



TECHNICAL COOPERATION COUNCIL OF THE PHILIPPINES

CITIZEN'S CHARTER
2024
4th Edition



TECHNICAL COOPERATION COUNCIL OF THE PHILIPPINES

CITIZEN'S CHARTER 2024 (4th^t Edition)



I. Mandate:

Offer non-degree training courses in areas where the Philippines has developed the experience and expertise, and which are relevant to the development efforts of beneficiary countries and the Philippines.

Coordinate related projects and activities concerned with Technical/Economic Cooperation among Developing Countries (TCDC/ECDC) which are implemented by other agencies of the Philippine Government and/or counterpart TCDC Focal Points of other countries.

Undertake research on the technical assistance requirements of the Philippines and other developing countries and the least developed countries (LDCs).

II. Vision:

A socially and economically developed, interdependent and empowered developing and least developed countries able to maintain harmony, sustainable growth and manage globalization effectively with the Philippines in a leadership role.

III. Mission:

As the TCDC focal point of the Philippines, to formulate and execute the Philippine Technical Cooperation Program in favor of developing countries, particularly the least developed among them, bearing in mind the further strengthening of the competitive edge of the Philippines in socio-economic development.

IV. Service Pledge:

The TCCP shall continually uphold the principles of harmony, sustainability and effective management in the fulfillment of its mandate.



LIST OF SERVICES

	Page Number
1.External Services	
1.1 Provision of Technical Assistance through the implementation of short term non-degree training course to developing and least developed countries	5
1.1.1 Training Course Selection	
1.1.1.1 Locally Initiated	7
1.1.1.2 Foreign Initiated	9
1.1.2 Training Course Implementation	
1.1.2.1 Training Needs Assessment	13
1.1.2.2 Training Proper	16
1.2 Processing of requests of DFA Geographic Offices/Foreign Service Posts on Technical Assistance Projects provided/ extended under their area of jurisdiction	18
1.3 Provision of assistance to DFA Geographic Offices through attendance in Bilateral Meetings on Technical Cooperation concern	20
2. Internal Services	
2.1 Provision of Personnel Information Sheet/Service Record and Other Documents from 201 File	22
2.2 Approval of Application for Leave	23
2.3 Processing of Request for Clearance	24
2.4 Filing of SALN	25
3. General Services	
3.1 Disbursements	27
3.2 Procurement Supplies and Materials (Small Value Procurement/Shopping)	29
3.3 Procurement of Services	32
3.4 Processing of Payroll	34



TECHNICAL COOPERATION COUNCIL OF THE PHILIPPINES

1. External Services



1.1 Provision of Technical Assistance through the implementation of short-term non-degree training courses for the developing and least developed countries.



1.1.1 Training Course Selection



1.1.1.1 Training Course Selection (Locally Initiated)

Selection of training courses based on requests/recommendations submitted by government agencies, Foreign Service Posts (FSPs) and DFA offices

Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Recommendation		Drafted by the requesting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.1.1.1. Government agencies, FSPs and DFA Offices to submit a recommendation for assistance to be offered to an identified developing and least developed countries	1.1.1.1.2 Receives the request / recommendation letter	None	30 minutes	Planning Officer
	1.1.1.1.3 Selects recommendations most appropriate to the priorities under the foreign policy of the government	None	3 hours	TCCP Chair-Alternate
	1.1.1.1.4 Matches the needs of the beneficiary against the expertise of the Philippines.	None	2 hours	TCCP Administrative Officer
	1.1.1.1.5 Coordinates with the appropriate agency to draw training program and costing	None	4 hours (to cover at least two meetings)	TCCP Program Officer (designated by the Chair Alternate)



Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	1.1.1.1.6 Informs the identified beneficiary of the program it is willing to offer them	None	2 hours	TCCP Program Officer (designated by the Chair Alternate)
	1.1.1.1.7 Upon acceptance of the beneficiary country, 1.1.1.1.7.1 Includes the cost of training programs selected in its future budget proposals; or 1.1.1.1.7.2 re-prioritizes its available budget to accommodate the program/s to be implemented	None	2 hours	TCCP Administrative Officer and Budget Officer
	TOTAL:	NONE	13 hours and 30 minutes (Implementation will only be possible if they are available in the Philippine General Appropriations Act (GAA) budget for the year, if none, the budget for the training is included in the Philippine GAA in the next fiscal year.)	



