



OFFICE OF THE PRESIDENT - PROPER

**CITIZEN'S CHARTER
2020 (2nd Edition)**



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I. Mandate:

The mandate of the OP-Propser is to respond to the specific needs and requirements of the President to achieve the purposes and objectives of the Office.

As such, the OP-Propser performs the following vital/core functions:

- (a) Directly assist the President in the management of the affairs pertaining to the Government of the Republic of the Philippines.
- (b) Provide consultative, research, fact-finding and advisory service to the President.
- (c) Assist the President in the performance of functions pertaining to legislation.
- (d) Assist the President in the administration of special projects.
- (e) Provide direct services to the President and, for this purpose, attend to functions and matters that are personal or which pertain to the First Family.
- (f) Provide technical and administrative support on matters concerning development management, general government administration and internal administration.

III. Vision:

“The Office of the President Proper shall be the embodiment of the Filipino people’s highest aspiration for a government, one that promotes and sustains an environment of peace and security, inclusive growth, public accountability, genuine compassion and meaningful change towards a just social order.”

IV. Mission:

“The Office of the President Proper shall be fully responsive to the specific needs and requirements of the President as Head of State and Government, Chief Executive and Commander-in-Chief.”



V. Service Pledge:

“We, in the Office of the President (OP) Proper, commit to fulfill the standards of the Quality Management System that incorporates Risk-based Thinking; promote effective Complete Staff Work (CSW) by adhering to applicable requirements; and continually improve our efficiency in order to be fully responsive to the specific needs and expectations of the President and those of other relevant interested parties.”



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Malacañang Records Office

External Services



1. DOCUMENT, INFORMATION AND REFERENCE SERVICE (walk-in clients)

This is an external service that provides the document, information and reference request of the general public/ walk-in clients and other government offices for a copy or certified copy of document(s) in the custody of the Malacañang Records Office (MRO) subject to its existing office policies.

Office or Division:	Malacañang Records Office – File Maintenance and Retrieval Division (FMRD) and Finance Office – Cashiering Division			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens and G2G – Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request or MRO Form No. 1 (1 copy only)		Malacañang Records Office – Receiving Window (Room M128, Mabini Hall, Malacañang, Manila)		
Valid ID (1 ID only)		Agency/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or fill-up MRO Form no. 1 at the Receiving Window, Room M128, Mabini Hall to the FMRD human resource in-charge	1. Receive letter request or MRO Form no. 1, search, retrieve and prepare copy or certified copy of requested documents such as:	none	5 minutes	FMRD human resource in-charge at Rm 128, Mabini Hall, to wit:
	a. current issuances (e.g. Proclamations, etc.)		30 mins.	Grace Martal – PSO I
	b. current records (e.g. OP case records, etc.)		2 hours	Joy Serquina – PSO V Lourdes Cuenca – PSO I Rochelle Roxas – PSO IV Maura Jasmin Reyes - PSA
	c. non-current or archival records (CY2019 & below)		2 to 3 days	Ellenita Gatbunton – PSO VI



2. Secure Job Order Slip	2. Issue Job Order Slip	none	2 minutes	Above mentioned FMRD human resource in charge
3. Pay to the Cashier Office at Room 242, 2F, Mabini Hall	3. Issue Official Receipt	₱5.00 per page for reproduction and ₱40.00 per certified copy	10 minutes	Cashier on Duty, PSO II, Cashiering Division, Finance Office
4. Go back to MRO at Room M128 and present the Official Receipt (OR) & Job Order Slip to the FMRD human resource in-charge	4. Release requested copy or certified copy of documents and issue certificate of appearance, if requested.	none	5 minutes	Above mentioned FMRD human resource in charge
Total Processing Time				
for current issuances			37 mins	
for current records			2 hrs & 22 mins.	
for non-current or archival records			3 days	
Total Fees to be Paid vary depending on the number of document (copy or certified copy) requested				



2. DOCUMENT, INFORMATION AND REFERENCE SERVICE (mail or email request)

This is an external service that provides the document, information and reference request of the general public and other government offices sent via mail or email for a copy or certified copy of document(s) in the custody of the Malacañang Records Office (MRO) subject to its existing office policies.

