD and return to division.</p>	None	5 mins	<i>Concerned Division</i>
	<p>4.11 Receive and file the receiving copy of the document.</p>	None	5 mins	<i>Administrative Assistant VI, DSTSD</i>
	<p>4.12 Draft Monthly Analytics Report gathered from the data.</p> <p>4.13 Email draft Monthly Analytics Report (MAR) to OIC.</p>	None	5 hours	<i>Administrative Assistant VI, DSTSD</i>
	<p>4.14 Receive Monthly Analytics Report.</p> <p>4.15 End of Process.</p>	None	5 mins	<i>Chief, DSTSD</i>
TOTAL			11 Days 1 hour and 15 mins	

**DATA SECURITY AND COMPLIANCE
OFFICE (DASCO)**

**COMPLIANCE AND MONITORING
DIVISION (CMD)**

1. Obtain Certificate of Registration

For Public/Private Organizations and Individual Professionals seeking proof of registration compliance with the National Privacy Commission.

Office or Division:	Compliance and Monitoring Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2B – Government to Business
Who may avail:	Public and Private Organizations, Individual Professionals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
System Generated and Notarized Registration Form - Public (Government Agencies)	<u>NPCRS – Client Step No. 1</u>
System Generated and Notarized Registration Form - Private (Private Organizations)	<u>NPCRS – Client Step No. 1</u>
For Government Agencies: 1. Special Order / Office Order or any similar document designating or appointing the DPO.	Personal Information Controller / Processor
For Private Organizations: Domestic Corporations 1. Duly notarized Secretary’s Certificate authorizing the appointment or designation of DPO, or any other document demonstrating the validity of the appointment or designation of the DPO signed by the Head of the Organization with an accompanying valid document conferring authority to the Head of Organization to designate or appoint persons to positions in the organization. 2. SEC Certificate of Registration. 3. Certified true copy of latest General Information Sheet (GIS). 4. Valid Business Permit. One Person Corporation 1. Duly notarized Secretary’s Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or	Personal Information Controller / Processor

<p>designation of DPO signed by the sole director of the One Person Corporation.</p> <ol style="list-style-type: none"> 2. SEC Certificate of Registration. 3. Valid Business Permit. <p>Partnership</p> <ol style="list-style-type: none"> 1. Duly notarized Partnership Resolution or Special Power of Attorney authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation. 2. SEC Certificate of Registration. 3. Valid Business Permit. <p>Sole Proprietorships</p> <ol style="list-style-type: none"> 1. Duly notarized document appointing the DPO and signed by the sole proprietor, in case the same should elect to appoint or designate another person as DPO. 2. DTI Certificate of Registration. 3. Valid Business Permit. <p>Foreign Private Entities</p> <ol style="list-style-type: none"> 1. Authenticated copy or Apostille of Secretary's Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the appointment or designation, with an English translation thereof if in a language other than English. 2. Authenticated copy or Apostille of the following documents, with an English translation thereof if in a language other than English, where applicable: <ol style="list-style-type: none"> 2.1 Latest General Information Sheet or any similar document. 2.2 Registration Certificate (Corporation, Partnership, Sole Proprietorship) or any similar document. 2.3 Valid Business Permit or any similar document. 	
<p>For Individual Professionals</p>	

<p>1. PRC License No. and/or Government Issued ID No. 2. Signature - In System (Affix or Upload Signature).</p>	<p>Individual Professional</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Account Creation, Application, Notarization, and Submission.</p> <p>Access NPCRS website at https://npcregistration.privacy.gov.ph</p> <p>Login to NPCRS using credential.</p> <p>Select type of DPO/DPS Registration</p> <p>Fill-up Registration Form:</p> <ol style="list-style-type: none"> Encode Organizational Details. Encode Data Processing System(s) Details. Encode Compliance Officer(s) for Privacy Details, if applicable. Upload the prescribed supporting documents as provided under <u>Section 11, NPC Circular No. 22-04.</u> Click Submit Registration. <p>For Public and Private Organizations</p> <ol style="list-style-type: none"> Export DPO Form (PDF format) system generated during DPS registration. Print and Sign downloaded form (both DPO and Head of the Organization or Agency). 	<p>None</p>	<p>None</p>	<p>1 Hour plus approximately 10 minutes per Data Processing System</p>	<p>Client</p>

<p>h. Have the completely filled-out form notarized.</p> <p>i. Scan, upload, and submit notarized DPO Form.</p>				
<p>2. Review and Approval</p> <ul style="list-style-type: none"> - <i>The submissions of the PIC or PIP shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP shall be informed of the same and shall be given five (5) days to submit the necessary requirements before removal of registration in the NPCRS.</i> - <i>A notification shall be sent to the PIC or PIP thru system notification and email if submissions is deemed complete and proper for payment of appropriate dues or fees.</i> 	<p>Review of information encoded vis-à-vis the documents submitted</p>	<p>None</p>	<p>7 days</p>	<p>Validator Approver</p>
<p>3. Payment of fees, and Issuance of Certificate of Registration and NPC Seal of Registration.</p> <p>Pay the Initial Registration fees.</p> <ul style="list-style-type: none"> - Payment is through the NPCRS by clicking PAY NOW button. - <i>Once the Organization/ Individual professional has successfully made the payment, a system notification and confirmation email will be sent to the PIC or PIP and the "Generate Certificate" button will be enabled.</i> <p>Generate or Download the Certificate of Registration and NPC Seal of Registration.</p> <ol style="list-style-type: none"> a. Disable pop-up blockers; and b. Click "Generate Certificate". 	<p>None</p>	<p>Individual Professional's Initial registration fee - Php500.00</p> <p>Organization Initial registration fee:</p> <p>(by Area of Coverage)</p> <ol style="list-style-type: none"> 1. Multinational/ National/ Foreign Branch - Php2,500.00 2. Regional/ Provincial/ Metro Manila Areas/ Cities - Php1,000.00 3. Municipalities - Php500.00 	<p>Not applicable</p>	<p>Client</p>

IMPORTANT REMINDERS:

- A non-system generated registration form will NOT be accepted.
- The official DPO email address and Philippine cellphone number you provide will be treated as your official contact channels.
- Organizations are required to use a generic DPO email address, not personally identified with the person of the DPO but with the position (i.e. dataprotection@domain.com).
- The DPO email address should be unique per Organization.
- Only the DPO and the Head of Agency should sign the system generated registration form.
- The registration form may be executed in counterparts.
- Unsigned and/or unnotarized registration form and/or Secretary Certificate will NOT be accepted.

2. Amend Registration Records

For Public/Private Organizations and Individual Professionals seeking proof of registration compliance with the National Privacy Commission

Office or Division:	Compliance and Monitoring Division	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government, G2B - Government to Business	
Who may avail:	Public and Private Organizations, Individual Professionals	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	System Generated and Notarized Registration Form - Public Organizations	<u>NPCRS - Client Step No. 1</u>
	System Generated and Notarized Registration Form - Private Organizations	<u>NPCRS - Client Step No. 1</u>
	For Government Agencies Special Order / Office Order or any similar document designating or appointing the DPO.	Personal Information Controller / Processor
	For Major Amendments Certificate of Registration or Franchise and/or License to Operate	Personal Information Controller/Processor

<p>For change of DPO Duly notarized Secretary's Certificate authorizing the appointing or designation of the New DPO.</p>		<p>Personal Information Controller/Processor</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Amend Request application, notarization, and submission.</p> <p>Access NPCRS website at https://npcregistration.privacy.gov.ph</p> <p>Login to NPCRS using credential.</p> <p>Amend Request application (For Major Amendment and Change of DPO):</p> <ol style="list-style-type: none"> Click "Amend Request". Ticked the box where the detail/information to be changed/amended are indicated. (NPCRS determines whether amendment is major, minor or both) Click For Update. Encode the new details. (Example, if the address of the PIC is to be changed, encode the new address.) Upload the prescribed supporting documents as prompted. Click Update. 	<p>None</p>	<p>None</p>	<p>5 to 20 minutes depending on amendment request</p>	<p>Client</p>

<p>g. Export updated DPO Form (PDF format) system generated during DPS amendment.</p> <p>h. Print and Sign downloaded form (both DPO and Head of the Organization or Agency).</p> <p>i. Have the completely filled-out form notarized.</p> <p>j. Scan, upload, and submit notarized updated DPO Form.</p> <p>Amend Request Application (For Minor Amendment)</p> <p>a. Click “Amend Request”.</p> <p>b. Ticked the box where the detail/information to be changed/amended are indicated.</p> <p>(NPCRS determines whether amendment is major, minor or both)</p> <p>c. Click For Update.</p> <p>d. Encode the new details. (Example, if the address of the PIC is to be changed, encode the new address.)</p> <p>e. Click Update.</p> <p>Click Proceed.</p>				
<p>2. Review and Approval</p> <p>- <i>The submissions of the PIC or PIP shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP shall be informed of the same and shall be given five (5) days to submit the necessary requirements.</i></p>	<p>Review of information encoded vis-à-vis the documents submitted.</p>	<p>None</p>	<p>7 days</p>	<p>Validator Approver</p>

<p><i>A notification shall be sent to the PIC or PIP thru email if submissions is deemed complete and proper for payment of appropriate dues or fees.</i></p>				
<p>β. Payment of fees and Issuance of New Certificate of Registration.</p> <p>Pay the Amend fees.</p> <ul style="list-style-type: none"> - Payment is through NPCRS by clicking PAY NOW button. - <i>Once the Organization/ Individual professional has successfully made the payment, a system notification and a confirmation email will be sent to the PIC or PIP.</i> <p>Generate or Download the New Certificate of Registration</p> <ul style="list-style-type: none"> a Disable pop-up blockers. <p>β. Click "Generate Certificate".</p>	<p>None</p>	<p>Major Amendment fee:</p> <p>(by Area of Coverage)</p> <ol style="list-style-type: none"> 1. Multinational / National/ Foreign Branch - Php2,500.00 2. Regional/ Provincial/ Metro Manila Areas/ Cities - Php1000.00 <p>Municipalities - Php500.00</p>	<p>Not Applicable</p>	<p>Client</p>

IMPORTANT REMINDERS:

- After payment has been successfully made, client can already generate their New Certificate of Registration and Seal of Registration through NPCRS.
- Major amendments are the following:
 - Name of PIC and PIP
 - Principal Office Address of PIC/PIP/Individual Professional
- Change in DPO requires supporting documents:
 - Special Office Order or any similar document designating or appointing the DPO of the PIC/PIP (Government).
 - Duly notarized Secretary's Certificate/ Board Resolution authorizing the appointment or designation of DPO (Private Institution).
- Major amendments to registration information shall be made within thirty (30) days from the date such changes take into effect.
- Minor updates shall be made within ten (10) days from the date such changes take into effect.



- A covered PIC or PIP shall register its newly implemented Data Processing System or inaugural DPO in the NPC's official registration platform within twenty (20) days from the commencement of such system or the effectivity date of such appointment.
- For Data Processing System (DPS), when you need to make changes to the details of a DPS, kindly add another "DPS", amend the entry tagging it as version 2 of the DPS. The previous should be set as inactive (NO delete function for verification).

3. Exemption from Registration of Data Processing System

For Public/Private Organizations and Individual Professionals seeking proof of registration compliance exemption with the National Privacy Commission -----

Office or Division:	Compliance and Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business			
Who may avail:	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Sworn Declaration and Undertaking		Annex 1 - NPC Circular No. 2022-04		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Compliance inquiry via email at compliancesupport@nprc.gov.ph	<p>3.1. Respond to client's email inquiry.</p> <p>If inquiry is "simple" or already included in the Compliance FAQs:</p> <ul style="list-style-type: none"> • Email responses should be directly sent by the CMD staff. • The response should be guided by the Compliance FAQs. <p>If inquiry is "complex" or not yet included in the Compliance FAQs:</p> <ul style="list-style-type: none"> • CMD staff should refer the 	None	<p>Within 3 days for simple inquiry.</p> <p>Within 7 working days for complex inquiry.</p>	CMD Staff : ISA I ISA II Atty. III, ITO2

	<p>inquiry to an Attorney III, who should directly respond to the email.</p> <ul style="list-style-type: none"> The response should be incorporated by the Lead staff in the Compliance FAQs. 			
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4. Renew Certificate of Registration and Seal of Registration

For Public/Private Organizations and Individual Professionals seeking to renew their Certificate of Registration and Seal of Registration.

