



OFFICE OF THE CHIEF MINISTER

CITIZEN'S CHARTER HANDBOOK

2023 (1st Edition)



OFFICE OF THE CHIEF MINISTER

CITIZEN'S CHARTER 2023 (1st Edition)



I. Mandate:

To respond to the specific needs and requirements of the Chief Minister to achieve the purposes and objectives inherent in the exercise of his/her powers and functions as the Head of the Bangsamoro.

II. Vision:

The Office of the Chief Minister shall be the premier institution embodying the principle of Moral Governance in realizing the Bangsamoro struggle and attaining the peoples' aspirations.

III. Mission:

OCM leads the formulation and execution of a platform of government, strategic policies, and quality services for the Bangsamoro constituents.

IV. Service Pledge:

Guided by the principles of moral governance, we, the OCM-BARMM, in pursuit of becoming a premier institution, commit to provide responsive support to the Chief Minister in the overall regional administration towards the attainment of the aspirations of the Bangsamoro people by:



- delivering efficient, effective, sensitive, timely, and quality public service with the highest degree of professionalism and compassion in attending to their needs within official working hours in the office premises while adhering to no noon break policy;
- striving to uplift the status and living conditions of the Bangsamoro and the public, regardless of socio-economic status, religion, and tribe among others through programs, projects, and activities that address their needs;
- promoting transparency and openness in engaging the clients through 24/7 access to information regarding our policies and services through our official website (www.bangsamoro.gov.ph) and social media account (www.facebook.com/thebangsamorogovt);
- valuing public's comments, suggestions, and needs, including those with special needs such as differently-abled persons, pregnant women, and senior citizens; and
- upholding our core values of integrity, excellence, inclusivity, honor, respect, justice, trust, and responsiveness, and meeting legal and applicable requirements in the exercise of our duties and functions.

All these we pledge in our commitment to foster quality services through continual improvement of our quality management system.



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AMS- General Services Division

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Office of Senior Minister

External Services



1. Issuance of Policies

This service is being provided by the Office of the Senior Minister to cater the requests of Bangsamoro Government Agencies and Offices, and other Government and Non-Government Organizations for policy issuances. This service is facilitated by the Technical Staff of the Office of the Senior Minister. Policy issuances may refer to Memorandum Orders, Memorandum Circulars, Executive Orders, Administrative Orders, Special Orders (Designations, Reassignments, Detail, and Local and Foreign Travel Authority), and Advisories.

Office or Division:	Office of the Senior Minister			
Classification:	Complex and Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister and its Attached Offices, Ministries, and other Government and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/cover letter 2. Draft policy/memorandum 3. Attachments (as may be necessary)		To be provided by the Client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter addressed to the Senior Minister, through the Assistant Senior Minister, at	1. Receive the documents and forward them to the Office of the Senior Minister.	None	5-10 minutes	<i>Records Officer (Records Division)</i>



<p>least two (2) weeks before the date on which the policy issuance must be released.</p> <p>Requests may be submitted via email osm@bangsamoro.gov.ph, or in hard copies to the Records Office at OCM Building, Bangsamoro Government Center, Cotabato City.</p>				
	<p>2. Receive the request (with cover letter, draft policy, and attachments, if any) from the Records Officer and check the completeness of the documents.</p> <p>Scan and record the documents to the electronic matrix and forward them to the Technical Staff.</p> <p>Note: If the document is incomplete, return it to the sender with an instruction to</p>	None	5-10 minutes	<i>Records Officer (OSM)</i>



	complete the required documents for the request.			
	<p>2. Receive routed request letter for policy issuance.</p> <p>3. Review the draft policy and its attachments and revise as may be necessary.</p> <p>4. Once reviewed and revised, forward the documents to the Executive Assistant.</p>	None	30-60 minutes	<i>Technical Staff (OSM)</i>
	<p>2. Receive the draft policy.</p> <p>3. Forward the draft policy to the Assistant Senior Minister for vetting and countersignature.</p>	None	5-10 minutes	<i>Executive Assistant (OSM)</i>
	2. Receive and vet the draft policy.	None	1-2 days (depending on the	<i>Assistant Minister Senior</i>



	<p>3. If the draft policy needs revision, return the same to the Technical Staff to facilitate revision. If the draft is in order, affix the initial.</p> <p>4. Forward to the Senior Minister, through the Executive Assistant, the reviewed and countersigned draft policy.</p>		<p>availability of the Assistant Senior Minister).</p>	
	<p>2. Receive the reviewed and countersigned draft issuance.</p> <p>3. If the draft policy needs revision, return the same to the Technical Staff to facilitate revision. If the draft is in order, affix the signature.</p> <p>4. Forward the signed policy to the Records Officer, through the Executive Assistant, to facilitate release.</p>	<p>None</p>	<p>2-3 days (depending on the availability of the Senior Minister)</p>	<p><i>Senior Minister</i></p>



	<p>2. Receive signed policy.</p> <p>3. Stamp “released” on the signed policy and facilitate official release, through the Records Division.</p>	None	5-10 minutes	<i>Records Officer (OSM)</i>
	<p>2. Receive OSM-stamped “released” policy.</p> <p>3. Assign number and barcode on the policy.</p> <p>4. Release/ deliver or disseminate policy to the concerned.</p>	None	10-20 minutes	<i>Records Officer (Records Division)</i>
2. Receive the signed policy through email and/or in hard copies delivered by the Messenger from the Records Division.	2. Release the approved policy, memorandum, or executive order and request client to sign the logbook or receiving copy.			<i>Records Officer and/or Messenger (Records Division)</i>
		TOTAL	5 days and 2 hours	



2. Request for Meetings and Appointments

This service is being provided by the Office of the Senior Minister to cater to clients who are requesting for meetings and/or appointments with either the Senior Minister or the Assistant Senior Minister. This service is facilitated by the Office's Protocol Staff.

Office or Division:	Office of the Senior Minister			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government; G2E – Government to Employee; G2B – Government to Business; and G2C – Government to Citizen			
Who may avail:	Officials and employees of the Bangsamoro Government and other government agencies, people from the business and other sectors, and private individuals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to the Office of the Senior Minister either via email at osm@bangsamoro.gov.ph or in person through the Records Division of the Office of the Chief Minister.	1. Receive and check to make sure that the names and contact details are included in the letter. If the request letter is received through e-mail, an	None	5-10 minutes	<i>Records Officer (Records Division) or E-Mail Operator (OSM)</i>



<p>Note: Clients must include their names, purpose for appointment or agenda for meeting, and contact details.</p> <p>Clients must also send the request 1-2 weeks before the requested date of appointment.</p>	<p>acknowledgment receipt will be replied to the sender.</p> <p>2. Forward the request letter to the Protocol Staff.</p>			
	<ol style="list-style-type: none"> 1. Receive the request letter for appointment/meeting with the Senior Minister or Assistant Senior Minister. 2. Review the letter and note the requested date and purpose. 3. Review the calendar of activities of the Senior Minister or Assistant Senior Minister to determine whether or not the requested date is open and available. 4. If the requested date is unavailable, contact and inform the requestor. 	None	10-20 minutes	<i>Protocol Staff</i>



	5. If the requested date is open and available, refer the request to the Senior Minister or Assistant Senior Minister through the Executive Assistant.			
	1. Confirm availability or unavailability to the Protocol Staff, through the Executive Assistant.	None	1-2 days (depending on the availability of the SM or ASM)	<i>Senior Minister or Assistant Senior Minister</i>
	1. Contact/reply to the requestor to inform them of the status of their request through a phone call, text, or letter, whichever is convenient.	None	30-60 minutes	<i>Protocol Staff</i>
1. Receive the response from the OSM Protocol Staff on the status of their request for an appointment or meeting.		None	5-10 minutes	<i>Protocol Staff</i>
		TOTAL	2 days, 1 hour and 30 minutes	



Office of the Chief of Staff

External Services



1. Requests for an appointment or meeting with the Chief Minister

This service under the Social Appointment Division facilitates the requests for an appointment or meeting with the Chief Minister.

Office or Division:	Office of the Chief of Staff			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens; and G2G - Government to Government			
Who may avail:	All BARMM Ministries and Offices, National Government Agencies, International/Local Non-Government Organizations, Academe, General Public, Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Chief Minister		To be provided by the Client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the request letter addressed to the Chief Minister at least two (2) weeks before the appointment/meeting through: Email _____ at cos@bangsamoro.gov.ph ; or	1. Receives the documents and forwards it to the Office of the Chief of Staff.	None	1 hour	<i>Records Officer</i>



Send a printed copy to the Records Office at OCM Building, BARMM Compound, Cotabato City.				
	2. Checks and verify the letter and forwards it to the Social Appointment Chief.		15 minutes	<i>Receiving Officer of the OCOS</i>
	3. Checks notes of the Chief of Staff and forwards it to the Administrative Assistant for drafting of acknowledgment receipt; and to the Engagement Officer for information.		30 minutes	<i>Social Appointment Chief</i>
	4. Drafts acknowledgement letter and sends it to the Social Appointment Chief for approval. Receives and takes note of the details of the appointment/meeting.		15 minutes	<i>Administrative Assistant</i> <i>Engagement Officer</i>
	5. Approves draft acknowledgment letter and affix initials and forwards to Chief of Staff.		5 minutes	<i>Social Appointment Chief</i>
	6. Chief of Staff receives the document and affix signature		10 minutes	<i>Chief of Staff</i>



	and forwards it to the Releasing Officer			
	7. Releasing Officer forwards signed document to Records Division		10 minutes	<i>Releasing Officer</i>
2. Receives notification	8. Sends a notification to the client of the receipt of the request.	None	30 minutes	<i>Records Division</i>
3. Receives notice if the request is approved/disapproved	9. Calendars and coordinates with the client for confirmation and additional information.	None	30 minutes	<i>Engagement Officer</i>
	9.1. If for the Chief Minister, the Engagement Officer plots the schedule depending on the availability.		30 minutes	<i>Engagement Officer</i>
	9.2. For meetings/ appointment that require protocol execution, the Chief Administrative Officer forwards the agreed schedule the Protocol Division		5 minutes	<i>Protocol Chief</i>
4. Receives notice indicating the appointment/meeting schedule.	10. Sends a notice to the client.	None	10 minutes	<i>Engagement Officer</i>
TOTAL		None	4 hours and 10 minutes	



2. Request for message/speech or recorded video message of the Chief Minister

This service under the Social Appointment Division, facilitates the provision of drafting messages, speeches, and pre-recorded messages of the Chief Minister to activities, programs, or publications of different requesting clients such as ministries and offices of BARMM, National Government Agencies, Non-Government Organizations, Civil Society Groups, Academic Institutions, and all other development partners and institutions, and requesting citizen.

Office or Division:	Office of the Chief of Staff			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All Ministries and BARMM Offices, National Government Agencies, International/Local Non-Government Organizations, Academe, General Public, Civil Society Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter addressed to the Chief Minister 2. Program of Activities 3. Draft Message/Speech			To be provided by the Client.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the request letter addressed to the Chief Minister together with the program of	1. Receives the documents and forwards it to the Office of the Chief of Staff.	None	1 hour	<i>Records Officer</i>



<p>activities and draft message/speech at least two (2) weeks before the activity through:</p> <p>Email at cos@bangsamoro.gov.ph; or</p> <p>Send printed copies of the documents to the Records Office at OCM Building, BARMM Compound, Cotabato City.</p>	2. Checks and verify the documents and forwards it to the Social Appointment Chief.	15 minutes	<i>Receiving Officer</i>
	3. Checks the completeness of the submitted requirements; forwards it to the Administrative Assistant for the drafting of acknowledgment letter, and to the Engagement Officer for information.	30 minutes	<i>Social Appointment Chief</i>
	4. Draft acknowledgement letter and sends it to the Social Appointment Chief for approval.	15 minutes	<i>Administrative Assistant</i>
	Receives information		<i>Engagement Officer</i>
	5. Approves acknowledgement letter and affix initials and forwards to Chief of Staff	5 minutes	<i>Social Appointment Chief</i>
	6. Chief of Staff receives the document and affix signature and forwards to the Releasing Officer	10 minutes	<i>Chief of Staff</i>
	7. Releasing Officer forwards signed document to Records Division	10 minutes	<i>Releasing Officer</i>



2. Receives notification	8. Sends notification to the client of the receipt of the request.		30 minutes	<i>Records Division</i>
3. Receives notice if request is approved/disapproved	9. Calendars and coordinates with the client for confirmation and additional information.		30 minutes	<i>Engagement Officer</i>
	10. Reviews draft message/speech and make the necessary revisions and forwards revised speech to the Social Appointment Officer		30 minutes	<i>Speech Writer</i>
	11. Approves draft message/speech and sends to the Chief of Staff		15 minutes	<i>Social Appointment Officer</i>
	12. Chief of Staff handover the message/speech to the Chief Minister		5 minutes	<i>Chief of Staff</i>
	13. If the Chief Minister is not available, the draft message is forwarded to the Executive Assistant for recording		5 minutes	<i>Engagement Officer</i>
	14. Conducts actual recording		30 minutes	<i>Executive Assistant</i>
3. Receives the pre-recorded video materials.	15. Sends the pre-recorded video materials to the Client via email			<i>Engagement Officer</i>
TOTAL		None	4 hours and 50 minutes	



Office of the Chief of Staff

Internal Services



3. Request for approval of documents by the Chief Minister

All documents that need the approval and signature of the Chief Minister shall be submitted to the Office of the Chief of Staff.

Office or Division:	Office of the Chief of Staff	
Classification:	Simple, Complex, or Highly Technical (depending on the type of document)	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	All Ministries and BARMM Offices, OCM Services, Offices and Divisions	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.	Covering memo	OCM Services, Offices and Divisions or the Requesting Client
2.	<p>Documents that need the signature of the Chief Minister, original, signed (see specified documents, per process classification):</p> <ul style="list-style-type: none"> • Endorsement from the Bangsamoro Attorney General's Office (BAGO) for Complex and Highly Technical documents (e.g. MOA) • Endorsement from Co-Chair Minister/ Secretariat for Board/ Committee/Council for Complex and Highly Technical documents (e.g. Resolutions) 	<p>To be provided by the Client</p> <p>OCM Services, Offices and Divisions</p>



<ul style="list-style-type: none"> Endorsement from the Head of Office/ HR Focal for Appointments of Plantilla Personnel, with the initial of the Senior Minister. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SIMPLE TRANSACTION				
1. Submit the requirements/ documents for approval and signature of the Chief Minister. a. Special Orders b. Authority to Purchase Motor Vehicle c. Consultancy Contracts	1. Receives the documents and forwards it to the Office of the Chief of Staff.	None	1 hour	<i>Records Officer</i>
	2. Receives and records the documents; classifies documents according to its urgency; checks its completeness and forwards it to the Chief Administrative Officer. <i>Note: Incomplete documents will be returned to the requestor for completion.</i>		15 minutes	<i>Receiving Officer</i>
	3. Reviews the documents and provides revisions as necessary.		30 minutes	<i>Chief Administrative Officer</i>



	Forwards the final document for the approval and signature of the Chief Minister to the Executive Assistant.			
	4. Receives document and inputs its details in the “for signature” matrix/briefer. Informs the Chief of Staff of the document for review and approval of the Chief Minister.		15 minutes	<i>Executive Assistant</i>
	5. Approval or disapproval of documents and forwards it to the Executive Assistant. Note: Need to indicate reason for disapproval.		2 working days	<i>Chief Minister</i>
	6. Update status of documents in the “for signature” matrix.		10 minutes	<i>Executive Assistant</i>
2. Receives approved or disapproved documents.	6. Reverting of approved/ disapproved documents to respective units.		20 minutes	<i>Releasing Officer</i>
COMPLEX TRANSACTION				
1. Submit the requirements/ documents for approval and signature of the Chief Minister.	1. Receives the documents and forwards it to the Office of the Chief of Staff.	None	1 hour	<i>Records Officer</i>



<p>a. Appointment of Plantilla Personnel b. Contracts (e.g. MOU, MOAs) c. Policies and Issuances (Executive Order, Memorandum Circulars)</p>	<p>2. Receives and records the documents; classifies documents according to its urgency; checks its completeness; and forwards it to the Chief Administrative Officer.</p> <p><i>Note: Incomplete documents will be returned to the requestor for completion.</i></p>	15 minutes	<i>Receiving Officer</i>
	<p>3. Reviews the documents and assigns a technical staff for comprehensive review of the documents.</p>	20 minutes	<i>Chief Administrative Officer</i>
	<p>4. Reviews the documents, provides revisions, and completed staff work.</p> <p>Forwards the final document for the approval and signature of the Chief Minister to the Executive Assistant.</p>	1 hour	<i>Administrative Officer V</i>
	<p>4. Receives document and inputs its details to the matrix/briefer.</p> <p>Informs the Chief of Staff of the document for review and approval of the Chief Minister.</p>	15 minutes	<i>Executive Assistant</i>



	5. Approval/ disapproval of documents. Note: Need to indicate reason for disapproval.		5 working days	<i>Chief Minister</i>
	6.Update status of documents in the <i>‘for signature’</i> matrix.		10 minutes	<i>Executive Assistant</i>
2. Receives approved or disapproved documents.	6.Reverting of signed documents to respective units.		20 minutes	<i>Releasing Officer</i>
TOTAL		None	Simple: 2 days 2 hours and 30 minutes Complex: 5 days, 3 hours and 20 minutes	



Office	Address	Contact Information
Chief of Staff	2F Office of the Chief Minister Building, Bangsamoro Government Center, Gov. Gutierrez Ave., Rosary Heights-7, Cotabato City	(064) 552-2939
Social Appointment Chief	2F Office of the Chief Minister Building, Bangsamoro Government Center, Gov. Gutierrez Ave., Rosary Heights-7, Cotabato City	(064) 552-2939
Engagement Officer	2F Office of the Chief Minister Building, Bangsamoro Government Center, Gov. Gutierrez Ave., Rosary Heights-7, Cotabato City	+639178318375



Bangsamoro Attorney General's Office



Litigation Division (LD), Legal Research And Opinion Division (LROD), and Intergovernmental Relations Division (IGRD)

External Services



1. Request for Legal Opinion

Service Information: The Bangsamoro Attorney General as the chief legal counsel of the Bangsamoro Government renders legal opinion in all legal matters brought before it, to the Parliament, the Chief Minister, and other Ministries of the BARMM.

Office or Division:	Legal Research and Opinion Division/Litigation Division/Intergovernmental Relations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Ministries, Offices, Attached Agencies of the BARMM, Bangsamoro Transition Authority			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter or an Endorsement letter		Client		
2. Case Briefer/Background of the case				
3. Other relevant documents as may be necessary (e.g., initial opinion of the concerned ministry or other ministry)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter, or endorsement letter addressed to	1. Receive the request letter or the endorsement letter. Attach the Document	None	5 minutes	<i>BAGO Records Officer</i>



<p>Bangsamoro Attorney General and other requirements to the Bangsamoro Attorney General's Office located at the 2nd floor of the Office of the Chief Minister Building (OCM), BARMM Compound, Gov. Gutierrez Avenue, Cotabato City.</p>	<p>Tracking Sheet (DTS) and indicate the document title, date received, and requesting office. Transmit the document to the Bangsamoro Attorney General's Secretary.</p>			
	<p>2. Receive the documents, record in the logbook, and endorse to the Attorney General.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Secretary/Executive Assistant</i></p>
	<p>3. Provide the instructions in the DTS and thereafter, assign the task to the legal staff/appropriate division</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Attorney General</i></p>



	depending on the issue involved.			
	4. Draft a legal opinion; thereafter, the same will be forwarded to the Attorney General for review and approval.	None	10 days (Depending on the complexity of the case)	<i>Assigned Legal Staff/Division</i>
	5. Review the draft legal opinion; approve/affix signature. Note: If there are comments from the Attorney General, the same shall be returned to the assigned legal staff/division to address the same. After incorporating the comments of the Attorney General, it will be forwarded again to the Attorney General for final approval.	None	5 days (Depending on the complexity of the case)	<i>Attorney General</i>



	6. The document is docketed with “Legal Opinion No. XXXX”; indicate the date of release and put the same into record. Afterwards, the document is stamped with “RELEASED” on the last page and the same is delivered to the Records Office of the Office of the Chief Minister (OCM).	None	10 minutes	<i>BAGO Records Officer</i>
2. Receive the Legal Opinion; and sign the logbook/receiving copy.	7. Release of the Legal Opinion to the client. It will be routed to the agency concerned. Request the client to sign logbook/receiving copy.	None	10 minutes	<i>Records Officer of the OCM</i>
TOTAL			15 days and 40 minutes	



2. Request for Legal Consultation

Service Information: The Bangsamoro Attorney General is the Chief Legal Counsel of the Bangsamoro Government. One of its services rendered is Legal Consultation to its constituents who seek to consult for advice and guidance on legal matters where the interest of the Bangsamoro Government is involved.

Office or Division:	Legal Research and Opinion Division/Litigation Division/Intergovernmental Relations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Ministries, Offices, Attached Agencies of the BARMM, Bangsamoro Transition Authority			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter or an Endorsement letter		Client		
2. Case Briefer/Background of the Case				
3. Other relevant documents as may be necessary (e.g., initial opinion of the concerned ministry or other ministry)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit the request letter, or endorsement letter addressed to Bangsamoro Attorney General and other requirements to the Bangsamoro Attorney General's Office located at the 2nd floor of the Office of the Chief Minister Building (OCM), BARMM Compound, Gov. Gutierrez Avenue, Cotabato City</p>	<p>1. Receive the request letter or the endorsement letter and other requirements. Attach the Document Tracking Sheet (DTS) and indicate the document title, date received, and requesting office. Transmit the document to the Bangsamoro Attorney General's Secretary.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>BAGO Records Officer</i></p>
	<p>2. Receive the documents; records in the logbook; and endorse to the Attorney General.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Secretary/Executive Assistant</i></p>
	<p>3. Provide the instructions in the DTS and thereafter, assign the task to the legal staff/appropriate division depending on the subject matter for consultation.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Attorney General</i></p>
<p>2. Receive notice of meeting.</p>	<p>4. Set a schedule of a meeting with the client, prepare a notice of meeting</p>	<p>None</p>	<p>1 day</p>	<p><i>Assigned Legal Staff/Division</i></p>



	and communicate the same to the client. Furnish the client with a copy of notice of meeting.			
3. Attend the meeting as scheduled.	5. Conduct the scheduled meeting with the client.	None	3 hours (Depending on the complexity of the case)	<i>Assigned Legal Staff/Division</i>
	6. Prepare documentation of the meetings such as making of narrative reports and the minutes of the meeting.	None	3 days	<i>Legal Assistant of the Division who conducted the meeting with the client</i>
4. Receive the notice of the meeting; and sign the logbook/receiving copy.	7. Furnish the client with the minutes of the meeting and request client to sign the logbook/receiving copy.	None	10 minutes	<i>Records Officer of the OCM</i>
TOTAL			4 days, 3 hours and 30 minutes	



3. Request for the Review of Contract of Agreements, Memorandum of Agreements (MOA), Memorandum of Understanding (MOU), Memorandum Orders, Policies, Executive Orders, Proclamations, Administrative Orders, international documents, and other legal documents initiated or issued by the Chief Minister.

The Bangsamoro Attorney’s General Office shall review, vet, and interpret local, national, and international documents, contracts, and agreements for and on behalf of the Chief Minister. Likewise included in this service is the review of executive orders, proclamations, administrative orders, memorandum orders, and other legal documents initiated or issued by the Chief Minister, and the review of contracts and legal documents for approval of the Chief Minister and the various ministers.