Office or Division:	Malacañang Records Office – Incoming and Outgoing Communications Division (IOCD) and File Maintenance and Retrieval Division (FMRD)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens and G2G – Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SEND		
Letter request or		Malacañang Records Office – Room M128, Mabini Hall, Malacañang, Manila or		
Email		mro@malacanang.gov.ph		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request via mail at Rm 128 Mabini Hall, Malacañang, Manila or email at mro@malacanang.gov.ph	1. Receive letter request or email, attach QRcode, encode and forward request to FMRD	none	15 minutes	Receiving Clerk, IOCD at Rm 128, Mabini Hall, Malacañang, Manila
	2. Search, retrieve and prepare letter-reply and requested information or documents such as: a. current issuances (e.g. Proclamations, etc.)	none	30 minutes 2 hours	FMRD human resource in charge of requested document: Grace Martal – PSO I



	<p>b. current records (e.g. OP case records, etc.)</p> <p>c. non-current or archival records (2019 & below)</p>		2 to 3 days	<p>Joy Serquina – PSO V Lourdes Cuenca – PSO I Rochelle Roxas – PSO IV Maura Jasmin Reyes - PSA</p> <p>Ellenita Gatbunton – PSO VI</p>
	<p>3. If certified copy is requested, prepare CTCs of requested document for signature of the Director IV and send via registered mail, otherwise send reply via email</p>	none	<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Above mentioned FMRD human resource in charge</p> <p>Atty. C.Zeny E. Ferrolino-Enad – Director IV</p> <p>Renante Jordan, PSO IV, IOCD</p>
<p>Total Processing Time for current issuances for current records for non-current or archival records</p>			<p>50 - 60 minutes 2 hrs & 30 mins. 3 days or less</p>	
<p>Total Fees to be Paid</p>		none		



3. FREEDOM OF INFORMATION (FOI) DOCUMENT REQUEST

This is an external service that provides the request of the general public for FOI document(s) in the custody of the Malacañang Records Office (MRO) subject to its existing FOI policies.

Office or Division:	Malacañang Records Office - Incoming & Outgoing Communications Division (IOCD), File Maintenance and Retrieval Division (FMRD), Office of the Deputy Executive Secretary for Finance (ODESFA), Office of the Deputy Executive Secretary for Legal Affairs (ODESLA) and Finance Office – Cashiering Division			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizens and G2G – Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MRO Form No. 8 (FOI Request Form)		Malacañang Records Office – Receiving Window (Room M128, Mabini Hall, Malacañang, Manila)		
Authorization letter or Special Power of Attorney (SPA)		Agency/Office		
Valid IDs (2 IDs) of the requester		Agency/Office		
Photocopy of ID of the authorized representative		Agency/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit filled-up MRO Form no. 8 with other documentary requirements (authorization letter or SPA, 2 valid IDs) at the Receiving Window, Room M128, Mabini Hall or email at mro_foi@malacanang.gov.ph	1. Receive MRO Form no. 8, attach QRcode, encode and forward to FOI Receiving Officer(s)	none	15 minutes	Receiving Clerk, IOCD at Rm 128, Mabini Hall, Malacañang, Manila



	2. Search and retrieve requested FOI documents and prepare referral slip addressed to ODESFA/ODESLA for signature of the Director IV, for clearance or instruction and release the same to ODESFA	none	2 to 3 days 10 minutes 5 minutes	FOI Receiving Officers: Ogene Angeles – PSO VI Rochelle Roxas – PSO IV Atty. C.Zeny E. Ferrolino-Enad – Director IV Rochelle Roxas – PSO IV, FMRD
	3. Process request for Clearance/Instruction	none	11 days	ODESFA/ODESLA A human resource in charge
	4. Receive clearance or instruction, prepare reply and requested copy or certified copy of FOI documents, and inform requester via email or phone call relative to FOI request		3 hours	Rochelle Roxas – PSO IV, FMRD
2. Secure Job Order Slip	5. Issue Job Order Slip	none	2 minutes	Rochelle Roxas – PSO IV, FMRD
3. Pay to the Cashier Office at Room 242, 2F, Mabini Hall	6. Issue Official Receipt	P5.00 per page for reproduction and P40.00 per certified copy	10 minutes	Cashier on Duty, PSO II, Cashiering Division, Finance Office
4. Go back to MRO at Room M128 and present the Official Receipt (OR) & Job Order Slip to the FOI Receiving Officer	7. Release copy or certified copy of requested FOI documents and issue certificate of appearance, if requested.	none	5 minutes	Rochelle Roxas – PSO IV, FMRD
Total Processing Time			15 days or less	
Total Fees to be Paid vary depending on the number of document (copy or certified copy) requested				



Presidential Complaint Center

External Services



4. Public Assistance Service to Letter Senders

This service ensures that letters addressed to the President and routed to the Center and those letters addressed to the Center are evaluated and referred to the most appropriate agency/ies for expeditious action/resolution/investigation/clarification.