Office or Division:	Compliance and Monitoring Division		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government, G2B - Government to Business		
Who may avail:	Public and Private Organizations, Individual Professionals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
System Generated and Notarized Registration Form - Public (Government Agencies)		NPCRS - Client Step No. 1	
System Generated and Notarized Registration Form - Private (Private Organizations)		NPCRS - Client Step No. 1	
<p>For Government Agencies</p> <ol style="list-style-type: none"> Special Order / Office Order or any similar document designating or appointing the DPO. 		Personal Information Controller / Processor	
<p>For Private Organizations:</p> <p>Domestic Corporations</p> <ol style="list-style-type: none"> Duly notarized Secretary's Certificate authorizing the appointment or designation of DPO, or any other document demonstrating the validity of the appointment or designation of the DPO signed by the Head of the Organization with an accompanying valid document conferring authority to the Head of Organization to designate or appoint persons to positions in the organization. SEC Certificate of Registration 		Personal Information Controller / Processor	

<ol style="list-style-type: none"> 3. Certified true copy of latest General Information Sheet (GIS). 4. Valid Business Permit. <p>One Person Corporation</p> <ol style="list-style-type: none"> 1. Duly notarized Secretary's Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation of DPO signed by the sole director of the One Person Corporation. 2. SEC Certificate of Registration. 3. Valid Business Permit. <p>Partnership</p> <ol style="list-style-type: none"> 1. Duly notarized Partnership Resolution or Special Power of Attorney authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation. 2. SEC Certificate of Registration. 3. Valid Business Permit. <p>Sole Proprietorships</p> <ol style="list-style-type: none"> 1. Duly notarized document appointing the DPO and signed by the sole proprietor, in case the same should elect to appoint or designate another person as DPO. 2. DTI Certificate of Registration. 3. Valid Business Permit. <p>Foreign Private Entities</p> <ol style="list-style-type: none"> 1. Authenticated copy or Apostille of Secretary's Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the appointment or designation, with an English translation thereof if in a language other than English. 2. Authenticated copy or Apostille of the following documents, with an English 	
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<p>translation thereof if in a language other than English, where applicable:</p> <p>2.1 Latest General Information Sheet or any similar document.</p> <p>2.2 Registration Certificate (Corporation, Partnership, Sole Proprietorship) or any similar document.</p> <p>2.3 Valid Business Permit or any similar document.</p>				
<p>For Individual Professionals</p> <ol style="list-style-type: none"> 1. PRC License No. and/or Government Issued ID No. 2. Signature (Affix or Upload Signature). 		Individual Professional		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>*30 days before the expiration of the Certificate of Registration and Seal of Registration, the system will send a notification to the NPCRS account of the PIC/PIP/Individual Professional and to the official DPO email address, indicating that the renewal process is now open.</i></p> <ol style="list-style-type: none"> 1. Renewal application, notarization, and submission. <p>Access NPCRS website at https://npcregistration.privacy.gov.ph</p> <p>Login to NPCRS using credential.</p> <p>Renewal Application form:</p> <ol style="list-style-type: none"> a. Click the renewal button. b. Check and update, when necessary, the organization details if there will be any changes. 	None	None	Not Applicable	Client

<p>c. Check and update, when necessary, the Data Processing System(s) Details if there will be any changes.</p> <p>d. Check and update, when necessary, the Compliance Officer(s) for Privacy Details if there will be any changes, if applicable.</p> <p>e. Upload the prescribed supporting documents if necessary as provided under <u>Section 11, NPC Circular No. 22-04.</u></p> <p>f. Click Submit Registration.</p> <p>For Public and Private Organizations</p> <p>g. Export DPO Form (PDF format) system generated during DPS registration.</p> <p>h. Print and Sign downloaded form (both DPO and Head of the Organization or Agency).</p> <p>i. Have the completely filled-out form notarized.</p> <p>j. Scan, upload, and submit notarized DPO Form.</p>				
<p>2. Review and Approval:</p> <p><i>The submissions of the PIC or PIP shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP shall be informed of the same and shall be given five (5) days to submit the necessary requirements before</i></p>	<ul style="list-style-type: none"> ▪ Review of information encoded vis-à-vis the documents submitted. 	None	7 days	<p>Validator</p> <p>Approver</p>

<p><i>removal of registration in the NPCRS.</i></p> <p><i>A notification shall be sent to the PIC or PIP thru system notification and email if submissions is deemed complete and proper for payment of appropriate dues or fees.</i></p>				
<p>3. Payment of fees and Issuance of New Certificate of Registration and NPC Seal of Registration.</p> <p>Pay the Renewal fees.</p> <ul style="list-style-type: none"> - Payment is through NPCRS by clicking a button. - <i>Once the Organization/ Individual professional has successfully made the payment, a system notification and a confirmation email will be sent to the PIC or PIP.</i> <p>Generate or Download the New Certificate of Registration (for Major Amendment)</p> <ol style="list-style-type: none"> a. Disable pop-up blockers; and b. Click "Generate Certificate". 	<p>None</p>	<p>Individual Professional's Initial registration fee - 350.00</p> <p>Organization Initial registration fee.</p> <p>(by Area of Coverage)</p> <p>Multinational/National/Foreign Branch - 1,000.00</p> <p>Regional/Provincial/Metro Manila Areas/Cities - 500.00</p> <p>Municipalities - 350.00</p>	<p>Not applicable</p>	<p>Client</p>

IMPORTANT REMINDERS:

- 30 days before the expiration of the Certificate of Registration and Seal of Registration, the system will send a notification to the NPCRS account of the PIC/PIP/Individual Professional and to the official DPO email address, indicating that the renewal process is now open.
- A renewal button will appear/enable once the renewal process is opened for a PIC/PIP/Individual Professional.
- If a PIC/PIP/Individual Professional fails to renew the registration within the 30-day period, the registration status will be changed to expired.

5. Retrieve Inaccessible Data Protection Officer Accounts/Change of DPO Email Address

For Public/Private Organizations and Individual Professionals seeking to retrieve their accounts in the NPCRS.

Office or Division:	Compliance and Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B Government to Business			
Who may avail:	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Justification Letter stating the reason why the account is inaccessible (signed by the Data Protection Officer or Head of Organization/Agency).		PIC/PIP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inaccessible Account Application/Change of DPO email address application, Notarization, and submission.</p> <p>Go to the NPCRS official website at https://npcregistration.privacy.gov.ph</p> <p><u>On the log-in page, click Retrieve Account Here.</u></p> <p>Fill-up account reset form:</p> <ol style="list-style-type: none"> Select Registration Type. (Public and Private Organizations or Individual Professionals) Encode the Name of the Organization and encode the New Official DPO email address. Attached the Notarized Letter Justification. 	None	None	Not Applicable	Client

d. Click Continue. (The system will verify Account.)				
2. Review and Approval. <i>The submissions of the PIC or PIP shall undergo review and approval by the Commission.</i>	None	None	7 - 10 days	Approver
3. Pay for the designated fees for Recovery of Inaccessible DPO accounts/Change in DPO email address (Individual Professional, PICs, and PIPs). Pay the designated fees for Recovery of Inaccessible DPO accounts/Change in DPO email address. <ul style="list-style-type: none"> a. Once the change of DPO email/account reset request has been approved, an email notification will be sent to the new DPO email address. Included in that email notification is the link for payment. Click "Proceed to Payment" b. You will be redirected to the payment details on NPCRS. Then, click "PAY NOW". <i>Once they have successfully made the payment, its effectiveness takes effect in real time, and they can already use their new DPO email address.</i>	None	5,000.00	Not applicable	Client

6. Respond to Compliance Inquiries

For Public/Private Organizations and Individual Professionals inquiring about

Compliance to the DPA of 2012.

Office or Division:		Compliance and Monitoring Division		
Classification:		Simple and Complex		
Type of Transaction:		G2G – Government to Government, G2bGovernment to Business, G2C - Government to Citizens		
Who may avail:		Public and Private Organizations, Individual Professionals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email request		Requesting Office, FAO-FPMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Compliance inquiry via email at compliancesupport@privacy.gov.ph	<p>1.0 Respond to client’s email inquiry. If inquiry is “simple” or already included in the Compliance FAQs:</p> <ul style="list-style-type: none"> • Email responses should be directly sent by the CMD staff. • The response should be guided by the Compliance FAQs. <p>If inquiry is “complex” or not yet included in the Compliance FAQs:</p> <ul style="list-style-type: none"> • CMD staff should refer the inquiry to an Attorney III, who should directly respond to the email. • The response should be incorporated by the Lead staff in the Compliance FAQs. 	None	<p>Within 3 days for simple inquiry.</p> <p>Within 7 working days for complex inquiry.</p>	<p>CMD Staff: ISA I ISA II Atty. III, ITO2</p>

LEGAL AND ENFORCEMENT OFFICE (LEO)

LEGAL DIVISION (LD)

1. Conduct Mediation

This process covers the Mediation Proceeding from the time the parties willingly consent and agree to apply for mediation until the parties either mutually agree to settle or not settle. If the parties agree to settle, the Legal Division will facilitate the preparation of the mediated settlement agreement to be forwarded to the Commission *En Banc* for confirmation. If the parties do not settle, the Legal Division will draft the Notice of Non-Settlement and endorse the case back to the Complaints and Investigation Division for continuation of proceedings.

Office or Division:	Legal Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	Parties a complaint before the National Privacy Commission, both the Complainant and Respondent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order to Mediate		Complaints and Investigation Division		
2. Relevant case records (Complaint, Order for Preliminary Conference, Order for Summary Hearing, Secretary's Certificate, Special Power of Attorney, Contact Information of Parties, Application for Mediation)		Complaints and Investigation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Parties apply for Mediation and sign the Order to Mediate.	1.0 Receive Order to Mediate with attached case records from the Investigating Officer of the Complaints and Investigations Division.	P500 <i>Note: Assessment of fees by the Complaints and Investigation Division (CID).</i>	10 minutes	Legal Assistant
	2.0 Evaluate the Order to Mediate if the information	<i>The Order to Mediate will only be transmitted by the CID to the Legal Division and the Parties when the Mediation Fee has been paid.</i>	15 minutes	Legal Assistant

	<p>are completely and properly filled-out and all the case records are attached.</p> <p>3.0 If all are complete, acknowledge receipt of documents, create case record and determine date of Preliminary Mediation Conference.</p> <p>4.0 Refer the case to the Mediation Officer for verification.</p> <p>5.0 Receive documents and assign the Mediation Support Officer to assist in the case.</p>		<p>1 hour</p> <p>10 minutes</p> <p>1 hour</p>	<p>Legal Assistant</p> <p>Legal Assistant</p> <p>Mediation Officer (Attorney III)</p>
<p>2. The parties will attend the scheduled Mediation Conference.</p>	<p>1.0 Verify attendance of parties based on the Order to Mediate.</p> <p>2.0 Determine the appearance of the parties and</p>	<p><i>Covered by the same mediation fee of P500.</i></p>	<p>5 minutes</p> <p>10 minutes</p>	<p>Legal Assistant</p> <p>Mediation Officer/ Mediation Support Officer</p>

	<p>secure necessary documents, if necessary.</p> <p>3.0 Provide an Orientation on the Mediation Process or recap previous mediation conference to determine the agenda for the scheduled conference.</p> <p>4.0 Explore common ground for settlement and suggest options for the parties.</p> <p>4.1 If the parties wish to settle, draft Mediated Settlement Agreement (MSA) for review and approval of the Chief of the Legal Division.</p> <p>4.2 If the parties do not reach a</p>		<p>10 minutes</p> <p>60-90 days</p>	<p>Mediation Officer/Mediation Support Officer</p> <p>Mediation Officer/Mediation Support Officer</p>
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	<p>settlement, draft a Notice of Non-Settlement for endorsement to the Complaints and Investigation Division.</p> <p>4.3 If the parties wish to schedule another conference, determine schedule of the next mediation.</p>			
<p>3. If the parties decide to settle, they will sign the Mediated Settlement Agreement and furnish the Commission with the relevant documents or proof of compliance of the terms of the MSA.</p>	<p>1.0 Verification of documents and proof of compliance.</p> <p>1.1 If incomplete, request copy of additional documents.</p> <p>1.2 If complete, acknowledge receipt of complete documents.</p>	<p><i>Covered by the same mediation fee of P500.</i></p>	<p>1 day (included in the 60-90 days of Mediation Process)</p>	<p>Mediation Officer/Mediation Support Officer</p>

	<p>2.0 Consolidate all documents and annexes and prepare the Resolution and Cover Memorandum for review and approval of the Chief of the Legal Division.</p> <p>3.0 Review the documents transmitted and approve the Cover Memorandum, then submit for approval of the Director of the Legal and Enforcement Office.</p> <p>4.0 Review and approve the documents, then revert the signed Cover Memorandum to the Chief of the Legal Division.</p> <p>5.0 Forward and transmit all documents to the Commission En</p>		<p>3 days (included in the 60-90 days of Mediation Process)</p> <p>1 day (included in the 60-90 days of Mediation Process)</p> <p>1 day (included in the 60-90 days of Mediation Process)</p> <p>1 hour</p>	<p>Mediation Officer/Mediation Support Officer</p> <p>Division Chief</p> <p>Director</p> <p>Legal Assistant</p>
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	Banc/ Adjudication Team.			
4. If the parties agree to not settle the matter, the case will proceed as provided for in the NPC Rules of Procedure.	<p>1.0 Draft the Notice of Non-Settlement.</p> <p>2.0 Forward and transmit all documents to the Complaints and Investigations Division.</p>	<i>Covered by the same mediation fee of P500.</i>	<p>1 day</p> <p>1 hour</p>	<p>Mediation Officer/Mediation Support Officer</p> <p>Legal Assistant</p>
TOTAL:		P500	60-90 Days	

**LEGAL AND ENFORCEMENT OFFICE
(LEO)**

ENFORCEMENT DIVISION (EnD)

1. Enforcement of Orders, Decisions, and Resolutions: Enforcement Assessment Report

Submission of Enforcement Assessment Reports to the Commission.

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission En Banc			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Complete Case Files		Adjudication Team		
2. Compliance documents submitted by the parties to the case		GRU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Adjudication Team: Submit complete case files. GRU: Forward the compliance documents submitted by the parties.	1.0 Receive the case folder from the Adjudication Team and the compliance documents from GRU and forward the case file to the Legal Assistant for assessment.	None	1 Working Hour	Legal Assistant
	2.0 Check the order/decision/resolution for the period required for the party to do or refrain from doing an act and assess if the submission was filed within the reglementary period and forward the documents to the handling attorney.		3 Working Hours	Legal Assistant

	<p>3.0 Evaluate compliance of the party with the decision, order or resolution of the Commission based on the “EnD Evaluation Guidelines” provided.</p> <p>4.0 If the party complied with the order of the Commission, write Assessment Report.</p> <p>5.0 Submit draft assessment report to Division Chief of Enforcement Division.</p> <p>6.0 Review and revise enforcement assessment report, and submit to LEO Director</p> <p>7.0 Review and approve enforcement assessment report and reverts to EnD Division Chief.</p> <p>8.0 Forward the Enforcement Assessment.</p>		<p>5 Working Days</p> <p>5 Working Days</p> <p>1 Working Hour</p> <p>4 Working Days</p> <p>5 Working Days</p> <p>1 Working Hour</p>	<p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer</p> <p>Division Chief</p> <p>LEO Director</p>
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				Division Chief
	Report to Legal Assistant for routing. 9.0 Send approved enforcement assessment report to Adjudication Team for action.		2 Working Hours	Legal Assistant
	TOTAL:	None	20 Working Days	

2. Enforcement of Orders, Decisions, and Resolutions: Compliance Letter

Sending of compliance letter to non-compliant parties

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Parties to a pending case only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Complete Case Files		Adjudication Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Adjudication Team submits the complete case file.	1.0 Check the order / decision / resolution for the period required for the party to do or refrain from doing an act.	None	2 Working Hours	Legal Assistant
	2.0 If upon assessment it was found that the deadline for compliance already lapsed, the Legal Assistant shall		2 Working Hours	Legal Assistant

	inform the Handling Attorney.			
	3.0 Proceed in drafting the Compliance Letter. Fill in the details corresponding to the specific case handled and write letter of compliance to the party who did not comply from the decision, order, resolution of the Commission and submit to EnD Chief for review.		10 Working Days	Assigned Lawyer, Legal Assistant III, Legal Researcher III
	4.0 Review the draft letter if conforms to the prescribed output and if approved, forward to LEO Director for approval.		4 Working Days	Division Chief
	5.0 Review the draft and if it conforms to the prescribed output, approve, and revert the document to the EnD Division Chief.		5 Working Days	LEO Director
	6.0 Forwards the document to the legal assistant for routing to GRU.		2 Working Hours	Division Chief

	7.0 Sends approved letter to GRU for sending to party.		2 Working Hours	Legal Assistant
TOTAL:		None	20 Working Days	

3. Enforcement of Orders, Decisions, and Resolutions: Enforcement Letter

Sending of enforcement letter to non-compliant parties upon assessment of deficiencies.

