



SMALL BUSINESS CORPORATION

CITIZEN'S CHARTER
2024 (1st Edition)



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I. Mandate:

The Small Business Corporation (SB Corporation) is a government-owned and controlled corporation created on January 24, 1991 by virtue of Section 11 of Republic Act (RA) No. 6977, amended on May 6, 1997 by RA No. 8289, otherwise known as Magna Carta for Small and Medium Enterprises (SMEs).

On May 23, 2008, the President of the Philippines signed into law RA No. 9501, entitled as “Magna Carta for MSMEs” further amending for the purpose RA No. 6977, as amended. Under Section 13 thereof, amending Section 11 of RA No. 6977, states that:

*“Creation of Small Business Guarantee and Finance Corporation – There is hereby created a body corporate to be known as the Small Business Guarantee and Finance Corporation, hereinafter referred to as the Small Business Corporation (SB Corporation), which shall be **charged with the primary responsibility of implementing comprehensive policies and programs to assist MSMEs in all areas, including but not limited to finance and information services, training and marketing** [emphasis added]”*

II. Vision:

By 2028, we will be a financially-sustainable and socially-responsive organization trailblazing innovative financing solutions for growing MSMEs that contribute to inclusive economic development.

III. Mission:

Our Mission is to relentlessly champion and bridge the financing needs of the underserved but financeable segments of the country for their sustained growth.

IV. Service Pledge:

We, the officers and employees of the Small Business Corporation pledge and commit to deliver quality public service and shall:

1. Serve with utmost integrity, efficiency and courtesy;
2. Demonstrate sensitivity and professionalism when dealing with clients;
3. Provide adequate and accurate information;
4. Comply with best banking and industry practices;

5. Respond to complaints and feedbacks promptly;
6. Observe strict government office hours, Mondays to Fridays without noon breaks; and,
7. Treat everyone equally and value every citizen's needs.

All these we pledge, because YOU deserve no less.

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**Regional Lending Offices
(North Luzon Group, South Luzon Group,
Visayas Group and Mindanao Group)**

External Services

1. Resilient, Innovative, Sustainable Enterprises Unleash your Powers (RISE UP) Program

The RISE UP Program is a retail lending program composed of four (4) different lending facilities which aim to sustain the recovery of multi-sectoral MSMEs from the pandemic by providing multi-purpose loans.

Office or Division:	Financing Sector, Regional Lending Offices, Treasury Group, Controllership Group, Credit Committee, Borrower Information Assessment Team, Credit Standing Assessment Team, Financial Performance Assessment Team, Loan Releasing Team			
Classification:	Highly Technical (Multi-Stage)			
Type of Transaction:	G2C - Government to Citizen; G2B – Government to Business			
Who may avail:	See <i>Annex A below</i>			
CHECKLIST OF REQUIREMENTS TO BE PROVIDED BY LOAN APPLICANT		ISSUING/SOURCE ENTITY		
See <i>Annex A below</i>		See <i>Annex A below</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Stage 1: Borrower Information Assessment				
1. Accomplish the online loan application form and upload applicable requirements through the Online Loan Origination System.	1.1. Determine the correctness, validity and completeness of submitted data*.	None	3 days	<i>Business Information Assessor</i>
Stage 1 Total			3 days	
Classification			Simple	
Stage 2: Credit Standing Assessment				
	1.2. Assess credit investigation findings.	None	3 days	<i>Credit Standing Assessor</i>
Stage 2 Total			3 days	
Classification			Simple	
Stage 3: Financial Performance Assessment				
	1.3. Evaluate financial performance.	None	5 days	<i>Financial Performance Assessor</i>
	1.4. Draft needed report/ recommendation	None		<i>Financial Performance Assessor</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	for loan applications.			
	1.5. Render decision to conduct project visit.	None	1 day (maximum)	Group Head
	1.6. Conduct project visit.	None	2 days (maximum)	Field Staff
	1.7. Elevate loan application to the approving authority.	None	11 days (maximum)	Financial Performance Assessor, Group Head, Financing Sector Head, Executive Vice President, Credit Committee
Stage 3 Total			19 days	
Classification			Highly Technical	
Stage 4: Loan Release				
2. Sign pre-release documents and submit post-dated checks (PDCs)	2.1. Prepare pre-release documents, coordinate signing of pre-release documents and submission of PDCs, if applicable.	None	4 days	Loan Releasing Team, Field Staff
	2.2. Facilitate batch signing of pre-release documents and submission of PDCs, if applicable.	None		Field Staff
	2.3. Upload signed pre-release documents collated from the previous day to the online system.	None		Field Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.4. Validate signed pre-release documents and PDCs; facilitate the transmittal/ safekeeping of PDCs, if applicable.	None		<i>Loan Releasing Team, Field Staff</i>
	2.5. Accounting Processes: a. Prepare accounting entries and journal entry vouchers; b. Review journal entries and validate computation; and, c. Sign accounting entries.	None	1 day	<i>Controllership Group (a) Accountant (b) Department Manager (c) Department Manager and Group Manager</i>
	2.6. Treasury Processes: a. Review fund allocation request; b. Prepare and review fund transfer following the process for the mode of release; and, d. Release loan proceeds.	Penalty charge for errors such as: a. fictitious bank/ EMI account; b. closed, inactive or dormant bank/ EMI account; and, c. bank/ EMI account not under the name	3 days	<i>Treasury Group (a) Department Manager (b) Department Manager, Group Manager (c) Cashier</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
		of the loan applicant or the business entity: PhP1,000		
Stage 4 Total Classification			8 days	
Overall Total for the 4 Stages			33 days	

The RISE UP Program is qualified for multi-stage processing as approved by the Governing Board under Board Resolution No. 2022-06-3255.

**The process shall only start as soon as all information and submitted documents are deemed valid and complete; otherwise, the applicant will be notified to make the necessary correction/ resubmission of requirements*

Note: All fees/finance and non-finance charges are deducted from the proceeds of the loan.

Annex A

<p>Who may avail:</p>	<p>Micro, small and medium enterprises (MSMEs) that meet the following criteria:</p> <p><i>For Micro Multipurpose Lending Facility:</i></p> <ul style="list-style-type: none"> • For sole proprietorships and partnerships, must be fully-owned by a Filipino Citizen. For corporations, must be at least 60% owned by Filipinos. • Must have an asset size of not more than PhP100.0 million, exclusive of the land on which the business entity's office, plant and equipment are situated. • Must be at least one (1) year in operation. • Must have no past due account/s under any of SB Corporation's loan programs. • Borrower must have no unresolved major negative credit findings. <p><i>For SME Multipurpose Lending Facility – First Timers:</i></p> <ul style="list-style-type: none"> • Must either be: <ul style="list-style-type: none"> - A loan applicant with no previously approved loan under any of the lending facilities/programs of SB Corporation; - An SB Corporation borrower who had completely settled their loan obligations and/or have had no new loans with SB Corporation five (5) years from date of loan application; - An SB Corporation borrower with a previously approved loan in "Current" status under the 13th Month Pay Loan Program only; or, - An SB Corporation borrower applying for a new business. • For sole proprietorship and partnership, must be fully-owned by a Filipino Citizen(s). For corporations, must be at least 60% owned by Filipinos. • Must have an asset size of not more than PhP100.0 million, exclusive of the land on which the business entity's office, plant and equipment are situated. • Must be at least two (2) years in operation. • Must have no unresolved major negative credit findings. <p><i>For SME Multi-Purpose Lending Facility – SUKI:</i></p> <ul style="list-style-type: none"> • Must have previously approved loan/s under any of the lending facilities/programs of SB Corporation, except under the 13th Month Pay Loan Program.
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	<ul style="list-style-type: none"> • Must have at least six (6) months of continuous repayment track record. • Must have no unresolved major negative credit findings. • Must have no past due account/s under any of SB Corporation’s loan programs. <p><i>For Micro and SME Tindahan:</i></p> <ul style="list-style-type: none"> • For sole proprietorships and partnerships, must be fully-owned by a Filipino Citizen(s). For corporations, must be at least 60% owned by Filipinos. • Must have an asset size of not more than PhP100.0 million, exclusive of the land on which the business entity’s office, plant and equipment are situated. • Must have been participating in the supply chain together with an SB Corporation-accredited FMCG company for at least one (1) year or three (3) years for loan requests exceeding PhP1.0 million. • Must have no past due account/s under any of SB Corporation’s loan programs. • Must have no unresolved major negative credit findings
CHECKLIST OF REQUIREMENTS TO BE PROVIDED BY LOAN APPLICANT	ISSUING/SOURCE ENTITY
<i>General Requirements for RISE UP:</i>	
<ul style="list-style-type: none"> • Government-issued ID of the sole proprietor/designated officer 	Government entity authorized to issue ID among the Bangko Sentral ng Pilipinas (BSP) list per 2018 Manual of Regulations for Non-Bank Financial Institutions (MORNBF1)
<ul style="list-style-type: none"> • Secretary’s Certificate or Board Resolution or Partnership Resolution re: authorization to borrow, where the designated officer is the principal borrower 	MSME Loan Applicant Board Secretary
<ul style="list-style-type: none"> • Latest General Information Sheet (for corporations) or Articles of Partnership (for partnerships) 	Securities and Exchange Commission (SEC)
<ul style="list-style-type: none"> • <i>If the requested loan amount does not exceed PhP100.0 thousand:</i> <ul style="list-style-type: none"> - Barangay Permit for the previous and current year, - Certification from the Barangay that the enterprise has been operating for at least one (1) year, 	Concerned Local Government Unit (LGU)