Office or Division:	Presidential Complaint Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any citizen with legitimate concern with the different government agencies, bureaus, corporations/commissions, departments, offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter-request of client addressed to the President of the Republic or addressed to the center			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter request to the President/Center at Presidential Complaint Center Bahay Ugnayan, Malacañang, Manila or email address at pcc@malacanang.gov.ph	1. Receiving Clerk officially receives and forwards letter request to Action Officer (AO)	None	5 minutes	Angelica R. Acosta -PSA (PCC) Marlyn Del Rosario -COS (PCC)
	2. AO evaluates, prepares and submits draft action document for approval of the Head of Office/ Designated Signatory	None	20 minutes	Christopher A. Mendoza -PSO II (PCC) Neil E. Mercado -PSO III (PCC) Joey C. Abas -PSO II (PCC)



2. Copy of the action document is mailed to client	3. Signed action documents are scanned and dispatched to addressee-agency.	None	5 minutes	Kelvin Mark C. Lao -COS (PCC)
	4. Signed action documents are processed and released for mailing.	None	20 minutes	Pietroche M. Ponce -COS (PCC) Jerelyn C. Nogonaliza -COS (PCC)
	5. Data encoding of pertinent details of client's personal information and action document, AO, date of receipt/edispatch/mailing Previous record of client is submitted for filing and storage.	None	5 minutes	Sharlene Manahan -COS (PCC) Jinky A. Bautista -COS (PCC) Angelica Lumbrera -COS (PCC) Leonard Q. Quevedor -PSA (PCC)
	TOTAL:	None	55 minutes	



5. Public Assistance Service to Walk-in Clients

This service provides assistance to clients who come to Malacañang to seek the President's help on their requests, complaints, and other concerns, which are evaluated and referred to the most appropriate agency/ies for expeditious action/resolution/investigation/clarification.

Office or Division:	Presidential Complaint Center (PCC)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any citizen with legitimate concern with the different ABCDO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Accomplished PCC Walk-in Client Form with attachments (if any).</p> <p>Walk-in Clients are requested to present identification cards for verification purposes.</p> <p>In case of agencies that have documentary requirements, walk-in clients are advised and provided with a checklist of these requirements to prepare before proceeding to the agency with PCC's action document.</p> <p>In case of a walk-in client who is merely a representative of the person in need of the assistance, the client is requested to present a Special Power of Attorney, together with his identification card and that of the assistance seeker authorizing him/her (or at least a photocopy of the ID card).</p>		<p>Walk-in-Client form is available at the Center's lobby guard.</p> <p>Action Officer assigned to walk-in client.</p> <p>Special Power of Attorney may be prepared and notarized by an authorized lawyer.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Client (WIC) proceeds to the Guard's Counter and Accomplished	1. Guard-on-Duty requests client to present identification card, records client's personal information in	None	Client Dependent (Turnaround time starts from the time of receipt of a letter	



<p>WIC Form at Presidential Complaint Center Bahay Ugnayan, Malacañang, Manila</p>	<p>logbook, takes a picture of client, and provides client with WIC Form to accomplish</p> <p>1.1 Guard-on-Duty prepares photocopy of WIC ID card and accomplished WIC Form/letter request of client; returns WIC ID card; forwards accomplished WIC Form to Action Officer</p>	<p>None</p>	<p>request by the Action Officer.)</p> <p>5 minutes</p>	<p>Guards-on-Duty (PCC)</p>
<p>2. Client is advised to proceed to the waiting area</p>	<p>2. Assigned Action Officer (AO) receives copies of client's ID card, evaluates client's concern, prepares and submits draft action document, for approval/signature.</p>	<p>None</p>	<p>30 minutes</p>	<p>Christopher A. Mendoza - PSO II (PCC) Neil E. Mercado - PSO III (PCC) Joey C. Abas - PSO II (PCC) Mencel G. Abella - PSO I (PCC)</p>
<p>3. Client signs on file copy, with time and date of release, and receives a copy of action document, or copy of action</p>	<p>3. Signed action document is processed for release to client or for mailing.</p>	<p>None</p>	<p>20 minutes</p>	<p>Luisito C. Felix - AA IV (PCC)</p>
	<p>4. Data encoding of pertinent details of client's personal</p>	<p>None</p>	<p>5 minutes</p>	<p>Sharlene Manahan - COS (PCC)</p>



document mailed to client.	information and action document, AO, date of receipt/release to client 4.1. Previous record of client is submitted for filing and storage.			Jinky A. Bautista -COS (PCC) Angelica Lumbrera -COS (PCC) Leonard Q. Quevedor -PSA (PCC)
	TOTAL:	None	60 minutes	



8888 Citizens' Complaint Center

External Services



6. Citizen's Complaint Hotline

Executive Order (EO) No. 6, S. 2016 mandates the 8888 Citizens' Complaint Center (8888 CCC) to receive complaints and grievances on acts of red tape and corruption through the "8888" telephone hotline and other communication channels which may include Short Message Service (SMS)/ Text Access.