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Parties to a pending case only			
CHECKLIST OF REQUIREMENTS		WHERE TO STORE		
Original Complete Case Files		Adjudication Team		
Compliance documents submitted by the parties.		GRU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Adjudication Team: Submit complete case files. GRU: forwards the copy of the compliance documents submitted by the parties.	1.0 Receive the case folder from the Adjudication Team and the compliance documents from GRU and refer to the Handling Attorney. 2.0 Check the order/ decision/ resolution for the period required for the party to do or refrain from doing an act and assess if the submission was filed within the reglementary period. 3.0 Evaluate compliance of the party with the decision, order or	None	2 Working Hours 1 Working Days	Legal Assistant Assigned Lawyer, Legal Assistant III, Legal Researcher III

	<p>resolution of the Commission based on the “EnD Evaluation Guidelines” provided.</p> <p>4.0 If upon assessment, the party’s compliance is found to be insufficient, the Handling Attorney shall draft an Enforcement Letter.</p> <p>5.0 Review the Enforcement Letter to verify if it conforms to the set quality standards, then forwards to LEO Director for approval</p> <p>6.0 Review the draft and if it conforms to the prescribed output, approve and revert the document to the Enforcement Division Chief.</p> <p>7.0 Forwards the document to the legal assistant for routing to GRU.</p> <p>8.0 Forwards the Enforcement Letter to the GRU for transmittal.</p>		<p>5 Working Days</p> <p>5 Working Days</p> <p>4 Working Days</p> <p>3 Working Days</p> <p>2 Working Hours</p> <p>4 Working Hours</p>	<p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Division Chief</p> <p>LEO Director</p> <p>Division Chief</p> <p>Legal Assistant</p>
	TOTAL:	None	20 Working Days	

4. Enforcement of Orders, Decisions, and Resolutions: Entry of Judgment

Request for Entry of Judgment.

Office or Division:	Enforcement Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Parties to a pending case only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Commission Decision closing the case		Commission En Banc, Adjudication Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for entry of judgment.	1. Receive the request and check if it conforms to the set quality standards, then retrieve the case records and refer to Legal Assistant for assessment.	None	1 Working Day	Legal Assistant
	2. Check records whether case is closed and then prepare the template for entry of judgment (EOJ) based on the set quality standards.		1 Working Day	Legal Assistant

	<p>3. Forward the EOJ to the Handling Attorney for verification. Handling Attorney will then assess and if indeed case is closed then recommends the issuance of certificate to the EnD Chief.</p> <p>4. Review the documents forwarded then sign the EOJ, then forward it to the legal assistant for sending.</p> <p>5. Forwards the certification to GRU for sending.</p>		<p>2 Working Days</p> <p>2 Working Days</p> <p>1 Working Day</p>	<p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Division Chief</p> <p>Legal Assistant</p>
TOTAL:		None	7 Working Days	

5. Enforcement of Orders, Decisions, and Resolutions: Quarterly Enforcement Report

Submission of quarterly enforcement reports to the Commission.

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission En Banc			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for updated Adjudication Status Report		Adjudication Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted Adjudication Status Report	Receive Adjudication Status Report and forward to Legal Assistant for Assessment.	None	4 Working Hours	Legal Assistant
	Cross-check the Adjudication Report and the EnD Case Status Report if both data match.		1 Working Day	Legal Assistant
	Once all data is confirmed to be correct and accurate, generate the statistics.	None		Legal Assistant
	Send to: Handling Attorney for review. Review the statistics if it conforms to the set quality standard and draft necessary Memo to the Commission then submit to EnD Chief for signature. Review the report and memo then		7 Working Days 5 Working Days	Assigned Lawyer, Legal Assistant III, Legal Researcher III



	sign. Forward to LEO Director for signature.		5 Working Days	Division Chief
	LEO Director review and sign the Memo. Revert the documents to EnD Chief.		2 Working Hours	LEO Director
	Forward the documents to Legal Assistant for transmittal.		2 Working Hours	Division Chief
	Submit to the Commission En Banc the report and Memo.			Legal Assistant
	TOTAL:	None	20 Working Days	

6. Recommendation of Prosecution with the DOJ

Recommendation of Prosecution of Cases with the DOJ

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department of Justice			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Complete Case Files		Adjudication Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Adjudication Team: Submit complete case files.	1.0 Receive the complete case files and forward it to the Assigned Lawyer.	None	1 Working Hour	Legal Assistant

	<p>2.0 Evaluates the Decision/Order/Resolution whether it recommends criminal penalties based on Section 25 to 29 of the DPA.</p>		7 Working Days	Assigned Lawyer, Legal Assistant III, Legal Researcher III
	<p>3.0 Draft the necessary Recommendation Letter to the DOJ based on the set quality standards and forwards the draft to the Chief End.</p>		7 Working Days	Assigned Lawyer, Legal Assistant III, Legal Researcher III
	<p>4.0 Review the submitted draft letter of recommendation if conforms to the prescribed output. After reviewing the letter forward it to LEO Director for approval.</p> <p>5.0 Review and approve the letter and revert to EnD Chief.</p> <p>6.0 Upon receipt of approved letter, forwards it over to the Legal Assistant for mailing.</p> <p>7.0 Prepare the case files and requests GRU for a certified true copy.</p> <p>8.0 Once the case files are certified, forward the case files with the attached recommendation</p>		<p>5 Working Days</p> <p>2 Working Hours</p> <p>1 Working Hour</p> <p>4 Working Hours</p>	<p>Division Chief</p> <p>Division Chief</p> <p>Legal Assistant</p> <p>Legal Assistant</p>

	letter to GRU for transmittal to DOJ.			
	TOTAL:	None	25 Working Days	

7. Establishment of Engagements

Preparation of Memorandum of Agreement, Memorandum of Understanding and Joint Enforcement Documents

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Commission Documented Directive		Commission	En Banc	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Commission En Banc: Commission Documented Directive	1.0 Receive the documented Commission directive from the OPC. Hand in the documented Commission directive with attached Minutes of the Meeting to the Chief, EnD.	None	1 Working Day	Legal Assistant
	2.0 Evaluate if the documented Commission directive with attached Minutes of the Meeting contains all the necessary documents for the drafting of a MOU/MOA.		1 Working Day	Division Chief

	<p>3.0 Assign the task to an available lawyer of the EnD using the following considerations, as seen in the EnD case tracker:</p> <ul style="list-style-type: none"> • Workload • Exposure • Expertise 		1 Working Day	Division Chief
	4.0 Hand in the documented Commission directive with attached.		1 Working Day	Division Chief
	<p>5.0 Minutes of the Meeting to the assigned lawyer of EnD.</p> <p>6.0 Review previous MOU/MOA with other agencies for reference.</p> <p>7.0 Review the law and Implementing Rules and Regulations, if any, establishing the concerned agency</p> <p>8.0 Review the Minutes of the Meeting attached to the documented Commission directive based on purpose and possible provisions of the document to be drafted.</p> <p>9.0 Draft the MOU/MOA</p>		<p>5 Working Days</p> <p>5 Working Days</p> <p>5 Working Days</p>	<p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal</p>

	<p>based on the set quality standards.</p> <p>10.0 Hand the draft MOU/MOA and documented Commission directive with attached Minutes of the Meeting to the Chief, EnD.</p>		10 Working Days	<p>Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p>
	<p>12.0 Reviews the MOU/MOA if it conforms to the set quality standards. If it conforms to the set quality standards, hand in the draft MOU/MOA and documented Commission directive with attached Minutes of the Meeting to the Legal Assistant to the Director, LEO.</p> <p>13.0 Review the draft MOA/MOU and approve. Revert the documents back to EnD Chief.</p> <p>14.0 Set necessary meeting/s with the partner government agency or private institution.</p>		<p>5 Working Days</p> <p>5 Working Days</p> <p>1 Working Day</p>	<p>Division Chief</p> <p>LEO Director</p> <p>Division Chief, Assigned Lawyer</p>

	<p>15.0 Minutes of the Meeting to the assigned lawyer of EnD.</p> <p>16.0 Review previous MOU/MOA with other agencies for reference.</p> <p>17.0 Review the law and Implementing Rules and Regulations, if any, establishing the concerned agency.</p> <p>18.0 Review the Minutes of the Meeting attached to the documented Commission directive based on purpose and possible provisions of the document to be drafted.</p> <p>19.0 Draft the MOU/MOA based on the set quality standards.</p> <p>20.0 Hand the draft MOU/MOA and documented Commission directive with attached Minutes of the</p>		<p>5 Working Days</p> <p>5 Working Days</p> <p>5 Working Days</p> <p>10 Working Days</p>	<p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p> <p>Assigned Lawyer, Legal Assistant III, Legal Researcher III</p>
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	<p>Meeting to the Chief, EnD.</p> <p>21.0 Reviews the MOU/MOA if it conforms to the set quality standards. If it conforms to the set quality standards, hand in the draft MOU/MOA and documented Commission directive with attached Minutes of the Meeting to the Legal Assistant to the Director, LEO.</p> <p>22.0 Review the draft MOA/MOU and approve. Revert the documents back to EnD Chief.</p> <p>23.0 Set necessary meeting/s with the partner government agency or private institution.</p>		<p>5 Working Days</p> <p>5 Working Days</p> <p>1 Working Day</p>	<p>Division Chief</p> <p>LEO Director</p> <p>Division Chief, Assigned Lawyer</p>
TOTAL:		None	40 Working Days	



LEGAL AND ENFORCEMENT OFFICE (LEO)

COMPLAINTS AND INVESTIGATION DIVISION (CID)

1. Walk-In Inquiries

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012 (DPA), the National Privacy Commission, through the CID, receives data privacy concerns of the data subjects through walk-ins.

Office or Division:	Complaints and Investigation Division (CID)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government.			
Who may avail:	All: (i) Filipino citizens whose personal data are processed. (ii) Foreign nationals whose personal data are processed in the Philippines.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walks-in to CID.	1.1 Receive the personal information from the client. 1.2 Receive the inquiry from the client. 1.3 Evaluate the inquiry. 1.4 Answer the inquiry. 1.5 Have the CALog signed by the client.	None	1 Hour	<i>Administrative Assistant / Legal Assistant II / Chief, CID</i>
TOTAL:		None	1 Hour	

2. Online Inquiries

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012 (DPA), the National Privacy Commission, through the CID, receives data privacy concerns of the data subjects through (i) electronic mails, and (ii) phone calls.

Office or Division:	Complaints and Investigation Division (CID)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government.			
Who may avail:	All: (i) Filipino citizens whose personal data are processed; (ii) Foreign nationals whose personal data are processed in the Philippines.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email containing inquiry to complaints@privacy.gov.ph	1.1 Receive and acknowledge the email inquiry. 1.2 Evaluate the inquiry. 1.3 Answer the inquiry.	None	3 Days	<i>Administrative Assistant III / Legal Assistant II / Chief, CID</i>
TOTAL:		None	3 Days	
2. Send phone call to CID's contact numbers, as follows: i. 0905-506-1478; ii. 0970-818-0555; and iii. (02)8234-2228 loc. 114	2.1 Answer the phone. 2.2 Ask for the personal information of the client. 2.3 Ask the client about the circumstances regarding the inquiry. 2.4 Answer the inquiry.	None	45 Minutes	<i>Administrative Assistant / Legal Assistant II / Chief, CID</i>
TOTAL:		None	45 Minutes	

3. Complaints

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012, the National Privacy Commission, through the CID, shall receive complaints and institute investigations on matters affecting any personal information. This service is governed by NPC Circular No. 2021-01 or the 2021 Rules of Procedure of the National Privacy Commission.

Effective 08 June 2023, and pursuant to NPC Circular No. 2023-01 dated 17 May 2023 on *Schedule of Fees and Charges of the National Privacy Commission*, the Commission shall be requiring the payment of fees for filing of complaints.