<ul style="list-style-type: none"> - Valid/Unexpired Barangay Micro Business Enterprise (BMBE) Certificate of Authority, or, - Valid/Unexpired Mayor's Permit • <i>If the requested loan amount exceeds PhP100.0 thousand:</i> <ul style="list-style-type: none"> - Valid/Unexpired BMBE Certificate of Authority, or - Valid/Unexpired Mayor's Permit 	
<ul style="list-style-type: none"> • <i>If the requested loan amount exceeds PhP500.0 thousand:</i> <ul style="list-style-type: none"> - Certificate of Securities and Exchange Commission (SEC) Registration (for corporations and partnerships) - Certificate of Department of Trade and Industry (DTI) Registration (for sole proprietorships) 	<p>SEC</p> <p>DTI</p>
<ul style="list-style-type: none"> • Three (3) pictures showing the business signage, inventories, and fixed assets 	MSME Loan Applicant
<ul style="list-style-type: none"> • Proof of bank or e-money account (must be under the name of the sole proprietor, sole proprietorship, partnership, or corporation) 	MSME Loan Applicant
<i>Additional Requirements:</i>	
A. SME Multi-Purpose First Timers Lending Facility	
<ul style="list-style-type: none"> • Proof of sales 	MSME Loan Applicant
<ul style="list-style-type: none"> • Joint Solidary Signature (JSS) (for corporations and partnerships) 	MSME Loan Applicant
<ul style="list-style-type: none"> • Previous year Mayor's Permit or BMBE Certificate 	LGU
<i>If the requested loan amount exceeds PhP3.0 million:</i>	
<ul style="list-style-type: none"> • Audited Financial Statement (FS) for the last two (2) years 	Bureau of Internal Revenue (BIR)
<ul style="list-style-type: none"> • Proof of ownership of real estate asset 	Registry of Deeds
<ul style="list-style-type: none"> • Proof of Government valuation of real estate asset 	LGU/BIR
B. SME Multi-Purpose SUKI Lending Facility	
<ul style="list-style-type: none"> • Proof of sales 	MSME Loan Applicant

<ul style="list-style-type: none"> JSS (for corporations and partnerships) 	MSME Loan Applicant
<i>If the requested loan amount exceeds PhP3.0 million:</i>	
<ul style="list-style-type: none"> Audited FS 	BIR
<i>If the requested loan amount exceeds PhP5.0 million:</i>	
<ul style="list-style-type: none"> Proof of ownership of real estate asset 	Registry of Deeds
<ul style="list-style-type: none"> Proof of Government valuation of real estate asset 	LGU/BIR
C. Micro and SME <i>Tindahan</i> Lending Facility	
<i>If the requested loan amount exceeds PhP2.0 million:</i>	
<ul style="list-style-type: none"> Proof of asset size not exceeding PhP100.0 million 	MSME Loan Applicant/BIR

2. MSME Wholesale Lending Programs (Regular and P3)

The Regular and P3 Wholesale Lending Programs of Small Business Corporation are available to qualified financial institutions which have the organizational capability or strength in downloading lending funds to eligible MSME sub-borrowers with regulated pass-on rate. The Programs aim to provide MSMEs an alternative source of financing that is easy to access and at a reasonable cost.

Office or Division:	Financing Sector, Regional Lending Offices, Treasury Group, Controllership Group, Credit Committee	
Classification:	Highly Technical (Multi-Stage)	
Type of Transaction:	G2B - Government to Business	
Who may avail:	<p>Banks, Cooperatives, Microfinance NGOs, Private Finance Companies and other registered financial institutions who will meet the following criteria:</p> <ol style="list-style-type: none"> 1. Must be either a corporation, cooperative, bank or other financing institutions (with license to engage in lending) 2. Must be registered either with SEC, Cooperative Development Authority (CDA) or Bangko Sentral ng Pilipinas 3. At least one (1) year in operation 4. With Board of Directors and Management Team 5. With minimum capitalization of PhP500.0 thousand 6. Must meet financial ratios such as Past Due Ratio (PDR) or Microfinance Portfolio at Risk (MF-PAR), Liquid Asset to Deposit Ratio, Capital Adequacy Ratio (CAR) 7. Positive Net Income for latest 12 months 8. Borrower Risk Rating of "5" or better per evaluation by SB Corporation 	
CHECKLIST OF REQUIREMENTS TO BE PROVIDED BY LOAN APPLICANT	ISSUING/SOURCE ENTITY	
1. Letter of Intent to participate in SB Corporation's Wholesale Lending Program (or Board Resolution stating the intent to borrow from SB Corporation and list of authorized signatory/ies)	Financing Institution (FI) or Partner Financing Institution (PFI)	
2. Business registration papers (one photocopy)		
<ul style="list-style-type: none"> • For banks/NGOs/Other Lending Institutions – SEC Registration, Articles of Incorporation and By-Laws, BSP Authorization to Operate (for banks); Authority to operate from SEC (other lending institutions) 	SEC, BSP	
<ul style="list-style-type: none"> • For Cooperatives – CDA Registration, Articles of Cooperation and By-Laws, Certificate of Compliance 	CDA	