Office or Division:	Legal Research and Opinion Division/Litigation Division/Intergovernmental Relations Division	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Ministries, Offices, Attached Agencies of the BARMM, Bangsamoro Transition Authority	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or an Endorsement letter		Client
2. Copy of Memorandum of Agreements (MOA), Memorandum of Understanding (MOU), Memorandum Orders, Policies, Executive Orders, Proclamations, Administrative Orders, international		



documents, or other legal documents issued by the Chief Minister to be reviewed.				
3. Other relevant documents as may be necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter, or endorsement letter addressed to Bangsamoro Attorney General and other requirements to the Bangsamoro Attorney General's Office located at the 2 nd floor of the Office of the Chief Minister Building (OCM), BARMM Compound, Gov. Gutierrez Avenue, Cotabato City	1. Receive the request letter or the endorsement letter and other requirements. Attach the Document Tracking Sheet (DTS) and indicate the document title, date received, and sending office. Transmit the document to the Bangsamoro Attorney General's Secretary.	None	5 minutes	<i>BAGO Records Officer</i>
	2. Receive the documents, records in the logbook, and endorse to the Attorney General.	None	5 minutes	<i>Secretary/Executive Assistant</i>
	3. Provide the instructions in the DTS and thereafter, assign the task to the legal staff/appropriate	None	10 minutes	<i>Attorney General</i>



	division depending on the documents for review.			
	4. Review the legal document/s and formulate a draft comment thereon. Thereafter, the same will be forwarded to the Attorney General for review and approval.	None	10 days (Depending on the complexity of the case)	<i>Assigned Legal Staff/Division</i>
	5. Review the newly drafted MOA, MOU and other legal documents for review together with the attach comments thereon; approves/affix signature. Note: If there are comments from the Attorney General, the same shall be returned to the assigned legal staff/division to address the same. After incorporating the comments of the Attorney General, it will be forwarded again to the Attorney General for final approval.	None	5 Days (Depending on the complexity of the case)	<i>Attorney General</i>



	6. The document is docketed with "Legal Opinion No. XXXX"; indicate the date of release and put the same into record. Afterwards, the document is stamped with "RELEASED" on the last page and the same is delivered to the Records Office of the Office of the Chief Minister (OCM).	None	10 minutes	<i>BAGO Records Officer</i>
2. Receive the reviewed legal document and sign logbook/receiving copy.	7. Released of the reviewed legal document to the client. The said document will be routed to the agency concerned. Request client to sign logbook/receiving copy.	None	10 minutes	<i>Records Officer of the OCM</i>
TOTAL			15 days and 40 minutes	



4. Regular Judicial and Quasi-Judicial Services

Service information: The Litigation Division is hereby mandated to provide services related to the function of the Bangsamoro Attorney-General as the legal counsel of the Bangsamoro Government. Among these services is the regular judicial and quasi-judicial services.

The Regular judicial service is rendered by BAGO to its constituents specifically the Bangsamoro Government agencies and its officials who need legal representation for their cases pending before the courts and quasi-judicial agencies. For BARMM officials, however, it must be a work-related concern. This service includes the representation of the client during preliminary investigation and trial, and representation of client in all its civil and administrative proceedings, as well as criminal proceedings where the Bangsamoro Government is the plaintiff. Such representations include cases that are elevated to the appellate courts. Investigations, case build-up, and evidence gathering are likewise included in this service.

On the other hand, quasi-judicial service rendered by Bangsamoro Attorney General's Office pertains to mediation service whose cases are not yet filed in court. The purpose of such mediation/conciliation is to bring together the disputing parties, settle their differences, and assist them in developing a mutually agreeable and beneficial solution to their controversy.

Office or Division:	Litigation Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Ministries, Offices, Attached Agencies of the BARMM, Bangsamoro Transition Authority



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter or an Endorsement letter		Client		
2. Case Briefer/Background of the case				
3. Other relevant documents as may be necessary (e.g., court pleadings, motions, and other documents issued by the court)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter, or endorsement letter addressed to Bangsamoro Attorney General and other requirements to the Bangsamoro Attorney General's Office located at the 2 nd floor of the Office of the Chief Minister Building (OCM), BARMM Compound, Gov. Gutierrez Avenue, Cotabato City	1. Receive the request letter or the endorsement letter. Attach the Document Tracking Sheet (DTS) and indicate the document title, date received, and requesting office. Transmit the document to the Bangsamoro Attorney General's Secretary.	None	5 minutes	<i>BAGO Records Officer</i>
	2. Receive the documents, records in the logbook, and	None	5 minutes	<i>Secretary/Executive Assistant</i>



	endorse to the Attorney General.			
	3. Provide the instructions in the DTS and thereafter, assign the task to the litigation division.	None	10 mins	<i>Attorney General</i>
2. Receive information on the status of the case.	4. The Division Chief of the Litigation Division shall assign a lawyer to handle the case and represent the client, if necessary.	None	1 hour	<i>Division Chief of the Litigation Division</i>
Note: Length of time in handling the case will depend on the applicable law, rules, and regulations, and pertinent issuances of the Supreme Court and quasi-judicial bodies.				
TOTAL			1 hour and 20 minutes	



Administrative and Finance Division (AFD)

External Services



Finance Services



1. Request for Certificate of Tax Withheld (BIR Form 2316)

Service information: Certificate of Tax Withheld (BIR Form 2316) is a comprehensive account of the total amount paid by the employer to all its employees including all the withheld taxes within a year. This certificate maybe requested for the following purposes:

- a. If an employee will be transferring to other ministry, offices, or agencies; and
- b. If an employee will use it as a requirement for his/her loan application.

Office or Division:	Administrative and Finance Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G Government to Government, G2C Government to Citizen			
Who may avail:	Current, retired, and resigned employees of Bangsamoro Attorney General's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Administrative and Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly filled - out request form.	1. Check if the request form is properly filled out and transmit the request to	None	10 minutes	Action Officer



	Administrative Assistant II (Accounting Clerk).			
	2. Prepare the Certificate of Tax Withheld (BIR 2316) and submit to Accountant II for review and signature.	None	15 minutes	Administrative Assistant II (Accounting Clerk)
	3. Review and affix signature in the Certificate of Tax Withheld (BIR Form 2316) and forward to the Administrative Assistant II for release.	None	10 minutes	Accountant II
2. Receive the Certificate of Tax Withheld (BIR Form 2316); and sign the logbook.	4. Release the Certificate of Tax Withheld (BIR Form 2316) and request client to sign the logbook.	None	5 minutes	Administrative Assistant II (Accounting Clerk)
TOTAL			40 minutes	



2. Request for Certificate of Last Salary

Service information: Certificate of Last Salary is a document that details the salary drawn by a government employee transferred to other ministries, offices, and agencies.

Office or Division:	Administrative and Finance Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	Current, retired, and resigned employees of Bangsamoro Attorney General's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Administrative and Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly filled -out request form.	1. Check if the request form is properly filled out and transmit the request to the Accounting Clerk	None	10 minutes	Action Officer



	2. Prepare the Certificate of Last Salary and submit it to Accountant II for review and signature	None	10 minutes	<i>Administrative Assistant II (Accounting Clerk)</i>
	3. Review and affix the Certificate of Last Salary and endorse it to the Chief Administrative Officer for final signature.		10 minutes	<i>Accountant II</i>
	4. Review and approve/sign the Certificate of Last Salary and forward it to the Administrative Assistant.	None	10 minutes	<i>Chief Administrative Officer</i>
2. Receive the Certificate of Last Salary and signs the logbook.	5. Release the Certificate of Last Salary and request the client to sign the logbook.	None	10 minutes	<i>Administrative Assistant II Accounting Clerk</i>
TOTAL			50 minutes	



3. Request for Certificate of Employment and Compensation

Service information: Certificate of Employment is a document certifying a current or former employee's employment including the start and end date, as well as the position/s held. This certificate is issued after the termination of employment or upon request by an employee.

Certificate of Compensation is an official document that is issued to a requesting employee, which contains the particulars of monthly earnings, remittances breakdown, and summary of the employee's net pay

Office or Division:	Administrative and Finance Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	Current, retired, and resigned employees of Bangsamoro Attorney General's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Administrative and Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a properly filled -out request form	1. Check if the request form is properly filled out and transmit the request to assigned Human Resource personnel.	None	10 minutes	<i>Action Officer</i>



	2. Verify the information/ purpose of the requesting personnel; prepare the Certificate of Employment and Compensation; and submit it to the Chief Administrative Officer for review and signature.	None	15 minutes	<i>Administrative Assistant II (Human Resource Management Assistant)</i>
	3. Review and approve/sign the Certificate of Employment and Compensation; and forward it to the Administrative Assistant II (Human Resource Management Assistant).	None	10 minutes	<i>Chief Administrative Officer</i>
2. Receive the Certificate of Employment and Compensation; and sign the logbook.	4. Release the Certificate of Employment and Compensation; and request the client to sign the logbook.	None	5 minutes	<i>Administrative Assistant II (Human Resource Management Assistant)</i>
TOTAL			40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send an email to bago@bangsamoro.gov.ph
How feedbacks are processed	Feedbacks are processed by our Records Officer I and will be forwarded to the concerned unit.
How to file a complaint	<p>Complaints can be sent through the following channels:</p> <ol style="list-style-type: none"> 1. Email: bago@bangsamoro.gov.ph 2. Mail the Bangsamoro Attorney General's Office c/o Administrative and Finance Division Alnor Building 2nd Floor, Rosary Heights IX, Cotabato City; and 3. Fill out the Complaints Form located at the windows and drop it on the designated box. <p>Note: Administrative Complaints shall be filed in accordance with the 2017 Rules on Administrative Cases on Civil Service (RACCS)</p>



<p>How complaints are processed</p>	<p>Complaints are processed by our Records Officer I and will be forwarded to the concerned unit.</p> <p>Note: Administrative Complaints are evaluated in accordance with the 2017 Rules on Administrative Cases on Civil Service (RACCS)</p>
<p>Contact Information of BAGO-BARMM, CCB, PCC, ARTA</p>	<p>For BAGO-BARMM:</p> <ol style="list-style-type: none"> 1. (064) 421-5436/ 552-1053 2. 09951841445 (SMS) <p>For Contact Center ng Bayan (CCB):</p> <ol style="list-style-type: none"> 1. Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide 2. SMS/Text Access: 0908-8816565 3. Email: email@contactcenterngbayan.gov.ph <p>For Presidential Complaint Center (PCC):</p> <ol style="list-style-type: none"> 1. Telephone Numbers: +63(2) 8736-8645/ 8736-8603 2. Email: pcc@malacanang.gov.ph



	<p>For Anti-Red Tape Authority (ARTA):</p> <p>1. Email: complaints@arta.gov.ph</p> <p>2. Telephone Numbers: (02) 8478-5091/ (02) 8478-5093/ (02) 8478-5099</p>
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Office	Address	Contact Information
Bangsamoro Attorney General's Office (Main Office)	2 nd floor, OCM Building, BARMM Compound, Gov. Gutierrez Avenue, Rosary Heights-VII, Cotabato City.	(064) 552-1053
BAGO Administrative and Finance Division (Extension Office)	Alnor Building, 2 nd Floor, Rosary Heights IX, Cotabato City	(064) 421-5436
BAGO Intergovernmental Relations Division (Extension Office)	Alnor Building, 3 rd Floor, Rosary Heights IX, Cotabato City	(064) 552-3299



Legal and Legislative Liaison Office

External Services



1. Request for Legal Advice

Office or Division:	Legal and Legislative Liaison Office			
Classification:	Simple and Complex Transaction			
Type of Transaction:	Government to Stakeholders			
Who may avail:	Moro Islamic Liberation Front and Moro National Liberation Front members and families including BARMM stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send letter request via email at llo@bangsamoro.gov.ph or hard copy to Legal and Legislative Liaison Office	1. Receive the letter of request and record transaction in the logbook Endorse to the Chief	None	30 minutes to 1 hour	<i>Legal/ Administrative Assistant and the Chief of Office.</i>
2. Fill out the Feedback form.	2. Perform appropriate action on the matter being requested by the Client.	None	30 minutes to 1 hour	<i>Chief of Office</i>
	TOTAL	0	1 hour and 30 minutes	

Legal and Legislative Liaison Office



Internal Services

2. Request for Review of Policies, Memorandum of Agreements, Memorandum of Understanding and Other Legal Documents

Office or Division:	Legal and Legislative Liaison Office	
Classification:	Complex Transaction	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Offices under the Office of the Chief Minister proper (Administrative and Management Service, Technical Management Service, Finance Management Service, Internal Audit, Intelligence and Security Service, Information and Communication Office, and The Clinic)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement Letter 2. Copy of the Draft Policy, Memorandum of Agreement, Memorandum of Understanding, and Other Legal (electronic copy)		Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send endorsement letter addressed to the Legal and Legislative Liaison Office together with other necessary requirements via email (for initial review only) lll@bangsamoro.gov.ph	1. Receive the email with attached necessary required documents; check completeness; Print it and forward it to the Administrative Officer II for review.	None	15 minutes	<i>Administrative Management Service - Records Division</i>
	2. Initial review of the documents and attachment; and endorse it to the Chief of Legal and Legislative Liaison Office.	None	30 minutes	<i>Administrative Officer II</i>
	4. Review and render legal comments and recommendations; and forward to Legal Assistant II.	None	2 to 5 days	<i>Chief, Legal and Legislative Liaison Office</i>
	5. Encode the draft legal opinion, comments, and/or recommendations; and forward document to the Administrative Officer II.	None	1 hour and 30 minutes	<i>Legal Assistant II</i>



	6. Review before endorsing to the Chief of Office for approval.	None	30 minutes	<i>Administrative Officer II</i>
	7. Signed the documents with legal comments/ opinions and recommendations and forward the documents to the Record Officer.	None	15 minutes	<i>Chief, Legal and Legislative Liaison Office</i>
2. Receive reviewed documents for finalization via email and acknowledge receipt.	8. Transmit by sending the copy of the documents to client via email and request for acknowledgement.	None	1 hour	<i>Liaison Officer/ Administrative Assistant V</i>
3. Revise and send final draft of the documents with recommendations (hard copy) for final review.	9. Receive copy of the revised/final draft documents (hard copy) for final review and forward it to the Legal and Legislative Liaison Office.		30 minutes	<i>Administrative Management Service - Records Division Personnel.</i>
	2. Receive the documents; check completeness; and forward it to the Chief of Office.	None	10 minutes	<i>Legal and Legislative Liaison Office - Records Officer</i>
	10. Review and approve the final draft of policy, memorandum or agreements and forward it to the Records Officer.		30 minutes	<i>Chief, Legal and Legislative Liaison Office</i>



	11. Forward to the Administrative Management Service - Records and have it "received".		30 minutes	<i>Liaison Officer/ Administrative Assistant V</i>
4. Receive copy of the approved policy, memorandum or agreement and sign logbook/receiving copy	12. Transmit to client the policy, memorandum or agreement with comments and recommendations, request clients to sign logbook /receiving copy.		30 minutes	<i>Administrative Management Service - Records Division personnel.</i>
TOTAL		None	5 days and 4 hours and 45 minutes	



Internal Audit Office

Internal Services



1. Request for Internal Audit Opinion

Service information: This service aims to provide assistance to the requesting party by recommending appropriate courses of action based on the presented case as part of the overall adequacy of governance, risk management, and control mechanisms within the Office of the Chief Minister.

Office or Division:	Management and/or Operations Audit Section	
Classification:	Complex Transaction	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Executive Offices, Bangsamoro Management and Support System, Attached Agencies, and Project Management Offices of Office of the Chief Minister (OCM)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Request Letter or an Endorsement letter (1 original copy) 2. Copy of financial documents and/or other files relevant to the case forwarded (Note: Other documents may be further required as deemed necessary in the formulation of Internal Audit Opinion)	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit hard copy of the request letter or endorsement letter, together with the supporting document/s (as necessary) to the Records Division of the Office of the Chief Minister located at 1/F OCM Building, Bangsamoro Government Center.</p> <p>Note: The document/s will be received for routing by the OCM's Records Division, to be forwarded to the Internal Audit Office.</p>	<p>1. Receive the request letter or endorsement letter.</p> <p>Place 'Received' stamp on the first page of the request letter or endorsement letter.</p> <p>Attach a Document Tracking Form (DTF) specifying the requesting party, document title, control number, and date received.</p> <p>Forward all the documents to the Internal Auditor V or Designated Alternate.</p>	None	5 minutes	<i>Administrative Assistant III (Records Officer)</i>
	<p>2. Conduct the initial review based on the request.</p> <p>Provide instructions and assign the formulation of the</p>		1 hour	<i>Internal Auditor V /Designated Alternate</i>



	internal audit opinion to appropriate section heads depending on the issue involved.			
	<p>3. Conduct research and discussion with Internal Audit Team.</p> <p>Prepare the Internal Audit Opinion and endorse the same to Internal Auditor IV for review.</p>		4 days	<i>Assigned Internal Audit Staff</i>
	<p>4. Review the draft Internal Audit Opinion.</p> <p>Affix initials on the last page of the document and forward the same to Internal Auditor V for final review and approval.</p>		3 hours	<i>Internal Auditor IV</i>
	<p>5. Final review and approval of the Internal Audit Opinion.</p> <p>Affix initials on every page of the document and sign the last page of the document.</p>		3 hours	<i>Internal Auditor V</i>



	6. Place “Released” stamp on the last page of the Internal Audit Opinion.		5 minutes	<i>Administrative Assistant III</i>
	7. Forward the released Internal Audit Opinion to the Records Division for routing.		15 minutes	<i>Administrative Assistant III (Liaison Officer of Internal Audit Office)</i>
2. Receive the Internal Audit Opinion; place “Received” stamp on the first page of the letter.	8. Deliver the documents to the concerned client; and request client to sign logbook or receiving copy..	None	30 minutes	<i>Liaison Officer of Records Division</i> <i>For hand-carry:</i> <i>Administrative Assistant III (Liaison Officer of Internal Audit Office)</i>
TOTAL PROCESSING TIME			4 days, 7 hours, and 55 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the Internal Audit Office at OCM Annex Building, 2/F.
How feedbacks are processed	Feedback is gathered and processed by the Administrative Assistant, then a report of customer feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box located at the entrance of the Internal Audit Office at OCM Annex Building, 2/F.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the Internal Auditor V who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Send your feedback through email address internalaudit@bangsamoro.gov.ph or through facebook page www.facebook.com/internalaudit.ocm



Information and Communications Office

Internal Services



1. Request to Hardware, Software, and/or Internet Connectivity Set-up/Troubleshooting

Service Information: Assistance to the users to install, maintain, and troubleshoot computer hardware (such as desktop/laptop computers and their accessories, kiosks/interactive display, printers, scanners, network switches, routers, storage devices, etc), software (such as operating system, productivity tools, multimedia and graphic design applications, project management applications, database management systems and applications software, data communications software, development tools, security and anti-virus tools, etc) and internet connectivity (including both wired and wireless internet connectivity).

Office or Division:	Information and Communications Office	
Classification:	Simple Transaction	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Office of the Chief Minister's divisions, offices, and agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Technical Service Request Form, 1 copy		Information and Communications Office
Satisfaction and Feedback Form (after the transaction), 1 copy		Information and Communications Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends requirements to the Information and Communications Office, Underground floor of the Office of the Chief Minister, or via e-mail at ico@bangsamoro.gov.ph	1.1 Receives and forwards request to technical staff	None	3 minutes	<i>Receiving Officer</i>
	1.2 Checks and verifies the request <i>Incomplete documents will be returned to the requestor for completion.</i>	None	3 minutes	<i>Technical Personnel</i>
	1.3 Assesses the problem for the initial finding If serviceable, proceed to the next step If not serviceable, send a recommendation letter to the client via e-mail	None	5 minutes	<i>Technical Personnel</i>



	<p>1.4 Troubleshoots/repairs</p> <p>If repaired, inform the client</p> <p>If not repaired, a third-party service provider can be consulted for a solution</p>	None	<p>15 minutes</p> <p><i>(Should the troubleshooting/reparation require more time, then the Information and Communications Office shall inform the client of the additional time needed to complete the troubleshooting/reparation.)</i></p>	<i>Technical Personnel</i>
2. Receives information regarding the result of the request	2. Informs the client about the result of troubleshooting/reparation via text message	None	3 minutes	<i>Technical Personnel</i>
3. Receives satisfaction and feedback form	3. Requests the client to accomplish satisfaction and feedback form	None	3 minutes	<i>Technical Personnel</i>



<p>4. Sends satisfaction and feedback form - to the Information and Communications Office, Underground floor of the Office of the Chief Minister, - or via email at ico@bangsamoro.gov.ph</p>	<p>4.1 Receives accomplished satisfaction and feedback form</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Technical Personnel</i></p>
	<p>4.2 Prints (if applicable) and record the request</p>	<p>None</p>	<p>1 minute</p>	<p><i>Technical Personnel</i></p>
TOTAL		<p>0</p>	<p>36 minutes</p>	



2. Request for Advertisement Posting (LED Wall and Kiosk)

Service Information: Posting on screen displays for advertisements such as accomplishments, activities, commemorations, celebrations, announcements, etc. located in the conspicuous areas in the OCM and BGC for a specific length of time. Advertisements to be posted can be photos, videos, or slideshow.

Office or Division:	Information and Communications Office	
Classification:	Simple Transaction	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Office of the Chief Minister's divisions, offices, agencies, and other ministries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Technical Service Request Form, 1 copy		Information and Communications Office
Letter of request (Scanned copy)		Client
Video Clip or Layout (Softcopy)		Client



Satisfaction and Feedback Form (after the transaction), 1 copy		Information and Communications Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends requirements 2 days prior to the posting date via e-mail at ico@bangsamoro.gov.ph	1.1 Receives and forwards the documents to the technical staff	None	3 minutes	<i>Receiving Officer</i>
	1.2 Checks and verifies the documents <i>Incomplete documents will be returned to the requestor for completion.</i>	None	3 minutes	<i>Technical Personnel</i>
	1.3 Facilitates posting request	None	10 minutes <i>(Should the posting require more time, then the Information and Communications Office shall inform the client of the additional time needed to</i>	<i>Technical Personnel</i>



			<i>complete the troubleshooting/reparation.)</i>	
2. Receives Satisfaction and Feedback Form	2. Informs and requests client to accomplish the Satisfaction and Feedback Form via e-mail	None	2 minutes	<i>Technical Personnel</i>
3. Sends accomplished Satisfaction and Feedback Form via e-mail at ico@bangsamaoro.gov.ph	3.1 Receives accomplished Satisfaction and Feedback Form	None	2 minutes	<i>Technical Personnel</i>
	3.2 Prints and records the request	None	3 minutes	<i>Technical Personnel</i>
TOTAL		0	23 minutes	

3. Request for Information Dissemination via Short Message Service (SMS)



Service Information: Information Dissemination via SMS or also known as Text Blast Service is the process of informing the intended recipients about certain subjects via SMS. The recipient receives the message with the “BARMM” as the sender. Common subjects for Text Blast are notices for meetings, notices for scheduled interviews and examinations for Job Portal applicants, and urgent announcements.

Office or Division:	Information and Communications Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister’s divisions, offices, and agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Service Request Form, 1 copy		Information and Communications Office		
Letter of Request (Hard or Scanned Copy) – Optional, 1 copy		Client		
Satisfaction and Feedback Form (after the transaction), 1 copy		Information and Communications Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends requirements 2 days prior to the need of request service via e-mail at ico@bangsamoro.gov.ph	1.1 Receives and forwards documents to the administrative officer	None	3 minutes	<i>Receiving Officer</i>



	1.2 Verifies/ reviews the correctness of requirements <i>Incomplete documents will be returned to the requestor for completion.</i>	None	3 minutes	<i>Administrative Officer</i>
	1.3 Inputs the message via SMS and sent to recipients (<i>including the contact number of the requestor</i>)	None	5 minutes	<i>Administrative Officer</i>
2. Receives satisfaction and feedback form	2.Requests to accomplish satisfaction and feedback form	None	2 minutes	<i>Administrative Officer</i>
3. Sends accomplished satisfaction and feedback form via e-mail at ico@bangsamoro.gov.ph	3.1 Receives accomplished satisfaction and feedback form	None	1 minute	<i>Administrative Officer</i>
	3.2 Prints and records the request	None	3 minutes	<i>Administrative Officer</i>
TOTAL		0	17 minutes	



4. Request for Website Domain/Subdomain and Online Meeting Credentials Creation (GovMail, Subdomain, Zoom)

Service Information: Request for GovMail account creation is the registration of an account for Google Workspace wherein e-mail is one of its applications. Request for Website Domain/Subdomain is creation of a domain name for an office intending to develop an official website. Online meeting credentials creation is creation of a meeting link (or code) for online video conferencing.