Office or Division:	Complaints and Investigation Division (CID)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business; and G2G - Government to Government			
Who may avail:	All: (i) Filipino citizens whose personal data are processed; (ii) Foreign nationals whose personal data are processed in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Complaints-Assisted Form and evidence (the original copies shall be in such number as there are respondents, plus three (3) copies for the file. The 3 copies are to be distributed as follows: 1 copy for CID, 1 copy for GRU and 1 copy for complainant).		NPC website		
2. Notarized complaint-affidavit and evidence (the original copies shall be in such number as there are respondents, plus three (3) copies for the file. The 3 copies are to be distributed as follows: 1 copy for CID, 1 copy for GRU and 1 copy for complainant).		Not applicable		
3. Service Request and Assessment Form (SRAF) (printed in A4 size paper and back-to-back).		NPC website		
4. If by authorized representative, (i) authorization letter and photocopies of government-issued IDs of payor and representative.		Requestor		
5. If indigent individual, Barangay or DSWD certification of indigency.		Barangay Hall or DSWD office where the requestor resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE PAYMENT TRANSACTION				
1. Visit the NPC website at <u>HOME - National Privacy Commission</u> <u>National Privacy Commission</u>	None	None	N/A	Requestor

<p>2. Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email Address/ Contact Details.</p>	None	None	N/A	<i>Requestor</i>
<p>3. Send the accomplished SRAF to complaints@privacy.gov.ph (note: indicate SRAF as email subject)</p>	<p>3.1 Receive the email request and SRAF; 3.2 Download and evaluate the SRAF; 3.3 If complainant is indigent, proceed to receive the complaint and docket; 3.4 Assess the SRAF; 3.5 Do Order of Payment Process; and 3.6 Reply and attach the SRAF with assessment and Order of Payment.</p>	None	30 Minutes	<i>Records Custodian / Officer of the Day</i>
<p>4. Proceed to the nearest Landbank of the Philippines branch and deposit the required fees over-the-counter, or Do an online bank transfer on the required fees.</p>	None	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	N/A	<i>Requestor</i>
<p>5. Send a copy of the validated deposit slip or screenshot of the proof of transfer to complaints@privacy.gov.ph using the same email thread.</p>	<p>5.1 Acknowledge receipt of email. 5.2 Verify and confirm receipt of payment.</p>	None	15 Minutes	<p><i>Records Custodian / Officer of the Day</i> <i>FPMD Chief</i></p>



6. Wait for confirmation reply from complaints@privacy.gov.ph	6.1 Send email confirming receipt of payment.			
7. Proceed to File the CAF or Complaint-Affidavit.	None	None	N/A	<i>Requestor</i>
TOTAL:		Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	45 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN-PERSON/ CASH PAYMENT TRANSACTION				
1. Visit the NPC website at HOME - National Privacy Commission	None	None	N/A	<i>Requestor</i>
2. Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email Address/ Contact Details.	None	None	N/A	<i>Requestor</i>
3. Submit the printed SRAF to the Complaints and Investigation Division at 5 th Floor, Delegation Bldg, West Banquet Hall, PICC Complex, Pasay City, Metro Manila personally or through authorized representative	3.1 Receive the accomplished SRAF. 3.2 Do the Order of Payment process.	None	30 Minutes	<i>Records Custodian / Officer of the Day</i> <i>Accountant</i>
4. Pay to the Cashier at General Records Unit	4.1 Receive and validate the Order of Payment, SRAF and Cash/Check; and 4.2 Issue the Official Receipt (OR) and hand over	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	10 Minutes	<i>Cashier</i>

	accomplished SRAF to Client.			
5. Submit the OR and SRAF to the Complaints and Investigation Division.	5.1 Receive SRAF, verify the OR, and photocopy the OR. 5.2 Issue claim stub to the client and return the original OR.	None	5 Minutes	<i>Records Custodian / Officer of the Day</i>
6. Receive the claim stub.		None	N/A	<i>Records Custodian / Officer of the Day</i>
7. Proceed to File the CAF or Complaint-Affidavit.	None	None	N/A	<i>Requestor</i>
TOTAL:		Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	45 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE TRANSACTION				
1. Send email containing the scanned copy of notarized complaints-assisted form or complaint-affidavit and relevant supporting documents/ evidence to complaints@privacy.gov.ph	1.1 Receive and acknowledge receipt of email.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	1 day	<i>Administrative Assistant III / Legal Assistant II / Chief, CID</i>
	1.2 Check for completeness of documents presented.			<i>Administrative Assistant IV / Legal Assistant II / Chief, CID</i>
	1.3 Assign docket number.		30 days	<i>Administrative Assistant IV / Legal Assistant II / Chief, CID</i>

	1.4 Assign the case to an Investigating Officer.			<i>Administrative Assistant IV / Legal Assistant II / Chief, CID</i>
	1.5 Evaluate the complaint as to substance.			<i>Investigating Officer / Chief, CID</i>
2. Send an email with attached Motion for Reconsideration to complaints@privacy.gov.ph and Do the online payment transaction Steps 3, 4, 5, and 6.	1.6.1 If the complaint is incomplete or not covered by DPA, the complaint will be dismissed outright; 1.6.2 If the complaint is complete and covered by DPA, the complaint will undergo preliminary conference and order the respondent to file Verified Comment.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.		<i>Investigating Officer / Chief, CID</i>
	1.7.1 If there is an application for a temporary ban on processing of personal data as indicated in the complaint, determine if the parties need to submit position papers or, in lieu thereof, conduct summary hearing. 1.7.2 If there is no application for a temporary ban on processing of personal data as indicated in the		80 days	<i>Investigating Officer / Chief, CID</i>

	complaint, schedule the case for Preliminary Conference.			
3. Send a filled-out Application For Mediation with SRAF to hearings@privacy.gov.ph and Do the online payment transaction Steps 3, 4, 5, and 6.	1.8 During the preliminary conference, ask the parties if they are willing to undergo the process of mediation.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	90 days	<i>Investigating Officer / Chief, CID</i>
	1.8.1 If yes, have the parties fill-out an Application for Mediation Form and issue Order to Mediate and refer the parties to the Legal Division for mediation. 1.8.2 If not, resume with the investigation phase.			<i>Chief, Legal Division</i>
	1.9 After the period to submit legal documents, such as Memoranda, the same will be recommended for drafting of Fact-Finding Report.		70 days	<i>Investigating Officer / Chief, CID</i>
	1.10 Elevate the case to the Adjudication Team for Decision.			<i>Adjudication Team, Office of the Privacy Commissioner</i>
	1.11 Enforcement of Orders.			<i>Chief, Enforcement Division</i>
TOTAL		Refer to NPC	376 Days	

	Circular No. 2023-001 on Schedule of Fees and Charges.		
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN-PERSON TRANSACTION				
1. Walk-in to the CID with notarized Complaints-Assisted Form or complaint-affidavit and supporting documents/evidence.	2.1 Receive the notarized Complaints-Assisted Form or complaint affidavit and supporting documents/evidence.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	1 day	<i>Administrative Assistant / Legal Assistant II / Chief, CID</i>
	2.2 Check for completeness of documents presented.			<i>Administrative Assistant IV / Legal Assistant II / Chief, CID</i>
	2.3 Assign docket number.		30 days	<i>Administrative Assistant IV / Legal Assistant II / Chief, CID</i>
	2.4 Assign the case to an Investigating Officer.			<i>Administrative Assistant IV / Legal Assistant II / Chief, CID</i>
	2.5 Evaluate the complaint as to substance.			<i>Investigating Officer / Chief, CID</i>
2. Send an email with attached Motion for Reconsideration to complaints@privacy.gov.ph and do the in-person/ cash payment transaction Steps 3, 4, 5, and 6.	2.6.1 If the complaint is incomplete or not covered by DPA, the complaint will be dismissed outright. 2.6.2 If the complaint is complete and covered by DPA,	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.		<i>Investigating Officer / Chief, CID</i>

	the complaint will undergo preliminary conference and order the respondent to file Verified Comment.			
	<p>2.7.1 If there is an application for a temporary ban on processing of personal data as indicated in the complaint, determine if the parties need to submit position papers or, in lieu thereof, conduct summary hearing.</p> <p>2.7.2 If there is no application for a temporary ban on processing of personal data as indicated in the complaint, schedule the case for Preliminary Conference.</p>		80 days	<i>Investigating Officer / Chief, CID</i>
3. Send a filled-out Application for Mediation with SRAF to hearings@privacy.gov.ph and Do the in-person/ cash payment transaction Steps 3, 4, 5, and 6.	<p>2.8 During the preliminary conference, ask the parties if they are willing to undergo the process of mediation.</p> <p>2.8.1 If yes, have the parties fill-out an Application for Mediation form and issue Order to Mediate and refer the parties to the</p>	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	90 days	<i>Investigating Officer / Chief, CID</i>



	Legal Division for mediation. 2.8.2 If not, resume with the investigation phase.		105 days	Chief, Legal Division Investigating Officer / Chief, CID
	2.9 After the period to submit legal documents, such as Memoranda, the same will be recommended for drafting of fact-finding report.		70 days	Investigating Officer / Chief, CID
	1.10 Elevate the case to the Adjudication Team for Decision.			Adjudication Team, Office of the Privacy Commissioner
	1.11 Enforcement of Orders.			Chief, Enforcement Division
	TOTAL	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	376 Days	

4. Certification of Pending/ No Pending Case

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012 (“DPA”), the National Privacy Commission, through the CID, receives data privacy concerns of the data subjects.

Office or Division:	Complaints and Investigation Division (CID)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government.
Who may avail:	All: (i) Filipino citizens whose personal data are processed.

(ii) Foreign nationals whose personal data are processed in the Philippines.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IF CORPORATE ENTITY				
1. Request Form		NPC Website		
2. Certificate of Registration to NPC, if corporate entity		Requestor		
3. Certified government-issued ID of DPO		Requestor		
4. Authorization Letter from DPO if through authorized representative		Requestor		
5. Certified government-issued ID of authorized representative		Requestor		
6. Service Request and Assessment Form		NPC Website		
IF INDIVIDUAL				
1. Request Form		NPC Website		
2. Certified government-issued ID		Requestor		
3. Authorization Letter if through authorized representative		Requestor		
4. Certified government-issued ID of authorized representative		Requestor		
5. Service Request and Assessment Form		NPC Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE PAYMENT TRANSACTION				
1. Visit the NPC website at HOME - National Privacy Commission	None	None	N/A	<i>Requestor</i>
2. Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email Address/ Contact Details.	None	None	N/A	<i>Requestor</i>
3. Send the accomplished SRAF to cnpc@privacy.gov.ph (note: indicate SRAF as email subject)	1. Receive the email request and SRAF; 2. Download and Assess the SRAF; 3. Do Order of Payment Process; and 4. Reply and attach the SRAF with	None	30 Minutes	<i>Records Custodian / Officer of the Day</i>

	assessment and Order of Payment.			
4. Proceed to the nearest Landbank of the Philippines branch and deposit the required fees over-the-counter, or Do an online bank transfer on the required fees.	None	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges	N/A	<i>Requestor</i>
5. Send a copy of the validated deposit slip or screenshot of the proof of transfer to cnpc@privacy.gov.ph using the same email thread.	1. Acknowledge receipt of email. 2. Verify and confirm receipt of payment.	None	15 Minutes	<i>Records Custodian / Officer of the Day</i> <i>FPMD Chief</i>
6. Wait for confirmation reply from cnpc@privacy.gov.ph	Send email confirming receipt of payment.			
7. Proceed to Submit the documentary requirements.	None	None	N/A	<i>Requestor</i>
TOTAL:		Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	45 Minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN-PERSON/ CASH PAYMENT TRANSACTION				
1. Visit the NPC website at HOME - National Privacy Commission	None	None	N/A	<i>Requestor</i>

2. Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email Address/ Contact Details.	None	None	N/A	<i>Requestor</i>
3. Submit the printed SRAF to the Complaints and Investigation Division at 5 th Floor, Delegation Bldg., West Banquet Hall, PICC Complex, Pasay City, Metro Manila personally or through authorized representative	3.1 Receive the accomplished SRAF. 3.2 Do the Order of Payment process.	None	30 Minutes	<i>Records Custodian / Officer of the Day</i> <i>Accountant</i>
4. Pay to the Cashier at General Records Unit.	4.1 Receive and validate the Order of Payment, SRAF and Cash/Check. 4.2 Issue the Official Receipt (OR) and hand over accomplished SRAF to Client.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	10 Minutes	<i>Cashier</i>
5. Submit the OR and SRAF to the Complaints and Investigation Division.	5.1 Receive SRAF, verify the OR, and photocopy the OR. 5.2 Issue claim stub to the client and return the original OR.	None	5 Minutes	<i>Records Custodian / Officer of the Day</i>
6. Receive the claim stub.		None	N/A	<i>Records Custodian / Officer of the Day</i>
7. Proceed to submit documentary requirements.	None	None	N/A	<i>Requestor</i>

TOTAL:	None	45 Minutes	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements either in-person or through an email to cnpc@privacy.gov.ph	1.1 Receive the complete documentary requirements. 1.2 Verify records. 1.3 Prepare certification.	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	3 Days	<i>Legal Assistant II / Chief, CID</i>
2. Wait for the release of Certification of Pending/ No Pending Case.	2.1 Release Certification through cnpc@privacy.gov.ph	None		
	TOTAL:	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges	3 Days	



**FINANCE AND ADMINISTRATIVE OFFICE
(FAO)**

**HUMAN RESOURCES DEVELOPMENT
DIVISION (HRDD)**

1. Recruitment, Selection and Placement

NPC through HRDD fills-up vacancies in compliance with CSC's ORAOHRA of 2017 revised July 1, 2018.