CHECKLIST OF REQUIREMENTS TO BE PROVIDED BY LOAN APPLICANT	ISSUING/SOURCE ENTITY
3. Notarized Personal Information Sheet of Board of Directors (BOD) and Key Officers with recent 2x2 photo (for banks – as submitted to BSP; for nonbanks – completely filled out SB Corporation Personal Information Sheet) (one original copy)	For banks - To be provided by the borrower For non-banks – SB Corporation Personal Information Sheet to be accomplished by the borrower
4. Corporate Information (one original copy each): <ul style="list-style-type: none"> • Profile of MSME and/or MF lending unit • Schedule of borrowings including details on terms of payment, collateral cover and credit status • List of Creditors w/ contact persons and their respective position and telephone/fax numbers • Latest status on DOSRI loans, if applicable 	FI/PFI
5. Certificate of good standing from creditors and BSP (if availing of BSP's rediscounting line) (one original copy)	BSP and other creditors as applicable
6. Authorization to conduct credit inquiry with other creditors/ funders (one original copy)	FI/PFI
7. Audited Financial Statements w/ Notes (last three years) (one photocopy)	FI/PFI/BIR
8. Latest Interim Financial Statements with attachments (not more than three months old) (one photocopy)	FI/PFI
9. Latest Risk-based CAR as submitted to BSP (for banks) (one photocopy)	FI/PFI
10. Certification on Latest BSP CAMELS Rating (for banks) (one original copy)	FI/PFI
11. Operational Highlights (same cut-off date as interim FS): Areas of operation (province/municipality) Breakdown of Total Loans (Current/Past Due/ITL) Aging of Past Due Loans Breakdown of MF Loan Portfolio (current/PAR) Aging of MF PAR (one photocopy)	FI/PFI
12. Loan Loss Provisioning Schedule (latest year-end and interim FS) (one photocopy)	FI/PFI
13. Business Plan indicating the following: Areas of expansion, Estimated number of borrowers per area (one photocopy)	FI/PFI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Stage 1: Pre-qualification				
1. Submit Letter of Intent to participate in SB Corporation's Wholesale Lending Programs and required accreditation documents.	1.1. Check completeness of submitted documents.	None	1 day	<i>Account Officer or Account Officer Assistant Regional Lending Office</i>
	1.2. Process Pre-qualification check if passed or failed.	None		<i>Account Officer or Account Officer Assistant Regional Lending Office</i>
Stage 1 Total			1 day	
Classification			Simple	
Stage 2: Credit Investigation				
2. Issue authorization to conduct credit checking.	2.1. Conduct credit investigation/ background checking.	None	3 days	<i>Credit Investigator Regional Lending Office</i>
Stage 2 Total			3 days	
Classification			Simple	
Stage 3: Financial Evaluation				
3. Prepare/submit additional accreditation requirements to assigned AO and ensure availability of key officers of the organization.	3.1. Conduct bank/institution visit to validate documents and interview key officers.	None	3 days	<i>Account Officer Regional Lending Office</i>
	3.2. Conduct operations and financial evaluation on the bank/ institution and prepare the following: BRR Scorecard, Loan	None		<i>Account Officer Regional Lending Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Approval Memorandum, Call Report.			
	3.3. Review the FI accreditation proposal submitted by Account Officer.	None	1 day	<i>Department Manager Regional Lending Office</i>
Stage 3 Total Classification			4 days Complex	
Stage 4: Lower Limit Approval				
	3.4. Recommend/endorse FI accreditation proposal to the lower limit SB Corporation approving authority.	None	12 days <i>(maximum)</i>	<i>Group Head Regional Lending Office</i>
Stage 4 Total Classification			12 days Highly Technical	
Stage 5: Higher Limit Approval				
	3.5. Recommend/endorse FI accreditation proposal to the higher limit SB Corporation approving authority.	None	11 days <i>(maximum)</i>	<i>Financing Sector Head, Executive Vice President, or Credit Committee Head Office</i>
Stage 5 Total Classification			11 days Highly Technical	
Stage 6: Loan Release				
	3.6. Inform the bank/institution of action taken on application and prepare Approval Letter and Omnibus Credit Line (OCL) Agreement.	None	1 day	<i>Account Officer Regional Lending Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
4. Request for loan availment; Sign/Submit signed Approval Letter and OCL Agreement and other pre-loan release requirements at the Regional Lending Office or provincial desk office.	4.1. Pre-Release Loan Documentation; Prepare pre-loan release documents and facilitate its signing by the bank/Fl. Prepare Loan Drawdown Sheet.	<u>Evaluation Fee:</u> 0.05% to 0.5% of approved line (for non-banks only) <u>Availment Processing Fee:</u> 0.5% of loan release amount <u>DST:</u> PhP1.50 per PhP200.00 of the loan amount	3 days	<i>Loan Releasing Officer Regional Lending Office</i>
	4.2. Accounting Processes – 1) Prepare Accounting Entries and Journal Entry Vouchers; 2) Review journal entries and validate computation; and, 3) Signs accounting entries.	None	1 day	<i>Senior Financial Specialist / Accountant Controllershship Group Department Manager Controllershship Group Group Head Controllershship Group</i>
	4.3. Treasury Processes – 1) Encode the details in the appropriate Oracle modules; 2) Prepare and review check, debit advice and fund transfer following the process for the	None		<i>Cashier Treasury Group Department Manager and CASA bank signatory Treasury Group Cashier Treasury Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	mode of release; and, 3) Release checks to payee and transmits debit advice and fund transfer to bank.			
Stage 6 Total			5 days	
Classification			Complex	
Overall Total for All Stages			36 days	

The MSME Wholesale Lending Program is qualified for multi-stage processing as approved by the Governing Board under Board Resolution No. 2022-06-3255.

**The process shall only start as soon as all information and submitted documents are deemed valid and complete; otherwise, the applicant will be notified to make the necessary correction/ resubmission of requirements*

Note: All fees/finance and non-finance charges are deducted from the proceeds of the loan.

Head Office

External Services

Administrative Services Unit

1. Procurement (Public Bidding) for consulting services

Purchase of consulting services amounting to more than P1,000,000.00

Office or Division:	Administrative Unit (ASU)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any Filipino enterprise that is registered with PhilGEPS			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
As indicated in the Bid Documents		<ul style="list-style-type: none"> List of Bid Documents – BAC Secretariat Submission of Bid Documents –interested bidder 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Interested bidder submits Expression of Interest and submits documents for Eligibility Check.	1.1. Conduct Eligibility Check and Shortlisting.	None	1-20 days	<i>Bids and Awards Committee (BAC)</i>
2. Shortlisted bidders may attend Pre-Bid Conference.	2.1. Conduct Pre-Bid Conference not earlier than seven (7) calendar days from determination of shortlisted consultants and 12 calendar days before submission and receipt of bids.	None	1 day	<i>BAC</i>
3. Shortlisted bidders to purchase Bid Documents and submit Bid.	3.1. Conduct Bid Opening.	PhP500.00 to PhP75,000.00 based on the Approved Budget for the Contract (ABC)*	1-75 days	<i>BAC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	3.2. Conduct Bid Evaluation Activity.	None	1-21 days	<i>BAC</i>
	3.3. Finalize Approval Ranking.	None	1-2 days	<i>Head of the Procuring Entity (HOPE)</i>
	3.4. Issue Notification for Negotiation.	None	1-3 days	<i>BAC</i>
4. Bidder with the Highest Rated Bid (HRB) undergoes negotiation with the agency.	4.1. After successful negotiation, SB Corporation to require submission of Post-Qualification Requirements.	None	5 days (Upon receipt of notice as bidder with HRB)	<i>BAC</i>
5. Bidder with Highest Calculated Bid (HCB) submits post-qualification requirements within five (5) calendar days from receipt of notice.	5.1. Complete Post-Qualification Activity.	None	2-30 days	<i>BAC</i>
	5.2. Issue Notice of Award (NOA).	None	1-15 days	<i>BAC/HOPE</i>
6. Bidder with HCB signs conforme on NOA and posts performance bond within 10 days upon receipt of the same.	6.1. Prepare and sign contract. If necessary, submit contract for approval by higher authority.	Performance Security**	1-10 days If submitted to higher authority, additional 1-30 days	<i>BAC</i> <i>HOPE</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
7. Bidder with HCB signs contract.	7.1. Issue Notice to Proceed (NTP).	None	1-7 days	<i>BAC/HOPE</i>
TOTAL		Cost of the Bidding Documents* plus the Amount of Performance Security**	16-183 days/ 16-213 days (6.1. If contract is submitted to higher authority)	

Service is covered under Republic Act No. 9184 otherwise known as the Government Procurement Reform Act.

**Cost of the Bidding Documents is based on the Standard Rates of Bidding Documents as stipulated in the Government Procurement Policy Board (GPPB) Resolution No. 04-2012.*

***Amount of Performance Security is based on percentage stipulated in Section 39 of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.*

2. Procurement (Public Bidding) for goods and services

Purchase of goods and services amounting to more than P1,000,000.00

Office or Division:	Administrative Unit (ASU)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any Filipino enterprise that is registered with PhilGEPS			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
As indicated in the Bid Documents		<ul style="list-style-type: none"> List of Bid Documents – BAC Secretariat Submission of Bid Documents – interested bidder 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Interested bidder reads bidding documents and Invitation to Bid in PhilGEPS website and attends Pre-bid conference.	1.1. Conduct pre-bid conference not earlier than seven (7) calendar days from posting and 12 calendar days before deadline of submission and receipt of Bids.	None	7 days	<i>Bids and Awards Committee (BAC)</i>
2. Interested bidder purchases Bidding Documents and submits his Bid.	2.1. Conduct Bid Evaluation and requires bidder with lowest calculated bid (LCB) to submit all post-qualification requirements within five (5) calendar days.	PhP500.00 to PhP75,000.00 based on the Approved Budget for the Contract (ABC)*	7 days	<i>BAC</i>
3. Bidder with Lowest Calculated Bid (LCB) submits post-qualification requirements	3.1. Evaluate post-qualification requirements submitted by Bidder with LCB.	None	2-45 days	<i>BAC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
within deadline.				
	3.2. Upon favorable evaluation, issue Notice of Award (NOA) to winning Bidder.	None	1-15 days	<i>BAC/ Head of the Procuring Entity (HOPE)</i>
4. Winning bidder signs conforme on Notice of Award, and posts performance bond within 10 days upon receipt of NOA.	4.1. Sign the Contract (President/CEO). If necessary, submit contract for approval by higher authority.	Performance Security**	1-10 days If submitted to higher authority, additional 1-30 days	<i>BAC/HOPE</i>
5. Winning bidder signs contract.	5.1. Issue Notice to Proceed (NTP).	None	1-7 days	<i>HOPE</i>
TOTAL		Cost of the Bidding Documents plus Performance Security	19-77 days/ 19-107 days (4.1. If contract is submitted to higher authority)	

Service is covered under Republic Act No. 9184 otherwise known as the Government Procurement Reform Act.