Office or Division:	Information and Communications Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister's Divisions, Offices, Agencies, and other ministries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Service Request Form, 1 copy		Information and Communications Office		
Request Letter (Scanned copy)		Client		
Satisfaction and Feedback Form (after the transaction), 1 copy		Information and Communications Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the requirements via e-mail at ico@bangsamoro.gov.ph	1.1 Receives, and forwards the requirements to the technical staff	None	3 minutes	<i>Receiving Officer</i>



	1.2 Verifies/checks the completeness of the documents <i>Incomplete documents will be returned to the requestor for completion.</i>	None	3 minutes	<i>Technical Personnel</i>
	1.3 Creates the requested credential	None	10 minutes	<i>Technical Personnel</i>
2. Receives the requested credential	2. Sends the requested credential via e-mail	None	1 minute	<i>Technical Personnel</i>
3. Receives satisfaction and feedback form	3. Requests to accomplish satisfaction and feedback form	None	1 minute	<i>Technical Personnel</i>
4. Sends the accomplished satisfaction and feedback form via e-mail at ico@bangsamoro.gov.ph	4.1 Receives the accomplished satisfaction and feedback form	None	1 minute	<i>Technical Personnel</i>
	4.2 Prints and records the request	None	3 minutes	<i>Technical Personnel</i>
TOTAL		0	22 minutes	



5. Request for Equipment Borrowing

Service Information: These are ICT equipment available in the stock of ICO which can be borrowed by OCM offices for their intended purposes such as projectors, web cameras, printers, etc.

Office or Division:	Information and Communications Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister's Divisions, Offices, and Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowing Slip, 1 copy		Information and Communications Office		
Satisfaction and Feedback Form (after the transaction), 1 copy		Information and Communications Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends accomplished borrowing slip to the Information and Communications Office, Underground floor of the Office of the Chief Minister	1.1 Receives and forwards accomplished borrowing slip to the equipment custodian	None	1 minute	<i>Receiving Officer</i>
	1.2 Checks the request and availability of the requested equipment	None	3 minutes	<i>Equipment Custodian</i>



	<p>If available, proceed to the next step</p> <p>If not available, inform the client about the unavailability of equipment</p>			
	1.3 Tests the equipment condition and reflect the result to the borrowing slip	None	10 minutes	<i>Equipment Custodian</i>
2. Receives the requested equipment and signs the equipment as received on the borrowing slip	2. Hands over the requested equipment	None	3 minutes	<i>Equipment Custodian</i>
3. Returns the equipment to the Information and Communications Office, Underground floor of the Office of the Chief Minister	<p>3. Receives and checks the condition of the equipment</p> <p>If has no damaged, sign received equipment</p> <p>If has damaged, the sanctions will be applied based on its severity</p>	None	10 minutes	<i>Equipment Custodian</i>
4. Receives satisfaction and feedback form	4. Requests to accomplish satisfaction and feedback form	None	1 minute	<i>Equipment Custodian</i>



5. Submits the accomplished feedback form at Information and Communications Office, Underground Floor of Office of the Chief Minister	5.1 Receives and records the accomplished feedback form	None	2 minutes	<i>Equipment Custodian</i>
TOTAL		0	<i>Borrowing:</i> 17 minutes <i>Returning:</i> 13 minutes	



FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p>Accomplish the Satisfaction and Feedback Form at the end of each service request completed by the ICO and submit it to the Administrative Officer of ICO. For other feedbacks, you can drop it in the designated box at the ICO Office Entrance.</p> <p>Contact information: (064) 421- 5189</p> <p>Mail us at</p> <p>Information and Communications Office Office of the Chief Minister OCM Building, Bangsamoro Government Center RH VII, Cotabato City</p> <p>Or send us an email at: ico@bangsamoro.gov.ph</p>
How feedbacks are processed	<ul style="list-style-type: none"> ● The Administrative Officer/Assistance of ICO collects all accomplished feedbacks from the designated drop box (or from e-mail or from service request feedback) every Friday and compiles and records all feedbacks received.



	<ul style="list-style-type: none"> ● Feedbacks are then evaluated to determine its merit or identify feedbacks that requires ICO's immediate action/answer; ● Feedbacks that require action will be endorsed to the Head of ICO for appropriate action. The answer or action taken by the office is then relayed to the citizen; ● Otherwise, feedbacks are compiled and records all feedbacks received ● At the end of the month, the result will be discussed during Management Meetings.
How to file a complaint	<p>You may submit your written complaint through:</p> <p>Postal mail:</p> <p>Information and Communications Office Office of the Chief Minister OCM Building, Bangsamoro Government Center RH VII, Cotabato City</p> <p>Email: ico@bangsamoro.gov.ph</p> <p>Or, you can proceed in person at the Office of the Chief Minister- Information and Communications Office</p> <p>Important information is required in order to help us evaluate your complaint. We can best respond to you and assist you better if you will provide the following information:</p>



	<ol style="list-style-type: none"> 1. Name of the Person(s) Complained of, his/her position; 2. Details of the issue(s) being raised, including the narration of relevant facts and evidence which shows the acts allegedly committed by ICO employee(s); 3. Documentary evidence (if any); 4. Name of Witness (if any); 5. Complainant's name, complete address, and contact number.
How complaints are processed	<ul style="list-style-type: none"> ● A designated Complaints Officer opens the complaints drop box (or from e-mail) daily and evaluates each complaint. ● Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the Head of ICO. ● A meeting will be called requiring the presence of the person being complained about their action/explanation. ● The Complaints Officer will create a report after the investigation and shall submit it to the Head of ICO for appropriate action. ● The Complaints Officer will give feedback to the client. ● For inquiries and follow up, clients may call (064) 421-5189
Contact information of ICO	<p>Hotline: (064) 421-5189 E-mai: ico@bangsamoro.gov.ph</p>



Office	Address	Contact Information
Information and Communications Office	Information and Communications Office, Underground Floor of the Office of the Chief Minister Building, Bangsamoro Government Center, RH VII, Cotabato City	(064) 421-5189



TMS- Office of the Director

External Services

1. Request for a Meeting or Appointment with the Director of Technical Management Service (TMS).

Service information: This service covers the request for a meeting or appointment with the TMS Director to discuss the updates or the status of projects co-developed or to be developed by TMS together with development partners.

Office or Division:	Technical Management Service - Office of the Director (TMS-OD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government



Who may Avail:		Non-Government Organizations/International Non-Government Organizations, Academe, Private Companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to TMS via email at tms@bangsamoro.gov.ph	1. Check appropriate details like name of the sender/, company, schedule and purpose of the meeting/ appointment.	None	5 minutes	<i>Records Officer</i>
2. Receive notice/acknowledgement receipt of	2. Send an Acknowledgement receipt of the request.	None	5 minutes	<i>Records Officer</i>
	3. Printing the letter of request and assigning a control number for reference.	None	10 minutes	<i>Records Officer</i>
	4. Encode details in the document management database.	None	10 minutes	<i>Records Officer</i>
	5. Route the request letter to the Executive Assistant of the Director. Review the request and check the calendar of the Director before informing the Director.	None	15 minutes	<i>Executive Assistant</i>



	6. Confirm availability or provide schedule option for the meeting then forward to the Executive Assistant and will then hand the approved schedule back to Executive Assistant for routing.	None	15 minutes	<i>TMS Director</i>
2. Receive the notice/approved schedule meeting via email.	7. Send notice of the appointment or meeting via email.	None	10 minutes	<i>Records Officer/Executive Assistant</i>
TOTAL:		None	1 Hour and 10 Minutes	

TMS- Office of the Director



Internal Services

1. Communication Management (Receiving and Releasing of Documents)

Service Information: This service covers the receiving of incoming as well as releasing of outgoing documents from the clients to the concerned divisions/units under TMS. All documents are for review by the Director before transmitting to concerned divisions/units.

Office or Division:	Technical Management Service - Office of the Director (TMS-OD)
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business



Who may Avail:	All Office of the Chief Minister (OCM) Employees, Ministries, Businesses and General Public			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Document/s for review/endorsement/approval 2. Photocopy the first page of the document as a receiving copy.	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the documents to the TMS Office: <u>If by walk-in, proceed to:</u> 2nd Floor Neda Bldg., Bangsamoro Government Center, Gov. Gutierrez Avenue, Rosary Heights 7, Cotabato City <u>If by email then send to:</u> tms@bangsamoro.gov.ph	1. Check completeness of the requirements and details like name of the sender/company.	None	5 minutes	<i>Records Officer</i>
2. Receive duplicate/ receiving copy or notice	2. Place the “received” stamp on the receiving copy of the document and return to the client. If documents are received through email, send an acknowledgement receipt to the sender.	None	5 minutes	<i>Records Officer/Receiving Officer</i>
	3. Scan the documents and assign a control number for reference.	None	5 minutes	<i>Records Officer</i>



	4. Encode details in the Document Management Database.	None	5 minutes	<i>Records Officer</i>
	5. Route the documents to the concerned divisions/units. If the document is addressed to the Director, forward the documents to the Executive Assistant.	None	30 Minutes	<i>Records Officer</i>
	6. Review the document and forward it to the Director.	None	10 Minutes	<i>Executive Assistant</i>
	7. Review the document, then provide instructions to the Executive Assistant for appropriate action.	None	10 Minutes	<i>Director</i>



2. Receive notice/ instructions from the Director.	8. Provide client notice/instruction of the Director or forward the documents to the Records Officer for transmittal.	None	5 Minutes	<i>Executive Assistant</i>
3. Receive documents and sign logbook/receiving copy.	9. Scan outgoing documents. Encode in the document management database. Transmit documents and request the client to sign the logbook/receiving copy.	None	5 minutes	<i>Records Officer/Messenger</i>
TOTAL:		None	1 Hour and 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM



How to send feedback?	Accomplish the feedback form which can be secured near the entrance of TMS Office and drop it in the suggestion box beside the entrance door.
How are feedbacks processed?	The Administrative Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Division via person-to-person conversation. Upon receiving the reply from the concerned Division, the citizen or client will be informed via e-mail or phone call.
How to file a complaint?	<p>To file a complaint, provide the following details via email:</p> <ul style="list-style-type: none">- Full name and contact information of the complainant- Narratives of the complain- Evidence- Name of the person being complained <p>Send it at tms@bangsamoro.gov.ph</p> <p>For follow-up and inquiries, you may call this number (064) 442-5463</p>



<p>How are complaints processed?</p>	<p>All complaints will be processed by the Technical Management Service Complaints Unit (TMSCU) of the Office.</p> <p>The TMS Complaints Unit browses, evaluates, and determines the complaints received daily. The TMSCU shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the TMSCU shall create an incident report for the Director, for appropriate action.</p> <p>The TMSCU shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>(064) 442-5463</p>
<p>Contact Information</p>	<p>Technical Management Service – Office of the Director (TMS-OD)</p> <p>tms@bangsamoro.gov.ph</p> <p>(064) 442-5463</p>



LIST OF OFFICES

Office	Address	Contact Information
Technical Management Service	2nd Floor Neda Bldg., Bangsamoro Government Center, Gov. Gutierrez Avenue, Rosary Heights 7, Cotabato City	tms@bangsamoro.gov.ph (064) 442-5463



TMS- Planning and Management Division

External Services



1. Request for a resource person

Service Information: The Planning and Management Division facilitates requests for resource person/s who are experts in strategic planning, operational planning, monitoring and evaluation, report preparation, and project management with:

Name of Ministry/Agency/Office:	Office of the Chief Minister			
Office or Division:	Planning and Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Office of the Chief Minister proper and its attached offices, special programs under OCM, local/international non-government organizations, and private sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request 2. Activity Design 3. Program of Activities			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request and other requirements to the Technical Management Service -	1. Receive and record the letter of request to the incoming communication matrix; and	None	5 minutes	<i>Technical Management Service - Office</i>



Office of the Director located at 2 nd floor, NEDA Bldg., BARMM Government Compound, Gov. Gutierrez Avenue, Brgy. Rosary Heights 7, Cotabato City.	route the letter of request to the Technical Management Service - Planning and Management Division. 2. Receive and record the letter of request and other documents in the incoming communication matrix. Forward to TMS - PMD Chief to designate an appropriate resource person.			<i>of the Director Records Officer</i>
			5 minutes	<i>Technical Management Service - Planning and Management Division Records Officer</i>
2. Receive notice of approval/disapproval of the request or confirmation of availability.	3. Review letter of request, activity design, and program of activities; confirm availability through e-mail or assign appropriate resource person. Forward documents to the Assigned Resource Person. 4. The assigned Resource Person to review letter of request, activity design, and program of activities and confirm availability through email.	None	10 minutes	<i>Technical Management Service - Planning and Management Division Chief Administrative Officer</i>
			30 minutes	<i>Assigned Resource Person</i>
TOTAL			50 minutes	



TMS- Planning and Management Division

Internal Services



1. Request for technical assistance on the preparation of pre-engineering documents for infrastructure projects

Service Information: As the Planning and Management Division of the Technical Management Service of the Office of the Chief Minister, one of the mandated functions is to provide technical assistance particularly on the preparation of documents needed prior to the funding, construction, and/or project implementation, namely:

1. Detailed Engineering Design (DED),
2. Program of Works (POW),
3. Approved Budget for the Contract (ABC),
4. Bill of Quantities (BOQ), and
5. Any other documents essential for the preparation of the plan and design such as PERT/CPM, S-curve, and Certificate of Canvass, as needed.

Name of Ministry/Agency/Office:	Office of the Chief Minister
Office or Division:	Planning and Management Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Office of the Chief Minister proper, its attached offices, and special programs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Client



2. Proposal of Infrastructure Project				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request and other requirements to the Administrative Management Service - Records Division located at 2 nd floor, NEDA Bldg., BARMM Government Compound, Gov. Gutierrez Avenue, Brgy. Rosary Heights 7, Cotabato City	1. Receive and record the letter of request. Forward it to the Technical Management Service - Office of the Director.	None	35 minutes	<i>Administrative Management Service - Records Division</i>
	2. Receive and record the letter of request and other requirements in incoming communication matrix; and route the documents to the Technical Management Service - Planning and Management Division.		5 minutes	<i>Technical Management Service - Office of the Director Records Officer</i>
2. Receive notice of acknowledgement via call, text or e-mail.	3. Receive and record the letter of request and other requirements in the incoming communication matrix; and acknowledge the receipt of the documents via call, text or e-mail. Then forward documents to the Licensed Civil Engineer of the Technical	None	5 minutes	<i>Technical Management Service - Planning and Management Division Records Officer</i>



	Management Service-Planning and Management Division.			
	4. Review/recalibrate/prepare the Detailed Engineering Design, Approved Budget for the Contract, Program of Works, and the Bill of Quantities of the requested office building infrastructure. Forward documents to the Technical Management Service-Planning and Management Division Planning Officer IV for final review and approval.		15 days	<i>Technical Management Service - Planning and Management Division Personnel (Licensed Civil Engineer) for preparation and Planning Officer IV for review and approval</i>
3. Receive the Detailed Engineering Design, Approved Budget for the Contract, Program of Works, and the Bill of Quantities being requested for review and approval; and acknowledge receipt of documents.	5. Send the Detailed Engineering Design, Approved Budget for the Contract, Program of Works, and the Bill of Quantities to the client via email and hard copies will be transmitted to the client. The Technical Management Service - Planning and Management Division will request the client to	None	5 minutes	<i>Technical Management Service - Office of the Director for the transmittal of hard copies</i> <i>Technical Management Service - Planning and Management</i>



	acknowledge receipt of the documents.			<i>Division for the sending of e-copies</i>
4. Once approved by the Client, transmit the approved documents to the Office of the Senior Minister through the Administrative Management Service - Records Division for final approval.	6. Receive and record the documents and forward it to the Office of the Senior Minister.	None	35 minutes	<i>Administrative Management Service - Records Division</i>
	7. Final approval of the documents. Then forwarded to the Ministry of Public Works - BARMM later on.		15 minutes	<i>Office of the Senior Minister</i>
	8. Transmit the approved documents to the Ministry of Public Works - BARMM for technical review and issuance of certificate of endorsement.		35 minutes	<i>Office Senior Minister / Administrative Management Service - Records Division</i>
5. Receive Certificate of Endorsement and furnish copies of the documents to the TMS Planning and Management Division	9. Forward the reviewed and approved documents with the attached certificate of endorsement back to the Client.	None	3 days	<i>Ministry of Public Works - BARMM</i>
	10. Receive Certificate of Endorsement and copies of the documents for filing.		5 minutes	<i>Client</i>
TOTAL			18 days, 2 hours, and 20 minutes	



2. Request for technical assistance on planning, monitoring and evaluation

Service Information: The Planning and Management Division is mandated to provide technical assistance to the offices under the Office of the Chief Minister, attached agencies, and special programs on planning, monitoring, and evaluation.

Name of Ministry/Agency/Office:	Office of the Chief Minister
Office or Division:	Planning and Management Division
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Office of the Chief Minister proper, its attached offices, and special programs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Request Slip/Form 2. Provide any of the following documents, depending on the technical assistance needed: <ul style="list-style-type: none"> ● Copy of Work and Financial Plan ● Performance Commitment and Review ● Accomplishment Report ● Budget Accountability Report-1 ● Narrative Report 	<p>Technical Management Service-Planning and Management Division Office</p> <p>Client</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request slip/form to set an appointment for technical assistance. Receive notification for the meeting schedule.	1. Receive the request slip/form; and set the schedule for the meeting.	None	5 minutes	<i>Technical Management Service - Planning and Management Division Planning Officer III, Planning Officer II, Project Evaluation Officer III, and Project Evaluation Officer II</i>
2. Attend the scheduled meeting with the Technical Management Service - Planning and Management Division assigned Focal.	2. Discuss the process and the issues and concerns relative to the technical assistance needed by the Client.	None	1 hour	<i>Technical Management Service - Planning and Management Division Planning and/or M&E Focal</i>
3. Finalization of the documents incorporating feedback of the TMS Planning and Management Division	3. Receive and review final draft of the documents of the client.	None	3 hours	<i>Client</i>



<p>4. Receive reviewed final draft and accomplish feedback form. Submit feedback form to the TMS Planning and Management Division.</p>	<p>4. Transmit the reviewed final draft to the client. Request client to accomplish feedback form and submit to the TMS Planning and Management Division. Consolidate and process accomplished feedback form.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Technical Management Service - Planning and Management Division Planning and/or M&E Focal</i></p>
TOTAL			<p>5 hours and 5 minutes</p>	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ul style="list-style-type: none"> a. Accomplish the Client Feedback Form in the office entrance and put it in the drop box beside it for walk-in clients b. Send feedback thru email at tmsplanning@bangsamoro.gov.ph or call (064) 442-5463
How are feedbacks processed?	<ul style="list-style-type: none"> a. The designated Public Affairs Officer of the TMS-PMD compiles feedback via the Client Feedback Form and checks email on daily basis and encodes it in the feedback registry b. Feedback requiring answers will be endorsed to the appropriate center or office c. Concerned center/office will send response to the client and furnishes a copy of such to the Technical Management Service-Planning and Management Division



How to file a complaint?	<p>a. To file a complaint against the office, provide the following details via email:</p> <ul style="list-style-type: none">- Full name and contact information of the aggrieved party-Narrative of the complaint/s-Evidence/s-Name of the person/s being complained <p>b. Send the complaint thru email at tmsplanning@bangsamoro.gov.ph; for follow-ups and queries, call (064) 442-5463</p>
How are complaints processed?	<p>a. Complaint/s received are forwarded to the Supervisor of the Technical Management Service-Planning and Management Division to render immediate decision on the matter</p> <p>b. The decision will be provided to the aggrieved party either personally or thru email</p>



OFFICE INFORMATION		
Office	Address	Contact Information
Technical Management Service-Planning and Management Division	2 nd floor, NEDA Bldg., BARMM Government Compound, Gov. Gutierrez Avenue, Brgy. Rosary Heights 7, Cotabato City	Email address: tmsplanning@bangsamoro.gov.ph Telephone No.: (064) 442-5463



TMS- Research and Development Division

External Services



1. Request for data/information on Special Geographic Area profile

Service Information: As the Technical Management Service envisioned to operate as the primary technical service backed by reliable data information, the Research and Development Division of the Technical Management Service conducted survey on Socio-Economic Profile of the 63 Barangay under the Special Geographic Area of the Bangsamoro Autonomous Region in Muslim Mindanao.

The request for data information on Special Geographic Area Profile is one of the supports we provide to internal and external clients.

Office or Division:	Technical Management Service – Research and Development Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who May Avail:	Ministries, Offices, Agencies, Special Programs, Non-Government Organizations, International Non-Government Organizations, Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Stating the Specific Data Needed		To be provided by the Client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for data/information on Special Geographic Area Profile via email at tms_rdd@bangsamoro.gov.ph or send hard copies to the TMS Office, 2 nd Floor NEDA Building,	1. Receive and record the letter of request to the Technical Management Service-Office of the Director's communication matrix; and route the letter of request to the Technical Management	None	10 minutes	<i>Technical Management Service-Office of the Director Receiving Officer, Records Officer</i>



Bangsamoro Government Center, Gov. Gutierrez Ave., Rosary Height VII, Cotabato City.	Service-Research and Development Division			
2. Receive notice of acknowledgement via email.	2. Receive and record the letter of request from the Technical Management Service-Office of the Director to their communication matrix	None	5 minutes	<i>Research and Development Division Records Officer</i>
	3. Acknowledge the receipt of the Client's letter of request via e-mail. Endorse the document to the Chief for review and approval.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	4. Review the letter of request and assign the Development Management Officer IV to check for the availability of the data. Forward the document to the Research and Development Division Records Officer	None	20 minutes	<i>Research and Development Division Chief, Records Officer</i>
3. Receives notice if the data/information being requested is not available via email.	5. Route the letter of request to the Research and Development Division Development Management Officer IV.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	6. Receive and review the letter of request and check the availability of the data needed.	None	1 day	<i>Research and Development Division Development</i>



	<p>Provide feedback to the Research and Development Division Chief if the data requested is available or not.</p> <p>If not, inform the client via email.</p>			<i>Management Officer IV</i>
	7. Prepare the report containing the specific data stated in the letter of request.	None	2 days	<i>Research and Development Division Development Management Officer IV</i>
	8. Submit the report to the Research and Development Division Chief for review and approval.	None	5 minutes	<i>Research and Development Division Development Management Officer IV</i>
	9. Review the report and approves once sufficient. Forwards to the Research and Development Division for release.	None	1 day	<i>Research and Development Division Development Management Officer Chief</i>
	10. Transmit the report to Technical Management Service-Office of the Director for release to the requesting office.	None	5 minutes	<i>Research and Development Division Records Officer, Releasing Officer</i>



4. Receive the data/information requested. Acknowledge receipt of the document/signs the logbook/receiving copy.	11. Transmits the report to the requesting office via email and hardcopy. Requests client to sign the logbook/receiving copy.	None	20 minutes	<i>Technical Management Service-Office of the Director Records Officer, Releasing Officer</i>
TOTAL			4 days, 1 hour and 40 minutes	



TMS- Research and Development Division

Internal Services



1. Request for policy development and recommendation (without the conduct of research)

Service Information: The Technical Management Service is mandated to provide research support to the Office of the Chief Minister in the formulation of regional policies, guidelines, and legislative agenda. Hence, the TMS-RDD is open to provide research support requested by the offices under the Office of the Chief Minister that would result to policy development and recommendation.