1.1.1.2 Training Course Selection (Foreign Initiated)

Selection of training courses based on intent signified by foreign governments

Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Intent		Drafted by the requesting foreign government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.1.2.1 Foreign Governments, through their appropriate agency, signify their intent to avail of the Philippine's technical assistance in identified fields	1.1.1.2.2 Considers the request / intent that are in line with the foreign policy of the government	None	3 hours	TCCP Chair-Alternate
	1.1.1.2.3 Based on selected request / intent, the needs of the identified beneficiary, matches against the expertise of the Philippines	None	2 hours	TCCP Program Officer (designated by the Chair Alternate)
	1.1.1.2.4 After matching is established, coordinates with the appropriate agency to draw training	None	4 hours	TCCP Program Officer (Designated by the Chair Alternate)



Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Intent		Drafted by the requesting foreign government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	program and costing			
	1.1.1.2.5 Informs the identified beneficiary of the program it is willing to offer them	None	2 hours	TCCP Program Officer (Designated by the Chair-Alternate)
	1.1.1.2.6 Upon acceptance of the beneficiary country, 1.1.1.2.6.1 includes the cost of training programs selected in its future budget proposals; or 1.1.1.2.6.2 re-prioritizes its available budget to accommodate the program/s to be implemented	None	2 hours	TCCP Administrative Officer and Budget Officer
	TOTAL:	NONE	Implementation will only be possible if there is available budget in the Philippine General	



Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Intent		Drafted by the requesting foreign government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Appropriations Act (GAA) for the year, if none, the budget for the training is included in the Philippine GAA in the next fiscal year.	



1.1.2 Training Course Implementation



1.1.2.1 Training Needs Assessment (for customized training requested by the beneficiary country)

To enable to design the most suited training modules based on the needs and available resources in the beneficiary country

Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Intent		Drafted by the requesting foreign government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.2.1.1 Beneficiary country, through diplomatic channels, requests TCCP for specific trainings to be implemented (with modules to be included in the training)	1.1.2.1.2 Training for approval of the TCCP Chair Alternate	None	2 hours	TCCP Chair Alternate on approval of letter to appropriate agency
	1.1.2.1.3 Informs the appropriate agency through email or letter of the modules requested by the beneficiary to be included in the training.	none	1 hour	TCCP Program Officer (designated by the Chair Alternate)
	1.1.2.1.4 Requests relevant agency to prepare TNA Forms to be furnished to the	None	1 hour	Program Officer



Office or Division:		TCCP		
Classification:		Complex		
Type of Transaction:		State-to-State / G2G		
Who may avail:		Foreign Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Intent		Drafted by the requesting foreign government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	beneficiary country			
	1.1.2.1.5 Sends the TNA Forms through various channels to beneficiary country/ies copy furnished relevant Diplomatic Posts.	None	1 hour	TCCP Program Officer
	1.1.2.1.6 Evaluates training module and costing prepared by the identified partner agency based on the results of the TNA.	None	4 hours	TCCP Program Officer and Budget Officer
	1.1.2.1.7 Approves the proposed training and the budget		1 hour	TCCP Chair Alternate
	1.1.2.1.8 Informs the beneficiary country, through various channels to the beneficiary country/ies copy furnished relevant Diplomatic Posts. of the Final Training Program and the schedule of training		1 hour	TCCP Program Officer



Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Letter of Request / Intent		Drafted by the requesting foreign government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL		11 hours (TCCP is now ready to implement the training project)	



1.1.2.2 Training Proper

TCCP will now implement the training program as concurred by the beneficiary country.

Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final Training Program/Budget		TCCP Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.2.2.1 Beneficiary country will send the profile of their nominees/participants through diplomatic channels to TCCP	1.1.2.2.2 Furnishes the appropriate agency the profile of the nominees/ participants to the training	None	30 minutes	TCCP Program Officer (designated by the Chair Alternate)
	1.1.2.2.3 Appropriate agency will conduct the training proper based on approved Final Training Program	None	Will vary on subject and type of training.	Appropriate Agency
	1.1.2.2.4 Appropriate agency will give tests/ case studies/conduct evaluation on the training being implemented.	None	Will vary on subject and type of training.	Appropriate agency.



Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	State-to-State / G2G			
Who may avail:	Foreign Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final Training Program/Budget		TCCP Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TCCP will furnish Evaluation Forms to be accomplished by the participants on the training conducted and to be submitted to TCCP on a specified date			TCCP Program Officer (Designated by the Chair Alternate)
	1.1.2.2.5 TCCP will conduct meeting/debriefing with the Appropriate Agency on the training recently concluded		1 hour	TCCP Chair Alternate together with the TCCP Team and the Appropriate Agency
	TOTAL		TCCP has just concluded the training program with the beneficiary country	



1.1.2.3 Processing of requests of DFA Geographic Offices/Foreign Service Posts of Technical Assistance provided to Developing and Least Developed Countries under their area of jurisdiction

Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Geographic Offices (GO) and Foreign Service Posts (FSPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo from Head of Geographic Office/FSPs		TCCP Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.2.3.1 Submits request/memo to TCCP Secretariat	1.1.2.3.2 TCCP will consider the request and check with the Planning Officer the data on list of TCCP Projects implemented	None	1 hour	TCCP Program Officer (designated by the Chairperson-Alternate)
	1.1.2.3.3 Based on available data, Program Officer will prepare memo to GO/FSPs for approval of TCCP Chair Alternate	None	30 minutes	TCCP Program Officer (designated by the Chair Alternate)
	1.1.2.3.4 Chair Alternate will approve/sign the memo reply to GO/FSPs	None	30 minutes	TCCP Chair Alternate



Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Geographic Offices (GO) and Foreign Service Posts (FSPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo from Head of Geographic Office/FSPs		TCCP Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1.2.3.5 Program Officer will send the memo reply to GO/FSPs through email	None	30 minutes	TCCP Program Officer (designated by the Chair Alternate)
	TOTAL		2 hours and 30 minutes	



1.1.2.4 Provision of assistance to DFA Geographic Offices/Foreign Service Posts through attendance in Bilateral Meetings on Technical Cooperation concern

Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Geographic Offices (GO) and Foreign Service Posts (FSPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo from Head of Geographic Office/FSPs		TCCP Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.2.4.1 Submit request/memo to TCCP Secretariat with the following information: Country; Date of Meeting, needed materials/presentations	1.1.2.4.2 TCCP will consider the request and inform the GO of the availability of TCCP Chair Alternate on the said date.	None	1 hour	TCCP Chair Alternate and Executive Assistant (Planning Officer /Administrative Officer)
	1.1.2.4.3 TCCP will prepare the necessary briefing papers/materials to be presented in the meeting	None	3 hours	TCCP Executive Assistant (Planning Officer/Administrative Officer)
	1.1.2.4.4 Chair Alternate will review the briefing materials	None	1 hour	TCCP Chair Alternate
	1.1.2.4.5 TCCP Chair Alternate will attend the Bilateral Meeting	None	1 hour	TCCP Chair Alternate
	TOTAL		6 hours	



TECHNICAL COOPERATION COUNCIL OF THE PHILIPPINES

2. Internal Services



2.1 Provision of Personnel Information Sheet / Service Record and Other Documents from 201 File

Office or Division:		TCCP		
Classification:		Not Applicable		
Type of Transaction:		G2G		
Who may avail:		TCCP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1.1 Request for Service Record	2.1.2 Receives written request for Service Record.	None	15 minutes	TCCP Administrative Officer
	2.1.3 Updates Service Record	None	2 hours	TCCP Administrative Officer
	2.1.4 Certifies Service Record.	None	30 minutes	TCCP Chair-Alternate
	2.1.5 Issues Service Record	None	15 minutes	TCCP Administrative Officer
	TOTAL	None	3 hours	



2.2 Approval of Application For Leave

Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	TCCP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2.1 Application for Leave	2.2.2 Receives completed application for leave	None	5 minutes	Administrative Officer
	2.2.3 Computes, certifies accumulated leave credits against applied number of leave days. Then forwards to the Chair-Alternate for approval.	None	1 hour	TCCP Administrative Officer
	2.2.4 Approves application for leave	None	10 minutes	TCCP Chair-Alternate
	TOTAL	None	1 hour and 15 minutes	