**Cost of the Bidding Documents is based on the Standard Rates of Bidding Documents as stipulated in the Government Procurement Policy Board (GPPB) Resolution No. 04-2012.*

***Amount of Performance Security is based on percentage stipulated in Section 39 of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.*

3. Procurement (Small Value) for property, supplies and materials

Centralized purchase of property, supplies and materials P1M or less

Office or Division:	Administrative Services Unit			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any Filipino enterprise that is registered with PhilGEPS			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
PhilGEPS Number (for first time suppliers)		Supplier		
Proposal Letter with quotation (1 copy)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Interested supplier to submit proposal letter with quotation.	1.1. Choose the lowest calculated and responsive bid and issue Purchase Order to selected supplier.	None	3 days	<i>Procurement Officer Administrative Services Unit</i>
2. Deliver item/s purchased together with Delivery Receipt and Sales Invoice within 15 days.	2.1. Turn over the delivered item/s and the documents (Purchase Request, Purchase Order and other attachments) to requesting Group.	None	1 day (maximum)	<i>Procurement Officer Administrative Services Unit</i>
	2.2. Sign Certificate of Acceptance (for MOOE) or Memorandum Receipt (for CAPEX) and prepare Disbursement Voucher (DV) for the payment.	None		<i>Requesting Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	2.3. Accounting Processes – 1) Charge budget to requesting group and certify budget availability; 2) Prepare and review accounting and journal entries; and, 3) Authorized and approving signatories to sign documents.	None	30 minutes	<i>Senior Financial Specialist / Accountant, Department Manager, Group Head Controllershship Group</i>
	2.4. Treasury Group processes – 1) Encode details in the appropriate Oracle module; 2) Review check details; 3) Review the DV and sign check.	None	30 minutes	<i>Cashier and Department Manager Treasury Group CASA Bank Signatory</i>
	2.5. Inform supplier of availability of check.	None	5 minutes	<i>Procurement Officer Administrative Services Unit</i>
3. Bring Official Receipt (OR) and claim check.	3.1. Release check for payment.	None	5 minutes	<i>Cashier Treasury Group</i>
TOTAL		None	4 days, 1 hour and 10 minutes	

Head Office

External Services

Customer Relation Management Unit

1. Complaints Handling - Telephone

Filing of complaints through telephone

Office or Division:	Customer Relation Management Unit (CRMU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	All existing and future clients which include existing borrowers (MSME or wholesale), credit delivery partners, service providers, vendors/suppliers and consultants			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Complete details of the complainant <ul style="list-style-type: none"> Name Address Contact details (Phone Number, Mobile Number, email address) 		Complainant		
2. Complete details of the complaint <ul style="list-style-type: none"> Person/s involved Date Place 		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Call the SB Corporation Hotline: <u>Phone:</u> 5328-1100 to 10, 5328-1112 to 16 Local 1731 and 1753 <u>Mobile:</u> 0921 5131790 (Smart) 0945 6725033 (Globe)	1.1. Ensure completeness of gathered information from the complainant.	None	10 minutes (maximum)	Contact Center Staff CRMU
	1.2. Record all details of the complaint in the Consumer Assistance Management System (CAMS).	None	1 hour	Contact Center Staff CRMU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	1.3. Conduct initial assessment.	None	1 hour	<i>CRMU Officer CRMU</i>
	1.4. Forward and endorse valid complaints to the concerned Group.	None	1 hour	<i>CRMU Officer CRMU</i>
	1.5. Perform necessary corrective action and provide the appropriate response to the complainant.	None	1 day	<i>Concerned Group</i>
	1.6. Record Resolution on the Consumer Assistance Management System (CAMS).	None	1 hour	<i>Document Examiner</i>
	TOTAL	None	1 day, 4 hours and 10 minutes	

2. Complaints Handling - Email

Filing of complaints through email

Office or Division:	Customer Relation Management Unit (CRMU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	All existing and future clients which include existing borrowers (MSME or wholesale), credit delivery partners, service providers, vendors/suppliers and consultants			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Complete details of the complainant <ul style="list-style-type: none"> Name Address Contact details (Phone Number, Mobile Number, email address) 		Complainant		
2. Complete details of the complaint <ul style="list-style-type: none"> Person/s involved Date Place 		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send email for the complaint to sbcorporation@sbcorp.gov.ph	1.1. Acknowledge, ensure completeness, and validate the complaint received via email.	None	10 minutes (maximum)	CRMU Officer CRMU
	1.2. Record the details of the complaint in the Consumer Assistance Management System (CAMS).	None	1 hour	CRMU Officer CRMU
	1.3. Conduct initial assessment.	None	1 hour	CRMU Officer CRMU
	1.4. Forward and endorse valid complaint to concerned Group.	None	1 hour	CRMU Officer CRMU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	1.5. Perform necessary corrective action and provide the appropriate response to the complainant.	None	1 day	<i>Concerned Group</i>
	1.6. Record the resolution made accordingly in the CAMS or reply via email as applicable.		1 hour	<i>Concerned Group, CRMU Officer CRMU</i>
	TOTAL	None	1 day, 4 hours and 10 minutes	

Head Office

External Services

Controllership Group

1. Certificate of Full Payment

Issuance of Certification of Full Payment to clients with collateral mortgaged

Office or Division:	Controllership Group			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	MSME Borrowers			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Statement of Account		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Request for Certificate of Full Payment.	1.1. Review Branch Accountants' validated Statement of Account (SOA).	None	2 days (maximum)	Senior Financial Specialist Controllership Group
	1.2. Prepare Certificate of Full Payment.	None	15 minutes	Senior Financial Specialist Controllership Group
	1.3. Sign the Certificate of Full Payment and the certified correct SOA.	None	15 minutes	Group Head Controllership Group
	1.4. Release signed SOA and Certificate of Full Payment to requesting party.	None	15 minutes	Administrative Assistant Controllership Group
	1.5. Release the signed SOA and Certificate of Full Payment to the Borrower.	None	30 minutes	Account Monitoring Officer Account Monitoring Department
TOTAL		None	2 days 1 hour and 15 minutes	

2. Certificate of Loan Repayments and Premium Contributions

Issuance of Certification of premium contributions and loan repayments made in behalf of the employees to various government agencies

Office or Division:	Controllership Group			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Former employees of SB Corporation			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Letter of Request for Certification		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of request for certification.	1.1. Check coverage period of certification being requested.	None	30 minutes	<i>Senior Financial Specialist Controllership Group</i>
	1.2. Process certification.	None	6 days (maximum)	<i>Senior Financial Specialist Controllership Group</i>
	1.3. Sign the Certification.	None	15 minutes	<i>Group Head Controllership Group</i>
	1.4. Release Certification to requesting party.	None	15 minutes	<i>Administrative Assistant Controllership Group</i>
TOTAL		None	6 days and 1 hour	

Head Office

External Services

Credit Support and Asset Recovery Group

1. Issuance of Statement of Account

Processing and Issuance of Statement of Account

Office or Division:	Credit Support and Asset Recovery Group (CSARG)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	SB Corporation Borrowers			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Request thru the Financing Sector		Requesting party		
Borrower's Promissory Note (PN) Number		Financing Sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request for SOA thru the Financing Sector.	1.1. Ensure correct borrower's information.	None	30 minutes	<i>Account Officer Financing Sector</i>
	1.2. Prepare Statement of Account (SOA).	None	3 days (maximum)	<i>Collection Officer Credit Support and Asset Recovery Group (CSARG)</i>
	1.3. Review and approve SOA for release.	None	30 minutes	<i>Group Head CARSG</i>
	1.4. Release SOA to borrower.	None	30 minutes	<i>Account Officer Financing Sector</i>
TOTAL		None	3 days 1 hour and 30 minutes	

2. Disposal of Real and Other Properties – Public Bidding

Processing of the Disposal of Real and Other Properties (ROPA) through Public Bidding