Office or Division:	Technical Management Service – Research and Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	OCM Proper, OCM Attached Offices, and OCM Special Programs who are in need of Policy Development and Recommendation			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Letter of Request for Policy Development and Recommendation 2. Topic Related Documents Available	Requesting offices under OCM, attached agencies, and special Programs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive and record the letter of request to the Technical Management Service-Office of the Director's communication matrix; and route the letter of request to the Research and Development Division	None	10 minutes	<i>Technical Management Service-Office of the Director Receiving Officer, Records Officer</i>



	2. Receive and record the letter of request from the Technical Management Service-Office of the Director to their communication matrix	None	5 minutes	<i>Research and Development Division Records Officer</i>
2. Receive notice of acknowledgement via email.	3. Acknowledge the receipt of the Client's letter of request via e-mail	None	5 minutes	<i>Research and Development Division Records Officer</i>
	4. Review the letter of request and call for Research and Development Division staff meeting	None	20 minutes	<i>Research and Development Division Chief</i>
	5. Conduct staff meeting and discuss/ plan on the feasibility of the assignment, timeframe and tasking. Prepare minutes of the meeting/report and forwards to Research and Development Division Chief.	None	1 hour	<i>All Research and Development Division Staff</i>
	6. Review the document and responds through e-mail his/her feedback on the result of the staff meeting.	None	5 minutes	<i>Research and Development Division Chief</i>
	7. Incorporate feedback of the Chief. Thereafter the same is routed back to the Chief for clearance.	None	10 minutes	<i>Development Management Officer IV</i>



3. Responds through e-mail and give comment to the feasibility and the timeframe of the assignment for fixed arrangement.	8. Send the feasibility and timeframe of the assignment to client for feedback via email.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	9. Receive and review the client's response and call for Research and Development Division Staff meeting for finalization of plan.	None	20 minutes	<i>Research and Development Division Chief</i>
	10. Attend staff meeting and discuss/finalize the plan of implementation.	None	1 hour	<i>All Research and Development Division Staff</i>
	11. Formulate the policy development and recommendation.	None	10 days	<i>All Research and Development Division Staff</i>
	12. Consolidate the report and submit to the Development Management Officer IV for analysis.	None	1 day	<i>Development Management Officer III</i>
	13. Analyze the report and submit to the Research and Development Division Chief for review and release.	None	5 days	<i>Research and Development Division Development Management Officer IV</i>
	14. Review the report and submit to the Technical Management Service Director III for comments.	None	1 day	<i>Research and Development Division Chief</i>
	15. Transmit the report to Technical Management Service – Office of the Director for release to the requesting office.	None	5 minutes	<i>Research and Development Division Records Officer, Releasing Officer</i>



4. Receives the Report on Policy Development and Recommendation; and signs the logbook/receiving copy.	16 Transmit the report to the requesting office; and request client to sign the logbook/receiving copy.	None	20 minutes	<i>Technical Management Service-Office of the Director Records Officer, Releasing Officer</i>
TOTAL			17 days, 3 hours, and 45 minutes	



2. Request technical assistance on preparation of activity proposal or concept note

Office Or Division:	Technical Management Service – Research and Development Division			
Classification:	Complex			
Type Of Transaction:	G2G– Government to Government			
Who May Avail:	OCM Proper, OCM Attached Offices, and OCM Special Programs who are in need of Policy Development and Recommendation			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Letter of Request 2. Draft Activity Proposal or Concept Note	Requesting offices under OCM, attached agencies, and special programs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request and draft activity proposal or concept note for enhancement of activity proposal or concept note via email at tms_rdd@bangsamoro.gov.ph or send hard copies to the TMS Office, 2nd Floor NEDA Building, Bangsamoro Government Center, Gov. Gutierrez Ave., Rosary Height VII, Cotabato City.	1. Receive and record the letter of request to the Technical Management Service-Office of the Director’s communication matrix; and route the letter of request to the Technical Management Service-Research and Development Division	None	10 minutes	<i>Technical Management Service-Office of the Director Receiving Officer, Records Officer</i>
	2. Receive and record the letter of request from the Technical Management Service-Office of the Director to their communication matrix	None	5 minutes	<i>Research and Development Division Records Officer</i>



2. Receive notice of acknowledgement via email.	3. Acknowledge the receipt of the Client's letter of request via e-mail; and forwards to Research and Development Division Chief.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	4. Review the letter of request and assign Development Management Officer to enhance the draft document; forwards the document to the Research and Development Division	None	20 minutes	<i>Research and Development Division Chief, Records Officer</i>
	5. Transmit the letter of request to the assigned Development Management Officer.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	6. Receive and review the letter of request and the draft document.	None	1 day	<i>Research and Development Division Development Management Officer</i>
	7. Provide feedback to the Research and Development Division Chief schedule of the	None	20 minutes	<i>Research and Development Division</i>



	availability of the enhanced document.			<i>Development Management Officer IV</i>
	8. Respond through e-mail the schedule of the availability of the enhanced document.	None	5 minutes	<i>Research and Development Division Chief</i>
	9. Enhance and revise the draft document of the client.	None	2 days	<i>Assigned Development Management Officer/s</i>
	10. Submit the enhanced document to the Research and Development Division Development Management Officer IV for review and further enhancement.	None	4 hours	<i>Assigned Development Management Officer</i>
	11. Submit the revised document to the Research and Development Division Chief for review and approval.	None	5 minutes	<i>Research and Development Division Development Management Officer IV</i>
	12. Review the document and approves the document. Forwards to Research and Development Division Records Officer	None	1 hour	<i>Research and Development Division Chief</i>
	13. Transmit the document to Technical Management	None	5 minutes	<i>Research and Development Division Records</i>



	Service-Office of the Director for release to the requesting office.			<i>Officer, Releasing Officer</i>
3. Receive the Activity Proposal or Concept Note; and signs logbook/receiving copy.	14. Transmit the document to the requesting office via email and hard copy; and request to sign the logbook/receiving copy.	None	20 minutes	<i>Technical Management Service-Office of the Director Records Officer, Releasing Officer</i>
TOTAL			3 days, 6 hours and 40 minutes	



3. Technical assistance on transcription of meeting recording

Service Information: The Technical Management Service is mandated to provide technical support to the offices under the Office of the Chief Minister, attached agencies, and special programs to help them establish and strengthen their office procedures and services.

The request for technical assistance to transcribe meeting recordings is one way to fulfill the said mandate.

Office or Division:	Technical Management Service – Research And Development Division			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	OCM Proper, OCM Attached Offices, And OCM Special Programs (Specific)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Draft Activity Proposal or Concept Note	Requesting Offices Under OCM, Attached Agencies, and Special Programs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for transcription of meeting recording via email at tms_rdd@bangsamoro.gov.ph or send hard copies to the TMS Office, 2nd Floor NEDA Building, Bangsamoro Government Center, Gov. Gutierrez Ave., Rosary Height VII, Cotabato City.	1. Receive and record the letter of request to the Technical Management Service-Office of the Director’s communication matrix.	None	5 minutes	<i>Technical Management Service-Office of the Director Receiving Officer, Records Officer</i>
	2. Transmit the letter of request to the Research and Development Division.	None	5 minutes	<i>Research and Development Division Receiving Officer, Records Officer</i>



	3. Receive and record the letter of request from the Technical Management Service-Office of the Director to their communication matrix.	None	5 minutes	<i>Research and Development Division Records Officer</i>
2. Receive notice of acknowledgement via email.	4. Acknowledge the receipt of the Client's letter of request via e-mail.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	5. Review the letter of request and assign the Development Management Officer to transcribe the meeting recording.	None	20 minutes	<i>Research and Development Division Chief, Records Officer</i>
	6. Transmit the letter of request to the assigned Development Management Officer.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	7. Receive and review the letter of request.	None	20 minutes	<i>Research and Development Division Development Management Officer</i>
	8. Provide feedback to the Research and Development Division Chief schedule of the availability of the report.	None	20 minutes	<i>Research and Development Division Development</i>



				<i>Management Officer IV</i>
	9. Respond through e-mail with the schedule of the availability of the document.	None	5 minutes	<i>Research and Development Division Chief</i>
	10. Transcribe the meeting recording.	None	5 days	<i>Assigned Development Management Officer</i>
	11. Submit the transcription to the Research and Development Division Development Management Officer IV for review and further enhancement.	None	4 hours	<i>Assigned Development Management Officer</i>
	12. Submit the report to the Research and Development Division Chief for review and release.	None	5 minutes	<i>Research and Development Division Development Management Officer IV</i>
	13. Review the document and release once sufficient.	None	1 hour	<i>Research and Development Division Chief</i>
	14. Transmit the document to Technical Management Service-Office of the Director for release to the requesting office.	None	5 minutes	<i>Research and Development Division Records Officer, Releasing Officer</i>



3. Receives the transcription report via email and hardcopy.	15. Transmit the document to the requesting office via email and hard copy. Requests to sign the logbook/receiving copy	None	20 minutes	<i>Technical Management Service-Office of the Director Records Officer, Releasing Officer</i>
TOTAL			3 days, 6 hours and 40 minutes	



4. Technical assistance on session/meeting documentation

Service Information: The Technical Management Service is mandated to provide technical support to the offices under the Office of the Chief Minister, attached agencies, and special programs to help them establish and strengthen their office procedures and services.

The request for technical assistance to document session/meeting is one way to fulfill the said mandate.

Office or Division:	Technical Management Service – Research And Development Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	OCM Proper, OCM Attached Offices, and OCM Special Programs			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Activity Design/Program Flow	Requesting Offices under OCM, Attached Agencies, and Special Programs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for assistance on session/meeting documentation via email or hard copies to send to tms_rdd@bangsamoro.gov.ph or TMS Office, 2nd Floor NEDA Building, Bangsamoro Government Center, Gov.	1. Receive and records the letter of request to the Technical Management Service-Office of the Director’s communication matrix.	None	5 minutes	<i>Technical Management Service-Office of the Director Receiving Officer, Records Officer</i>
	2. Transmit the letter of request to the Research and Development Division.	None	5 minutes	<i>Research and Development Division Receiving Officer, Records Officer</i>



Gutierrez Ave., Rosary Height VII, Cotabato City.	3. Receive and record the letter of request from the Technical Management Service-Office of the Director to their communication matrix.	None	5 minutes	<i>Research and Development Division Records Officer</i>
2. Receives notice of acknowledgement via email.	4. Acknowledge the receipt of the Client's letter of request via e-mail.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	5. Review the letter of request and assign Development Management Officer to document the session/meeting.	None	20 minutes	<i>Research and Development Division Chief, Records Officer</i>
	6. Transmit the letter of request to the assigned Development Management Officer.	None	5 minutes	<i>Research and Development Division Records Officer</i>
	7. Respond through e-mail confirming the availability of the document.	None	5 minutes	<i>Research and Development Division Chief</i>
	8. Document the session/meeting.	None	5 days	<i>Assigned Development Management Officer</i>
	9. Prepare the minutes of the meeting	None	3 days	<i>Assigned Development Management Officer</i>
	10. Submit the minutes of the meeting to the Development	None	4 hours	<i>Assigned Development</i>



	Management Officer IV for review and further enhancement.			<i>Management Officer</i>
	11. Submit the report to the Research and Development Division Chief for review and release.	None	5 minutes	<i>Research and Development Division Development Management Officer IV</i>
	12. Review the document and release once sufficient.	None	1 hour	<i>Research and Development Division Chief</i>
	13. Transmit the document to Technical Management Service-Office of the Director for release to the requesting office.	None	5 minutes	<i>Research and Development Division Records Officer, Releasing Officer</i>
3. Receive the documentation report.	14. Transmit the document to the requesting office via email and hard copy. Request to sign the logbook/receiving copy.	None	20 minutes	<i>Technical Management Service-Office of the Director Records Officer, Releasing Officer</i>
TOTAL			8 days, 6 hours, and 20 minutes	



Feedback and Complaint Mechanism	
How to send feedback?	<ol style="list-style-type: none"> 1. Accomplish the Client Feedback Form at the office entrance and put it in the drop box beside it for walk-in clients 2. Send feedback thru email at tms_rdd@bangsamoro.gov.ph or call (064) 442-5463
How are feedback processed?	<ol style="list-style-type: none"> 1. The designated Public Affairs Officer of the TMS-RDD compiles feedback via the Client Feedback Form and checks email on a daily basis and encodes it in the feedback registry 2. Feedback requiring answers will be endorsed to the appropriate center or office 3. The concerned center/office will send a response to the client and furnishes a copy of such to the Technical Management Service-Research and Development Division
How to file a complaint?	<ol style="list-style-type: none"> 1. To file a complaint against the office, provide the following details via email: <ul style="list-style-type: none"> ✓ Full name and contact information of the aggrieved party ✓ Narrative of the complaint/s ✓ Evidence/s ✓ Name of the person/s being complained



	2. Send the complaint thru email at tms_rdd@bangsamoro.gov.ph ; for follow-ups and queries, call (064) 442-5463
How are complaints processed?	<ol style="list-style-type: none"> 1. Complaint/s received are forwarded to the Supervisor of the Technical Management Service-Research and Development Division for an immediate decision/action on the matter 2. The decision/action will be provided to the aggrieved party either personally or thru email

Office Information	
Office	Technical Management Service-Research and Development
Address	2nd floor, NEDA Bldg., BARMM Government Compound, Gov. Gutierrez Avenue, Brgy. Rosary Heights 7, Cotabato City
Contract Information	Email address: tms_rdd@bangsamoro.gov.ph Telephone No.: (064) 442-5463



AMS- Office of the Director

Internal Services



1. Request for Approval of Documents by the Director Administrative Management Service

Service Information: This process aims to assist the requesting party by ensuring the timely delivery of incoming documents to offices and divisions under Office of the Chief Minister.

Office or Division:	Administrative Management Service – Office of the Director			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Administrative Management Service Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Necessary attachments (1 original/ 1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Office of the Director. Secure receiving copy	1. Receive the documents and checks for accuracy and completeness. If complete, place “Received” stamp and fill-out the necessary details: name of receiver, date and time received. Provide client with the receiving copy and forward original copy to the Technical Officer.	None	5 minutes	<i>Receiving Officer</i>
	2. Receive document/s for	None	10-15	<i>Technical Writer</i>



	review/appropriate action.		minutes	
	Forward document/s to the Executive Assistant I			
	3. Check the document/s and endorse to the Director for approval/signature.	None	5 minutes	<i>Executive Assistant I</i>
	4. Review and affix signature or provide comments in the document. Forward to Executive Assistant I	None	5 minutes	<i>Director</i>
	5. Check the documents and input details to the released document matrix.	None	2 minutes	<i>Releasing Officer</i>
3. Receive the documents and sign logbook or receiving copy.	6. Send the documents to the client and request to sign the logbook or receiving copy.	None	3 minutes	<i>Releasing Officer</i>
		TOTAL	40-45 minutes	



AMS- Human Resource Management Division

Internal Services



1. Request for certificate of employment and service record

Service information: The Certificate of Employment and Service Record contains information on the current position, office assignment, salary or honoraria as the case may be, the status of employment and length of service in the Office of the Chief Minister. This is issued for whatever legal purpose it may serve the client.

Office or Division:	Administrative Management Service - Human Resource Management Division (AMS – HRMD)			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Current and former employees of the Office of the Chief Minister and its Attached Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Administrative Management Service - Human Resource Management Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit duly accomplished request form to Administrative Management Service - Human Resource Management Division located at 2nd floor, OCM Annex Building.	1. Receive and review the request form and clarify details of request (as necessary).	None	5 minutes	<i>HR Receiving Personnel</i>



	2. Verify client's employment in the OCM personnel database. Then prepare/draft and print the Certificate of Employment or Service Record.		20 minutes	<i>HR Personnel (Compensation and Benefits Section)</i>
	3. Review and endorse to the HRMD Chief for signature.		5 minutes	<i>Executive Assistant of the HRMD Chief</i>
	4. Review and affix signature in the Certificate of Employment or Service Record.		1 day	<i>HRMD Chief</i>
2. Receive notice to pick-up the Certificate or Service Record.	5. Inform client via SMS/call to pick-up requested document.	None	5 minutes	<i>HR Personnel (Compensation and Benefits Section)</i>
1. Receive Certificate of Employment or Service Record and sign the logbook/receiving copy. Submit accomplished client satisfaction survey form in the AMS-HRMD reception area.	6. Release signed certificate or service record to the client; and request to sign the logbook/ receiving copy. Request client to accomplish the client satisfaction survey form. Consolidate and process surveys by every Friday to improve services.	None	5 minutes	<i>HR Releasing Personnel</i>
TOTAL		NONE	1 day and 40 minutes	



2. Request approval for participation in the training offered by external training provider

Service information: This addresses the learning and development needs of the employees as reflected in the Individual Human Resource Development Plan. In this method, employees request for approval to participate in the training posted by other Learning Service Providers (LSPs) to enhance his/her competencies. This service is an important part of the individual records of the employees for monitoring their individual development. This is issued to verify the relevancy and necessity of training request to the position description form of the employee before approval.

Office or Division:	Administrative Management Service - Human Resource Management Division (AMS – HRMD)
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees and Offices under the Office of the Chief Minister and its Attached Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Learning and Development Participation Request form	AMS-HRMD Office – AMS-HRMD Learning and Development Section; or email hrmd@bangsamoro.gov.ph ; or open shorturl.at/krtW4 for the downloadable form



2. Letter of Invitation and Program of Activities from the External Training Provider	Client			
3. Post-training Evaluation Form (from previous training attended)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Learning and Development participation request form together with the letter of invitation and program of activities to the Administrative Management Service - Human Resource Management Division office located at 2nd floor, OCM Annex Building.	1. Receive the accomplished Learning and Development participation request form and check completeness of the documents submitted.	None	5 minutes	<i>HR Receiving Personnel</i>



	<p>2. Check the necessity and relevance of the training being requested.</p> <p>Review/confirm availability of funds.</p> <p>Endorse L&D Participation Request Form to the HRMD Chief for approval.</p> <p>Note: Training with corresponding cost is subject to the availability of funds of the respective office and will be verified by the Finance Management Service.¹</p>		40 minutes	<p><i>Personnel Development Committee Secretariat</i> (HRMD Personnel)</p>
	<p>3. Review and approve or disapprove requests. Return to the Personnel Development Secretariat for appropriate action.</p> <p>Note: If disapproved, indicate reason for disapproval.</p>	.	1 hour	<p><i>HRMD Chief</i></p>

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	4. Endorse to the Releasing Personnel.		5 minutes	<i>Executive Assistant of the HRMD Chief</i>
2. Receive notice if request is approved or disapproved and to pick-up the form.	5. Inform client via SMS/call to pick-up L&D Participation Request Form.	None	5 minutes	<i>HR Releasing Personnel</i>
3. Receive Learning and Development Participation Request Form and sign the logbook/receiving copy. Submit accomplished client satisfaction survey form in the AMS-HRMD reception area.	6. Release L&D Participation Request Form and request the client to sign the logbook/ receiving copy. Request client to accomplish the client satisfaction survey form. Consolidate and process surveys every Friday to improve services.	None	5 minutes	<i>HR Releasing Personnel</i>
TOTAL		None	2 hours	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>a. Accomplish the Client Log book at the AMS-HRMD reception desk for walk-in clients</p> <p>b. Answer the Client Satisfaction Survey form and drop it at the designated drop box in the reception desk.</p> <p>Contact info: 064-421-9968 or hrmd@bangsamoro.gov.ph</p>
How feedbacks are processed	<p>a. The Special Concerns Section opens the Feedback/Complaints Drop Box every Friday, compiles and records all feedback submitted.</p> <p>b. Feedback requiring answers are forwarded to the relevant personnel and they are required to answer within three (3) days from receipt of the feedback.</p> <p>c. The response of the office is thereafter relayed to the client through registered contact/email.</p> <p>d. For inquiries and follow-ups, clients may contact AMS-HRMD at telephone number 064-421-9968 or email at hrmd@bangsamoro.gov.ph</p>



<p>How to file a complaint</p>	<p>Answer the Client's Satisfaction Survey Form available at the AMS-HRMD reception desk and drop it at the designated drop box in the reception desk.</p> <p>Complaints can also be filed via telephone, email and letter. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident (include the date)- Evidence <p>Contact info: 064-421-9968 or hrmd@bangsamoro.gov.ph</p>
<p>How complaints are processed</p>	<p>a. The Special Concerns Section opens the Feedback/Complaints Drop Box every Friday and evaluates each complaint.</p> <p>b. Upon evaluation, the Special Concerns Section will investigate and forward the complaint to the relevant personnel and they are required to answer within three (3) days of the receipt of the complaint.</p> <p>c. The Special Concerns Section will create a report after the investigation and shall submit the report to the Head of the Office for appropriate action.</p>



	d. For inquiries and follow-ups, clients may contact us at telephone number 064-421-9968 or email us at hcmd@bangsamoro.gov.ph
Contact Information of CCB, PCC, ARTA	8888 – Presidential Complaints Center 0908 8816565 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority



AMS- Property and Supply Division

Internal Services



1. Request for Withdrawal of Supplies and Materials

Service information: Facilitate the issuance of commonly- used supplies as requested by the OCM offices in accordance with their approved Project Procurement Management Plan (**PPMP**)-Common-Use Supplies and Equipment.

Office or Division:	Administrative Management Service- Property and Supply Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister Offices/Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Requisition and Issuance Slip (RIS)			Client/ End- User	
1. Approved Project Procurement Management Plan (PPMP)-Common-Use Supplies and Equipment			Administrative Management Service- Property and Supply Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the AMS- PSD via email at psd@bangsamoro.gov.ph or send hardcopy to Property and Supply Division.	Receive Requisition and Issuance Slip and check if the requested supplies are included in the approved Project Procurement	None	5 minutes	<i>Property and Supply Division Staff (Supply Management)</i>



	<p>Management Plan and are available in the stock room.</p> <p><i>1.1 If stock is available, Property/Supply Custodian accomplish the form and forward RIS to the Procurement Service (PS) for issuance and PS staff fills out the "Issued Quantity" and "Remarks" column as necessary.</i></p> <p><i>* If stock is unavailable, Property/Supply Custodian accomplish the RIS then the PSD staff prepares "Certificate of Non-availability" and return RIS with the certification to the client; and then the advice the client to prepare the "Purchase Request" attach the RIS and the Certification of Non- availability then submits it to Procurement Service for processing.</i></p>			<p>Section)</p>
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2. Receive the supplies from Procurement Service Staff and sign the receiving copy.	1.2 Release the items to the client and accomplish the "issued by" section of the RIS and request the client to sign the receiving copy.	None	30 minutes	<i>PS Staff (Procurement Service)</i>
TOTAL			35 minutes	



2. Request for Inspection and Acceptance of Items Delivered

The Receipt, Inspection and Acceptance of Delivered Items from the Supplier as to its Conformity with the Specifications and Quantity as stated on the Approved Purchase Order.

Office or Division:	Administrative Management Service- Property and Supply Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister Offices/Divisions/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inspection and Acceptance Report (4 copies) 2. Delivery Receipt (Original and its Copy 2) 3. Approved Purchase Order		1. Administrative Management Services- Property and Supply Division 2. Supplier 3. End-User/ Procurement Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit the requirements and delivered items based on the purchase order.</p> <p>Receive signed copy of the delivery receipt.</p>	<p>1.1 Check and receive the items before signing the original copy of the delivery receipt.</p> <p>Prepare four (4) copies of Inspection and Acceptance Report (IAR) and forward to Property Inspector together with the Original Delivery Receipt, its Copy 2 and the approved Purchase Order.</p> <p>1.2. Forward to the Inspection Committee/Property Inspector</p> <p>1.3 Verify items as to quantity and conformity with specification based on the delivery receipt and approved purchase order.</p> <p><i>* If delivery is not in conformity with specifications or incomplete, the Inspector indicates notation on Inspection and Acceptance Report, return copies of Inspection and Acceptance</i></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Inspection Committee (Property and Supply Division Staff, Budget Division Staff and Commission on Audit Staff)</i></p>
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	<i>Report, Delivery Receipt and its copy 2 and the approved Purchase Order to Property and Supply Division.</i>			
3. Receive items that are in conformity with specifications and number of quantity as per the Approved Purchase Order.	3.1 Forward accepted items to the Procurement Service (PS) for storing in the Stock Room and distribution/issuance to the requesting offices/divisions.		1 hour	<i>Property and Supply Division Staff (Supply Management Section)</i>
	3.2 Request Head of Procurement Service to sign the Acknowledgement Receipt 3.3 Affix signature in the Acknowledgment Receipt. 3.4 Forward to Inspection and Acceptance Receipt Form to the Property/Supply Custodian 3.5 Forwards Copy3 of the Inspection and Acceptance Report, photocopy of approved purchase order and delivery receipt to the			<i>Procurement Service Chief Administrative Officer (Procurement Service)</i>



	Accounting Division and Copy 4 of Inspection and Acceptance Report and a photocopy of Purchase Order to the Stock Card Keeper.			<i>Property and Supply Division Staff</i>
4. Preparation of Journal Entry Voucher. .	<p>4.1 Record the receipt of documents coming from the Property and Supply Division in the logbook.</p> <p>4.2 Prepare Journal Entry Voucher and forward to the Chief Accountant.</p> <p>4.3 Review the Journal Entry Voucher and affix signature/in the Certified Correct by” section and forward to Property and Supply Division.</p>	None	15 minutes	<p><i>Accounting Division Staff (Accounting Division)</i></p> <p><i>Chief Accountant (Accounting Division)</i></p>
5. Recording of received items.	<p>5.1 Record the receipt of the Journal Entry Voucher to the logbook,</p> <p>5.2 Prepare the Disbursement Voucher and attach the original Inspection and</p>	None	15 minutes	<i>PSD Staff (Supply Management Section)</i>



	<p>Acceptance Report, copy 2 of delivery receipt, original copy of Purchase Order and approved Purchase Request and documentary requirements as stated in the Standardized Documentary Checklist Form No. 1 (Procurement through Alternative Modes) in reference with COA Circular 2012- 001 and Forward to the Accounting Division.</p>			
	<p>3.4 Record receipt of delivered/ accepted goods to Supplies Ledger Card</p> <p><i>*Four copies of IAR will be distributed as follows:</i></p> <ul style="list-style-type: none"> ● <i>Original Copy - Property/Supply Division (to be attached to DV with original DR)</i> ● <i>Copy 2 - Inspector/Inspection Committee</i> ● <i>Copy 3 - Accounting</i> 	None	2 minutes	<p><i>Accounting Staff (Accounting Division)</i></p>



	<i>Division</i> <ul style="list-style-type: none">• <i>Copy 4 – Property and/or Supply Division/Unit File</i>			
	TOTAL		2 hours and 43 minutes	



3. Requisition and Issuance of Inventory Items

Service information. This service is to facilitate the issuance of semi-expendable items as requested by the end-unit/user in accordance with their approved Project Procurement Management Plan (PPMP)-Common-Use Supplies and Equipment.