Office or Division:	Human Resources Development Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed application letter.	Applicant			
2. Notarized Personal Data Sheet with attached Work Experience Sheet.	Download forms from www.csc.gov.ph			
3. Copy of authenticated Civil Service Eligibility or PRC License.	CSC Regional Office and/ or PRC as applicable			
4. Certified true copy or authenticated copy of Transcript of Records and Diploma.	School/College/University attended			
5. Photocopy of certificate of trainings and seminars attended.	Applicant			
6. Certificate of Performance Rating for the last rating period (if applicable).	Last/ Previous Government Employer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Identify the positions to be filled-up.	None	2 hours	Concerned Office/HRDD
	2. Prepare and review Terms of Reference and/or Job Description of the positions to be filled-up.	None	24 hours	Chief Administrative Officer (CAO)
	3. Prepare publication ¹ or notice of vacancies.	None	2 hours	HR Assistant
	4. Approve notice of publication of vacancies.	None	4 hours	Privacy Commissioner
	5. Submit Notice of Vacancy/ies to CSC and post to NPC Website, official social media account and 3	None	1 hour	HR Assistant

¹ Publication is 10 days in compliance to RA 7041 and 2017 ORAOHRA revised July 2018

	conspicuous places in the office premises.			
	6. Notify all the qualified next-in-rank candidates for the vacant position.	None	1 hour	CAO
1. Submit letter of intent/applications with complete supporting documents to HRDD.	1. Review and acknowledge receipt of applications.	None	30 minutes per applicant	HR Assistant
	1.2 Encode the data to Applicants' Database.	None	30 minutes per applicant	HR Assistant
	1.3 Evaluate applicants' qualification against the qualification standards of the position.	None	1 hour per applicant	CAO
	1.4 Inform applicants thru email whether they meet minimum requirements and the date of their initial interview.	None	30 mins per applicant	HR Assistant
	1.5 Conduct background / character check.	None	1 hour per applicant	HR Assistant
	1.6 Inform applicants thru email of the result of initial interview and schedule of examination (psychological, skills test, etc).	None	30 mins per applicant	HR Assistant
	1.8 Inform the applicants thru email of the result of examinations and schedule of HRMPSB's. 1.9 Competency-Based Interview.	None	30 mins per applicant	HR Assistant
	1.10 Conduct of HRMPSB Panel Interview and Deliberation.	None	1 hour per applicant	HRMPSB
	1.11 Prepare minutes of the HRMPSB deliberation.	None	8 hours	HR Assistant

	1.12 Consolidate result of the HRMPSB Panel Interview and Deliberation.	None	24 hours	HR Assistant
	1.13 Sign and approve the HRMPSB Report (Comparative Assessment Matrix and approval sheet).	None	56 hours	HRMPSB and Appointing Authority
	1.14 Inform successful applicants thru writing/ email to submit requirements for preparation of appointment papers.	None	30 mins per applicant	HR Assistant
2. Successful candidate should submit pre-employment requirements to HRDD.	2.1 Review submitted documents.	None	1 hour per applicant	HR Assistant
	2.2 Prepare appointment papers and other employment documents.	None	4 hours	HR Assistant
	2.3 Sign and approve appointment paper, oath of office and other employment documents.	None	24 hours	CAO, HRMPSB and Privacy Commissioner
	2.4 Issue the approved appointment to newly-appointed staff.	None	1 hour	HR Assistant
3. Receive approved appointment, Oath of Office, Position Description Form and other employment documents.				
4. Newly-hired employee	4.1 Orient newly-hired employee on NPC's vision, mission,	None	3 hours	Learning and Development Team/ SAO

assumes office.	mandate, organizational structure and policies.			
	4.2 Introduce the newly-hired employee to all NPC Personnel/Divisions.	None	4 hours	HR Assistant
	4.3 Prepare Report on Appointment and transmit to CSC-OP Field Office the approved appointment with supporting documents.	None	3 hours	HR Assistant
Total			167 hours (20 days and 7 hrs)	

Note: Processing Time does not include waiting time per processes.

2. Process PERSONNEL REQUISITION (HIRING OF COS)

Office or Division:	Human Resources Development Division			
Classification:	Complex			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Any qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Requisition Form (PRF)		HRDD		
2. Terms of Reference		HRDD		
3. Endorsement Letter, Justification		Division Concerned, Requesting Party		
4. Work Program Plan and Process Map		HRDD		
CLIENT STEPS	AGENCY ACTION S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare and submit Personnel Requisition Form (PRF) and Terms of Reference (TOR) with supporting documents.	None	8 hours	Division Concerned
	Review submitted documents and endorsed to the Approving Officer.	None	4 hours	AO V- HRDD

	Approval of the PRF & TOR.	None	8 hours	OPC
	Prepare posting of vacancies and submit request for posting.	None	1 hour	HR Assistant
	Post vacancies to NPC Website	None	1 hour	PIAD
1. Submit applications.	Review and assess applications received.	None	8 hours	Concerned Division needing additional personnel
	Endorse selected applicant to the position.	None	2 hours	Concerned Division needing additional personnel
	Review application documents and endorsement.	None	1 hour	HR Assistant
	Prepare endorsement and submit to Approving Authority.	None	1 hour	AO V
	Approve endorsed applicant.	None	8 hours	Office of the Privacy Commissioner
	Inform applicants of the result of applications and provide list of pre-employment requirements.	None	1 hour	HR Assistant
2. Submit pre-employment requirements	Review documents received.	None	3 hours	AO V
	Prepare contracts and other employment documents.	None	4 hours	AO V
	Onboarding of newly hired COS.	None	4 hours	AO V
Total			56 hours (7 days)	

3. Request FOR PERSONNEL DOCUMENTS

One of the functions of HR is to issue documents requested by former employees of NPC such as Service Record, Certificate of Employment, Certificate of No Pending Case, Leave Credits Balances, Employment Clearance, and other Personnel Documents.

Office or Division:	Human Resources Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (former NPC Employees)			
Who may avail:	Former employees of NPC (separated, resigned, and retired)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Service Request Form		HRDD (can be accessed via QR Code or link)		
2. Authorization Letter if the claimant is not the requesting party.		Requesting Party		
3. Valid Identification Card of the requesting party and/or his/her representative.		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out HR Service Request Form (electronic or hard copy) and submit to HRDD.	1.1 Receive /Retrieve request online or hard copies and record / log in the request form in the incoming logbook of HR the request indicating date and time of request.	None	1 hour	HR Records Custodian
	1.2 Review the request including details of the requesting party and its attachment if any.	None	1 hour	HR Assistant
	1.3 Retrieve documents/201 folders from Storage	None	4 hours	HR Assistant
	1.4 Prepare requested documents.	None	4 hours	AOV
	1.5 Review and endorse the requested documents.	None	4 hours	CAO
	1.6 Review and sign the documents.	None	8 hours	CAO or Privacy Commissioner

	1.7 Record to outgoing logbook of HR the requested documents and transmit to the requesting party the documents.	None	1 hour	HR Assistant
2. Receive the requested document.		None	1 hour	
Total			24 hours (3 days)	

INTERNAL SERVICES

**OFFICE OF THE PRIVACY COMMISSIONER
(OPC)**

1. Approval Process

The Office of the Privacy Commissioner (OPC) is principally responsible for the approval of pertinent documents of the Commission. The OPC, through this approval process, efficiently reviews and approves these internal documents routed from NPC Divisions according to NPC's existing policies, existing laws, and regulations.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Simple to Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	NPC Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Administrative Documents		NPC Divisions		
2. Memorandum and Letters		NPC Divisions		
3. Project Proposal		NPC Divisions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Internal documents to Office of the Privacy Commissioner.	1. Review and evaluate submitted document based on the completeness of signatories and attachments.	None	3 hours	Executive Assistant III
	2. Head Executive Assistant to recommend the document to Privacy Commissioner.	None	1 day	Head Executive Assistant
	3. Approved documents.	None	2 days	Privacy Commissioner
	4. Release documents.	None	1 days	Administrative Assistant I

2. Customer Feedback Process

The National Privacy Commission (NPC), as the authority for data privacy and protection of the country, is committed in serving the Filipino people in protecting their personal information. The Office of the Privacy Commissioner (OPC) ensures that all privacy-related news, reports, complaints, and trends are being considered by the Commission in preventing panics and efficiently responding with appropriate actions.

Taking into consideration the risks, impact and sense of urgency, these documented directives from the OPC, delegated to the NPC Divisions, will warrant prevention, protection, or quick response to data privacy - related concerns of the general public through issuance of policies, circulars, resolutions, organized meetings, media or other relevant communication platforms.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) or G2C (Government to Citizen)			
Who may avail:	NPC Divisions and Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaints		Concerned sectors or NPC Division		
2. Trends		Concerned sectors or NPC Division		
3. Reports		Concerned sectors or NPC Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit report and or complaints to Office of the Privacy Commissioner.	1. Evaluate the report based on the relevance with the DPA and Impact on the Data Subject and Society.	None	5 Hours	Head Executive Assistant
	2. Facilitate meeting with different NPC Division.	None	3 Hours	Head Executive Assistant
	3. Issue Commission Directive.	None	5 Hours	Privacy Commissioner
	4. Monitor Commission Directive.	None	5 Hours	Head Executive Assistant

LEGAL AND ENFORCEMENT OFFICE (LEO)

LEGAL DIVISION (LD)

1. Issue Certificate of No Pending/Pending Case

This process covers the issuance of the Certificate of No Pending or Pending Case (CNPC) from the time the end-user submits the completely filled-out Request Slip to the time the Legal Division releases the signed Certificate of No Pending or Pending Case to the end-user.

Office or Division:	Legal Division			
Classification:	Simple			
Type of Transaction:	Internal NPC Officials and Employees			
Who may avail:	All NPC Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-out Request Slip.		Legal Division		
CLIENT STEPS	AGENCY ACTION S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-User submits the completely filled-out Request Slip.	<p>1.0 Verify the completeness of the information provided by the end-user.</p> <p>1.1 If upon evaluation, the information provided is not complete, return the Request Slip to the end- user for revision.</p> <p>1.2 If upon evaluation the information provided is complete, acknowledge receipt of the request.</p>	None	15 minutes	Legal Assistant

	<p>2.0 Once evaluated and verified to be complete and compliant with the requirements, encode the details on the tracker.</p> <p>3.0 Submit the CNPC Request Slip to the drafting lawyer.</p> <p>4.0 Draft the CNPC as requested by the end-user and submit draft to the Chief of the Legal Division for review and approval.</p> <p>5.0 Review and sign the draft CNPC and submit for approval and signature of the Director of the Legal and Enforcement Office.</p> <p>6.0 Review and approve the CNPC and revert the signed document to the Chief of the Legal Division.</p>		<p>10 minutes</p> <p>10 minutes</p> <p>12 working hours</p> <p>1 working day</p> <p>1 working day</p>	<p>Legal Assistant</p> <p>Legal Assistant</p> <p>Attorney III or Attorney IV</p> <p>Division Chief</p> <p>Director</p>
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	7.0 Transmit the approved and signed CNPC to the end- user.		10 minutes	Legal Assistant
TOTAL:		None	2 working days 12 hours and 45 minutes	

2. Review Contract

This process covers the conduct of Contract Review from the time of receipt of the Memorandum of Request for Contract Review to the time of release of the Memorandum of Contract Review with recommendations from the Legal Division and the Proposed Revised Contract.

Office or Division:	Legal Division			
Classification:	Highly Technical			
Type of Transaction:	Internal NPC Offices/Divisions/Units			
Who may avail:	All NPC Offices/Divisions/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Memorandum of Request for Contract Review. Relevant attachments, documents or annexes. 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party submits the Memorandum of Request for Contract Review, together with all relevant	1.0 Verify the completeness of the information and documents provided by the end-user.	None	2 hours	Legal Assistant

<p>attachments, documents, or annexes.</p>	<p>1.1 If upon evaluation, the information provided is not complete, return the Memorandum of Request to the requesting party.</p>			
	<p>1.2 If upon evaluation the documents and information provided are complete, acknowledge receipt of the request.</p>		15 minutes	Legal Assistant
	<p>2.0 Once evaluated and verified to be complete and compliant with the requirements, encode the details on the tracker.</p>		10 minutes	Legal Assistant
	<p>3.0 Submit the Memorandum of Request and its attachments to the Chief of the Legal Division.</p>		10 minutes	Legal Assistant
	<p>4.0 Review the Request for Contract Review and assign to the drafting lawyer.</p>		1 hour	Division Chief

	<p>5.0 Draft the Contract Review and Proposed Revised Contract.</p>		<p>7 working days</p>	<p>Attorney III or Attorney IV</p>
	<p>6.0 Review the draft Contract Review and Proposed Revised Contract, then submit for review and approval of the Director of the Legal and Enforcement Office.</p>		<p>2 working days</p>	<p>Division Chief</p>
	<p>7.0 Review and approve the draft Contract Review and Proposed Revised Contract, then revert the documents to the Chief of the Legal Division.</p>		<p>1 working day</p>	<p>Director of the Legal and Enforcement Office</p>
	<p>8.0 Forward and transmit the Memorandum of Contract Review and Proposed Revised</p>		<p>5 minutes</p>	<p>Legal Assistant</p>

	Contract to the Requesting Party.			
TOTAL:		None	10 working Days, 3 hours and 40 minutes	

3. Issue Legal Opinion

This process covers the issuance of a Memorandum of Legal Opinion from the time of receipt of the Memorandum of Request for Legal Opinion from the concerned office/division or unit to the time of release of Memorandum of Legal Opinion.

Office or Division:	Legal Division			
Classification:	Highly Technical			
Type of Transaction:	Internal NPC Offices/Divisions/Units			
Who may avail:	All NPC Offices/Divisions/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Memorandum of Request for Legal Opinion 5. Relevant attachments, documents or annexes, if any		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. The Requesting Party submits the Memorandum of Request for Legal Opinion, together with all relevant attachments, documents or annexes, if any.	a. Verify the completeness of the information and documents provided by the end-user.	None	2 hours	Legal Assistant
	1.1 If upon evaluation, the information provided is not complete, return the Memorandum of Request to the requesting party. 1.2 If upon evaluation the documents and information provided are complete,		15 minutes	

	<p>acknowledge receipt of the request.</p> <p>9.0 Once evaluated and verified to be complete and compliant with the requirements, encode the details on the tracker.</p> <p>10.0 Submit the Memorandum of Request and its attachments to the Chief of the Legal Division.</p> <p>11.0 Review the Request for Legal Opinion and assign to the drafting lawyer.</p> <p>12.0 Draft the Memorandum of Legal Opinion.</p> <p>13.0 Review the draft Memorandum of Legal Opinion, then submit for review and approval of the Director of the Legal and Enforcement Office.</p> <p>14.0 Review and approve the</p>		<p>10 minutes</p> <p>10 minutes</p> <p>1 hour</p> <p>9 working days</p> <p>2 working days</p>	<p>Legal Assistant</p> <p>Legal Assistant</p> <p>Division Chief</p> <p>Attorney III or Attorney IV</p> <p>Division Chief</p>
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	<p>draft Memorandum of Legal Opinion, then revert the document to the Chief of the Legal Division.</p> <p>15.0 Forward and transmit the Memorandum of Legal Opinion to the Requesting Party.</p>		<p>1 working day</p> <p>5 minutes</p>	<p>Director of the Legal and Enforcement Office</p> <p>Legal Assistant</p>
TOTAL:		None	12 working days, 3 hours and 40 minutes	

**FINANCE AND ADMINISTRATIVE OFFICE
(FAO)**

**HUMAN RESOURCES DEVELOPMENT
DIVISION (HRDD)**

1. Provision of Learning and Development Interventions

The HRDD is responsible in enhancing the competencies of NPC Workforce through provision of at least one learning and development intervention in a year pursuant to existing policies and guidelines of the Civil Service Commission and other oversight agencies. This process covers permanent positions indicated in the DBM-approved Plantilla of Personnel and involves conduct of learning needs assessment, develop capacity building programs and learning interventions that will address competency gaps of NPC employees in the performance of his/her assigned tasks and responsibilities.