Office or Division:	Credit Support and Asset Recovery Group (CSARG)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Letter of Intent to Purchase		Interested bidder		
2. Buyer's Information Sheet (one copy)		ROPA Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit bid price during public bidding.	1.1. Conduct public bidding of ROPA available for sale.	None	2 hours	<i>Bids and Awards Committee (BAC)</i>
2. Pay the corresponding Bid deposit.	2.1. Issue Official Receipt (OR).	Depending on the amount for public bidding	30 mins.	<i>Cashier Treasury Group</i>
3. Participate during the opening of Bid Documents.	3.1. Open all submitted Bid Price.	None	2 hours	<i>BAC</i>
4. Wait for result of the winning party during the public bidding.	4.1. Open documents and announce the winning bidders.	None	1 hour	<i>BAC</i>
	4.2. Prepare Notice of Award (NOA).	None	1 day	<i>CSARG and Legal Services Group (LSG)</i>
	4.3. Sign the NOA.			<i>Head of the Agency Office of the President</i>
	4.4 Issue the signed NOA to the winning bidders.			<i>CSARG</i>
TOTAL		Amount for public bidding	1 day, 5 hours and 30 mins	

3. Disposal of Real and Other Properties – Negotiated Sale

Processing of the Disposal of Real and Other Properties through Negotiated Sale

Office or Division:	Credit Support and Asset Recovery Group			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Letter of Intent to Purchase		Interested buyer		
2. Buyer's Information Sheet (1 copy)		ROPA Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Letter of Intent for the Negotiated Sale.	1.1. Evaluate Buyer's offer, endorse to AARCO and endorse to ManCom (for less than Php3.0 million in ROPA value) or Board (for above Php3.0 million in ROPA value) for approval.	None	5 hours (2 hours for evaluation and endorsement and at least 3 hours for Committee meeting)	<i>ROPA Officer CSARG</i>
	1.2. Prepare the Notice of Award (NOA).	None	2 hours	<i>CSARG and LSG</i>
	1.3. Sign the NOA.			<i>Head of the Agency Office of the President</i>
	1.4. Issue the signed NOA to the buyer.			<i>CSARG and LSG</i>
2. Pay the Negotiated Price as approved.	2.1. Issue Official Receipt.	Negotiated Price	30 minutes	<i>Cashier Treasury Group</i>
	2.2. Issue Deed of Absolute Sale in favor of the buyer.	None	2 days	<i>CSARG and LSG</i>
	2.3. Prepare and send out Memo request to AARCO for release of TCTs.	None	2 days	<i>ROPA Officer CSARG</i>
TOTAL		Negotiated Price	4 days, 7 hours and 30 minutes	

4. Payment of Success Fees for Collection Agencies

Payment of success fees for accounts collected through Collection Agencies

Office or Division:	Credit Support and Asset Recovery Group			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Accredited Collection Agencies			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Billing Statement		Accredited collection agency		
Official Receipt		Accredited collection agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the Billing Statement and request mode of release (check, credit advice or any other mode of release).	1.1. Validate the Billing Statement, prepare the Disbursement Voucher (DV) and Fund Allocation Request (FAR) and indicate mode of release.	None	1 hour and 30 minutes	<i>Collection Officer CSARG</i>
	1.2. Complete the required accounting processes – 1) Charge appropriate budget allocated to the transaction of requesting party and certify budget availability of the requested payment; 2) Prepare and review accounting entries and print Journal Entry Voucher; and, 3) Sign and Certify as the Authorized Signatory the Journal Entry Voucher.	None	5 days	<i>Budget Officer, Senior Financial Specialist / Accountant, Department Manager, Group Head Controllership Group</i>
	1.3. Complete all Treasury		30 minutes	<i>Cashier Treasury Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	Processes – 1) Encode the details in the appropriate Oracle modules; and, 2) Prepare and review check, debit advice or fund transfer following the process for the mode of release.			<i>Department Manager Treasury Group CASA bank signatory</i>
2. Claim proceeds of Success Fees and issue Official Receipt (OR).	2.1. Release payment for the Success Fees: <ul style="list-style-type: none"> • Credit proceeds to Collection Agency's nominated bank account (if mode of release is thru bank transfer). • Release check. 		10 minutes	<i>Cashier Treasury Group</i>
TOTAL		None	5 days, 2 hours and 10 minutes	

Head Office

External Services

**Human Resources Management and Development
Group**

1. Recruitment and Selection Process for JG 12 and below

Screening of the applications in the advertised positions for JG 12 and below to complete the Corporation's recruitment process.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Filipino Citizen who meets the Qualification Standards required by the vacant position			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Accomplished and updated Personal Data Sheet (PDS) (1 copy)		CSC Website - http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html		
2. Resume (1 copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit an accomplished Personal Data Sheet (PDS) and updated resume.	1.1. Screen and evaluate candidates. a. Initial evaluation b. Technical exam and interview c. Psychological exam d. Background and credit checking	None	63 days (maximum)	Requisitioning Officer/HRMO HRMDG
2. Upon passing the screening and evaluation, undergo the selection process by the HR Merit Promotion and Selection Board (HRMPSB).	2.1. Evaluate the application.	None	4 days (maximum)	CGC Members/ HRMPSB Members/ HRMO
	2.2. Confirm the appointment.	None	3 days (maximum)	Appointing Authority (President and CEO)
TOTAL		None	70 days	

The Recruitment and Selection Process is consistent with CSC guidelines.

2. Recruitment and Selection Process for JG 13 and above

Screening of the applications in the advertised positions for JG 13 and above to complete the Corporation's recruitment process.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Filipino Citizen who meets the Qualification Standards required by the vacant position			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Accomplished and updated Personal Data Sheet (PDS) (1 copy)		CSC Website - http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html		
2. Resume (1 copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit an accomplished Personal Data Sheet (PDS) and updated resume.	1.1. Screen and evaluate candidates. a. Initial evaluation b. Technical exam and interview c. Psychological exam d. Background and credit checking	None	90 days (maximum)	Requisitioning Officer/HRMO HRMDG
2. Upon passing the screening and evaluation, undergo the selection process by the HR Merit Promotion and Selection Board (HRMPSB).	2.1. Evaluate the application.	None	5 days (maximum)	CGC Members/ HRMPSB Members/ HRMO
	2.2. Confirm the appointment.	None	5 days (maximum)	Appointing Authority (President and CEO)
TOTAL		None	100 days	

The Recruitment and Selection Process is consistent with CSC guidelines.

3. Request for HR-related documents

Requests for Certificate of Employment, Copy of Clearance, Service Record

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former employees of SB Corporation			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Request letter addressed to the HRMDG Head		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit a request for the release of HR-related documents addressed to the HRMDG Head, specifying the needed document.	1.1. Prepare the requested document.	None	1 day	<i>HRMO HRMDG</i>
	1.2. Review, sign and release the document.	None	1 day	<i>Group Head HRMDG</i>
TOTAL		None	2 days	

Head Office

Internal Services

Administrative Services Unit

1. Dispatch and recording of Outgoing Documents

Dispatch and recording of outgoing documents including Messengerial/Courier Services

Office or Division:	Administrative Services Unit (ASU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation Groups			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Request Slip (1 copy)		Document Recording and Tracking System (DRTS) Oracle Module		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Concerned group transmits the accomplished and signed request slip along with the outgoing documents to ASU before 2:00 PM.	1.1. Register documents in DRTS Oracle System.	None	1 hour	<i>Administrative Staff Administrative Services Unit</i>
	1.2. Dispatch documents. <ul style="list-style-type: none"> • For Metro Manila documents – dispatch messenger. • For documents outside of Metro Manila – release documents to courier and encode tracking number in DRTS. 	None	1 day	<i>Administrative Staff Administrative Services Unit</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	1.3. Return receiving copy to originating group after encoding date of delivery and recipient in DRTS.	None	1 day	<i>Administrative Staff Administrative Services Unit</i>
TOTAL		None	2 days and 1 hour	

2. Transport Services

Provision of vehicles with drivers for official trips

Office or Division:	Administrative Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Vehicle Reservation Slip (VRS) (one copy)		Administrative Services Unit (ASU)		
2. Travel Authority (TA) (one copy)		HR Management and Development Group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Requesting group transmits approved VRS for local trips (one day before the trip) and TA for out-of-town trips (at least two days before the trip).	1.1. Check availability of vehicle and driver.	None	1 day	<i>Dispatch Officer Administrative Services Unit</i>
	1.2. Inform requesting group and driver.	None	1 day	<i>Dispatch Officer Administrative Services Unit</i>
	1.3. On the day of the trip/travel, ensure vehicle is clean and safety-checked and with sufficient fuel.	None		<i>Driver, Dispatch Officer Administrative Services Unit</i>
TOTAL		None	2 days	