Office or Division:	Administrative Management Service- Property and Supply Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister Offices/Divisions/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issuance Slip (RIS) 3 Original copies		Administrative Management Service- Property and Supply Division		
1. Report of Supplies and Materials Issued (RSMI)				
1. Approved PPMP/ APP-CSE		End-user/Procurement Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following requirements: Approved Requisition and Issue Slip (RIS) in three (3 original	1.1 Receive Requisition and Issuance Slip (RIS) and verify the completeness of information on the RIS and check availability of stocks.	None	5 minutes	Property and Supply Division Staff (Supply Management)



<p>copies) to AMS- PSD via email at psd@bangsamoro.gov.ph or send hardcopy to Property and Supply Division.</p>	<p><i>If stock is available, Property/Supply Custodian indicates “√” on the ‘Stock Available? Yes’ column of the RIS and RIS will be forwarded to Procurement Service (PS) for issuance and PS staff fills out the “Issued Quantity” and “Remarks” column when necessary</i></p> <p><i>If stock is unavailable, Property/Supply Custodian indicates “X” on the ‘Stock Available? No’ column of the RIS then the PSD staff prepares “Certificate of Non-availability” for unavailable items and returns RIS with the certification to the Requesting Office and then, the Requesting Office shall prepare the “Purchase Request”, attached the RIS and Certification of Non-availability then submits it to Procurement Service for processing.</i></p>			<p>Section)</p>
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2. Receive items indicated in the RIS	2.1 Release the items to the client and affix signature in the "Issued by" section of the Requisition and Issuance Slip. Forward documents to the Property/Supply Custodian.	None	10 minutes	<i>Procurement Service Staff (Procurement Service)</i>
	2.2 Receive the document. Keep the 3rd Copy of Requisition and Issuance Slip (RIS) and prepares two (2) copies of Report of Supplies and Materials Issued (RSMI) then affix signature in the "Certified by" section of the document. Forward to the Stock Card Keeper	None	5 minutes	<i>Property and Supply Division Staff (Supply Management Section)</i>
	2.3 Affix signature in the Report of Supplies and Materials Issued (RSMI) then forward original copy to Accounting Division with the original Requisition and Issuance Slip.	None	5 minutes	<i>Stock Card Keeper / Property and Supply Division Staff (Supply Management Section)</i>



	2.4 Process the Report of Supplies and Materials Issued (RSMI) based on standard protocol and affix signature in the “posted by/date” section of the document.	None	5 minutes	<i>Accounting Staff (Accounting Division)</i>
	2.5 Prepare two (2) copies of Journal Entry Voucher and affix signature in the “Prepared by” section. Forward to the Chief Accountant for approval.	None	5 minutes	<i>Accounting Staff (Accounting Division)</i>
	2.6 Review and affix signature in the “Certified Correct by” section of the Journal Entry Voucher, and then forward copies to Bookkeeper	None	1 minute	<i>Chief Accountant (Accounting Division)</i>
	2.7 Receive approved Journal Entry Voucher together with the Report of Supplies and Materials Issued (RSMI) and Requisition and Issuance Slip (RIS) and record JEV in the General Journal.	None	1 minute	<i>Bookkeeper/Acc ounting Staff (Accounting Division)</i>



	<p><i>*The RIS shall be distributed as follows:</i></p> <ul style="list-style-type: none"> ● <i>Original Copy – Requesting Office</i> ● <i>Copy 2 – Accounting Division/Unit</i> ● <i>Copy 3 – Property and/or Supply Division/Unit</i> 			
	Total	None	37 minutes	



4. Request to Transfer Semi-Expendable Equipment

Service information: The Transfer of Semi- Expendable Item --- tangible items which meets the recognition criteria for Property, Plant and Equipment (PPE) but below the capitalization threshold of Php 50,000.00, from one outgoing or accountable Officer to another Accountable Officer of the same or another entity .

Office or Division:	Administrative Management Service- Property and Supply Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister Offices/Divisions/End-user			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Inventory Transfer Report (ITR) Form - <i>Original (4) copies</i>			Client/ Employees	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse or return Inventory Item/ Equipment and submit Inventory Transfer Report (ITR) to the Administrative Management Service-Property and Supply Division.	1.1 Receive the inventory transfer report and equipment to be transferred. Forward inventory transfer report to the Property and Supply Division Chief Administrative Officer.	None	5 minutes	<i>Property and Supply Division Staff (Supply Management Section)</i>



<p>2. Receive notice if approved or disapproved.</p>	<p>1.2 Approve/disapprove. If approved, affix signature in the Inventory Transfer Report and . Forward document and equipment to Property and Supply Division.</p> <p><i>Note: If disapproved, return to the process owner and indicate reason for disapproval.</i></p>	<p>None</p>	<p>1 minute</p>	<p><i>Property and Supply Division Chief Administrative Officer</i></p>
	<p>1.3 Cancellation of old Inventory Custodian Slip of the outgoing user.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Property and Supply Division Staff (Supply Management Section)</i></p>
<p>2.Acknowledgement of transferred Inventory Item</p>	<p>2.1 Received approved inventory transfer report. Endorse inventory item to the new accountable staff/officer (end-user).</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Property and Supply Division Staff (Supply Management Section)</i></p>
	<p>2.2 Prepare a new Inventory Custodian Slip in the name of the new</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Property and Supply Division</i></p>



	accountable staff/officer (end-user)..			<i>Staff (Supply Management Section)</i>
3. Receive the equipment and affix signature in the Inventory Custodian Slip . Request for a copy of the signed Inventory Custodian Slip .	<p>Photocopy signed Inventory Custodian Slip for filing and distribution <i>as follows:</i></p> <ul style="list-style-type: none"> • <i>Original Copy- Accounting Division</i> • <i>Copy 2 – End- User (Out-going)</i> • <i>Copy 3 – New End- User</i> • <i>Copy 4 – Property and/or Supply Division/Unit File</i> 	None	10 minutes	<i>Property and Supply Division Staff (Supply Management Section)</i>
	File the receive copy of the Inventory Custodian Slip .	None	5 minutes	<i>Property and Supply Division Staff (Supply Management Section)</i>
	Total	None	32 minutes	



5. Request to Return Equipment Issued

Service information. This process covers the return or surrendering of OCM Equipment /Property from an outgoing Accountable Person to AMS Property and Supply Division

Office or Division:	Administrative Management Service- Property and Supply Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Copy of Property Acknowledgement Receipt		Client		
Semi-Expendable Property to be returned				
Summary of Accountability		AMS- Property and Supply Division		
Invoice Receipt for Property (IRP) (3copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and endorses Semi- Expandable Property to be returned	1.1 Receive requirements and record particulars in the logbook.	None	5 minutes	<i>Property and Supply Division Staff</i>



	1.2 Prepares Invoice Receipt for Property (IRP) and Endorses Invoice Receipt for Property (IRP) to Property Custodian/Property and Supply Division Chief approval and signature.	None	15 minutes	<i>Property and Supply Division Staff (Property Management Section)</i>
	1.3 Reviews the Invoice Receipt for Property (IRP) for approval and signs it.	None	2 minutes	<i>Property and Supply Division Chief Administrative Officer</i>
2. Receive signed IRP and sign receiving copy	1.5 Issues signed Invoice Receipt for Property (IRP) to accountable person and request client to sign receiving copy.	None	1 minute	<i>PSD Staff (Property Management Section)</i>
	Total	None	23 minutes	



6. Request for Property Transfer

Service Information: Transfer of Property/ Equipment from an outgoing Accountable Officer/Agency/Fund Cluster to the new Accountable Officer/Agency/Fund Cluster.

Office or Division:	Administrative Management Service- Property and Supply Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Property Transfer Report (PTR) - <i>Four (4) copies</i>			AMS- Property and Supply Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse / Return Inventory Item and submission of Property Transfer Report (PTR) from the current End- User to the AMS- Property and Supply Division.	1.1 Receives the Property	None	10 minutes	<i>PSD Staff (Supply Management Section)</i>



	1.2 The PSD Chief will approve and signs the PTR.	None	2 minutes	<i>PSD- Chief Administrative Officer</i>
	1.3 Cancellation and replacement of old PAR.	None	2 minutes	<i>PSD Staff (Supply Management Section)</i>
2. Acknowledgement of transferred Property	2.1 Endorsement of Property item to New Accountable Officer/ End-user	None	5 minutes	<i>PSD Staff (Supply Management Section)</i>
	2.2 Re-issuance of new PAR to the new End-User/Accountable Officer.	None	5 minutes	<i>PSD Staff (Supply Management Section)</i>
3. Acceptance of property by signing of new PAR	3.1 Provide the PAR	None	5 minutes	<i>Accountable Officer</i>
	Receives and keep the signed copy of PAR for filing. *Four copies of PAR will be distributed as follows:	None	5 minutes	<i>Accountable Officer</i>



	Original Copy- Accounting Division Copy 2 – End- User (Out-going) Copy 3 – New End- User Copy 4 – Property and/or Supply Division/Unit File			
	Total	None	34 minutes	



AMS- Records Division

External Services



1. Request to Mail Outgoing Documents to Offices Outside Cotabato City.

Service Information : This is to process the releasing of outgoing documents via mail/courier to concerned offices outside of Cotabato City.

Office or Division:	Records Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government, G2B- Government to Business, G2C-Government to Citizen			
Who may Avail:	All offices under the Office of the Chief Minister			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents for delivery outside Cotabato City via courier			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Endorse the document/s to the Records Division	<p>Receive the documents and check for accuracy and completeness.</p> <p><i>If only one copy is provided, photocopy the document.</i> If incomplete, return the documents.</p> <p>If complete, place the “received” stamp on the duplicate/receiving copy and fill out the necessary details such as name of receiver, date and time received.</p>	None	4 minutes	<i>Receiving Officer</i>



	<p>Encode the subject, sender, and receiver of the document in the online data matrix.</p> <p>Attach barcode both to original and receiving copies.</p>			
2) Get the receiving copy from the Receiving Officer	<p>Provide client with the receiving copy of the document.</p>	None	1 minute	<i>Receiving Officer</i>
	<p>Countercheck the documents/ information in the Online Data Matrix.</p> <p><i>If inaccurate, make the necessary corrections.</i></p> <p>Place “released” stamp in the document tracking form and fill out the necessary details such as name of releasing officer, date and time released.</p>	None	5 minutes	<i>Releasing Officer</i>
	<p>Prepare the transmittal form of the documents to be released.</p>	None	20 minutes	<i>Administrative Officer II</i>



	<p>Review the documents to be released.</p> <p>If in order, affix signature in the transmittal form.</p> <p>Forward to the Photocopy Machine Operator.</p>	None	15 minutes	<i>Chief Administrative Officer</i>
	<p>Photocopy the documents for office's file copy.</p> <p>Forward the documents to Messenger.</p>	None	10 minutes	<i>Photocopy Machine Operator</i>
3) Receive the tracking number of the documents.	<p>Place the documents in an envelope/box.</p> <p>Send the documents to the official courier.</p> <p>Secure received stamp in the receiving form and official receipt from the courier.</p> <p>Inform the client and provide the tracking number of the documents.</p>	None	10 minutes	<i>Messenger</i>
TOTAL		None	1 hour and 20 minutes	



2. Request for Certificate of Appearance

Service Information: This process involves the issuance of Certificate of Appearance to individuals or groups who visit the Office of the Chief Minister.

Office or Division:	Records Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government, G2B- Government to Business, G2C-Government to Citizen			
Who may avail:	BARMM Ministries and Offices, National Government Agencies, International/Local Non-Government Organizations, Academe, General Public, Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Administrative Management Service - Records Division		
2. Valid Identification Card		Client		
3. Supporting documents as necessary such as Travel Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Fill out the request form and present a valid identification card and/or other supporting documents.</p>	<p>Review the request form and check for accuracy and completeness.</p> <p><i>Prepare the Certificate of Appearance and endorse to the Chief Administrative Officer.</i></p> <p><i>If incomplete, return the request form. If complete, get the necessary details and prepare the Certificate of Appearance.</i></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Officer I</i></p>
	<p>Prepare the Certificate of Appearance and endorse it to the Chief Administrative Officer.</p>		<p>5 minutes</p>	<p><i>Administrative Officer I</i></p>
	<p>3. Review the Certificate of Appearance and affix signature. Forward to Administrative Officer I.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Chief Administrative Officer</i></p>
<p>2. Receive Certificate of Appearance.</p>	<p>4. Release the Certificate of Appearance.</p> <p><i>File request form for filing.</i></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Officer I</i></p>
<p>TOTAL</p>		<p>None</p>	<p>20minutes</p>	



AMS- Records Division

Internal Services



3. Communication Management (Receiving and Routing of Incoming Documents to Concerned Offices/Divisions under the Office of the Chief Minister)

Service Information: This process aims to assist the requesting party by ensuring the timely delivery of incoming documents to offices and divisions under Office of the Chief Minister.

Office or Division:	Records Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government, G2B- Government to Business, G2C-Government to Citizen			
Who may Avail:	National Government Agencies, International/Local Non-Government Organizations, Academe, General Public, Civil Society Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy and one (1) photocopy of the documents for routing to concerned offices/divisions			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s to the Records Division located at Office of the Chief Minister Building, Bangsamoro Government	Receive the documents and check accuracy and completeness.	None	4 minutes	<i>Receiving Officer</i>



<p>Center, Brgy. RH 7, Cotabato City.</p>	<p><i>If incomplete, return the documents</i></p> <p>If complete, place “received” stamp on the original and receiving copy and fill out the necessary details such as name of receiver, date and time received.</p> <p>Attach barcode both to the original and receiving copies.</p>			
<p>2. Get the receiving copies from the Receiving Officer</p>	<p>Provide the receiving copy of the document to the client</p> <p><i>Endorse the original documents to the Routing Officer.</i></p>	<p>None</p>	<p>1 minute</p>	<p><i>Receiving Officer</i></p>
	<p>Encode the subject, sender, and receiver of the document in the document tracking database.</p> <p>Print the tracking form.</p> <p>Attach the tracking barcode.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Routing Officer</i></p>



	Forward the documents to the Scanner Operator.			
	Scan the documents including its attachments. Forward the documents to the Messenger for delivery.	None	5 minutes	<i>Scanner Operator</i>
	Deliver the documents to the concerned office/individual. Secure received stamp in the receiving form.	None	10 minutes	<i>Messenger</i>
3. Receive notice for the receipt of documents by concerned offices/divisions.	Notify the client once the documents were received.			<i>Concerned Office/Division</i>
TOTAL		None	25 minutes	



4. Communication Management (Receiving and Routing of Outgoing Documents to Concerned Offices/Division under the Office of the Chief Minister)

Service Information: This process is for receiving and releasing outgoing documents to ensure that all documents are officially released by the Office of the Chief Minister.

Office or Division:	Records Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government, G2B- Government to Business, G2C-Government to Citizen			
Who may Avail:	All offices under the Office of the Chief Minister			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed documents			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Endorse the document/s to the Records Division</p>	<p>Receive the documents and check for accuracy and completeness.</p> <p><i>If only one copy is provided, photocopy the document.</i></p> <p>If complete, place “received” stamp on the original and receiving copy and fill out the necessary details such as name of receiver, date and time received.</p> <p>Attach barcode both to original and receiving copies.</p> <p>Encode the subject, sender, and receiver of the document in the online data matrix.</p>	<p>None</p>	<p>4 minutes</p>	<p><i>Receiving Officer</i></p>
<p>2. Get the receiving copy from the Receiving Officer</p>	<p>Provide the received copy of the documents to the client.</p> <p>Forward the documents to the Releasing Officer.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Receiving Officer</i></p>



	<p>Countercheck the documents in the online data matrix.</p> <p><i>If inaccurate, make the necessary corrections.</i></p> <p>Forward the documents to the Supervising Administrative Officer for review.</p>	None	5 minutes	<i>Releasing Officer</i>
	<p>Review of the document and its attachments and forward to the Releasing Officer.</p> <p><i>Note: For issuances such as memorandum, special orders, document and its attachments shall be forwarded to the Chief Administrative Officer for final review.</i></p>	None	3 minutes	<i>Supervising Administrative Officer</i>
	<p>Final review of the issuances and its attachments.</p>	None	3 minutes	<i>Chief Administrative Officer</i>
	<p>Place “released” stamp on the original and fill out the necessary details: name of releasing officer, date and time released.</p>	None	4 minutes	<i>Releasing Officer</i>



	Forward the document to the photocopy machine operator.			
	Photocopy the document to secure file copy. Forward the documents to the Messenger for delivery.	None	5 minutes	<i>Photocopy Machine Operator</i>
	Deliver the document to the concerned office/individual. Secure received stamp in the receiving form.	None	10 minutes	<i>Messenger</i>
3. Receive notice for the released/ delivery of documents.	Send notice to concerned office/individual that the documents have been delivered.			<i>Releasing Officer</i>
TOTAL		None	35 minutes	



AMS- General Services Division

External Services/Internal Services



1. Request for Reservation or Rental of the Shariff Kabunsuan Cultural Complex (SKCC).

Service information. This service will facilitate the reservation and rental of the Shariff Kabunsuan Cultural Complex (SKCC).

Event: All formal gatherings like meetings, trainings, w

Facility: Shariff Kabunsuan Cultural Complex

Location: Bangsamoro Government Center (BGC) orkshops, assembly, reunion, graduation, wedding, etc.

Capacity: Maximum of 450 persons, Gov. Gutierrez Avenue, Cotabato City

Rate: Php3,000 excluding electricity

Office or Division:	Administrative Management Services-General Services Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G- Government to Government; G2C-Government to Citizens G2B-Government to Business	
Who may Avail:	BARMM Ministries and Offices, National Government Agencies, International/Local Non-Government Organizations, Academe, General Public, Civil Society Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or an Endorsement letter (2 original copies) 2. Supporting documents or records, if any		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send the request/endorsement letter addressed to the Administrative Management Service-Director at least one (1) week before the event.</p> <p>Via email gsd@bangsamoro.gov.ph</p>	<p>1. Receive request/endorsement letter from the client. Record transaction in the online data matrix and forward to the SKCC Administrative Officer III.</p>	None	15 minutes	<p><i>Administrative Assistant I</i> <i>(Records Officer)</i></p>
<p>2. Receive notice regarding the availability of the venue.</p>	<p>2. Receive the request/endorsement letter and check availability of the venue on the desired date.</p> <p>If the SKCC is unavailable on the requested date, inform the client.</p>	None	5 minutes	<p><i>SKCC Administrative Officer III</i></p>



<p>3. Receive and fill out GSD Form No. 001-A and send through email copy.</p>	<p>3. If the SKCC is available, the client/ requesting party is requested to fill out GSD Form No, 001-A for the use/rental of SKCC .</p>	<p>None</p>	<p>15minutes</p>	<p><i>SKCC Administrative Officer III</i></p>
	<p>4. Receive accomplished form.</p> <p>Prepare the Memorandum of Agreement and forward documents to the Bangsamoro Transition Authority and Intelligence Security Services.</p>	<p>Indicate d in the contract.</p> <p>Note: rental rates are indicate d in the service informati on.</p>	<p>10 minutes</p>	<p><i>SKCC Administrative Officer III</i></p> <p><i>Bangsamoro Transition Authority</i></p>
	<p>5. Receive the documents.</p> <p>Forward to ISS signature clearance to SKCC.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Intelligence and Security Services</i></p>



	6. Receive security clearance and forward request/endorsement letter, contract, and security clearance to the Administrative Management Service-Office of the Director for final approval of the request.	None	10 minutes	SKCC Administrative Officer III
	Review and sign contracts, and forward documents to SKCC Administrative Officer III.		5minutes	Administrative Management Service Director
4. Receive original copy of the contract for signature and revert back to SKCC Administrative Officer signed document.	7. Release original of the approved contract and GSD Form No. 001-A to the client for signature.	None	5 minutes	SKCC Administrative Officer III
5. Pay amount as indicated in the contract. Proceed to the cash division for the allocated amount.	8. Submit original copies of the contract and GSD Form No. 001-A to the Cash Division to pay the rental fees as indicated in the contract.	Php3,000.00 for rental fee plus electricity	15 minutes	SKCC Administrative Officer III



		consumption of <i>Php</i> <i>2,000.00</i> <i>for the first 2 hours</i> <i>and Php</i> <i>1,000.00</i> <i>for every succeeding hour.</i>		
6. Receive original copy of the receipt.	9. Receive payment and issue an official receipt. File duplicate copy of the official receipt.			
7. Present the official receipt and use the facility/venue as indicated in the contract.				
	TOTAL	Php3,000.00 rental	1 hour and 15 minutes	



		fee plus electricity consumption of Php 2,000.00 for the first 2 hours and Php 1,000.00 for every succee ding hour. ***		
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the bulletin board beside the SKCC comfortroom.
How feedbacks are processed	Feedback is gathered and processed by the Administrative Assistant. then a report of customer feedback is prepared to document action plan and monitor taken.
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box located at the bulletin board beside the SKCC comfortroom.
How complaints are processed	Complaint received, whether verbal or written shall be forwarded to the office of the GSD-Supervising Administrative Officer.
Contact Information of CCB, PCC, ARTA	Send your feedback through email address gsd@bangsamoro.gov.ph Tel. no. 064-552-3673 GSD phone. 09178331589



Office	Address	Contact Information
AMS-General Services Division	RH.7 Governor Gutierrez, Bangsamoro Government Center	5523673/ 09178331589



FMS- Office of the Director

Internal Services



1. Request for processing payment Voucher

Service information: This service facilitates the processing of the payment vouchers to be signed by the FMS Director.