2.3 Processing of Request for Clearance

Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	TCCP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.3.1. Request for clearance.	2.3.2 Receives completed Clearance Form	None	10 minutes	Administrative Officer
	2.3.3 Reviews record of issued property to the applicant	None	1 hour	Administrative Officer
	2.3.4 Reviews financial record for record of financial liability / accountability of applicant	None	1 hour	Accountant
	2.3.5 Reviews tasks and duties assigned to the applicant.	None	1 hour	TCCP Chair-Alternate
	TOTAL	None	3 hours and 10 minutes	



2.4 Filing of SALN

Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	TCCP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SALN Form		Administrative Officer or Civil Service Commission Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.4.1 Submission of duly accomplished SALN form	2.4.2 Receives and Reviews the submission	NONE	1 hour	Administrative Officer
	2.4.3 Administers Oath of the declaration stated in the SALN		30 minutes	Chair-Alternate
	2.4.4 Certifies the submission of the employees of TCCP. Puts on record in the certification the non-submissions, if any.		30 minutes	Administrative Officer and the Chair Alternate
	2.4.5 Delivers SALN to the Civil Service Commission (Cluster Division and Main Office)		4 hours	Administrative Aide as an Official Messenger
TOTAL		6 hours		



TECHNICAL COOPERATION COUNCIL OF THE PHILIPPINES

3. General Services



3.1 Disbursements

Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	G2G and G2B			
Who may avail:	Creditors / Suppliers / Providers / Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account / Billing Statement		Creditors / Suppliers / Providers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1.1 Submission of Statement of Account / Billing Statement / Claims with pertinent supporting documents	3.1.2 Receives pertinent documents and preparation and numbering of Disbursement Voucher	None	1 hour	TCCP Special Disbursing Officer
	3.1.3 Reviews Disbursement Voucher and ensure completeness of required documents and the transaction is necessary and lawful	None	1 hour	TCCP Administrative Officer
	3.1.4 Certifies that Cash is Available for the Transaction and Completeness of Supporting Documents	None	1 hour	TCCP Accountant
	3.1.5 Issues Obligation Request and Status based on available allotment	None	30 minutes	TCCP Budget Officer



Office or Division:		TCCP		
Classification:		Complex		
Type of Transaction:		G2G and G2B		
Who may avail:		Creditors / Suppliers / Providers / Claimants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account / Billing Statement		Creditors / Suppliers / Providers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.6 Approves the transaction for the preparation of cash / check payment	None	30 minutes	TCCP Chair-Alternate
	3.1.7 Prepares Bank Instructions Documents.	None	30 minutes	TCCP Administrative Officer
	3.1.8 Prepares Checks as payment.	None	15 minutes	TCCP Special Disbursing Officer
	3.1.9 Signs Bank Instructions Document / Checks	None	15 minutes	TCCP Special Disbursing Officer
			15 minutes	TCCP Chair-Alternate
	3.1.10 Reports on-line Check Payment to servicing bank	None	1 hour	TCCP Administrative Officer
	3.1.11 Submits hard copies of Bank Instruction payment / check issuance report to Servicing Bank	None	1 hour	TCCP Administrative Aide
	3.1.12 Issues Payment Receipt	None	30 minutes	TCCP Disbursing Officer
	TOTAL	None	7 hours and 30 minutes	



3.2 Procurement (Supplies and Equipment) (Small Value Procurement - Shopping)

Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Personnel			
CHECKLIST OF REQUIREMENTS		Where to Secure		
Requisition Slip		TCCP Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2.1 Submission of Requisition Slip	3.2.2 Receives Requisition Slip	None	1 hour	TCCP Administrative Officer
	3.2.3 Approves Request	None	1 hour	TCCP Chair-Alternate
	3.2.4 Canvasses Offers	None	3 days	TCCP Administrative officer
	3.2.5.1 Option 1: Shop to purchase Option 2: Prepares Purchase Order	None	Option 1: 1 day Option 2: 1 hour	TCCP Administrative Officer
	3.2.5.2 Option 2: Prepares Certificate of Cash Availability (CAF)	None	Option 2: 1 hour	TCCP Budget Officer (initials the CAF) and Accountant (signs the CAF)
	3.2.6 Option 2:		Option 2: 1 hour	TCCP Chair-Alternate