Head Office

Internal Services

Controllership Group

1. Certificate of Loan Repayments and Premium Contributions

Issuance of Certification of premium contributions and loan repayments made in behalf of the employees to various government agencies

Office or Division:	Controllership Group			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Memo Request for Certification		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit memo for request for certification.	1.1. Check coverage period of certification being requested.	None	30 minutes	<i>Senior Financial Specialist Controllership Group</i>
	1.2. Process certification.	None	6 days	<i>Senior Financial Specialist Controllership Group</i>
	1.3. Sign the Certification.	None	15 minutes	<i>Group Head Controllership Group</i>
	1.4. Release Certification to requesting party.	None	15 minutes	<i>Administrative Assistant Controllership Group</i>
TOTAL		None	6 days and 1 hour	

Head Office

Internal Services

**Human Resources Management and Development
Group**

1. Application for Leave, Official Business (OB), Travel Authority (TA), Overtime (OT) and Compensatory Time Off (CTO)

Processing and Approval of application of Leave, Official Business, Travel Authority, Overtime and Compensatory Time Off

Office or Division:	HR Management and Development Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Accomplished and signed Leave Form/Official Business (OB) Form/Travel Authority (TA) Form/Overtime (OT) Form/Compensatory Time Off (CTO) Form (1 copy)		My Oracle Module		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Submit the signed application form for leave/OB/TA/OT/CTO to the Group Secretary for posting in My Oracle module.	1.1 Check tagged approved application for leave, OB, TA, OT and/or CTO and file the form.	None	1 day	<i>HRMO HR Management and Development Group</i>
TOTAL		None	1 day	

2. First Pay, Maternity Pay and Overtime Pay

Processing of First Pay, Maternity Pay, Overtime Pay

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
For First Pay: 1. Appointment Paper 2. Oath of Office 3. Certificate of Assumption 4. Attendance Sheet 5. SALN 6. BIR Forms 7. Checklist of Requirements, certified complete by Recruitment Personnel		HR Recruitment Personnel		
For Maternity Pay 1. Approved SB Corporation Clearance (one copy) 2. Approved Leave Form (one copy)		1. HR Personnel 2. Requesting personnel		
For Overtime Pay 1. Approved Overtime Authorization Form (one copy) 2. Attendance Sheet (one copy)		1. My Oracle 2. HR Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit complete documentary requirements to HR.	1.1. Review and validate the completeness of documents.	None	2 hours	HRMO HRMDG
	1.2. Prepare the computation of pay.	None	2 days	HRMO HRMDG
	1.3. Conduct initial review of computation and supporting documents.	None	1 day	HRMO/ Department Manager HRMDG

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.4. Prepare tax computation return to HRMO once done.	None	1 day	<i>Controllership Group</i>
	1.5. Finalize computation and prepare DV, BURS and PACS (if necessary).	None	4 hours	<i>HRMO HRMDG</i>
	1.6. Conduct final review of computation and sign DV and BURS.	None	1 day	<i>HRMO, Department Manager, Group Head HRMDG</i>
	1.7. Complete all required accounting processes – 1) Charging of appropriate budget allocated to the transaction of requesting party and certify budget availability of the requested payment; 2) Prepare and review accounting entries and prints Journal Entry Voucher; and, 3) Signing and Certification of the Authorized Signatory.	None	1 day	<i>Budget Officer Controllership Group Senior Financial Specialist / Accountant Controllership Group Department Manager Controllership Group Group Head Controllership Group</i>
	1.8. Treasury Processes – 1) Encode the details in the appropriate Oracle modules; 2) Prepare and	None	30 minutes	<i>Cashier, Department Manager, CASA Bank Signatory Treasury Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	review debit advice; and, 3) Transmits debit advice and fund transfer to bank.			
	TOTAL	None	6 days, 6 hours and 30 minutes	

3. GSIS Claims Transactions

Application to avail of various GSIS Programs

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
For Retirement Benefits (at least 1 month before the retirement):				
<ol style="list-style-type: none"> 1. Duly accomplished GSIS Application Form (one copy) 2. Service Record with Leave Without Pay (LWOP) Certification 3. GSIS - Declaration of Pendency / Non-pendency of Case (DPNPC) Form (<i>date administered / notarized should be on or after receipt of notification from GSIS</i>) 		<ol style="list-style-type: none"> 1. Downloadable at GSIS Website 2. HRMDG 3. HRMDG/GSIS Website 		
For Policy Maturity Benefits and Cash Surrender Value:				
<ol style="list-style-type: none"> 1. Duly accomplished GSIS Application Form 2. Service Record with Leave Without Pay (LWOP) Certification 		<ol style="list-style-type: none"> 1. Downloadable at GSIS Website 2. HRMDG 		
For Availment of College Education Benefits (Edu-child):				
<ol style="list-style-type: none"> 1. Duly accomplished GSIS Application Form 2. Supporting Documentary Requirements indicate in the application form (i.e., Edu-Plan Policy, School Records and Official Receipts) 		<ol style="list-style-type: none"> 1. Downloadable at GSIS Website 2. Requesting personnel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit duly accomplished Application Form and other documents as listed in the checklist.	1.1. Review and ensure that the form is properly filled out and verify the completeness of submitted documentary requirements.	None	5 minutes	<i>Designated Liaison Officer HRMDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
2. Wait for the confirmation of the Designated Liaison Officer.	2.1. Receive / accept the properly filled-out form and complete documents.			
	2.2. Request Service Record with LWOP details from Authorized HR Personnel.	None	1 day	<i>Designated Liaison Officer HRMDG</i>
	2.3. Accomplish the endorsement portion of the form. Forward to the Authorized Endorsing Officer (except for Policy Maturity & Edu-child application form).	None	10 minutes	<i>Designated Liaison Officer HRMDG</i>
	2.4. Sign the Endorsement portion of GSIS Application Form.	None	1 day	<i>Group Head HRMDG</i>
	2.5. Prepare Liaison Officer (LO) Transmittal Form and submit to the GSIS Office.	None	13 days (Submission to GSIS is done in batches)	<i>Designated Liaison Officer HRMDG</i>
TOTAL		None	15 days and 15 minutes	

4. GSIS Member’s Request for change of employee information

Submission of GSIS Member’s Request Form (i.e., reconciliation of records, printing of GSIS records) for changes in their personal data (i.e., change of marital status, address, contact details).

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. GSIS Members Request Form (1 copy)		Designated Liaison Officer / HRMDG GSIS Website (Downloadable Forms)		
2. Supporting Documents, if applicable		Requesting personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit duly accomplished GSIS Members Request Form and applicable supporting documents.	1.1. Review and ensure that the form is properly filled out and verify the completeness of submitted supporting documents.	None	5 minutes	<i>Designated Liaison Officer HRMDG</i>
2. Wait for the confirmation of the Designated Liaison Officer.	2.1. Receive/accept the properly filled-out form and complete documents.			
	2.2. Process request as indicated in the Member’s Request Form. a. Log in to GSIS Web MSP. b. Download and accomplish GSIS Form E. c. Upload the duly accomplished GSIS Form E and attach supporting	None	3 days <i>(maximum)</i>	<i>Agency Authorized Officer (AAO) or Designated Liaison Officer HRMDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	documents, if applicable.			
	TOTAL	None	3 days and 5 minutes	

5. GSIS Member's Request for other concerns

Submission of GSIS Member's Request Form (i.e., reconciliation of records, printing of GSIS records) for other GSIS concerns.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
3. GSIS Members Request Form (1 copy)		Designated Liaison Officer / HRMDG GSIS Website (Downloadable Forms)		
4. Supporting Documents, if applicable		Requesting personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit duly accomplished GSIS Members Request Form and applicable supporting documents.	1.1. Review and ensure that the form is properly filled out and verify the completeness of submitted supporting documents.	None	5 minutes	<i>Designated Liaison Officer HRMDG</i>
2. Wait for the confirmation of the Designated Liaison Officer.	2.1. Receive/accept the properly filled-out form and complete documents.			
	2.2. Process request as indicated in the Member's Request Form. Prepare Liaison Officer (LO) Transmittal Form and submit to the GSIS Office.	None	15 days (Submission to GSIS is done in batches)	<i>Agency Authorized Officer (AAO) or Designated Liaison Officer HRMDG</i>
TOTAL		None	15 days and 5 minutes	

6. GSIS Loan Applications for Certification

Certification of employees' GSIS loan applications (*i.e., consolidated loan, policy loan, emergency loan*).