Office or Division:	Human Resources Development Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who may avail:	All NPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Learning Needs Assessment		HRDD		
2. Individual Development Plan		HRDD		
3. Division Development Plan		HRDD		
4. Letter of Intent/Registration Form		NPC Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished LNA, IDP and DDP.	Review the submitted LNA, IDP & DDP to HRDD.	None	1 day (per employee)	Training Assistant
	Consolidate all LNA, IDP and DDP and prepare an Annual Learning and Development Plan (ALDP).	None	7 days	Training Officer
	Convene HRDC to review and approve the ALDP.	None	3 days	HRDC

	Review and submit the ALDP and HRDC Resolution.	None	2 days	AO V
	Recommend approval of ALDP and HRDC Resolution.	None	2 days	CAO
	Approval process.	None	2 days	FAO Director, HRDC Chair and Privacy Commissioner
	Prepare Call for Nomination or Memorandum (as applicable) re: participants to particular training.	None	1 day	HRDC Secretariat
2. Letter of Intent/Registration Forms (as applicable).	Coordinate with service provider/training institution on the registration, fees and schedules	None	1 day	HRDC Secretariat
3. Submit Learning Action Plan, Post Activity Report (as applicable) and Certificate of Participation/Attendance.	Facilitate preparation of payment	None	1 day	HRDC Secretariat
Total			20 days	

2. Process Request for Overtime

Office or Division:	Human Resources Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All NPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overtime Authorization Form (OAF)		HRDD		
2. Work Program Plan (WPP)		HRDD		
3. Approved Personnel Order		HRDD		
CLIENT STEPS	AGENCY ACTION S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved OAF & WPP.	Record the received OAF and WPP in the incoming logbook and route to Chief, HRDD.	None	1 hour	HR Records Custodian
	Review the submitted Forms and affix signature.	None	1 hour	CAO
	Prepare PCPO.	None	1 hour	HR Assistant
	Route PCPO to signatories.	None	1 hour	HR Records Custodian
	Approval process.	None	2 days	FAO Director, OED and OPC
2. Received the approved OAF, WPP and PCPO.				Requesting personnel

3. Processing of Separation Documents

Office or Division:	Human Resources Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All NPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Resignation, Separation or Transfer to another agency		NPC Personnel Concerned		
2. Acceptance of Resignation or Notice of Termination (as applicable)		HRDD		
3. Endorsement letter to OPC		HRDD		
4. Turn-Over Report		HRDD		
5. NPC Clearance		HRDD		
6. Exit Interview Form		HRDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/notice of intent to resign or transfer.	Record the notice/letter received and in the incoming logbook and route to concerned staff.	None	30 minutes	HR Records Custodian
	Prepare acceptance of notice of resignation/transfer or termination, endorsement and other supporting documents.	None	2 hours	HR Assistant
	Review the separation documents and affix initials.	None	1 hour	CAO
	Record to outgoing logbook	None	30 minutes	HR Records Custodian

	and route to signatories.			
	Approval process.	None	2 days	FAO Director, OED & OPC
	Transmit the approved documents to separating staff.	None	4 hours	HR Assistant
2. Received the approved and signed acceptance with complete supporting documents.				Separating Personnel

**FINANCE AND ADMINISTRATIVE OFFICE
(FAO)**

**FINANCIAL PLANNING AND
MANAGEMENT DIVISION (FPMD)**

1. Issue Certification of Availability and Non-Availability of Funds

This service refers to the request for Certification of Availability or Non- Availability of Funds (CAF/CNAF) in accordance with GAM Volume I COA Circular 2015-007, dated 22 October 2015, GPPB Circular 05-2018 dated 18 May 2018, P.D No. 1445, dated 11 June 1978, and the revised IRR of RA No. 9184.

A. For Procurable Goods/Services

Office or Division:	FAO - FPMD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. FPMD Service Request Form (Online and Offline Form)			Requesting Office, FAO-FPMD	
2. Market Study (if applicable)			Requesting Office, FAO-FPMD	
3. Purchase Request			Requesting Office, FAO-FPMD	
4. Terms of Reference or Technical Specifications			Requesting Office, FAO-FPMD	
5. Copy of Approved and Signed APP			Requesting Office, FAO-FPMD	
6. Copy of Approved and Signed PPMP			Requesting Office, FAO-FPMD	
7. Other pertinent documents may be required			Requesting Office, FAO-FPMD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Financial Planning and Management Division.	1.1. Receive SRF and its attachments from the requesting client/office.	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/ Aesthetics Requirements.	None	30 minutes	FPMD Records Custodian
	1.3. Record the request..	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I for verification.	None	10 minutes	FPMD Records Custodian

	1.5. Receive request.	None	10 minutes	Budget Specialist I
	1.6. Verify completeness of documents. If complete, proceed to step 1.7. If not, return the documents to FPMD Records Custodian.	None	4 hours	Budget Specialist I
	1.7. Check Funds and Availability of allotment.	None	3 hours	Budget Specialist I
	1.8. Draft and print Certificate of Availability/Non-Availability of Funds (CAF/CNAF).	None	1 hour	Budget Specialist I
	1.9. Endorse the request to Budget Officer III.	None	20 minutes	Budget Specialist I
	1.10. Receive printed CAF/CNAF and its attachments.	None	10 minutes	Budget Officer III
	1.11. Review and include the initial signature on the CAF/CNAF.	None	6 hours	Budget Officer III
	1.12. Endorse the request to Accountant III.	None	20 minutes	Budget Officer III
	1.13. Receive printed CAF/CNAF and its attachments.	None	10 minutes	Accountant II
	1.14. Review and sign the CAF/CNAF.	None	6 hours	Accountant II
	1.15. Endorse signed CAF/CNAF to the records custodian.	None	20 minutes	Accountant II
	1.16. Receive approved CAF/CNAF.	None	10 minutes	FPMD Records Custodian
	1.17. Scan the documents.	None	30 minutes	FPMD Records Custodian
	1.18. Provide one (1) copy to the end user/requesting office.	None	30 minutes	FPMD Records Custodian

TOTAL	NONE	3 working days	
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B. For Request Personnel and Travel Order (RPTO)

Office or Division:	FAO - FPMD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FPMD Service Request Form (Online and Offline Form)		Requesting Office, FAO-FPMD		
1. Invitation Letter or Notice of On-Site Visit (if applicable) 2. Copy of Approved and Signed WFP 3. RPTO signed by the HEA 4. Other pertinent documents may be required		Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Financial Planning and Management Division.	1.1. Receive SRF and its attachments from the requesting client/office.	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/Aesthetics requirements.	None	30 minutes	FPMD Records Custodian
	1.3. Record the request.	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Officer for Verification.	None	10 minutes	FPMD Records Custodian
	1.5. Receive request	None	10 minutes	Budget Specialist I
	1.6. Verify and review the completeness of documents (RPTO and its attachments).	None	4 hours	Budget Specialist I

	1.7. Check Funds and Availability of allotment.	None	3 hours	Budget Specialist I
	1.8. Validate the accuracy of the documents.	None	1 hour	Budget Specialist I
	1.9. Receive the Documents.	None	10 minutes	Budget Officer III
	1.10. Review, include the initial signature and additional remarks (if applicable) on the RPTO.	None	6 hours	Budget Officer III
	1.11. Endorse the request to Accountant II.	None	20 minutes	Budget Officer III
	1.12. Receive the signed RPTO and its attachments.	None	10 minutes	Accountant II
	1.13. Review and sign the RPTO.	None	6 hours	Accountant II
	1.14. Forward the documents to the records custodian.	None	10 minutes	Accountant II
	1.15. Receive the documents.	None	10 minutes	FPMD Records Custodian
	1.16. Scan the documents.	None	30 minutes	FPMD Records Custodian
	1.17. If the RPTO requires NPC Vehicle Service, forward the signed RPTO and its attachments to the ASD. If not, proceed to 1.18.	None	30 minutes	FPMD Records Custodian
	1.18. Forward the signed RPTO and its attachments to the HRDD for preparation of PCPO.	None	30 minutes	FPMD Records Custodian
TOTAL		NONE	3 working days	

2. Payment Process

This process covers the processing of payment for Personnel Services, Maintenance and Other Operating Expenses and Capital Outlays from the receipt of Request for ORS and DV Preparation Slip up to the approval of DV and LDDAP-ADA in accordance with COA Circular 2012-001, Government Accounting Manual, DBM Circulars, CSC Circulars, RA 8184, GPPB Circulars and other existing laws, rules, and regulations.

A. To Internal Clients

a. For Reimbursements

- i. Representation/Meals Expenses
- ii. Goods/Services Expenses

Office or Division:	FAO - FPMD	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Internal Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. FPMD Service Request Form (Offline Form) or FPMD Service Request Form (Online Form)		Requesting Office, FAO-FPMD
2. Obligation Request and Status (ORS, 3 copies printed on A4 green paper)		Requesting Office, FAO-FPMD
3. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper)		
4. Original Receipt/Billing Invoice/Sales Invoice pasted on A4 white paper		
5. Photocopy of item no. 4		
6. Summary/Certification of Expenses (SOE, 2 copies printed on A4 white paper)		
7. Original/CTC of Notice of Meeting/Advisory/Special Order (2 copies) - Certified by the end-user (plantilla)		
8. Original/CTC of Minutes of Meeting/Post-Event Report/Post-Activity Report (2 copies) - Certified by the end-user (plantilla)		
Additional for representation/meals expenses		
9. Original/CTC of Attendance Sheet (2 copies) - Certified by the end-user (plantilla)		
Additional for goods/supplies/materials expenses		
10. Original/CTC Distribution List (2 copies)		

<ul style="list-style-type: none"> - Certified by the end-user (plantilla) 11. Summary of Canvass (4 copies) 12. Requisition of Issue Slip (1 copy) 13. Certificate of Non-Availability of Stocks 14. Canvass Forms <ul style="list-style-type: none"> - At least from 3 suppliers - For items cost 1,000 and above 15. Inspection and Acceptance Report (2 copies) 16. Other pertinent documents may be required 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Financial Planning and Management Division.	1.1. Receive SRF and its attachments from the requesting client/office.	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/ Aesthetics requirements.	None	30 minutes	FPMD Records Custodian
	1.3. Record the request.	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I for ORS processing.	None	10 minutes	FPMD Records Custodian
	1.5. Receive the request.	None	10 minutes	Budget Specialist I
	1.6. Verify and review the completeness of documents.	None	4 hours	Budget Specialist I
	1.7. Process the ORS.	None	1 hour	Budget Specialist I
	1.8. Endorse the ORS to Budget Officer III for signature and endorsement to Accounting Unit.	None	10 minutes	Budget Specialist I
	1.9. Receive the documents.	None	10 minutes	Budget Officer III
	1.10. Review and sign the ORS.	None	1 hour	Budget Officer III

	1.11. Endorse the ORS and its attachments to Administrative Officer IV-Accounting.	None	10 minutes	Budget Officer III
	1.12. Receive the documents.	None	10 minutes	Administrative Officer IV-Accounting
	1.13. Review the supporting documents.	None	3 hours	Administrative Officer IV-Accounting
	1.14. Process the Disbursement Voucher.	None	1 hour	Administrative Officer IV-Accounting
	1.15. Prepare the LDDAP-ADA.	None	1 hour	Administrative Officer IV-Accounting
	1.16. Endorse the request to Accountant II.	None	10 minutes	Administrative Officer IV-Accounting
	1.17. Receive the request	None	10 minutes	Accountant II
	1.18. Review the ORS, DV, and its attachments.	None	5 hours	Accountant II
	1.19. Endorse the request to Chief Administrative Officer, FPMD.	None	10 minutes	Accountant II
	1.20. Receive the request.	None	10 minutes	Chief Administrative Officer, FPMD
	1.21. Review the ORS, DV, and its attachments. If the documents are correct and no discrepancies are found, proceed to step 1.20.	None	3 hours	Chief Administrative Officer, FPMD

	If not, return the documents to Accountant II.			
	1.22. Approve and sign the DV.	None	1 hour	Chief Administrative Officer, FPMD
	1.23. Forward to FPMD Records Custodian.	None	10 minutes	Chief Administrative Officer, FPMD
	1.24. Receive the documents.	None	10 minutes	FPMD Records Custodian
	1.25. Record the documents and endorse to the ASD-Cashier.	None	50 minutes	FPMD Records Custodian
TOTAL		NONE	3 working days	

b. For Personnel Benefits

i. First Salary (Plantilla Personnel and Contract of Service)

- For payments P50,000 or less

Office or Division:	FAO - FPMD
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Internal Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FPMD Service Request Form (Offline and Online Form)	Requesting Office, FAO-FPMD
2. Obligation Request and Status (ORS, 3 copies printed on A4 green paper)	Requesting Office, FAO-FPMD
3. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper)	
4. Payroll Ledger	
Additional requirements for Plantilla Personnel <ul style="list-style-type: none"> a. CTC of Duly Approved Appointment b. Assignment Order, if applicable c. CTC of Oath of Office d. Certificate of Assumption e. SALN 	

<p>f. Approved DTR g. BIR 1902 and 2305 h. Payroll Information on New Employee (PINE) for agencies with computerized payroll systems. i. Authority from the claimant and identification documents, if claimed by a person other than the payee. j. Other pertinent documents may be required.</p> <p>Additional requirements for Contract of Service</p> <p>a. Authority to deduct (mandatory contributions) b. Summary of Individual Accomplish Report c. Summary of Attendance d. Daily Time Record e. Notarized Contract f. Certificate of Assumption g. BIR 1901 (Registration) h. BIR 1905 stamped received by the BIR i. Copy of BIR 0605 j. Photocopy of LBP ATM Card k. Other pertinent documents may be required</p> <p>Additional requirements for COS with Lone Payor: Notarized BIR Annex B-2 with documentary stamp/s.</p> <p>Additional requirements for COS with Multiple Payor: Notarized BIR Annex B-1 with documentary stamp/s.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Financial Planning and Management Division.	1.1. Receive SRF and its attachments from the requesting client/office.	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the	None	1 hour and 30 minutes	FPMD Records Custodian