Office Or Division:	Finance Management Service – Office of the Director			
Classification:	Simple Transaction			
Type Of Transaction:	Government to Government (G2G)			
Who May Avail:	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Vouchers		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers to Finance Management Service – Office of the Director	1. Receive the vouchers. Checks the accuracy and completeness of the documents.	None	10 minutes	<i>Receiving Officer</i>
	2. Review and affix signature in the Disbursement Vouchers “Box C”. And forward to the Administrative Assistant III	None	15 minutes	<i>FMS Director</i>
	3. Encode the data of vouchers. And release to the Office of the Senior Minister if it is Maintenance and Other	None	10 minutes	<i>Disbursing Officer</i>



	Operating Expenses and Capital Outlay. And to the Office of the Chief of Staff if the vouchers is Personnel Services. Request to sign the logbook/receiving copy.			
	TOTAL		35 minutes	



2. Request to Claim Check Payments for Business Clients

Service information: This service facilitates the requests of the Offices to be approved by the FMS Director

Office Or Division:	Finance Management Service – Office of the Director			
Classification:	Simple Transaction			
Type Of Transaction:	Government to Citizens (G2G)			
Who May Avail:	All Offices, Attached Agencies and Special Programs in the Office of the Chief Minister			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter/s		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit endorsement letter to the Records Division	Receive Endorsement Letter and encode transaction in the Document Tracking Matrix. Afterwards, forward to the Director's Office of the Finance Management Service.	None	3 minutes	<i>Releasing Officer</i>
	Review the letter and refer the request to the concerned Division for appropriate action.		5 minutes	<i>FMS Director</i>
	The Concern Division will take action and verification response.		10 minutes	<i>Chief Division</i>



	The releasing officer of the concerned division were released the approved request to the Office of the Senior Minister.		10 minutes	<i>Releasing Officer</i>
	TOTAL		28 minutes	



FMS- Budget Division

Internal Services



1. Request to Inspect the delivered items to the Office of the Chief Minister

Service Information: This service, under the Finance Management Service – Budget Division, pertains to the inspection of items procured and delivered to all divisions/services/offices / attached agencies/ flagship programs under the Office of the Chief Minister. This is to ensure that all articles or items procured by the Office of the Chief Minister are indeed received by the end-users and that the specification of the items is matched to what is requested by the end-users in their purchase request.

Office Or Division:	Finance Management Service – Budget Division			
Classification:	Simple Transaction			
Type Of Transaction:	Government to Government (G2G);			
Who May Avail:	All offices within the Office of the Chief Minister.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Delivery Receipts 2. Charge Invoices 3. Purchase Request 4. Purchase Order 5. Items Delivered 		Provided by the all divisions / services / offices / attached agencies/ flagship programs under the Office of the Chief Minister requesting for inspection.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Prepare the documents and items delivered and notify the Inspection Head of the Inspection and Acceptance Committee.	1. Acknowledge requests and notifies the Commission on Audit and the AMS – Property and Supply Division Representative of the inspection and	None	2 minutes	<i>Chief Administrative Officer – Budget Division (Inspection Head – Designate)</i>



	provides information on what and where to inspect.			
	2. Proceed to the location of the items to be inspected.	None	Within BGC – 10 minutes Outside BGC – 30 minutes Outside Cotabato City – Depending on the distance of location	<i>Chief Administrative Officer – Budget Division (Inspection Head – Designate)</i> <i>AMS – Property and Supply Division Representative</i> <i>Commission on Audit (Observer)</i>
2. Provides the Photocopy of the Delivery Receipts, Charge Invoices, Purchase Requests and Purchase Orders	3. Inspect the items.	None	Depending on the bulk of items to be inspected	<i>Chief Administrative Officer – Budget Division (Inspection Head – Designate)</i> <i>AMS – Property and Supply Division Representative</i> <i>Commission on Audit (Observer)</i>
3. Request to countersign the delivery receipt/s.	4. Countersigns to the delivery receipt/s.	None	2 minutes	<i>Chief Administrative Officer – Budget Division (Inspection Head – Designate)</i> <i>AMS – Property and Supply Division Representative</i>



				<i>Commission on Audit (Observer)</i>
4. Receive signed delivery receipt/s.	5. Return the countersigned delivery receipt/s to the end-users.	None	1 minute	<i>Chief Administrative Officer – Budget Division (Inspection Head – Designate)</i>
	TOTAL		Within BGC – 14 minutes Outside BGC – 34 minutes Outside Cotabato City – Depending on the distance of the location	



2. Request for issuance of Status of Fund to requesting office/unit

Service Information: This service, under the Finance Management Service – Budget Division, pertains to the issuance of the Status of Fund upon receipt of request letter from the requesting office within the Office of the Chief Minister. The purpose of this is for them to be updated on the status of their unutilized funds.

Office Or Division:	Finance Management Service – Budget Division			
Classification:	Simple Transaction			
Type Of Transaction:	Government to Government (G2G);			
Who May Avail:	All offices under the Office of the Chief Minister.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Provided by the Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Submits letter of request to Finance Management Service – Office of the Director	1. Receive the endorsement letter of the request for the status of funds from Finance Management Service – Office of the Director and forwards the same to the Budget Officer III.	None	2 minutes	<i>Senior Administrative Assistant II (Receiving Officer)</i>
	2. Prepare and print the Status of Fund and forwards the same to the Chief	None	10 minutes	<i>Budget Officer III</i>



	Administrative Officer – Budget Division and Director III of FMS for signature.			
	3. Review and approve the Status of Fund and affix signature.	None	10 minutes	<i>Chief Administrative Officer – Budget Division and Director III of FMS</i>
2. Receive the signed Status of Fund and sign the logbook/receiving copy.	4. Release the signed Status of Fund to the requesting office and request to sign logbook/receiving copy.	None	2 minutes	<i>Senior Administrative Assistant II (Releasing Officer)</i>
	TOTAL		14 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the Finance Management Service receiving area.
How feedback is processed	<p>Every Friday the drop box is opened to gather, compiled and records feedback.</p> <p>Feedback requiring answer are endorsed to concerned division in FMS. Answer to the feedback given is relayed to the client. Client may inquire and follow-up at FMS – Budget Mobile No. (0917) 833 1569</p>
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at the Finance Management Service receiving area.
How complaint is processed	Complaint/s received are evaluated and shall be referred or forwarded to concerned division in FMS who shall act on the complaint and provide feedback to client on the action taken.
Contact Information of FMS – Budget Division	FMS – Budget Mobile No. (0917) 833 1569 budget@bangsamoro.gov.ph



FMS- Accounting Division

Internal Services



1. Request for Salary Certification

Service Information: This service, under the Finance Management Service – Accounting Division processes personnel requests from all offices under the Office of the Chief Minister and its attached agencies for a certificate of the amount of salary that the personnel received in the last payroll period. This certificate is being request as one of the documentary requirements listed in COA Circular No. 2012-001, dated June 14, 2012, for claiming First Salary in the new office.

Office or Division:	Finance Management Service – Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officers and Employees of Office of the Chief Minister – Bangsamoro Autonomous Region in Muslim Mindanao and its attached agencies. <ul style="list-style-type: none"> • Permanent, Co-Terminous, Casual and Contract of Service employees. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Clearance from money, property, and legal accountabilities		Finance Management Service – Accounting Division Human Resource Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit to Finance	1. Receive accomplished request form, record the	None	10 minutes	<i>Receiving Officer</i>



Management Service - Accounting Division located at Office of the Chief Minister-BARMM, Governor Gutierrez Ave., Cotabato City	transaction in the logbook, then forward to Accountant II			
	2. Review the Client's salary ledger and prepare the Certificate. Endorse to Chief Accountant for signature.	None	30 minutes	<i>Accountant II</i>
	3. Review and approve/affix signature on the Certificate.	None	30 minutes	<i>Chief Accountant</i>
Receive the Certificate and sign the receiving copy.	4. Release the Certificate to the Client and request to sign the receiving copy.	None	15 minutes	<i>Releasing Officer</i>
	TOTAL	None	1 hour and 25 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish feedback form and drop them at the designated drop box located at the Finance Management Service receiving area.
How feedbacks are processed	<p>Every Friday the drop box is opened to gather, compiled and records feedback.</p> <p>Feedback requiring answer are endorsed to concerned division in FMS. Answer to the feedback given is relayed to the client.</p> <p>Client may inquire and follow-up at FMS – Accounting telephone no. (064) 552-0625</p>
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at the Finance Management Service receiving area.
How complaints are processed	Complaint/s received are evaluated and shall be referred or forwarded to concerned division in FMS who shall act on the complaint and provide feedback to client on the action taken.
Contact Information	FMS – Accounting (064) 552-0625 accounting@bangsamoro.gov.ph



FMS- Cash Division

External Services



1. Request to Claim Check Payments for Individual Clients

Service information: This service facilitates the requests of individual clients to claim check payment under his/her name. It involves processing the disbursement checks for honoraria, separation pay, and other related transactions of those clients outside the Office of the Chief Minister.

Office Or Division:	Finance Management Service – Cash Division	
Classification:	Simple Transaction	
Type Of Transaction:	Government to Citizens (G2C)	
Who May Avail:	General Public	
	CHECKLIST REQUIREMENTS	WHERE TO SECURE
	<p>1. At least one (1) primary government issued ID or at least (2) secondary government issued IDs</p> <p><u>Primary IDs:</u></p> <ul style="list-style-type: none"> ● Passport ● Driver's License ● National ID ● NBI Clearance ● UMID ● SSS ID ● PRC ID ● PhilHealth ID ● HDMF ID <p><u>Secondary IDs:</u></p>	<p>Provided by the Client</p>



<ul style="list-style-type: none"> • TIN ID • Barangay Clearance • Senior Citizens ID • OWWA ID • Seaman's Book • Voter's ID or Voter's Certification • Company ID • Student ID <p><i>For Authorized Representatives:</i></p> <ol style="list-style-type: none"> 1. Notarized Special Power of Attorney (SPA) 2. At least one (1) primary government issued ID or at least (2) secondary government issued IDs 3. Photocopy of the ID of the owner with three (3) specimen signature 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Verify and confirm if the checks are ready for release under the client's name.	None	3 minutes	<i>Disbursing Officer</i>
1. Receive a notification on the availability of check payment.	Notify the concerned individual regarding	None		



	availability of check payment.			
2. Submit requirements to the Disbursing Officer.	2. Receive documents/requirements and verify the authenticity of the identification document/card and Special Power of Attorney (if authorized representative).	None	4 minutes	Disbursing Officer
3. Sign disbursement voucher and logbook.	3. Request the recipient to affix a signature in the "Box E (receiving portion)" of the disbursement voucher and releasing logbook. Check for the correctness and completeness of the signed disbursement voucher and logbook.	None	10 minutes	Disbursing Officer
4. Receive check payment.	4. Release the check to the client. File the paid disbursement voucher.	None	3 minutes	Disbursing Officer
	TOTAL		20 minutes	



2. Request to Claim Check Payments for Business Clients

Service information. This service facilitates the requests of business clients to claim check payment for the goods delivered or services rendered.

Office Or Division:	Finance Management Service – Cash Division	
Classification:	Simple Transaction	
Type Of Transaction:	Government to Citizens (G2C); Government to Business (G2B)	
Who May Avail:	General Public, Business Entities	
	CHECKLIST REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Official Receipt 2. At least one (1) primary government issued ID or at least (2) secondary government issued IDs <p><u>Primary IDs:</u></p> <ul style="list-style-type: none"> ● Passport ● Driver’s License ● National ID ● NBI Clearance ● UMID ● SSS ID ● PRC ID ● PhilHealth ID ● HDMF ID <p><u>Secondary IDs:</u></p>	<p>Provided by the Client</p>



<ul style="list-style-type: none"> ● TIN ID ● Barangay Clearance ● Senior Citizens ID ● OWWA ID ● Seaman's Book ● Voter's ID Voter's Certification ● Company ID ● Student ID <p><i>For Authorized Representatives:</i></p> <ol style="list-style-type: none"> 1. Notarized Special Power of Attorney (SPA) 2. Official Receipt 3. At least one (1) primary government issued ID or at least (2) secondary government-Issued IDs 4. Photocopy of the ID of the owner with three (3) specimen signature 				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Receive a notification on the availability of check payment.</p>	<p>1. Verify and confirm if the check is ready for release under the name of the client - business entity, office, or agency.</p> <p>Notify the concerned business entity, office, or agency regarding the availability of the check payment.</p>	<p>None</p>	<p>3 minutes</p>	<p>Disbursing Officer</p>
<p>2. Submit requirements to the Disbursing Officer.</p>	<p>2. Receive documents/ requirements and verify the authenticity of the identification document/card and Special Power of Attorney (if authorized representative).</p>	<p>None</p>	<p>2 minutes</p>	<p>Disbursing Officer</p>
<p>3. Sign the disbursement voucher and logbook.</p>	<p>3. Request the recipient to affix a signature in the "Box E (receiving portion)" of the disbursement voucher and releasing logbook.</p>	<p>None</p>	<p>15 minutes</p>	<p>Disbursing Officer</p>



<p>Issue an official receipt – payee is “OCM-BARMM”.</p>	<p>Request for an official receipt for those clients under the business entity.</p> <p>Check the correctness and completeness of the signed disbursement voucher, logbook, and official receipt.</p>			
<p>4. Sign a duplicate copy of the BIR Form 2307: Tax Withheld.</p>	<p>4. Request the client/authorized representative to sign the duplicate copy of the BIR Form 2307: Tax Withheld.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Disbursing Officer</i></p>
<p>5. Receive a copy of the Tax Withheld (BIR Form 2307).</p>	<p>5. Provide a copy of Tax Withheld (BIR Form 2307) for those transactions with deductions.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Disbursing Officer</i></p>
<p>6. Receive check payment.</p>	<p>6. Release the check to the recipient.</p> <p>File official receipts and other documents.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Disbursing Officer</i></p>
	<p>TOTAL</p>		<p>30 minutes</p>	



Procurement Services



BIDS AND AWARDS COMMITTEE SECRETARIAT DIVISION

External Services



1. Issuance for Bidding Documents

Service information: The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division:	Procurement Service	
Classification:	Simple Transaction	
Type of Transaction:	G2B - Government-to-Businesses	
Who may avail:	Prospective Bidders (Private Companies/Corporations)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ● Letter of Intent ● Proof of Authorization <ul style="list-style-type: none"> - Special Power of Attorney for Sole Proprietorship - Secretary's Certificate for Corporation/Partnership/Joint Venture/Cooperative ● Valid Company Identification Card or any Government Issued ID 		To be provided by the Prospective Bidder to the Procurement Service



<ul style="list-style-type: none"> Official Receipt 		<ul style="list-style-type: none"> To be provided by the Cashier to the Prospective Bidder 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the required documents for the issuance of approved Order of Payment.	1. Receive, verify and issue approved Request of Order of Payment	Fee depends on project ABC (Please refer to table of fees below)	10 minutes	<i>Bids and Awards Committee (BAC) Secretariat Assistant</i>
				<i>BAC Secretariat Assistant</i>
2. Client presents the approved Order of Payment to the FMS-Cash Division. After payment, the client presents the Official Receipt to Procurement Service and receive the Bidding Documents	2. FMS- Cash Division to issue Official Receipt		10 minutes	<i>FMS Cash Division Action Officer</i>
	2. Procurement Service to issue Bid Documents		5 minutes	<i>BAC Secretariat Assistant</i>



	TOTAL:	Please refer to the table of fees below.	25 minutes	
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*Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184

Approved Budget for the Contract (PHP)	Maximum Cost of Bidding Documents (PHP)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



2. Receipt of Motion for Reconsideration

Service information: Prospective Bidders can file a motion for reconsideration after the earlier bidding process was declared a failure because of failure to meet the requirements.

Office or Division:	Procurement Service			
Classification:	Complex Transaction			
Type of Transaction:	G2B - Government-to-Businesses			
Who may avail:	Prospective Bidders (Private Companies/Corporations)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Motion for Reconsideration 		To be provided by the Prospective Bidder to the BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Motion for Reconsideration within three (3) calendar days upon receipt of written notice or upon verbal notification of the BAC Secretariat either personal or	1. Receive the Motion for Reconsideration	None	1 minute	BAC Secretariat Assistant



through email (ocmbac@bangsamoro.gov.ph)				
	2. BAC Secretariat to calendar the deliberation of the Motion for Reconsideration		3 minutes	BAC Secretariat Assistant
2. Receive notice of schedule for deliberation	Prepare and send notice of schedule for deliberation		10 minutes	BAC Secretariat Assistant
3. Attend the BAC deliberation, as schedules	3. Consolidate the bid offers/quotations by projects		1 day	BAC Secretariat
4. Await Issuance of Resolution	4. BAC Secretariat to prepare a resolution on the Motion for Reconsideration BAC Members to sign the resolution		1 day	BAC Secretariat BAC Members
5. Receipt of Resolution through email or courier	5. BAC to issue its decision to the client		10 minutes	BAC
	TOTAL:	None	2 days and 24 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Feedback can be lodged through the following:</p> <ul style="list-style-type: none"> a. E-mail - procurement@bangsamoro.gov.ph b. Phone - +639178332431 c. Online - bit.ly/PSCFS
How feedback is processed	<ol style="list-style-type: none"> 1. The Action Officer evaluates and consolidates each feedback form. 2. For simple inquiries, the Action Officer immediately provides a response. 3. Action Officer prepares Qualitative and Quantitative analytical Reports on consolidated feedback. 4. The Action Officer will generate a Request for Action (RFA) Memorandum relative to received negative feedback and send it to the head of the concerned office for appropriate action. 5. Action Officer obtains a response to the RFA indicating the action taken on the negative feedback
How to file a complaint	<p>Complaint can be lodged through the following:</p> <ul style="list-style-type: none"> a. E-mail - procurement@bangsamoro.gov.ph b. Phone - +639178332431 c. Online - bit.ly/PSCFS



How complaints are processed	<ol style="list-style-type: none">1. The Action Officer evaluates and consolidates each complaint.2. For simple complaints, the Action Officer immediately provides a response.3. Action Officer identifies the complaint by its type whether complex or technical. The Action Officer calls the concerned office to verify the complaints of the customer.4. The Action Officer will generate a Request for Action (RFA) Memorandum relative to negative received feedback and send it to the head of the concerned office for appropriate action.5. The Action Officer will give an update to the client.



Bangsamoro Library and Archives

External Services



1. Request for research and reference materials

Service information: This service is being provided by the Bangsamoro Library and Archives to assist patrons in obtaining the information that they need; provide directions to library materials; access to library collections; and other services such as printing, photocopying, and use of computers with internet access.

Office or Division:	Bangsamoro Library and Archives – Readers’ Service	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Bangsamoro Employees, School Faculty, Students, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Any of the following valid I.D <ol style="list-style-type: none"> a. Student ID b. Company ID c. Government issued ID d. Parent/Guardian ID 2. Borrower’s Card 		<ol style="list-style-type: none"> 1. Secure the Valid ID to the following <ol style="list-style-type: none"> a. Schools b. Client’s company/organization c. Government issuing agencies such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service Insurance System (GSIS), Social Security System (SSS), and Professional Regulation Commission (PRC) and other government issuing agency d. Minor applicant’s parent/ guardian.



		2. Bangsamoro Library and Archives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the registration -area. Write the following information in the logbook: full name, address, affiliation, purpose, and time-in.	1. Check and verify the information provided. Conduct a short interview for verification.	None	1 minute	<i>Administrative Assistant IV</i>
2. Request for assistance regarding materials that can be used as references for the research being conducted.	2. Check the library catalog and provide relevant information and reference materials.	None	10 minutes	<i>Administrative Officer II (Reference Librarian)</i>



<p>3. If needs to borrow books and other reference materials: Affix signature in the “book card” and receive notice of schedule to return borrowed materials.</p> <p>Receive borrowed reference materials.</p>	<p>3. Fill out the borrower’s card and book card of the client.</p> <p>Clip the borrower’s card, client’s ID, and book card and file it.</p> <p>Provide the requested information sources/ books to the client, and inform the client about the schedule to return borrowed materials.</p> <p>Request the client to accomplish the Feedback Form.</p>	None	8 minutes	<i>Administrative Officer II (Reference Librarian)</i>
<p>4. Submit the duly accomplished Client Feedback Form and indicate the time-out in the logbook at the registration area.</p>	<p>4. Receive the Client Feedback Form and consolidate it for processing.</p>	None	1 minute	<i>Administrative Assistant IV</i>
TOTAL		None	20 minutes	



2. Application for Borrowers' Card

Service information: This service is for the application of borrower's card. This will allow registered borrowers to access BLA library materials and resources.

Office or Division:	Bangsamoro Library and Archives – Readers' Service	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Bangsamoro Employees, School Faculty, Students, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Any of the following valid I.D <ol style="list-style-type: none"> a. Student ID b. Company ID c. Government issued ID d. Parent/Guardian ID 2. Membership Form 		<ol style="list-style-type: none"> 1. Secure the Valid ID to the following <ol style="list-style-type: none"> a. Schools b. Client's company/organization c. Government issuing agencies such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service Insurance System (GSIS), Social Security System (SSS), and Professional Regulation Commission (PRC) and other government issuing agency d. Minor applicant's parent/ guardian. 2. Bangsamoro Library and Archives



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the registration area. Write the following information in the logbook: full name, address, affiliation, purpose, and time-in.	1. Check and verify the information provided.	None	1 minute	<i>Administrative Assistant IV</i>
2. Accomplish and submit the membership form and photocopy of a valid identification card.	2. Request the client fill out the Membership Form. Check the completeness of the form and verify the identification of the client. Encode information in the database and prepare the Borrower's Card.	None	10 minutes	<i>Administrative Assistant IV</i>
3. Receive Borrower's Card and sign the logbook.	3. Issue Borrower's Card to the client and request to sign the logbook. Retrieve the borrower's card and file the Library Membership Form.	None	3 minutes	<i>Administrative Assistant IV</i>



4. Accomplish the feedback form.	4. Request the Client to accomplish the Feedback Form.	None	3 minutes	<i>Administrative Assistant IV</i>
5. Submit the duly accomplished Client Feedback Form and indicate the time-out in the logbook at the registration area.	5. Receive the Feedback Form and file consolidate for processing.	None	1 minute	<i>Administrative Assistant IV</i>
TOTAL		None	17 minutes	



3. Request to borrow/ return books

Service information: This service details the procedure for borrowing and returning books, journals, and other library reference materials by the general public. The client is allowed to loan out library resources for home use for maximum of 3 working days. A book should be returned promptly on the due date.

Office or Division:	Bangsamoro Library and Archives – Readers’ Service	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Bangsamoro Employees, School Faculty, Students, General Public	
Borrowing/Checking-out		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Any of the following valid I.D <ol style="list-style-type: none"> a. Student ID b. Company ID c. Government issued ID d. Parent/Guardian ID 2. Borrower’s Card 	<ol style="list-style-type: none"> 1. Secure the Valid ID to the following <ol style="list-style-type: none"> a. Schools b. Client’s company/organization c. Government issuing agencies such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service



		<p>Insurance System (GSIS), Social Security System (SSS), and Professional Regulation Commission (PRC) and other government issuing agency</p> <p>d. Minor applicant's parent/ guardian.</p> <p>2. Bangsamoro Library and Archives</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the registration area. Write the following information in the logbook: full name, address, affiliation, purpose, and time-in.	1. Check and verify the information provide	None	1 minute	<i>Administrative Assistant IV</i>
2. Select the needed book/s and bring it to the library counter.	2. Assist the client with his/her information needs/answer his/her reference queries.	None	20 minutes	<i>Administrative Assistant IV</i>
3. Bring the book/s to the charging desk along with the Borrower's Card and a valid ID. Receive the book/s and notice of schedule to	3. Fill out the borrower's card and book card. *3 titles per client for 3 working days.	None	5 minutes	<i>Administrative Assistant IV</i>



return the book/s borrowed.	Discharge the book/s and inform the client about the schedule to return the book/s on a specified date. Interfile the Borrower's Card, Book Card, and Valid ID.			
4. Accomplish the feedback form.	4. Request the client to accomplish the Client Feedback Form.	None	3 minutes	<i>Administrative Assistant IV</i>
5. Submit the duly accomplished Client Feedback Form and indicate the time-out in the logbook at the registration area.	5. Receive the Client Feedback Form and consolidate it for processing.	None	1 minute	<i>Administrative Assistant IV</i>
TOTAL		None	30 minutes	
RETURNING/CHECKING-IN OF BOOKS				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Books to be returned		Client/Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the registration area. Write the following information in the logbook: full name, address, affiliation, purpose, and time-in.	1. Check and verify the information provided.	None	1 minute	Administrative Assistant IV
2. Return the book/s to the charging desk. Receive the Borrower's Card and ID.	2. Check the physical features of the book/s. Write the return date on the Borrower's Card and Book card. Return the ID and the Borrower's Card to the client.	None	5 minutes	<i>Administrative Assistant IV</i>
3. Accomplish the client feedback form.	3. Request the Client to accomplish the Feedback Form.	None	3 minutes	<i>Administrative Assistant IV</i>
4. Submit the duly accomplished Client Feedback Form and indicate the time-out in the logbook at the registration area.	4. Receive the Client Feedback Form and consolidate it for processing. Return the books to their appropriate bookshelves.	None	5 minutes	<i>Administrative Assistant IV</i>
TOTAL		None	14 minutes	



4. Use of computer and internet services

Service information: This service allows clients to freely use computers and internet access for research and other purposes. Each client will be given one (1) hour to use the computer on a first-come, first-served basis.