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Request for confirmation of loan application (Email)		Requesting personnel		
2. Employees' Latest Pay Slip (one copy)		My Oracle		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Send email request for confirmation of loan application.	1.1. Verify the request and validate paying capacity. Coordinate with SEPI & SEAI to determine pending loan applications and/or deductions not yet reflected in the latest employee's pay slip.	None	30 minutes	<i>Designated Agency Authorized Officer (AAO) HRMDG</i>
	1.2. Verify other employee's qualification based on the eligibility criteria set by GSIS.	None	10 minutes	<i>Designated AAO HRMDG</i>
	1.3. Access and log-in to GSIS GWAPS (AAO Website) and perform the appropriate action depending on the eligibility: <ul style="list-style-type: none"> Approve the loan 	None	3 days	<i>Designated AAO HRMDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>application and certify eligibility.</p> <ul style="list-style-type: none"> Disapprove the loan application and indicate the reason of disapproval. 			
	1.4. Notify concerned employee via email on the action taken.	None	10 minutes	<i>Designated AAO HRMDG</i>
TOTAL		None	3 days and 50 minutes	

7. HDMF Transactions

Submission of Pag-IBIG Loan and Benefit Claim Application Forms

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
For HDMF (Multi-Purpose Loan) MPL or Calamity Loan: 1. Duly accomplished HDMF Application Form (one copy) 2. Latest Pay Slip (one copy) 3. One photocopy of two (2) valid IDs with original signature 4. One photocopy of LBP ATM with original signature (ATM No. must be readable) 5. Service Record (one copy)		1. Downloadable at Pag-IBIG Website 2. My Oracle 3. Requesting party 4. Requesting party 5. Designated Fund Coordinator/HRMDG		
For Application for Provident Benefit Claim (APB) 1. Duly accomplished GSIS Application Form (one copy) 2. Original and Photocopy of two (2) valid IDs with original signature 3. Service Record (one copy)		1. Downloadable at Pag-IBIG Website 2. Requesting party 3. Designated Fund Coordinator/HRMDG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit duly accomplished HDMF Application Form and supporting documents.	1.1. Review submitted documents to ensure that the form is properly filled out and verify if with complete supporting documents.	None	5 minutes	<i>Designated Fund Coordinator HRMDG</i>
2. Wait for the confirmation of the Designated Liaison Officer.	2.1. Receive / accept the properly filled-out form and complete documents.	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.2. Process according to the type of request: a. For HDMF MPL or Calamity Loan: <ul style="list-style-type: none"> • Validate paying capacity • Coordinate with SEPMI & SEAI to determine pending loan applications and/or deductions not yet reflected in the latest pay slip • Forward to CG for signature • Prepare Transmittal Form and submit to HDMF Office b. For APB Claim: <ul style="list-style-type: none"> • Submit to HDMF Office. 	None	7 days (Note: Submission of applications / documents to HDMF is done in batches)	<i>Designated Fund Coordinator HRMDG</i>
TOTAL		None	7 days and 5 minutes	

8. Recruitment and Selection Process for JG 12 and below

Screening of the applications in the advertised positions for JG 12 and below to complete the Corporation's recruitment process.

Office or Division:	HR Management and Development Group (HRMDG)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	SB Corporation Plantilla Personnel who meet the Qualification Standards required by the vacant position

CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Accomplished and updated Personal Data Sheet (PDS) (1 copy)		CSC Website - http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html		
2. Resume (1 copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit an accomplished Personal Data Sheet (PDS) and updated resume.	1.1. Screen and evaluate candidates. a. Initial evaluation b. Technical exam and interview c. Psychological exam d. Background and credit checking	None	63 days (maximum)	Requisitioning Officer/HRMO HRMDG
2. Upon passing the screening and evaluation, undergo the selection process by the HR Merit Promotion and Selection Board (HRMPSB).	2.1. Evaluate the application.	None	4 days (maximum)	CGC Members/ HRMPSB Members/ HRMO
	2.2. Confirm the appointment.	None	3 days (maximum)	Appointing Authority (President and CEO)
TOTAL		None	70 days	

The Recruitment and Selection Process is consistent with CSC guidelines.

9. Recruitment and Selection Process for JG 13 and above

Screening of the applications in the advertised positions for JG 13 and above to complete the Corporation's recruitment process.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SB Corporation Plantilla Personnel who meet the Qualification Standards required by the vacant position			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Accomplished and updated Personal Data Sheet (PDS) (1 copy)		CSC Website - http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html		
2. Resume (1 copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit an accomplished Personal Data Sheet (PDS) and updated resume.	1.1. Screen and evaluate candidates a. Initial evaluation b. Technical exam and interview c. Psychological exam d. Background and credit checking	None	90 days (maximum)	Requisitioning Officer/HRMO HRMDG
2. Upon passing the screening and evaluation, undergo the selection process by the HR Merit Promotion and Selection Board (HRMPSB).	2.1. Evaluate the application.	None	5 days (maximum)	CGC Members/ HRMPSB Members/ HRMO
	2.2. Confirm the appointment.	None	5 days (maximum)	Appointing Authority (President and CEO)
TOTAL		None	100 days	

The Recruitment and Selection Process is consistent with CSC guidelines.

11. Request for HR-related documents

Requests for Certificate of Employment, Copy of Clearance, Service Record

Office or Division:	HR Management and Development Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
Memorandum addressed to the HRMDG Head		Requesting personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Submit a request for the release of HR-related documents addressed to the HRMDG Head, specifying the needed document.	1.1. Prepare the requested document.	None	1 day	<i>HRMO HRMDG</i>
	1.2. Review and sign the document for release.	None	1 day	<i>Group Head HRMDG</i>
TOTAL		None	2 days	

Head Office

Internal Services

Information Technology Group

1. Technical Support without Procurement (Simple)

Servicing of simple requests for repair/maintenance/installation of hardware and software

Office or Division:	Information Technology Group (ITG)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	1 day	<i>Information Technology Support Services Unit</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	2 days	<i>Assigned personnel Information Technology Group</i>
TOTAL		None	3 Days	

2. Technical Support without Procurement (Complex)

Servicing of complex requests for repair/maintenance/installation of hardware and software

Office or Division:	Information Technology Group (ITG)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	1 day	<i>Information Technology Support Services Unit</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	5 days	<i>Assigned personnel Information Technology Group</i>
TOTAL		None	6 Days	

3. Technical Support without Procurement (Highly Technical)

Servicing of highly technical requests for repair/maintenance/installation of hardware and software

Office or Division:	Information Technology Group (ITG)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	1 day	<i>Information Technology Support Services Unit</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	19 days	<i>Assigned personnel Information Technology Group</i>
TOTAL		None	20 Days	

4. Access to Corporate Network (Simple)

Setting up/Deactivation of Access to Corporate Network (includes email facility and application systems)

Office or Division:	Information Technology Group (ITG)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	1 day	<i>Network Operations Unit</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	2 days	<i>Network Operations Unit</i>
TOTAL		None	3 days	

5. Access to Corporate Network (Complex)

Setting up/Deactivation of Access to Corporate Network (includes email facility and application systems)

Office or Division:	Information Technology Group (ITG)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	1 day	<i>Network Operations Unit</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	5 days	<i>Network Operations Unit</i>
TOTAL		None	6 days	

6. Access to Corporate Network (Highly Technical)

Setting up/Deactivation of Access to Corporate Network (includes email facility and application systems)

Office or Division:	Information Technology Group (ITG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	1 day	<i>Network Operations Unit</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	19 days	<i>Network Operations Unit</i>
TOTAL		None	20 days	

7. Applications System Development

Processing of Request for application system development

Office or Division:	Information Technology Group (ITG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Service Ticket		Open Project		
2. Supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Prepare service ticket approved by the Group Head through Open Project along with the uploaded supporting documents.	1.1. Validate and study request.	None	Processing time depends on the complexity of system to be developed	<i>Assigned personnel Information Technology Group</i>
	1.2. Implement most appropriate solution. Have the client confirm and close the ticket upon completion.	None	Processing time depends on the complexity of system to be developed	<i>Assigned personnel Information Technology Group</i>
TOTAL		None	Processing time depends on the complexity of system to be developed	