Office or Division:		TCCP		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		Personnel		
CHECKLIST OF REQUIREMENTS		Where to Secure		
Requisition Slip		TCCP Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approves Purchase Order			
	3.2.7 Option 2: Issues Purchase Order		Option 2: 1 hour	TCCP Administrative Officer
	3.2.8 Option 1: (refer to Disbursements for Claims as reimbursement) Option 2: (refer to Disbursements for settlement of Statement of Accounts)	None	Refer to Operations - Disbursement (Small Value Procurement - Shopping)	Refer to Operations - Disbursement (Small Value Procurement - Shopping)
	3.2.9 Receiving and Inspection of procured items	None	1 hour	Administrative Officer
3.2.10 Receiving of Supplies and Equipment	3.2.11 Issuance of supplies and equipment supported by Requisition and Issue Slip	None	1 hour	Administrative Officer



Office or Division:	TCCP			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Personnel			
CHECKLIST OF REQUIREMENTS		Where to Secure		
Requisition Slip		TCCP Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	Option 1: 4 days and 4 hours Option 2: 3 days and 8 hours	



3.3 Procurement (Services)

Office or Division:		TCCP		
Classification:		Complex		
Type of Transaction:		G2G or G2B		
Who may avail:		Business and other government agencies		
CHECKLIST OF REQUIREMENTS		Where to Secure		
Proposal		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.3.1 Submission of Proposal	3.3.2 Receives Proposal	None	30 minutes	TCCP Chair-Alternate
	3.3.3 Reviews and Consults	None	1 hour	TCCP Chair-Alternate together with the Secretariat
	3.3.4 Identifies possible service providers	None	7 days	TCCP Chair-Alternate together with the Secretariat
	3.3.5 Negotiates with service providers	None	2 days	TCCP Chair-Alternate together with the Secretariat
	3.3.6 Selects service provider	None	1 day	TCCP Chair-Alternate
	3.3.7 Identifies costing	None	1 hour	TCCP Administrative officer
	3.3.8 Proposes Fund Source	None	1 hour	TCCP Budget Officer



	3.3.9 Approves Proposal	None	30 minutes	TCCP Chair-Alternate
3.3.10 Submission of Pertinent Document	3.3.11 Receives Pertinent Document		30 minutes	TCCP Administrative Officer
	3.3.12 Prepares Contract / MOA / Conforme	None	2 hours	Designated Program Officer
	3.3.13 Issues Certificate of Availability of Funds (CAF)	None	30 minutes	TCCP Budget Officer (initials on the CAF) and Accountant (signs the CAF)
	3.3.14 Signs Contract / MOA / Conforme	None	30 minutes	TCCP Chair-Alternate
	3.3.15 Payment - refer to Disbursement	None		
	TOTAL		10 days 15 hours	



3.4 Payroll Processing

Office or Division:	TCCP			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Personnel			
CHECKLIST OF REQUIREMENTS		Where to Secure		
Statement of Payroll		TCCP Special Disbursing Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.4.1 Submission of draft Payroll	3.4.2 Drafting of Payroll	None	30 minutes	TCCP Special Disbursing Officer
	3.4.3 Reviewing and Certifying the Payroll	None	30 minutes	TCCP Accountant
	3.4.4 Preparation of Voucher	None	30 minutes	TCCP Special Disbursing Officer
	3.4.5 Payment - Refer to Disbursement	None		
3.4.6 Acknowledgement of Receipt of Salaries / Benefits	3.4.7 Selecting service provider	None		TCCP Personnel
	TOTAL		9 hours	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedbacks can be sent via email to tccp@dfa.gov.ph
How feedbacks are processed	Feedbacks are shown to the Head of Office and then referred to the person concerned.
How to file a complaint	Complaints can be sent via email to tccp@dfa.gov.ph
How complaints are processed	Complaints are read by the Head of Office and analyzed to see if there are improvements that can be done to avoid similar future issues.
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
Technical Cooperation Council of the Philippines	6th Floor, Department of Foreign Affairs Building, 2330 Roxas Boulevard, Pasay City 1300	Telephone: (632) 8834 3129; (632) 8834 3945 Email: tccp@dfa.gov.ph