Office or Division:	Bangsamoro Library and Archives - IT Section	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Bangsamoro Employees, School Faculty, Students, General Public	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Any of the following valid I.D <ol style="list-style-type: none"> a. Student ID b. Company ID c. Government issued ID d. Parent/Guardian ID 2. Borrower's Card	1. Secure the Valid ID to the following: <ol style="list-style-type: none"> a. Schools b. Client's company/organization c. Government issuing agencies such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service Insurance System (GSIS), Social Security System (SSS), and Professional Regulation Commission (PRC) and other government issuing agency d. Minor applicant's parent/ guardian.



		2. Bangsamoro Library and Archives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the registration area. Write the following information in the logbook: full name, address, affiliation, purpose, and time-in.	1. Check and verify the information provided.	None	1 minute	<i>Administrative Assistant IV</i>
2. Proceed to the IT Section and present the valid ID.	2. Check the valid ID along with Borrower's Card and assist the client.	None	1 minute	<i>Administrative Assistant IV</i>
3. Register in the IT section and write the full name, address, agency affiliation, purpose, and time-in.	3. Assign the client to the available computer desktop.	None	1 minute	<i>Administrative Assistant IV</i>
4. Proceed to the computer/desktop.	4. Assist in setting up the computer/desktop.	None	2 minutes	<i>Administrative Officer II</i>
5. Make research, and use Microsoft office, and other application software.	5. Monitor and assist clients in browsing a relevant website and other research needs (if needed).	None	1 hour	<i>Administrative Officer II</i>



6. Inform personnel in charge done with the use of computers and internet access.	6. Log out and turn off the computer/ desktop.	None	1 minute	<i>Administrative Assistant IV</i>
7. Accomplish the feedback form.	7. Request the Client to accomplish the Feedback Form.	None	3 minutes	<i>Administrative Assistant IV</i>
8. Submit the duly accomplished Client Feedback Form and indicate time-out in the logbook at the registration area.	8. Receive the Client Feedback Form and consolidate it for processing.	None	1 minute	<i>Administrative Assistant IV</i>
TOTAL		None	1 hour and 10 minutes	



5. Request for printing/ photocopying services

Service information: The library offers free printing and photocopying services of library books/research materials for maximum five (5) pages. In excess of five (5) pages but not exceeding more than twenty (20) pages, the clients may provide their bond paper .

Office or Division:	Bangsamoro Library and Archives - IT Section	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Bangsamoro Employees, School Faculty, Students, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Any of the following valid I.D a. Student ID b. Company ID c. Government issued ID d. Parent/Guardian ID 2. Borrower's Card		1. Secure the Valid ID to the following: a. Schools b. Client's company/organization c. Government issuing agencies such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service Insurance System (GSIS), Social Security



		<p>System (SSS), and Professional Regulation Commission (PRC) and other government issuing agency</p> <p>d. Minor applicant's parent/guardian.</p> <p>2. Bangsamoro Library and Archives</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to the registration area. Write the following information in the logbook: full name, address, affiliation, purpose, and time-in.</p> <p>Present a valid ID.</p>	<p>1. Check and verify the information and valid ID provided.</p>	None	1 minute	<i>Administrative Assistant IV</i>
<p>2. Register in the IT section and write the full name, address, agency affiliation, purpose, and time-in.</p>	<p>2. Request the client to register in the IT section.</p>	None	1 minute	<i>Administrative Assistant IV</i>
<p>3. Provide the materials to be photocopied or printed.</p>	<p>3. Receive materials for photocopying or printing.</p>	None	1 minute	<i>Administrative Assistant IV</i>



4. Receive original as well as photocopied or printed material/s.	4. Photocopy or print the material/s. Return original copies and hand over photocopied or printed material/s to the client.	None	10 minutes	<i>Administrative Officer II</i>
5. Accomplish the feedback form.	5. Request the Client to accomplish the Feedback Form.	None	3 minutes	<i>Administrative Assistant IV</i>
6. Submit the duly accomplished Client Feedback Form and indicate the time-out in the logbook at the registration area.	6. Receive the Client Feedback Form and consolidate it for processing.	None	1 minute	<i>Administrative Assistant IV</i>
TOTAL		None	17 minutes	



6. Request for E-government Services

Service information: Provide assistance to library patrons for online registration or appointment to any of the government services such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service Insurance System (GSIS), Social Security System (SSS), and Professional Regulation Commission (PRC).

Office or Division:	Bangsamoro Library and Archives - IT Section	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Bangsamoro Employees, School Faculty, Students, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Government Issued ID 2. Email account		1. Government issuing agencies such as the Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), National Bureau of Investigation (NBI), PAG-IBIG, Philhealth, Government Service Insurance System (GSIS), Social Security System (SSS), and Professional Regulation Commission (PRC). 2. Gmail or Yahoo



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to the IT Section and present the ID.</p> <p>Write the following information in the logbook; full name, address, affiliation, purpose, and time-in.</p>	<p>1. Check the valid ID and verify the information provided.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Assistant IV</i></p>
<p>2. Proceed to the assigned computer/ desktop, and fill out the application form.</p>	<p>2. Assigned the client on the available computer/ desktop.</p> <p>Assist in setting up the computer/ desktop and provide an application form.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Administrative Officer II</i></p>
<p>3. Submit the duly accomplished application form.</p>	<p>3. Receive and check the accomplished application form.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Administrative Officer II</i></p>
<p>4. Wait for the processing of your e-Government registration.</p>	<p>4. Register the client's information to the requested e-Government service.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Officer II</i></p>



<p>*Direct to the referral links provided below for user guidance*</p> <p>PRC Online appointment: (https://online.prc.gov.ph/ DFA Online Appointment: https://passport.gov.ph/appointment PSA Online Appointment: https://appointment.psa.gov.ph/ NBI Online Appointment: https://clearance.nbi.gov.ph PAG-IBIG: https://www.pagibigfundservice.com/ GSIS Online Appointment www.gsis.gov.ph https://www.sss.gov.ph/)</p>	<p>*Note that the charges from direct agencies may be changed at any time without further notice.</p>			
	<p>5. Advise the client of how and where to settle the payment for his/her e-Government registration location.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Officer II</i></p>



	*There is no fee for this service area of scheduling appointments.			
6. Accomplish the feedback form.	6. Request the Client to accomplish the Feedback Form.	None	3 minutes	<i>Administrative Assistant IV</i>
7. Submit the duly accomplished Client Feedback Form and indicate the time-out in the logbook at the registration area.	7. Receive the Client Feedback Form and consolidate it for processing.	None	1 minute	<i>Administrative Assistant IV</i>
TOTAL		None	44 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and submit it at the information desk.</p> <p>Contact info: (064) 421-1775 or library@bangsamoro.gov.ph</p>
How feedbacks are processed	<p>At the end of the month, the Administrative Aide IV consolidates and records all feedback submitted. The answer to the feedback given is relayed to the Chief Librarian.</p> <p>For inquiries and follow-up, the client may call (064) 421-1775 or email library@bangsamoro.gov.ph</p>
How to file a complaint	<p>Proceed to the Administrative Officer II (Public Assistance Complaint Desk) to formally file a complaint. It can also be filed by sending an email to library@bangsamoro.gov.ph or by making a phone call. Please do not forget to include the following information:</p> <ul style="list-style-type: none"> ● Name of person being complained ● Name of the person filing the complaint ● Incident ● Time and location where the incident happened ● Evidence <p>For inquiries and consultations, the client may call (064) 421-1775</p>



<p>How complaints are processed</p>	<p>The Administrative Officer II (Public Assistance Complaint Desk) will evaluate the complaint filed. After a thorough assessment of the complaint, the PACD Officer shall investigate the said incident and notify the staff being complained about. The PACD Officer will create an appropriate incident/complaint and forward it to the Chief Librarian for appropriate response. The PACD Officer will contact the complainant if contact details are provided and give feedback.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph or Telephone No. 8478-5093 1-ARTA (2782)</p>



Intelligence Security Services

External Services



1. Request for Security Services and Assistance

Service Information: The primary role of the Intelligence and Security Service is to provide security and protection of lives, properties and facilities of the Bangsamoro Autonomous Region in Muslim Mindanao, including but not limited to the Chief Minister and his immediate family and other officials and employees of the BARMM.

Office Or Division:	Intelligence and Security Service Office			
Classification:	Simple Transaction			
Type Of Transaction:	G2G-Government to Government			
Who May Avail:	BARMM Ministries /Agencies/Offices			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request addressed to the ISS Director			Requesting Ministries/Agencies/Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the letter of request via e-mail at iss@bangsamoro.gov.ph OR For printed copy, send it to ISS Office-Office of the Chief Minister Building, Bangsamoro Government	1. The ISS Office will receive the letter of request and record in the incoming logbook. Then forward it to the Security Division for the preparation of security plan.	None	5 minutes	<i>Administrative Aide</i>
	2. The Security Division will review and forward the letter of request			



Center, Cotabato City.	to the Intelligence Division.		5 minutes	<i>Security Division</i>
	3. The Intelligence Division will make the security plan and forward it back to the Security Division.		3 hours	<i>Intelligence Division</i>
	4. The Security Plan will be reviewed by the Security Division and forward it to the Director's Office for approval.	None	5 minutes	<i>Security Division</i>
	5. The ISS Director will approve and affix his signature. Then, will forward it to the Administrative Officer.		5 minutes	<i>ISS Director</i>
	Once approved, The Security Division will coordinate with the BARMM Law-Enforcement Agencies.		2 hours	<i>Security Division</i>
2. Receive the notice of Approval.	6. Send notice of approval to the client and forward the document to the Chief of Staff.		5 minutes	<i>Administrative Officer</i>
	2.2.The Chief of Staff will forward the approved security plan to the Office of the Chief Minister.		5 minutes	<i>Chief of Staff</i>
	TOTAL		5 hours and 30 minutes	



2. Request for Vehicle Pass

Service Information: The intent of this service is to ensure safety and efficient access for parking space within the BARMM compound.

Office or Division:	Intelligence and Security Service Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	BARMM Ministries/Agencies/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Security Division		
2. Photocopy of vehicle's official receipt and certificate of registration (ORCR).		From the Client		
3. Photocopy of any valid government issued identification card or Employee's identification card		From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Send the request form, photocopied ORCR and valid Identification card via e-mail at iss@bangsamoro.gov.ph</p> <p>OR</p> <p>If printed copies, send it to ISS Office-Office of the Chief Minister Building, Bangsamoro Government Center, Cotabato City.</p>	<p>1. Receive and record the documents in the incoming logbook.</p> <p>Then forward it to the Administrative Assistant.</p>	None	10 minutes	<i>Clerk</i>
<p>2. Receives notice to claim the vehicle pass.</p>	<p>2 The Administrative Assistant will encode the details and print copy of the car pass.</p> <p>Inform the clients via SMS or phone call to claim their vehicle pass.</p>		2 hours	<i>Administrative Assistant</i>
<p>3. Receives the vehicle pass and affix signature in the logbook.</p>	<p>3.Issue the vehicle pass to the client and request them to sign in the logbook as they receive it..</p>		10 minutes	<i>Clerk</i>
TOTAL			2 hours and 10 minutes	



Contact Information of ISS Security Division	<p>Mr. Akas Parending Security Officer IV 09675074431</p> <p>Mr. Sota M. Juanday, Jr. Executive Assistant II 09366602219</p>
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Office	Address	Contact Information
Director's Office	ISS Office-OCM Building, Bangsamoro Government Center, Cotabato City	09171897448
Security Division	ISS Office-OCM Building, Bangsamoro Government Center, Cotabato City	09366602219
Intelligence Division	ISS Office-OCM Building, Bangsamoro Government Center, Cotabato City	09069513100



The Clinic

Internal Services



1. Medical Consultation

Service Information: This process encompasses medical consultation, first aid treatment, and referral services, all aimed at delivering high-quality healthcare within the Office of the Chief Minister. Its primary objective is to ensure the provision of superior health services to individuals seeking medical assistance.

Office or Division:	Office of the Chief Minister-The Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of Office of the Chief Minister and Attached Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Employee/Old Employee 1. Identification Card -1 photocopy only 2. Filled out Health Service Request Form 3. Diagnostic Results, if applicable		Information and Communication Office The Clinic- Front Desk Different Diagnostic centers/units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Health Service Request form and sign consent form 1.1 Submit the Health Service Request (HSR) form	1. Issues request form and Consent form 1.1 Assist patient in filling out the HSR 1.2 Check for completeness and register data in the Employee Health Profile /database	None	2 minutes	<i>Administrative Staff</i>



	1.3 Forward documents to the Nurse.			
2. State the reason for consultation	<p>2. Triage-Initial assesment, Assess if patient requires hospital management.</p> <p>2.1 If does not need hospital management proceed to step 2.2</p> <p>2.2 Vital Signs taking:</p> <ul style="list-style-type: none"> ● Blood Pressure ● Temperature ● RBS,Oxygen Saturation (If Necessary) ● Pulse Rate 		3 minutes	<i>Nurse</i>
2. Submit self for consultation and treatment	<p>2. Assist patient</p> <p>2.1 Interview, examine the patient, provide medical advice.</p> <p>2.2 Issue request for diagnostics and/or Issue prescription, if needed.</p>		10-20 minutes	<i>Nurse/Medical Officer</i>



	2.4. If it requires hospital management and/or referral, proceed to step 5.			
3.Receives medicine as needed.	3. Check for Prescribed Medication if available, and if necessary Schedule for follow up. 3.1 If available dispense medicine and provide additional instruction (such as route and schedule of intake) on medication based on prescription		2 minutes	<i>Nurse/ Medical Officer</i>
	5. Provide a referral form		3 minutes	<i>Nurse/ Medical Officer</i>
TOTAL			20-33 minutes	



2. Issuance of Civil Service 211 Medical Certificate

Service Information: Issuance of CS 211 Medical Certificate at the Office of the Chief Minister to every newly appointed employee (permanent, casual, coterminous) in compliance with the Civil Service Commission requirements on appointment.

Office or Division:	Office of the Chief Minister-The Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Newly Hired/Appointed Employees of the Office of the Chief Minister and Attached Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee's Identification Card (1 photocopy)		Information Communication Office		
2. Medical Request Form- 1 copy only		The Clinic- Desk 1		
3. Accomplished CS 211 form with attached Laboratory Results (Blood Test, Urinalysis, Chest X-ray, and Drug Test)		Office of the Chief Minister-Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form and other requirements	1. Issue request form; checks completeness and correctness of documents; register data in the Clinic's records/database; and forwards documents to the Medical Officer.	None	3 minutes	<i>Administrative Staff</i>



2. Subject oneself to actual medical assessment	2. Interprets submitted laboratory results and performs medical assessment and record findings on CS 211 Form.		5-7 minutes	<i>Medical Officer</i>
3. Receives medical certificate or referral form	3. Normal findings: prepare medical certificates and proceed to step 5. 3.1 If unusual findings and assessments: provide a referral form and instruct the client to proceed to the recommended health institution for follow-up check-up.		3 minutes	<i>Medical Officer/ Nurse</i>
4. Proceed to the recommended health institution for follow-up check-up; and submit laboratory results to the OCM Clinic	4. Receives laboratory results to be interpreted by the Medical Officer.		3 minutes	<i>Medical Officer</i>
5. Receives medical certificate	5. Prepares and issues medical certificates.		3 minutes	<i>Nurse</i>
TOTAL			15 minutes	



3. Issuance of Medical Certificate

Service Information: Clients are issued Medical Certificate examined by the medical officer for various purpose such as leave of absence, travel, and study grants etc

Office or Division:	Office of the Chief Minister - Clinic			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Employees of the Office of the Chief Minister and Attached Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee's Identification Card (1 photocopy)		Information Communication Office		
2. Medical Request Form-1 copy only		The Clinic- Desk 1		
3. Laboratory Results (Blood Test, Urinalysis, Chest X-ray and Drug Test)		Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit health service request form and other requirements	1. Issue request from and register data on Employee Health Profile. 1.2 Checks completeness and correctness of documents		2 minutes	<i>Admin</i>
2. Subject oneself to actual medical assessment	2. The Medical Officer will interpret submitted laboratory results and perform medical	None	5-7 minutes	<i>Medical Officer</i>



	assessment and record findings			
3. Receives medical certificate or referral form	<p>Normal findings: prepares medical certificates and issues to the client.</p> <p>If there are unusual findings and assessments. The Medical Officer will provide a referral form and instruct the client to proceed to the recommended health institution for follow-up check-up</p>	None	2 minutes	<i>Medical Officer/ Nurse</i>
4. Proceed to the recommended health institution for follow-up check- up and submit laboratory results to the OCM Clinic	Receives laboratory results to be interpreted by the Medical Officer.		2 minutes	
5. Client is issued medical certificate	Fill up and issue medical certificates.		2 minutes	
TOTAL			15 minutes	



4. Request for Rapid Antigen Test for COVID 19

Service Information: This service aims to screen the employees for COVID-19, thus, it will reduce or eliminate the transmission of COVID-19 inside the vicinity of the Office of the Chief Minister.

Office or Division:	Office of the Chief Minister - Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of the Office of the Chief Minister and Attached Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee's Identification Card -(1 photocopy)		Information Communication Office		
2. Medical Request Form-1 copy only		The Clinic- Desk 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form and other requirements	1.Issue request from; checks completeness and correctness of documents; register data on medical records/database; and forwards documents to the Nurse.	None	2 minutes	<i>Administrative Staff</i>
	2.Performs basic profiling such as chief complaint, vital signs, allergies, and medical history.	None	2 minutes	<i>Nurse</i>



2. Receives instructions/ procedures for the swabbing	3. Prepare the materials and explain the procedures.	None	2 minutes	<i>Nurse</i>
3. Subject oneself to Swabbing	4. Performs nasopharyngeal swab in the swabbing booth area.	None	5 minutes	<i>Medical Officer/ Nurse/ Medical Technician</i>
4. Receives clearance for negative results OR Subject oneself for re-swabbing for positive results and receives referral form for RT-PCR Test and notice to follow COVID-19 protocols	5a.If negative, prepare clearance and issue results of swabbing. 5b. If positive, further management and follow COVID 19 protocols. Provides a referral form if needed for RT-PCR Test.	None	15 minutes	<i>Medical Officer/ Nurse</i>
TOTAL			26 minutes	



5. Request for Medicine

Service Information: As part of providing basic treatment to the employees of the Office of the Chief Minister on medical consultation, provision of prescribed medicine is necessary. The Clinic has available basic medicine to facilitate treatment and promote recovery of the client.

Office or Division:	Office of the Chief Minister - Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Chief Minister and Attached Agencies Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee's Identification Card (1 photocopy)		Information and Communication Office		
2. Medical Request Form-1 copy only		The Clinic- Desk 1		
3. Prescription- 1 copy (as necessary)		The Clinic and or Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form and other requirements	1. Issue request from checks completeness and correctness of documents; and register data on medical records/database; and forward documents to Medical Officer/Nurse.	None	2 minutes	<i>Admin</i>



2. Subject oneself for the actual medical examination/assessment.	2. Conducts examination and assessment if needed; and prepares assessment reports.	None	5 minutes	<i>Medical Officer/ Nurse</i>
3. Receives medicine/s as prescribed	3. Dispense medicines based on prescription and availability of medicine/s in the Clinic.	None	2 minutes	<i>Nurse</i>
TOTAL			9 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>1. Verbal Feedback from Clients: Clients are encouraged to provide their feedback directly to the respective service provider. This can be done by sharing their comments, suggestions, or concerns verbally during their interaction with the service provider.</p> <p>2. Written Feedback: Clients can express their feedback by completing the designated client feedback form. This form can be obtained from the front desk, and once filled out, it should be deposited in the provided dropbox.</p> <p>3. Online Feedback: Clients also have the option to provide feedback online. They can conveniently scan a QR code located at the door or on the official website of the OCM Clinic. This will direct them to an online feedback platform where they can share their thoughts and experiences.</p>
How feedbacks are processed	<p>The Officer in Charge opens the dropbox and compiles all the submitted feedback forms on the first Friday of the month, this is raised and reviewed during regular staff meetings of the Clinic. If there are feedbacks that require a response, they are forwarded to the relevant person, who is given a deadline of three days to provide an answer upon receipt of the feedback.</p>
How to file a complaint	<p>Answer the Patient's complaint form and drop it at the designated drop box at the Clinic.</p> <p>Specify name of the person, incident, and evidence.</p>



<p>How complaints are processed</p>	<p>Every 1st Friday of the month, the Officer in Charge opens the drop box and evaluates the complaint.</p> <p>Further evaluation and investigation must be done.</p> <p>The Officer in Charge will address the complaint to the relevant office for their explanation.</p> <p>A report will be submitted to the head of Office.</p> <p>A feedback will be given to the Client.</p>
<p>Contact Information of OCM-Clinic</p>	<p>Contactcenterngbayan.gov.ph</p> <p>0908-8816-565</p>

Office	Address	Contact Information
The Clinic	RH7 Gov. Gutierrez BARMM Compound	0977-742-5654



Marawi Rehabilitation Program (MRP)

External Services



1. Mobile Health Care Clinic

Service Information: This service provides basic dental and prenatal care, and other general medical consultation services. When available, prescribed medicines are also dispensed.