Office or Division	8888 Citizens' Complaint Center			
Classification	Simple			
Type of Transaction	Government-to-Citizen (G2C) and Government-to-Government (G2G)			
Who may avail	All			
Checklist of Requirement		Where to Secure		
<ul style="list-style-type: none"> Mobile Phone or Telephone 		Client Dependent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.</p> <p>A. Dial 8888, then press 1 after the voice prompt to report on complaints, grievances or assistance</p> <p>B. Send SMS to 8888 with the required format</p> <p>For complaint: (C/Pangalan/ Ahensya ng gobyerno ng gustong ireklamo/ Kumpletong detalye ng reklamo)</p>	<p>1.</p> <p>A. Call taker will gather personal information of the caller and transcribe the details and provide Ticket Number for follow through purposes</p> <p>B. SMS is acknowledged by SMS Transcriber a Ticket Number is provided for follow up purposes</p>	<p>None (but mobile call needs one (1) peso load balance)</p> <p>Regular long distance charge may apply outside NCR (for PLDT landlines)</p>	12 minutes ¹	<p><i>Administrative Service Assistant (Call Taker)</i> 8888 CCC and <i>Administrative Aide VI (Clerk III)</i> (Call Taker) 8888 CCC</p>



<p>For Assistance: (A/Pangalan/ Uri ng tulong kagaya ng Pinansyal, Pangkabuhayan, Pabahay, Trabaho, Pang-edukasyon at Claims/Ahensya ng gobyerong gustong lapitan/ Kompletong detalye ng hinihinging tulong)</p> <p>C. Dial 8888, then Press 2 to request information or to know the status of a referred concern.</p>	<p>C. Call takers will gather the caller's personal information and Ticket Number for verification</p> <p>2. The Action Officer reviews and evaluates the transcriptions for legitimacy, and ensures that the concern is referred to the proper agency.</p> <p>3. The Supervisory Dispatcher shall review, approve and send the action documents to the concerned agency through the 8888 web system.</p>		<p>10 minutes</p> <p>10 minutes</p>	<p><i>Administrative Aide VI (Action Officer) 8888 CCC</i></p> <p><i>Administrative Assistant II (Supervisory Dispatcher) 8888 CCC</i></p>
TOTAL:		None	32 Minutes²	

Footnote:

1. Call time duration may vary depending on the client's needs
2. Processing time may vary depending on the call duration with the client



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<ul style="list-style-type: none"> ➤ Complaints/Feedback forms are readily available on top of the suggestion box located at the interview area of the MRO and PCC ➤ Feedback can also be sent thru email, mail or can be aired during interview, whichever is convenient to the complainant. ➤ Random callers will be requested to answer automated survey on the Hotline IVR for 8888.
How Feedback is processed	<ul style="list-style-type: none"> ➤ Every Friday, the Admin. Officer opens the suggestion box and compiles all the submitted feedback forms of the designated Offices (MRO and PCC). ➤ Feedback requiring further action are forwarded to the relevant offices for appropriate action. ➤ 8888 Telco partner will provide the Center with data analytics on the client satisfaction survey on a monthly basis
How to file a complaint	<ul style="list-style-type: none"> ➤ A Complaint may be written in the Client Feedback Form. ➤ A complaint may be sent thru mail/email or thru walk-in client form.
How complaints are processed	<ul style="list-style-type: none"> ➤ For simple complaints, the matter is addressed outright. ➤ For serious complaints, the issue is elevated to higher authorities.
Contact Information of CCB, PCC, ARTA	<p>8888 – Citizen’s Complaint Center 0908-8816565 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority 8736-86-29/03/45 – Presidential Complaint Center pcc@malacanang.gov.ph</p>



VII. List of Offices

Office	Address	Contact Information
Malacañang Records Office	Rm M-128 Mezzanine Floor, Mabini Hall, J.P. Laurel St., San Miguel, Manila	8784-4286 loc. 4911/8736-1346 (F) 8249-8310 loc. 8064
Presidential Complaint Center	Bahay Ugnayan, J. P. Laurel St., San Miguel, Manila	87368645 / 87368603 8249-8310 loc. 8164
8888 Citizens' Complaint Center	J. P. Laurel St. San Miguel, Manila	784-4286 local 4633 8888