	Quality/ Aesthetics Requirements.			
	1.3. Record the request.	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I for ORS processing.	None	10 minutes	FPMD Records Custodian
	1.5. Receive the request.	None	10 minutes	Budget Specialist I
	1.6. Verify and review the completeness of documents. If the documents are complete and no discrepancies found, proceed to process 1.8. If not, return the documents to the FPMD Records Custodian.	None	2 days	Budget Specialist I
	1.7. Process the ORS.	None	4 hours	Budget Specialist I
	1.8. Endorse the ORS to Budget Officer III for signature and endorsement to Accounting Unit.	None	10 minutes	Budget Specialist I
	1.9. Receive the Documents.	None	10 minutes	Budget Officer III
	1.10. Review and sign the ORS.	None	1 hour	Budget Officer III
	1.11. Endorse the ORS and its attachments to Administrative Officer IV-Accounting.	None	10 minutes	Budget Officer III
	1.12. Receive the documents.	None	10 minutes	Administrative Officer IV-Accounting
	1.13. Review the supporting documents.	None	2 days	Administrative Officer IV- Accounting

	<p>If complete and no discrepancies found, proceed to step 1.14.</p> <p>If not, coordinate with the requesting client/office.</p>			
	1.14. Process the DV.	None	2 hours	Administrative Officer IV- Accounting
	1.15. Prepare the LDDAP-ADA.	None	2 hours	Administrative Officer IV- Accounting
	1.16. Endorse the request to Accountant II.	None	10 minutes	Administrative Officer IV- Accounting
	1.17. Receive the request.	None	10 minutes	Accountant II
	1.18. Review the ORS, DV, and its attachments.	None	6 hours	Accountant II
	1.19. Endorse the request to Chief Administrative Officer, FPMD.	None	10 minutes	Accountant II
	1.20. Receive the request.	None	10 minutes	Chief Administrative Officer, FPMD
	1.21. Review the ORS, DV, and its attachments.	None	3 hours	Chief Administrative Officer, FPMD
	1.22. Approve and sign the DV.	None	1 hour	Chief Administrative Officer, FPMD
	1.23. Forward to FPMD Records Custodian.	None	10 minutes	Chief Administrative Officer, FPMD
	1.24. Receive the Documents.	None	10 minutes	FPMD Records Custodian
	1.25. Record the documents and endorse to the ASD-Cashier.	None	50 minutes	FPMD Records Custodian
TOTAL		NONE	7 working days	

- For payments more than P50,000.00 up to P500,000.00.

Office or Division:	FAO - FPMD
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Internal Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. FPMD Service Request Form (Offline and Online Form)	Requesting Office, FAO-FPMD
6. Obligation Request and Status (ORS, 3 copies printed on A4 green paper) 7. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper) 8. Payroll Ledger Additional requirements for Plantilla Personnel k. CTC of Duly Approved Appointment l. Assignment Order, if applicable m. CTC of Oath of Office n. Certificate of Assumption o. SALN p. Approved DTR q. BIR 1902 and 2305 r. Payroll Information on New Employee (PINE) for agencies with computerized payroll systems. s. Authority from the claimant and identification documents, if claimed by a person other than the payee. t. Other pertinent documents may be required. Additional requirements for Contract of Service l. Authority to deduct (mandatory contributions) m. Summary of Individual Accomplish Report n. Summary of Attendance o. Daily Time Record p. Notarized Contract q. Certificate of Assumption r. BIR 1901 (Registration) s. BIR 1905 stamped received by the BIR t. Copy of BIR 0605 u. Photocopy of LBP ATM Card	Requesting Office, FAO-FPMD

<p>v. Other pertinent documents may be required</p> <p>Additional requirements for COS with Lone Payor: Notarized BIR Annex B-2 with documentary stamp/s</p> <p>Additional requirements for COS with Multiple Payor: Notarized BIR Annex B-1 with documentary stamp/s</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit complete requirements to the Financial Planning and Management Division.	1.26. Receive SRF and its attachments from the requesting client/office.	None	10 minutes	FPMD Records Custodian
	1.27. Check the attached requirements in conformance with the Quality/Aesthetics Requirements.	None	1 hour and 30 minutes	FPMD Records Custodian
	1.28. Record the request.	None	30 minutes	FPMD Records Custodian
	1.29. Endorse the request to Budget Specialist I for ORS processing	None	10 minutes	FPMD Records Custodian
	1.30. Receive the request.	None	10 minutes	Budget Specialist I
	1.31. Verify and review the completeness of documents. If the documents are complete and no discrepancies found, proceed to process 1.8. If not, return the documents to the FPMD Records Custodian.	None	2 days	Budget Specialist I
	1.32. Process the ORS.	None	4 hours	Budget Specialist I

	1.33. Endorse the ORS to Budget Officer III for signature and endorsement to Accounting Unit.	None	10 minutes	Budget Specialist I
	1.34. Receive the documents.	None	10 minutes	Budget Officer III
	1.35. Review and sign the ORS.	None	1 hour	Budget Officer III
	1.36. Endorse the ORS and its attachments to Administrative Officer IV-Accounting.	None	10 minutes	Budget Officer III
	1.37. Receive the documents.	None	10 minutes	Administrative Officer IV-Accounting
	1.38. Review the supporting documents.	None	2 days	Administrative Officer IV- Accounting
	1.39. Process the DV.	None	2 hours	Administrative Officer IV- Accounting
	1.40. Prepare the LDDAP-ADA.	None	2 hours	Administrative Officer IV-Accounting
	1.41. Endorse the request to Accountant II.	None	10 minutes	Administrative Officer IV- Accounting
	1.42. Receive the request.	None	10 minutes	Accountant II
	1.43. Review the ORS, DV, and its attachments.	None	6 hours	Accountant II
	1.44. Endorse the request to Chief Administrative Officer, FPMD.	None	10 minutes	Accountant II
	1.45. Receive the request.	None	10 minutes	Chief Administrative Officer, FPMD

	1.46. Review the ORS, DV, and its attachments.	None	3 hours	Chief Administrative Officer, FPMD
	If the documents are correct and no discrepancies are found, proceed to step 1.20. If not, return the documents to Accountant II.			
	1.47. Approve and sign the DV.	None	1 hour	Chief Administrative Officer, FPMD
	1.48. Endorse the request to the Director IV, FAO.	None	20 minutes	Chief Administrative Officer, FPMD
	1.49. Review the ORS, DV, and its attachments.	None	20 minutes	Chief Administrative Officer, FPMD
	1.50. Forward to FPMD Records Custodian.	None	10 minutes	Chief Administrative Officer, FPMD
	1.51. Receive the documents.	None	10 minutes	FPMD Records Custodian
	1.52. Record the documents and endorse to the ASD-Cashier.	None	10 minutes	FPMD Records Custodian
TOTAL		NONE	7 working days	

3. Liquidation Report Preparation

This process covers the preparation of Liquidation Report Slip to Certification of the Liquidation Report in relation to the cash advances granted to employees or officials for local and foreign travels, cash advances granted to Special Disbursing Officers for special purpose or one-time activity and cash advances granted to Petty Cash Fund Custodians for petty operating and miscellaneous expenses in compliance with COA Circular 2012-001 dated 14 June 2012, COA Circular 2013-001 dated 10 January 2013 and Executive Order 77 Series of 2019 and other applicable laws, rules and regulations.

Office or Division:	FAO - FPMD	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Internal Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Local Travel		
Service Request Form	Requesting Office, FPMD, ASD	
Official Travel Order	Requesting Office, FPMD, ASD	
Certification by the Head of the Agency	Requesting Office, FPMD, ASD	
Certificate of Travel completed	Requesting Office, FPMD, ASD	
Certificate of Appearance/Attendance	Requesting Office, FPMD, ASD	
Itinerary of Travel	Requesting Office, FPMD, ASD	
Official Receipts	Requesting Office, FPMD, ASD	
Paper/Electronic transportation tickets and boarding pass	Requesting Office, FPMD, ASD	
Foreign Travel		
Service Request Form	Requesting Office, FPMD, ASD	
Official Travel Order	Requesting Office, FPMD, ASD	
Itinerary of Travel	Requesting Office, FPMD, ASD	
Paper/Electronic transportation tickets and boarding pass	Requesting Office, FPMD, ASD	
Certificate of Appearance/Attendance	Requesting Office, FPMD, ASD	
Official Receipts/Billing	Requesting Office, FPMD, ASD	
Certification by the Head of the Agency	Requesting Office, FPMD, ASD	
Narrative Report	Requesting Office, FPMD, ASD	
Certificate of Travel Completed	Requesting Office, FPMD, ASD	
Special Purpose (One-time Activity)		
Special Order for the Designation of Special Disbursing Officer (SDO)	Requesting Office, FPMD, ASD	
Copy of Fidelity Bond	Requesting Office, FPMD, ASD	
Certificate of No Unliquidated Cash Advance	Requesting Office, FPMD, ASD	
Approved Activity Profile and Line-Item Budget	Requesting Office, FPMD, ASD	
Summary of Expenses	Requesting Office, FPMD, ASD	
Purchase Request	Requesting Office, FPMD, ASD	
Bills, receipts, cash invoice, sales invoice with payee name	Requesting Office, FPMD, ASD	
Inspection and Acceptance Report	Requesting Office, FPMD, ASD	
Certificate of Inspection and Acceptance	Requesting Office, FPMD, ASD	
Trip Ticket for gasoline expenses	Requesting Office, FPMD, ASD	
Canvass Forms	Requesting Office, FPMD, ASD	
Summary of Canvass	Requesting Office, FPMD, ASD	

Such as other documents that may be required		Requesting Office, FPMD, ASD		
Petty Cash Fund				
Report on Paid Petty Cash Fund Vouchers		Requesting Office, FPMD, ASD		
Petty Cash Fund Record		Requesting Office, FPMD, ASD		
Purchase Request		Requesting Office, FPMD, ASD		
Certificate of Emergency Purchase		Requesting Office, FPMD, ASD		
Bills, receipts, sale invoices, cash invoices		Requesting Office, FPMD, ASD		
Inspection and Acceptance Report		Requesting Office, FPMD, ASD		
Certificate of Inspection and Acceptance		Requesting Office, FPMD, ASD		
Waste Materials Report (in case of replacement/repair)		Requesting Office, FPMD, ASD		
Trip Ticket (for gasoline expenses)		Requesting Office, FPMD, ASD		
Canvass Form		Requesting Office, FPMD, ASD		
Summary of Canvass		Requesting Office, FPMD, ASD		
Petty Cash Vouchers		Requesting Office, FPMD, ASD		
Such as other documents that may be required		Requesting Office, FPMD, ASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Service Request Form and complete requirements	1.1 Receive the SRF and its attachments from requesting office.	None	10 minutes	Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics requirements.	None	30 minutes	Records Custodian
	1.3 Record the request.	None	30 minutes	Records Custodian
	1.4 Scan documents.	None	30 minutes	Records Custodian
	1.5 Endorse the request to Accounting Unit for verification.	None	10 minutes	Budget Officer II/Budget Staff
	1.6 Receive Documents.	None	10 minutes	Budget Officer II/Budget Staff
	1.7 Check the completeness of documents based on the nature of transaction.	None	6 hours	Accounting Staff
	1.8 Endorse the request to Accounting Staff for preparation of Liquidation Report.	None	20 minutes	Accounting Staff

	1.9 Receive Liquidation Report request.	None	10 minutes	Accountant II or Accounting Staff
	1.10 Draft and encode the Liquidation Report.	None	6 hours	Accountant II or Accounting Staff
	1.11 Print Liquidation Report on three (3) copies.	None	30 minutes	Accountant II or Accounting Staff
	1.12 Endorse the payment request to Accountant III.	None	10 minutes	Accountant II Accounting Staff
	1.13 Receive printed LR complete with supporting documents.	None	10 minutes	Accountant III
	1.14 Validate the content of the endorsed documents.	None	1 day	Accountant III
	1.15 Sign the Liquidation Report.	None	1.5 hours	Accountant III
	1.16 Endorse the documents to Records Custodian.	None	20 minutes	Accountant III
	1.17 Receive LR and its attachments.	None	10 minutes	Records custodian
	1.18 Scan all approved documents and its attachments.	None	30 minutes	Records custodian
	1.19 Endorse documents to requesting office.	None	10 minutes	Records custodian
TOTAL		NONE	3 Working days	

4. Order of Payment Process

This process covers the issuance of the certified Order of Payment (OP) in accordance with Appendix 28 of GAM Vol. II Instructions.

An order of payment is issued to the Collecting Officer as an authority to collect and deposit payments by payors and accountable officers upon the issuance of an Official Receipt.

For transactions involving the collection of unused cash advance, OP is prepared and issued upon the certification of the Liquidation Report by the Head Accountant.

For transactions involving the collection of administrative fees, fines, and penalties, OP is prepared and issued upon the endorsement of the end-user of the Service Request and Assessment Form (SRAF) or Application for Mediation.

For transactions other than those for liquidation and collection of administrative fees, fines, and penalties, OP is prepared and issued upon the accomplishment of the FPMD Service Request Form (SRF).

Emails and interpersonal correspondences in person and online are maintained and utilized to transmit documents and fast-track requests. For transactions facilitated online, documents are approved with PNPKI. In cases when Signing Authority has no PNPKI, hard copies are then routed for their wet signature.