Office or Division:	Marawi Rehabilitation Program - Program Management Office (MRP-PMO)			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	IDPs (home-based or shelter-based) and non-IDPs in host communities of shelters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government-issued identification card (original copy) or any document reflecting the name of the client/patient		Client/Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present identification card, secure a queue number, and fill-out Health Card Form at the clerk's desk.	1. Check identification card and issue the queue number and Health Card Form. Check if the Health Card Form has been duly accomplished by the patient.	None	10 minutes	Clerk



	Instruct the patient to proceed to the Triage Area for his/her initial assessment.			
2. Proceed to the Triage Area, present a duly accomplished Health Card Form, and undergo initial assessment.	<p>2.1 Receive duly accomplished Health Card.</p> <p>2.2 Record the result of the initial assessment and submit the record to the physician.</p> <p>2.3 Request the patient to proceed to the Mobile Health Clinic.</p>	None	10 minutes	<i>Nurse</i>
3. Proceed to the Mobile Health Clinic for medical consultation.	<p>3.1 Review initial assessment of the nurse;</p> <p>3.2 Examine patient;</p> <p>3.3 Prescribe medicines if necessary; and</p> <p>3.4 Request the patient to proceed to the Pharmacy, when applicable.</p>	None	30 minutes	<i>General Physician</i>
4. Present physician's prescription at the Pharmacy and receive medicine (if	4.1 Receive physician's prescription and check whether the prescribed medicine is available.	None	10 minutes	<i>Nurse</i>



available) and sign the logbook.	4.2 Dispense the medicine to the patient. 4.3 Duly record the released medicines and request the patient to sign the logbook.			
	TOTAL		1 hour	



2. Request for Emergency Care thru Lake Ambulance and for Post-Life Care for Deceased Persons thru Lake/Land Cadaver Transport

Office or Division:	Marawi Rehabilitation Program - Program Management Office (MRP-PMO)			
Classification:	Government to Citizen (G2C)			
Type of Transaction:	Simple			
Who may avail:	Lanao del Sur residents with special attention to IDPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government-issued identification card (original/photocopy) or any document reflecting name of the patient/client/deceased and only if available		Client		
2. Medical History Records (for lake ambulance, and only if available)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Call the emergency hotline</p> <p><i>HOTLINE NUMBER TO BE DETERMINED.</i></p>	<p>1.1 Receive call from the client. Inquire what service/s are to be availed by the client. Secure client's basic information such as place of origin and destination. Inform the client of the estimated time of arrival of the team to his/her area. For lake ambulance/cadaver transport, advise client to go to the nearest docking station within his/her area.</p>	None	5 minutes	<i>Support Staff</i>
<p>2. Board upon the arrival of the requested vehicle</p>	<p>2. Confirm if the client is ready for pick-up at the area/nearest docking port.</p> <p>Inform the client of the arrival of the unit at the designated area.</p>	None	To be determined after the call of the client	<i>Driver and Assistant Driver</i>
	<p>Assist the client in loading the patient/cadaver in the vehicle.</p> <p>Record the time of arrival to the place of origin and destination of the client.</p>			



3. Arrive at the destination and sign the Service Record.	3. Update the Headquarters on the arrival of the client. Request the client to sign the Service Record.	None	10 minutes	<i>Assistant Driver</i>
	Submit duly accomplished Service Record to the Headquarters.	None	10 minutes	<i>Assistant Driver</i>
	TOTAL		Within 24 hours	



FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Kindly accomplish the Client's Feedback Form and drop it in the box located at the Public Relations Unit (PRU) desk in the Receiving Area or send the same through the below provided contact:</p> <p>Hotline Number : 0912-441-0991</p> <p>Facebook Page : BARMM Marawi Rehabilitation Program <i>@MRPBARMM</i></p> <p>PRU Email : pru.barmm.mrp@gmail.com</p>
<p>How feedbacks are processed? (Database, Consolidation Form)</p>	<p>At the end of the day, all feedback received are consolidated by the designated Information Officer.</p> <p>Feedback requiring answers/clarifications are forwarded to the appropriate staff for immediate action, and said feedback shall be responded to at the earliest possible time but not later than 15 working days. The assigned staff shall contact the sender to answer the inquiry and/or provide an update related to the feedback.</p>



	To inquire on the status of inquiry, the sender may contact the Office through its hotline number, Facebook page, or email address.
How to file a complaint?	Kindly accomplish the Client Complaint Form and drop it in the box located at the PRU desk in the Receiving Area of the Office or send the same to the PRU email, hotline number, or Facebook page with the following details:
	<ul style="list-style-type: none"> - Full Name - Project applied to - Details of complaint - Name of person being complained of (if applicable)
How complaints are processed?	<p>At the end of the day, all complaints are consolidated by the designated Information Officer.</p> <p>Complaints requiring answers/clarifications are forwarded to the appropriate staff for immediate action. Complainants shall be responded to at the earliest possible time but not later than 15 working days.</p> <p>The assigned staff shall inform the complainants/source of the feedback to provide updates including actions taken to resolve the complaint.</p>



	To inquire on the status of the complaint, the complainant may contact the Office through its hotline number, Facebook page, or email address.
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)

Office	Address	Contact Information
BARMM – Marawi Rehabilitation Program	1 st Floor, Hanes Building, Panggao Saduc, Marawi City	Hotline Number : 0912-441-0991 Facebook Page : BARMM Marawi Rehabilitation Program @MRPBARMM PRU Email : pru.barmm.mrp@gmail .com



Tulong Alay sa Bangsamorong Nangangailangan (TABANG)



Humanitarian Services Component

Relief Assistance Program / Ayuda aLAY sa Bangsamoro (ALAB)

External Services



1. Request for Relief Assistance Program / Ayuda aLay sa Bangsamoro

Service Information: Provision for relief assistance to vulnerable/affected communities, which includes distribution of food packages, hygiene kits, Kitchen wares, and emergency kits.

Office or Division:	Office of the Chief Minister, Project TABANG – Humanitarian Services Component	
Classification:	Simple Transaction	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Affected and vulnerable communities - poorest of the poor, victims of floods, natural, and man-made calamities and conflicts with no assistance yet from other humanitarian agencies such as Ministry of Social Services and Development (MSSD) BARMM – Rapid Emergency Action on Disaster Incidence (READi), and Management Disaster Risk Reduction and Management Office (MDRRMO).	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For walk-in clients/individual request		
1. Request letter addressed to the Project Manager. Please indicate the following in the letter: <ul style="list-style-type: none"> a. Type of assistance b. Quantity or total number of items being requested c. Total numbers of affected communities d. Contact number 		Client



Photo of the calamity-stricken area/s (for emergency requests)				
Photo of the Beneficiary/ies				
Photocopy of the requester's valid identification card.				
Present valid Identification card of the beneficiary during the release of the relief assistance.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For regular and emergency services				
1. Proceed at the front desk and fill-in all the required fields on the logbook located in the receiving area.	1. Provide assistance to the client to register client's information in the logbook.	none	1 minute	<i>Administrative Assistant I/Front Desk Person-in-Charge</i>
2. Submit the requirements.	2. Receive the documents and verify/validate information.	None	1 minute	<i>Administrative Assistant I/Front Desk Person-in-Charge</i>
3. Interview with the Person-in-Charge.	3. Conduct interview. Forward the documents/ requirements to	None	6 minutes	<i>Administrative Assistant I/Front Desk Person-in-Charge</i>



	the Administrative Unit for record keeping.			
4. Receive the duplicate/receiving copy.	<p>4. Review and check the completeness of the requirements submitted.</p> <p>Place "received" stamp in the original documents and indicate name, signature, date and time received.</p> <p>Photocopy the document (2 copies). One copy for the Administrative Unit and another copy to the Requester.</p>		20 minutes	<i>Administrative Assistant III/Admin Unit Staff</i>
5. Receive notice that the request is subject for approval.	5. Inform the Requester that their request is subject for approval. If approved, they will receive a phone call.	None	10 minutes	<i>Administrative Assistant III/Admin Unit Staff</i>



	6. Prepare routing slip and endorse the documents to the Project Manager for review and approval.	None	10 minutes	<i>Administrative Assistant IV/Project Manager's Staff</i>
	7. Project Manager's approval	None	1 day (May vary from the volume of requests handled on that day)	<i>Project Manager</i>
	8. Prepare an endorsement note and attached in the original copy of the Requestor's documents.		30 minutes (May vary from the volume of requests handled on that day)	<i>Administrative Assistant V/Project Manager's Staff</i>
	9. Proceed to Humanitarian Unit for the Notice to Proceed (NTP) note (for approved requests and Refusal Note (for unapproved requests)		5 minutes	<i>Project Officer I /Humanitarian Unit Head</i>



	<p>10. For approved requests, a Notice to Proceed (NTP) note will then be signed by the Humanitarian Unit Head</p> <p>For unapproved requests, a refusal note will be attached to the submitted documents.</p>		1 hour	<i>Project Officer I /Humanitarian Unit Head</i>
	11. Forward the documents to the Humanitarian Unit Record Keeping Section for record keeping and scheduling		15 minutes	<i>Administrative Assistant II/Humanitarian Unit (Record Keeping Section)</i>
	12. Prepare the distribution plan to ensure an efficient distribution.		1 day	<i>Administrative Officer II/Humanitarian Unit Staff</i>
	13. Inform Requester through phone call for the final schedule and distribution of relief assistance.		30 minutes	<i>Administrative Assistant IV/Humanitarian Unit staff</i>
6. For the approved requests, client/s may receive a phone call	14. Prepare the final list of beneficiaries and receiving forms for signature.	None	20 minutes	<i>Administrative Assistant III/Humanitarian Unit staff</i>



<p>from the Humanitarian Unit Staff.</p>				
<p>7. Receive goods/items and fill-in all the fields in the form - list of beneficiaries.</p> <p><i>If for pick-up, the client must go to Project TABANG Office located at Notre Dame Avenue, RH II Cotabato City to pick-up the goods/items.</i></p>	<p>15. Goods/items may be picked-up or delivered based on the Project Manager's approval.</p> <p>Note: Goods/items to be given will be depending on the availability and approval of the Project Manager.</p> <p>The mode of transportation for the delivery of items may vary from the availability of trucks/vans.</p>		<p>1 day</p>	<p><i>Administrative Assistant III/Humanitarian Unit staff</i></p>
	<p>Note: for delivery, (<i>only applicable for bulk relief supplies</i>) the Humanitarian Unit shall deliver the goods/items to the distribution points/area.</p>			



	In case the area is not accessible with big trucks and wing vans, the requester/s will take part in the mobilization and transportation. Requester needs to mobilize personnel and provide transportation.			
8. Sign receiving copy	16. Review the completeness of the form and request to sign the receiving copy.	None	15 minutes	<i>Administrative Assistant II/Humanitarian Unit staff</i>
	TOTAL	None	36 minutes (for the submission of request letter in the office) Processing time for the approval of requests: 3 days and 5 minutes	<i>May be extended depending on the volume of transactions handled on that day.</i>



Health Component

Health Services Assistance and Welfare Maintenance



2. Health Services Assistance and Welfare Maintenance

Service Information: To provide immediate access to medical and dental services as well as food and nutrition services to qualified beneficiaries. This includes conduct of feeding programs and provision of food packs, free medical and dental services, free medicines, hygiene kits and other essential supplies.

Office or Division:	Office of the Chief Minister, Project TABANG – Health Component	
Classification:	Simple Transaction	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Geographically Isolated and Disadvantaged Areas identified by Rural Health Unit and Ministry of Health	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Rural Health Units		
Endorsement letter from Ministry of Health		Ministry of Health
Non-health Facilities		
Request Letter		From the beneficiary
Approval from Unit Head / Project Manager		Health Unit
Walk-in		



Presentation of prescription		From the beneficiary		
Approval from Unit Head / Project Manager		Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Project TABANG – Health Unit located at ND Avenue, Poblacion III, Cotabato City	1. Check the completeness of the requirements submitted. Forward to Administrative Assistant V	None	3 minutes	<i>Administrative Assistant V</i>
	2. Check the availability of the requested medicine / hygiene kit. Accomplish the request form and endorse to Unit Head.	None	5 minutes	<i>Nurse II</i>
	3. Review and approve the request and forward to Project Officer I for the release.	None	3 Minutes	<i>Health Unit Head</i>
	5. Fill up the receive form and release the assistance needed.	None	5 minutes	<i>Administrative Assistant III</i>



2. Receive the assistance and sign the logbook/receiving copy.	6. Provide the assistance requested and request to sign the logbook/receiving copy.	None	1 minute	<i>Releasing Officer</i>
TOTAL			17 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in Project TABANG Main entrance.</p> <p>Contact Info: (064) 557-3914 or tabang@bangsamoro.gov.ph</p>
How feedbacks are processed	<p>Every Wednesday, the records officer opens the drop box and compiles and record all the feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant Project Officer or Project Manager and they are required to answer within five (5) working days of the receipt feedback.</p> <p>The answer of the officer is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (064) 557-3914</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box in Project TABANG Main entrance.</p> <p>Complaints can be also filled via telephone and email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> o Name of person being complained o Complain



	o Contact Number
How complaints are processed	<p>The Records officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Records officer shall forward the complains to the relevant Project Officer or Project Manager for their explanation.</p> <p>The Records officer will give the feedback given by the Project Officer or Project Manager via Email or thru call.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: tabang@bangsamoro.gov.ph (064) 557-3914</p>



Office	Address	Contact Information
Livelihood Component	ND Avenue, Cotabato City	(064) 557-3914
Health Component	ND Avenue, Cotabato City	(064) 557-3914
Humanitarian Services Component	ND Avenue, Cotabato City	(064) 557-3914



Ayudang Medikal Mula sa Bangsamoro Government (AMBAG)

External Services



AMBaG Program Medical Assistance



1. Request for Medical Assistance

Service Information: Ayudang Medikal Mula sa Bangsamoro Government (AMBaG) is a special program under the Office of the Chief Minister (OCM) which aims to help the Bangsamoro indigents and vulnerable sectors.

Office or Division:	Office of the Chief Minister- AMBaG Program	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	1. Bangsamoro Indigent 2. Vulnerable Sectors: <ul style="list-style-type: none"> ● Senior citizens ● Persons with Disability (PWD) ● Orphans ● Abused women and children ● Front line workers or Frontliners who have direct interaction in providing healthcare services ● Patients with severe illness ● Patients with diminished mental capacity ● Educationally and /or economically disadvantage person ● Unemployed ● Victims of calamities (Typhoon, Earthquake) whose place of residence are officially under a state of emergency 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		AMBaG Desk Officer



2. Medical Abstract		Partner Hospital		
3. Final Hospital Bill/Charge Slip		Partner Hospital		
4. Proof of Identity		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the Office of the AMBaG located at 3 rd Floor, Alnor Building No. 2, Sinsuat Avenue, Cotabato City	Receive the documents; review the completeness of documents	None	3 minutes	<i>AMBaG Desk Officer</i>
2. Receives the endorsement letter; sign the logbook/ receiving copy	Issue the endorsement letter and request he client to sign the logbook/ receiving copy	None	3 minutes	<i>AMBaG Desk Officer</i>
3. Subject oneself for interview	Asses/ verify the documents submitted and conduct interview	None	3 Minutes	<i>AMBaG Desk Officer</i>
	Prepare an assessment report; determine the amount for the medical assistance	None	3 Minutes	<i>AMBaG Desk Officer</i>



	Prepare the endorsement letter which indicates the amount to be deducted	None	5 minutes	<i>AMBaG Desk Officer</i>
TOTAL			17 Minutes	



2. Request for Medical Assistance for billing above PhP10, 000.00

Service Information: Ayudang Medikal mula sa Bangsamoro Government (AMBaG) is a special program under the Office of the Chief Minister (OCM) which aims to help the Bangsamoro indigents and vulnerable sectors.

Office or Division:	AMBaG Program
Classification:	Special Program
Type of Transaction:	Simple
Who may avail:	<p>Government to Citizen/s (G2C)</p> <ol style="list-style-type: none"> 1. Bangsamoro Indigent 2. Vulnerable Sectors: <ul style="list-style-type: none"> ● Senior citizens ● Persons with Disability (PWD) ● Orphans ● Abused women and children ● Front line workers or Frontliners who have direct interaction in providing healthcare services ● Patients with severe illness ● Patients with diminished mental capacity ● Educationally and /or economically disadvantage person ● Unemployed ● Victims of calamities (Typhoon, Earthquake) whose place of residence are officially under a state of emergency



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		AMBaG Desk Officer		
Medical Abstract		Partner hospital		
Final Hospital Bill/Charge Slip		Partner Hospital		
Letter of Request addressed to the Chief Minister		Client		
Proof of Identity		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and bring the required documents to the Office of the AMBAG located at 3 rd Floor, Door no. 4, Alnor Building No. 2, Sinsuat Avenue, Cotabato City	Receive and check the completeness of documents	None	3 Minutes	<i>AMBaG Desk Officer</i>
	Interview the client	None	5 Minutes	<i>AMBaG desk officer</i>
Fill out the request form	Provide the AMBaG request form to client	None	5 Minutes	<i>AMBaG desk officer</i>



	Capture the bill and endorsement letter (If any) and send to the Program Head	None	3 minutes	<i>Project Development Officer V</i>
	Receive and reviews documents	None	30 minutes	<i>Program Head</i>
	Call/Message the PDO V on the approved amount	None	3 minutes	<i>Program Head</i>
	Direct the desk officer on the approved amount	None	1 minute	<i>Project Development Officer V</i>
Return the filled-out form	Issued the guarantee letter to client	None	3 Minutes	<i>AMBaG Desk Officer</i>
Receive the guarantee letter				
Return to the hospitals' medical social services for encoding of the issued amount and control number of the guarantee letter	File the forms for liquidation and reporting	None	5 minutes	<i>AMBaG Desk Officer</i>
TOTAL			58 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Hotline Number 0917-803-9295
How feedbacks are processed	Through Evaluation form
How to file a complaint	Text, Call or through AMBaG Page
How complaints are processed	Explain to the client the process in accordance with the established guidelines.
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
AMBaG	AMBaG Office, 3 rd Floor, Door No. 4, Alnor Building 2, Sinsuat Avenue, Cotabato City	0917-803-9295



Bangsamoro Liaison Office in Metro Manila

External Services



1. Request for Transportation Service

Service Information: Provision of transportation service to the Office of the Chief Minister–Bangsamoro Autonomous Region in Muslim Mindanao and other BARMM ministries’ officials and employees who are on official business in Metro Manila.

Office or Division:	Administrative and Finance Service – Bangsamoro Liaison Office in Metro Manila			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	BARMM Ministries’ officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Vehicle Service Form (BLOMM Form No. 08-2020)		General Services Section, Bangsamoro Liaison Office in Metro Manila Google Form https://docs.google.com/forms/d/e/1FAIpQLSfFKPVfV Gx3jX3GXLcPi0E04xmzIM0gDJdB4zdsaBXhujr7Ew/vi ewform		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for Service Vehicle Form via email at barmm-mlo@bangsamoro.	1. Acknowledge receipt of the accomplished form and check the provided details in the Request for Service Vehicle	None	5 minutes	<i>Senior Administrative Assistant I</i>



<p>gov.ph or send hardcopy to Bangsamoro Liaison Office in Metro Manila Office located at Unit 502 RCI Bldg., 105 Rada St., Legazpi Village, Makati City, Philippines.</p> <p>Receive notice of acknowledgement regarding the request.</p>	Form.			
	2. Check, verify, and note the availability of the driver/vehicle. Forward to the Director II for approval.	None	10 minutes	<i>Senior Administrative Assistant IV (General Services Section in Charge)</i>
	3. Review and approve/disapprove the request. <i>Note: For a disapproved request, indicate the reason for disapproval</i>	None	5 minutes	<i>Director II</i>
2. Received notice of request if approved or disapproved.	4. Send notice to client whether the request is approved or disapproved. For an approved request, prepare a trip ticket containing the following information: date	None	5 minutes	<i>Senior Administrative Assistant IV (General Services Section in Charge)</i>



	and time, name of passenger/s, vehicle type, plate number, name and contact number of the driver. Send to the client via email or thru the contact number provided in the Request for Service Vehicle Form.			
	5. Coordinate and provide the trip ticket to the Driver	None	5 minutes	<i>Senior Administrative Assistant I</i>
3. Use the vehicle as scheduled and affix signature in the trip ticket, and accomplish feedback form	6. Driver to request passenger/s to sign the trip ticket and accomplish feedback form. Forward signed trip ticket to the General Services Section for recording and filing.			
	Record the transaction and tabulate feedback form			
	TOTAL		30 minutes	



2. Request for Referral/Endorsement for Medical Assistance/" Balik Probinsiya" Assistance

Service Information: Issuance of referral or endorsement for medical assistance "balik probinsiya" assistance to Moro, Non-Moro, and Indigenous People from Bangsamoro Autonomous Region in Muslim Mindanao outside the territory who are indigent or in crisis.

Office or Division:	Direct Community Service, Bangsamoro Liaison Office in Metro Manila			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Moro, Non-Moro, and Indigenous People who are indigent or in crisis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Provided by the Client		
2. Certificate of Indigency or Social Case Study Report		Provided by the Client		
3. Medical Abstract or Clinical Abstract (for medical assistance)		Provided by the Client		
4. Laboratory Request/Prescription (for medical assistance)		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Record Section (Incoming) and register in the logbook	1. Provide Client Request/Inquiry Slip. Check and verify information.	None	5 minutes	Senior Administrative Assistant I



and accomplish request/inquiry slip.				
2. Proceed to the Records Section and submit requirements.	2. Receive required documents and assign control number.	None	5 minutes	<i>Administrative Officer III (Records Officer-incoming)</i>
3. Proceed to the Direct Community Service Room for an interview and wait to be called.	3. Interview the client, assess the required documents, and recommend the action to be taken.	None	15 minutes	<i>Senior Administrative Assistant IV (Program Coordinator)</i>
	4. Draft the Referral Letter/Endorsement.	None	5 minutes	<i>Administrative Officer V</i>
	5. Sign Referral Letter/Endorsement.	None	5 minutes	<i>Director II</i>
	6. Place "released" stamp on the Referral Letter/Endorsement, assign control number, and photocopy	None	5 minutes	<i>Administrative Officer IV (Records Officer-outgoing)</i>
4. Receive Referral Letter/Endorsement	7. Release Referral Letter/Endorsement and request client to sign the logbook/receiving copy.	None	5 minutes	<i>Administrative Officer IV (Records Officer-outgoing)</i>
	TOTAL		30 minutes	



3. Status of Retirement Gratuities or Terminal Leave Benefits/Claims

Service Information: Provision of information regarding the status of Retirement Gratuities or Terminal Leave Benefits/Claims to the Department of Budget and Management.

Office or Division:	Liaison and Support Service, Bangsamoro Liaison Office in Metro Manila			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Office of the Chief Minister, BARMM Ministries, and General Public (retirees and former employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Inquiry Slip (BLOMM Form No. 09 – 2022)		Liaison and Support Service, Bangsamoro Liaison Office in Metro Manila		
2. Signed Transmittal Letter with Endorsement for reference (one copy)		Provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. For walk-in client				
1. Proceed to the Record Section (Incoming) and register by indicating name and purpose of visit in the logbook. Accomplish the Client Request/Inquiry Slip.	1. Check and verify information and provide client with the Client Request/Inquiry Slip.	None	5 minutes	<i>Administrative Officer III (Records Officer)</i>



2. Submit the requirements.	2. Receive and check the documents.	None	5 minutes	<i>Administrative Officer III (Records Officer)</i>
	4. Verify status in the Fund Request Data Management Information System.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
3. Receive notice regarding status of the Retirement Gratuities or Terminal Leave Benefits/Claims.	5. Follow-up concerned offices regarding the release of the Retirement Gratuities or Terminal Leave Benefits of the client, and inform the client about the status of the benefits/claims.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
4. Accomplish and submit client feedback form.	Request client to accomplish the Client Feedback Form. Receive, tabulate feedback, and process results.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
	TOTAL		25 minutes	
b. Thru Phone (Landline +632 8814-0612 to 13)				
1. Request for status of the Retirement Gratuities or Terminal Leave Benefits/Claims and provide the necessary information.	1. Ask for the details or document reference number: Write the information in the logbook.	None	5 minutes	<i>Administrative Officer III (Records Officer)</i>
	2. Prepare Client Request/Inquiry Slip.	None	5 minutes	<i>Administrative Officer III (Records Officer)</i>



	4. Verify in the Fund Request Data Management Information System. Follow-up concerned offices regarding the release of the Retirement Gratuities or Terminal Leave Benefits of the client.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
2. Receive notice regarding status of the Retirements Gratuities or Terminal Leave Benefits/Claims.	5. Call back the client and provide information on the status of the claim. Request client to accomplish Feedback Form and the details via email or Google form.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
3. Accomplish and submit Client Feedback Form via email or Google form.	Receive, tabulate feedback, process results.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
	TOTAL		25 minutes	
c. Thru E-mail (Email requirements to barmm-mlo@bangsamoro.gov.ph)				
1. Send request for status of the Retirement Gratuities or Terminal Leave Benefits/Claims and provide the necessary information via email.	1. Receive and acknowledge receipt of email.	None	5 minutes	<i>Executive Assistant I (E-mail in charge)</i>
	2. Prepare Client Request/Inquiry Slip.	None	5 minutes	<i>Executive Assistant I (E-mail in charge)</i>



	4. Verify in the Fund Request Data Management Information System. Follow-up concerned offices regarding the release of the Retirement Gratuities or Terminal Leave Benefits of the client.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
2. Receive email response regarding status of request.	5. Email the client and provide information on the status of the claim. Request client to accomplish Feedback Form and the details via e-mail or Google form.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
3. Accomplish and submit Client Feedback Form via email or Google Form.	Receive, tabulate feedback, process results.	None	5 minutes	<i>Senior Administrative Assistant IV (DBM Liaison Officer)</i>
	TOTAL		25 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the feedback form which can be secured near the office entrance of the Bangsamoro Liaison Office in Metro Manila and drop it in the box provided.
How feedbacks are processed	<p>Feedback is to be collected by the assigned Officer-in-Charge every end of the week and to be processed by the Administrative Officer V.</p> <p>Feedback requiring answers are endorsed to the concerned section in BLOMM. Answers to the feedback given will be relayed to the client. A report will be prepared to document action plans and monitor actions taken.</p>
How to file a complaint	<p>To file a complaint, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Name of the person being complained - Narratives of the complaint - Evidence such as photos <p>Send to barmm-mlo@bangsamoro.gov.ph</p> <p>To follow-up or inquire, you may contact this number: (02) 88140613 / (02) 88140674</p>
How complaints are processed	Complaint/s received are evaluated and shall be referred to the concerned section in the BLOMM who shall act on the complaint and provide feedback to client on the action taken.



Contact Information of CCB, PCC, ARTA	Bangsamoro Liaison Office in Metro Manila (02) 88140613 / (02) 88140674 barmm-mlo@bangsamoro.gov.ph
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