Head Office

Internal Services

Legal Services Group

1. Legal Opinion

Preparation of Legal Opinion

Office or Division:	Legal Services Group (LSG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation Groups			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Memo Request for Legal Opinion		Requesting group		
2. Supporting documents relative to the request for legal opinion/query		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the Memo to the Legal Services Group with supporting documents.	1.1. Receive the Memo and check the completeness of the supporting documents.	None	1 hour	<i>Administrative Assistant / Document Examiner III LSG</i>
	1.2. Study and review the legal query.	None	4 days	<i>Attorney V/ Attorney VI LSG</i>
	1.3. Review the draft of the legal opinion and finalize the legal opinion.	None	3 days	<i>Group Head LSG</i>
	1.4. Transmit legal opinion to the requesting group.	None	30 minutes	<i>Administrative Assistant LSG</i>
TOTAL		None	7 days 1 hour and 30 minutes	

2. Preparation of Contracts

Preparation and Issuance of Contracts

Office or Division:	Legal Services Group (LSG)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation Groups			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Memo for Request for Contract Preparation		Requesting group		
2. Approved Terms of Reference and other supporting documents relevant to their request for contract drafting		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the Memo to the Legal Services Group with supporting documents.	1.1. Receive the Memo and check the completeness of the supporting documents.	None	15 minutes	<i>Administrative Assistant / Document Examiner III LSG</i>
	1.2. Study and review the terms and conditions of the contract and prepare the contract.	None	4 days	<i>Attorney V/ Attorney VI LSG</i>
	1.3. Review the draft of the contract and finalize the contract.	None	3 days	<i>Group Head / OIC Group Head LSG</i>
	1.4. Transmit the prepared contract to the requesting group.	None	30 minutes	<i>Administrative Assistant LSG</i>
TOTAL		None	7 days and 45 minutes	

Head Office

Internal Services

Treasury Group

1. Petty Cash Fund Request

The Petty Cash Fund is created to defray day to day expenditures as follows:

- a. To accommodate small groups of SB Corporation clients or guests;
- b. Notarization of pertinent documents;
- c. Developing and printing of official pictures;
- d. Purchase in small quantities of supplies, materials and related items provided that the need is urgent and items are not available in stock and canvassing of the market has been done;
- e. Cost of telegrams, postage stamps, freight and other delivery expenses; and,
- f. Other expenses not to exceed PhP2,000.00 and not practical to be paid through check.

Office or Division:	Treasury Group (TG)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Petty Cash Voucher (1 copy)		Petty Cash Custodian		
2. Supporting Documents		Requesting personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit duly signed and approved Petty Cash Voucher.	1.1. Check the completeness of Voucher.	None	2 minutes	<i>Petty Cash Custodian Treasury Group</i>
2. Sign the Petty Cash Advance/ Reimbursement Form in the "Cash Received by" portion.	2.1. Release the Petty Cash Advance/ Request.	None	3 minutes	<i>Petty Cash Custodian Treasury Group</i>
TOTAL		None	5 minutes	

Note: All cash advance shall be cleared after five (5) working days from the completion of the activity for which the cash advance was taken

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> • Accomplish our Feedback Form (See Annex C below) and drop them at the designated drop boxes in any of our offices • Email us at sbccorporation@sbcorp.gov.ph • Hotline Numbers: <u>Phone:</u> 5328-1100 to 10 5328-1112 to 16 Local 1731 and 1753 <u>Mobile:</u> 0921 5131790 (Smart) 0945 6725033 (Globe)
How feedbacks are processed	Feedbacks are received by the Customer Relation Management Unit and are forwarded to concerned units and/or individuals for appropriate handling.
How to file a complaint	<p>If you are not satisfied with our services, please let us know through the following:</p> <ul style="list-style-type: none"> • Via Post: c/o Customer Relation Management Unit, 18th Floor, 139 Corporate Center, 139 Valero St. Salcedo Village, Makati City • Via Hotline: <u>Phone:</u> 5328-1100 to 10 5328-1112 to 16 Local 1731 and 1753 <u>Mobile:</u> 0921 5131790 (Smart) 0945 6725033 (Globe) • Via E-mail: sbccorporation@sbcorp.gov.ph

How complaints are processed	Complaints are received by the Customer Relation Management Unit and are forwarded to concerned units and/or individuals for appropriate handling and response.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB): 0908-8816565 email@contactcenterngbayan.gov.ph</p> <p>Presidential Complaints Center (PCC): 8888 pcc@malacanang.gov.ph</p> <p>Anti-Red Tape Authority (ARTA): 8478-5093 complaints@arta.gov.ph</p>

Annex C



CUSTOMER FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions.
(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo o mungkahi)







(Optional)
Name : _____ Office/Agency: _____ Contact Number (s): _____
(Pangalan) (Tanggapan/Ahensya) (Telepono)

Person/Unit Visited: _____ Date of Visit _____
(Tao/Opisinang binisita) (Petsa ng pagbisita)

Nature of Transaction:
(Uri ng Transaksyon)

- Inquiry Billing Messengerial Delivery
- Loan Transaction Others, please specify _____
- ___ Loan Release ___ Loan Payment
 ___ Submission of Documents ___ Release of Collateral Documents

Feedback

- | | | |
|--|---|---|
| 1) Were you attended to immediately by the person you were looking for?
(Kayo po ba ay maagap na inasikaso ng taong inyong hinahanap?) |  |  |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Were you able to transact/conduct your business immediately?
(Mabilis nyo po bang natapos ang inyong pakay sa ahensya?) |  |  |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Were you satisfied with the service given to you by the person who attended to your concern?
(Ang inyo po bang natanggap na serbisyo ay angkop sa inyong hinahanap?) |  |  |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 4) Please let us know how we can further improve our services?
(Ipaalam sa amin ang inyong mungkahi kung paano pa naming mas maaayos ang aming serbisyo?) _____ | | |



CUSTOMER FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions.
(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo o mungkahi)







(Optional)
Name : _____ Office/Agency: _____ Contact Number (s): _____
(Pangalan) (Tanggapan/Ahensya) (Telepono)

Person/Unit Visited: _____ Date of Visit _____
(Tao/Opisinang binisita) (Petsa ng pagbisita)

Nature of Transaction:
(Uri ng Transaksyon)

- Inquiry Billing Messengerial Delivery
- Loan Transaction Others, please specify _____
- ___ Loan Release ___ Loan Payment
 ___ Submission of Documents ___ Release of Collateral Documents

Feedback

- | | | |
|--|---|---|
| 1) Were you attended to immediately by the person you were looking for?
(Kayo po ba ay maagap na inasikaso ng taong inyong hinahanap?) |  |  |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Were you able to transact/conduct your business immediately?
(Mabilis nyo po bang natapos ang inyong pakay sa ahensya?) |  |  |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Were you satisfied with the service given to you by the person who attended to your concern?
(Ang inyo po bang natanggap na serbisyo ay angkop sa inyong hinahanap?) |  |  |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 4) Please let us know how we can further improve our services?
(Ipaalam sa amin ang inyong mungkahi kung paano pa naming mas maaayos ang aming serbisyo?) _____ | | |

VII. List of Offices

Office	Address	Contact Information
HEAD OFFICE	17 th & 18 th Floors, 139 Corporate Center, 139 Valero St., Salcedo Village Makati City	<u>Phone:</u> 5328-1100 to 10 5328-1112 to 16 Local 1731 and 1753 <u>Mobile:</u> 0921 5131790 (Smart) 0945 6725033 (Globe)
LENDING OFFICES:		
NORTH LUZON GROUP	2nd Floor, ES Clemente Building, Shanum St., corner Otek St., Lake Drive Burnham Park, Baguio City	<u>Phone:</u> (074) 442-9256
SOUTH LUZON GROUP	19th Floor, 139 Corporate Center, Valero St., Salcedo Village, Makati City	<u>Phone:</u> 5328-1100 to 10 5328-1112 to 16 Local 1731 and 1753
VISAYAS GROUP	6F Unit A, 2QUAD Building Cardinal Rosales Avenue, Cebu Business Park, Cebu City	<u>Phone:</u> (032) 415-8280 (032) 232-1200
MINDANAO GROUP	4th Floor Unit 410 Landco Corporate Center, JP Laurel Ave., Bajada, Davao City	<u>Phone:</u> (082) 221-0858 (082) 221-1488