Office or Division:	FAO - FPMD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business C2C - Government to Client			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FPMD SRF		Requesting Office, FPMD, ASD		
Certified Liquidation Report		Requesting Office, FPMD, ASD		
Letter of Intent		Requesting Office, FPMD, ASD		
Invitation to Bid		Requesting Office, FPMD, ASD		
Service Request and Assessment Form		Requesting Office, FPMD, ASD		
Application for Mediation Form		Requesting Office, FPMD, ASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Service Request Form and complete requirements.	1.1 Receive SRF its attachments from requesting office.	None	2 minutes	Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics Requirements.	None		Records Custodian
	1.3 Record the request.	None		Records Custodian
	1.4 Scan documents.	None		Records Custodian
	1.5 Endorse the request to Accounting Unit for Verification.	None	1 minutes	Budget Officer II/Budget Staff
	1.6 Receive Documents.	None		Budget Officer II/Budget Staff
	1.7 Check the completeness of documents based on the nature of transaction.	None	4 minutes	Accounting Staff
	1.8 Endorse the request to	None		Accounting Staff

	Accounting Staff for Order of Payment (OP).			
	1.9 Receive request.	None		Accountant II or Accounting Staff
	1.10 Check completeness and consistency of documents.	None		Accountant II or Accounting Staff
	1.11 Prepare Order of Payment.	None		Accountant II or Accounting Staff
	1.12 Forward to Head Accountant.	None		Accountant II or Accounting Staff
	1.13 Receive printed OP complete with supporting documents.	None		Accountant III
	1.14 Validate the content of the endorsed documents.	None		Accountant III
	1.15 Sign the Liquidation Report.	None		Accountant III
	1.16 Endorse the documents to Records Custodian.	None		Accountant III
	1.17 Receive OP and its attachments.	None		Records custodian
	1.19 Endorse documents to requester.	None		Records custodian
TOTAL	NONE	7 minutes		

INTERIM MANAGEMENT INFORMATION SYSTEM UNIT (IMISU)

1. Provide ICT/Technical Assistance

This service shall attend and resolve to all ICT technical internal issues or concerns.

Office or Division:	Interim Management Information System Unit (IMISU)			
Classification:	Simple to Complex			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	NPC Offices and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Service Request Form (Online and printed copy)		Interim Management Information System Unit (IMISU) - SharePoint and Technical Support Ticketing System Site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via: - techsupport@privacy.gov.ph - Walk-in	1.0 Receive filled-out Technical Service Request Form (SRF).	None	If thru techsupport@privacy.gov.ph email: Upon receipt of the email. If thru physical request (sent physically IMISU Office): Upon receipt of TSRF.	<i>Information Technology Officer (I- II) and Information Systems Analyst (I-III), DSTSD</i>
	3.0 Receive filled-out Technical Service Request Form (SRF). 3.1 Email 3.1.1 Open the techsupport@privacy.gov.ph email. 3.1.2 Select and open the latest	None	Same as above	<i>IT Officer</i>

	<p>email in the inbox.</p> <p>3.1.3 Download and open the TSRF file.</p> <p>3.2 Visit IMISU Office.</p> <p>3.2.1 Received the filled out TSRF from end user.</p>			
	<p>4.0 Check completeness of the form based on the request.</p> <p>4.1 If complete, do Step 5.0.</p> <p>4.2 If not complete, return to end user.</p>	None	Same as above	<i>IT Officer</i>
	<p>5.0 Put Reference number based on the technical support manual queuing system (IMISU-TSYY- XXX, IMIS-TS21-001).</p>	None	Same as above	<i>IT Officer</i>
	<p>6.0 IT Officer will fill out his/her name and date/ time the request was received.</p>	None	Same as above	<i>IT Officer</i>
	<p>7.0 Assess and analyze the issue Described.</p>	None	Same as above	<i>IT Officer</i>

	<p>7.1 Email</p> <p>7.1.1 Send email to end user to clarify and verify the request.</p> <p>7.2 Visit IMISU Office.</p> <p>7.2.1 Ask the end user in person to verify the request.</p>			
	8.0 Tick the appropriate box for the category based on the issue.	None	Same as above	<i>IT Officer</i>
	9.0 Perform diagnostic test for hardware or software and determine whether the request is simple or complex.	None	3-5 days	<i>IT Officer</i>
	10.0 Perform repair/ technical support based on the findings.	None	3-5 days	<i>IT Officer</i>
	11.0 Fill out Recommendation / Action taken, the status of the device and the date & time of the issue was resolved.	None	3-5 days	<i>IT Officer</i>
	12.0 Send to IMISU Supervisor for signature.	None	If thru techsupport@privacy.gov.ph email: Upon	<i>IT Officer</i>

	<p>12.1 Email</p> <p>12.1.1 Attach filled out TSRF and send email to IMISU Supervisor for signature.</p> <p>12.2 Visit IMISU Office.</p> <p>12.2.1 Hand over the filled out TSRF to IMISU Supervisor or signature.</p>		<p>receipt of the email</p> <p>If thru physical request (sent physically IMISU Office): Upon receipt of TSRF</p>	
	<p>13.0 Review PART A and PART B of TSRF.</p> <p>13.1 If there are no comments or correction, sign TSRF and return to IT Officer</p> <p>13.2 If there are comments and correction, return to IT Officer for appropriate action.</p>	None	Same as above	<i>IMISU Supervisor</i>
<p>2.0 Receive signed TSRF and send filled out TSRF to end user for feedback</p> <ul style="list-style-type: none"> - Email - Physical form (End user Office) 	<p>14.0 Hand over the filled out TSRF to end user for feedback.</p>	None	Same as above	<i>IT Officer</i>

	15.0 Receive completed TSRF.	None	Same as above	<i>IT Officer</i>
	16.0 Input details of the TSRF in the Technical Support excel sheet.	None	Same as above	<i>IT Officer</i>
	17.0 Create Summary Report based on the number of technical supports received, resolved, and not resolved, by issues or categories and other related statistics every last working day of the month.	None	Same as above	<i>IT Officer</i>
	18.0 Submit the report to IMISU Supervisor.	None	Same as above	<i>IT Officer</i>
	19.0 Review and consolidate summary report to be submitted to IMISU Chairperson.	None	Same as above	<i>IMISU Supervisor</i>
	20.0 End Process.	None	Same as above	<i>IMISU Supervisor</i>
	TOTAL	NONE	3-7 days	

INTERNAL AND EXTERNAL SERVICES

**FINANCE AND ADMINISTRATIVE OFFICE
(FAO)**

**ADMINISTRATIVE SERVICES DIVISION
(ASD)**

1. Release of Photocopy/Issuance of Certified True Copy of NPC Document/Record

Office or Division:	Administrative Services Division			
Classification:	Simple and Complex			
Type of Transaction:	Government to Client			
Who may avail:	Internal and External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-out Service Request Form (SRF) for internal clients.		Administrative Services Division - General Records Unit (GRU)		
2. Completely filled-out Service Request and Assessment Form (SRAF) for external clients.		Enforcement Division (EnD) and other concerned unit/division		
3. For representative - authorization letter; and - photocopy of ID with picture and signature of requesting party and duly authorized representative.		Requesting client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit SRF/SRAF.	1.1 Receive SRF/SRAF.	Not applicable	Less than 1 minute <i>(under normal circumstances)</i>	<i>Records Specialist</i>
	1.2 Check if the details on the SRF/SRAF are completely filled-out.	Not applicable	2 minutes <i>(under normal circumstance)</i>	<i>Records Specialist</i>
	1.3 Prepare the photocopies of the requested document/record.	Not applicable	1-500pages - Three (3) working days 501 & above - Seven (7) working days	<i>Records Specialist</i>
2. Receive the requested document/record.	Release the requested photocopies/CTC of document/record.	Not applicable	Less than 1 minute <i>(under normal circumstances)</i>	<i>Records Specialist</i>
TOTAL				
Total				

2. Receipt of Incoming Documents

Office or Division:		Administrative Services Division		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Internal and External Stakeholder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Number of copies For Simple documents/communication: 2 copies (1 for NPC and 1 as receiving copy)				
For Complaint-Affidavit: 4 copies (3 for NPC and 1 as receiving copy) For Breach/Security Incident Report: 3 copies (2 for NPC and 1 as receiving copy) For Annual Security Incident Report: 3 copies (2 for NPC and 1 as receiving copy)		NPC forms are downloadable via the National Privacy Commission website		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit documents.	1.1 Receive documents.	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
	1.2 Check the requirements.	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
	1.3 Stamp "RECEIVED" on the upper right corner of the envelope or document; fill in the name, date, and time of receipt in the "RECEIVED" stamp; and affix signature above the name of the Records Analyst on the "RECEIVED" stamp.	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
	1.4 Record and release the receiving copy of the document to the client.	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>

2. Receive the "receiving copy" of the document.				
Total				

3. Online Payment of Fees and Charges

Pursuant to NPC Circular No. 2023-01 on Schedule of Fees and Charges of the National Privacy Commission, the NPC shall impose and collect fees and charges.

Office or Division:	All			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; and G2B - Government to Business			
Who may avail:	All: (i) Filipino citizens whose personal data are processed; (ii) Foreign nationals whose personal data are processed in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request and Assessment Form (SRAF) (printed in A4 size paper and back-to-back) by authorized representative, (i) authorization letter and photocopies of government-issued IDs of payor and representative		<u>2_Service-Request-Form_Final-26-June-2023_1.pdf</u> (privacy.gov.ph) Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the NPC website at HOME - National Privacy Commission National Privacy Commission	None	None	N/A	<i>Requestor</i>
2. Download and accomplish the SRAF: a. Date Requested; b. Name; and c. Email Address/ Contact Details.	None	None	N/A	<i>Requestor</i>

<p>3. Send the accomplished SRAF to the appropriate NPC email addresses:</p> <p>(note: indicate SRAF as email subject)</p>	<p>3.1 Receive the email request and SRAF;</p> <p>3.2 Download and evaluate the SRAF;</p> <p>3.3 Assess the SRAF; and</p> <p>3.4 Reply and attach the SRAF with assessment.</p>	None	10 Minutes	<i>Records Custodian / Officer of the Day</i>
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Complaints	complaints@privacy.gov.ph
Motion for Reconsideration (LEO)	
Application for CDO	
CDO Bond	
Temporary Ban Bond	
CNPC	cnpc@privacy.gov.ph
Application for Mediation ¹	hearings@privacy.gov.ph
Motion for Reconsideration (En Banc)	adjudication@privacy.gov.ph
Advisory Opinion	ppo@privacy.gov.ph
CTC of any paper, record, decree, judgment or entry	<u>records@privacy.gov.ph</u>
Clearances and Certification (EnD)	enforcement@privacy.gov.ph

<p>4. Receive the NPC reply, download and print the accomplished SRAF with assessment.</p>	None	None	N/A	<i>Requestor</i>
<p>5. Submit the printed SRAF to the NPC</p>	<p>5.1 Receive the accomplished</p>	None	5 Minutes	<i>Records Custodian / Officer of the Day</i>

¹ SRAF found in the Application for Mediation

office, personally or through authorized representative.	SRAF. 5.2 Do the Order of Payment process			<i>Accountant</i>
6. Pay to the Cashier.	6.1 Receive and validate the Order of Payment, SRAF and Cash/Check; 6.2 Issue the Official Receipt (OR) and hand over accomplished SRAF to Client.	Refer to NPC Circular No. 2023-01.	10 Minutes	<i>Cashier</i>
7. Submit the OR and SRAF to the appropriate division/s.	7.1 Receive SRAF, verify the OR, and photocopy the OR. 7.2 Issue claim stub to the client and return the original OR.	None	5 Minutes	<i>Records Custodian / Officer of the Day</i>
8. Receive the claim stub.		None	N/A	<i>Records Custodian / Officer of the Day</i>
TOTAL:		None	25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>External Clients are encouraged to accomplish customer satisfaction survey forms & drop them at the designated drop boxes located at the Public Assistance and Complaints Desk of the Public Information and Assistance Division (PIAD) and/or email at info@privacy.gov.ph for the link for external customer satisfaction survey form.</p> <p>For internal clients, NPC personnel may also accomplish internal customer satisfaction survey form available at all NPC Frontline staff, may also scan QR Code posted and accessed the online survey link at hr@privacy.gov.ph</p>
How feedback are processed	<p>Feedback is gathered and processed by PIAD for external clients and HRDD for the internal clients. A report on External Customer Satisfaction Survey is prepared to document action plan, recommend improvement/enhancement of services and monitor actions taken.</p>
How to file a complaint	<p>Accomplish the Complaints- Assisted Form & drop it at the designated drop box at the</p>

	PIAD's Public Assistance and Complaints Desk.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Division or Officer of the Day who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information of CCB, PCC, ARTA	<p>Thru text at the following mobile numbers: 09959528927, 09050310638, 09186454490, or 09055061478, 09708180555</p> <p>Thru email at : info@privacy.gov.ph or at complaints@privacy.gov.ph</p> <p>May call Trunkline No: 8234-2228</p> <p>May call 8888 or NPC's Contact Center ng Bayan at 8234-2228 local 121</p>

LIST OF OFFICES

Office	Address	Email Address	Contact Information
Office of the Privacy Commissioner	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	opc@privacy.gov.ph	8234-2228 local 100, 104, 128
Office of the Deputy Privacy Commissioners	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307		8234-2228 local 102
Office of the Executive Director	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	oed@privacy.gov.ph	8234-2228 local 124
Public Information and Assistance Division	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	info@privacy.gov.ph invitation@privacy.gov.ph	8234-2228 local 116,117 09959528927 09050310638 09186454490
Office of the Director, Privacy Policy Office	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	policy@privacy.gov.ph	8234-2228 local 105
Policy Review Division	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307		8234-2228 local 109
Policy Development Division	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307		8234-2228 local 110
Office of the Director, Legal and Enforcement Office	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307		

Enforcement Division	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	enforcement@privacy.gov.ph	8234-2228 local 113
Complaints and Investigation Division	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	complaints@privacy.gov.ph	8234-2228 local 114 09055061478 09708180555
Legal Division	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	legal.npc@privacy.gov.ph	8234-2228 local 112
Office of the Director, Data Security and Compliance Office	5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	dasco@privacy.gov.ph	
Data Security and Technology Standards Division	4th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	dstsd@privacy.gov.ph	8234-2228 local 111
Compliance and Monitoring Division	4th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	cmd@privacy.gov.ph compliancesupport@privacy.gov.ph	8234-2228 local 103,118 09101029114 09652863419
Office of the Director, Finance and Administrative Office	4th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307		8234-2228 local 107
Human Resource Development Division	4th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	hr@privacy.gov.ph	8234-2228 local 121
Administrative Services Division	4th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	asd@privacy.gov.ph records@privacy.gov.ph	8234-2228 local 123,127,129



Financial, Planning and Management Division	4th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307	fpmd@privacy.gov.ph	8234-2228 local 120
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