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	PSC-SOP-BAFMS-03	Effectivity:	January 13, 2017

## 1.0 PURPOSE

The purpose of this document is to provide and ensure the institution of proper discipline amongst civil service in conformity with the rules provided in the URACCS.

## 2.0 SCOPE

This document covers complaint for disciplinary action filed against PSC officials, permanent employees, Contract of Service & Job Order personnel of the Agency.

## 3.0 DEFINITION OF TERMS

- 3.1 Civil Service – refers to all men and women in all branches and agencies of the government, including GOCC with original charters.
- 3.2 URACCS – Uniform Rules on Administrative Cases in the Civil Service
- 3.3 Disciplining Authority/Commission – person or body duly authorized to suspend, dismiss or discipline officials and employees in the Civil Service

## 4.0 REFERENCE DOCUMENTS

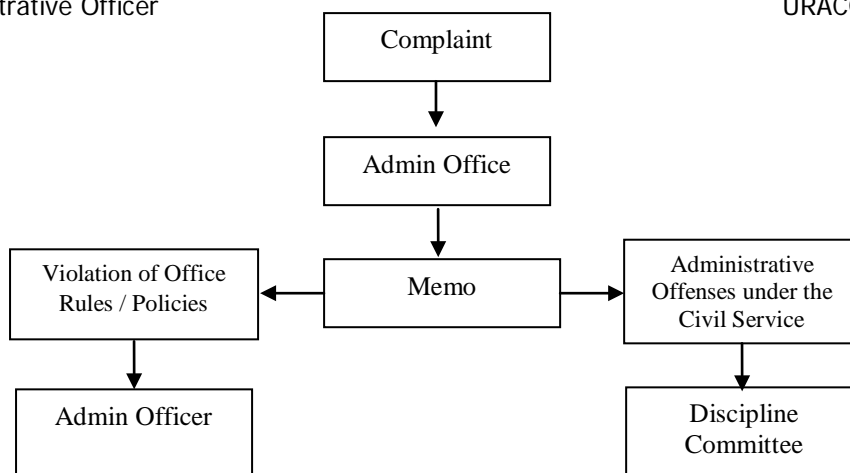
Management Services Operations Manual


## 5.0 PROCESS FLOW

**RESPONSIBLE**  
Administrative Officer

**FLOW CHART**

**REFERENCE**  
URACCS



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## 6.0 PROCEDURE

- 6.1 A signed written report under oath detailing the complaint is submitted to the Administrative Office. In cases initiated by the proper disciplining authority, the complaint need not be under oath.
- 6.2 The Administrative Officer assesses the truth or merit to the allegations, supported by direct or documentary evidence.
- 6.3 The party complained of is given or issued a Memorandum and may be required to comment within three (3) days from receipt of the Memorandum.
- 6.4 Once completed, the reply is referred with initial recommendation based on existing civil service rules to the Executive Director for information and comment.
- 6.5 If the offenses are violations of administrative office policies the Administrative Officer will exercise jurisdiction, however, Discipline Committee is convened if administrative offenses fall under its jurisdiction. The URACCS governs the disciplinary and non-disciplinary proceedings in administrative cases.

## 7.0 FORMS ATTACHED

- 7.1 Memorandum
- 7.2 Complaint Form





## ISSUANCE OF ID

Page No.:

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0

PSC-SOP-BAFMS-04

Effectivity:

January 13, 2017

### 1.0 PURPOSE

The purpose of this document is to provide the process in the issuance of identification cards to PSC Employees, COS, JO, athletes and coaches of the national pool.

### 2.0 SCOPE

This document covers all request for ID System for officials, employees, COS, JO personnel, consultants, athletes and coaches that are under the PSC payroll endorsed by the NSAAO.

### 3.0 DEFINITION OF TERMS

- 3.1 NSAAO – National Sports Association Affairs Office
- 3.2 NP – National Pool
- 3.3 ID – Identification Card
- 3.4 MSD – Management Services Division
- 3.5 COS – Contract of Service
- 3.6 JO – Job Order personnel

### 4.0 REFERENCE DOCUMENTS

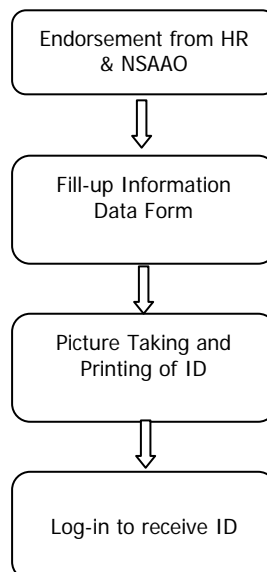
Management Services Operations Manual

### 5.0 PROCESS FLOW

#### RESPONSIBLE


Admin Staff

#### FLOW CHART



#### REFERENCE

MSD Operations Manual

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## 6.0 PROCEDURE

- 6.1 Issuance of PSC ID slip as indorsed by NSAAO
- 6.2 Fill-up Athlete and Coaches Information Data Form
- 6.3 Taking of picture and printing of ID
- 6.4 Log-in to release and receive ID

## 7.0 FORMS ATTACHED

- 7.1 Issuance of ID Form
- 7.2 Information Data Form



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## 1.0 PURPOSE

This procedure describes the process of monitoring and measuring customer satisfaction to determine the desirable changes in the delivery of services provided in the Citizen's Charter.

## 2.0 SCOPE

The scope of this procedure will cover the services rendered by the following offices as prescribed by their functions and responsibilities:

### 2.1 Cashier's Office

Responsible in the preparation and issuance of checks, collection and deposit financial resources received within the day and to manage the issuance of cash advances and monitor and implement liquidation compliance to applicable government accounting, rules and regulation.

### 2.2 NSA Affairs Office

In charge in the facilitation and coordination of the needs of all the accredited and recognized National Sports Associations in relation to the needs of their respective sports program like requests for financial assistance, foreign competitions and trainings, seminars, uniforms, request for duty exemptions for sports equipment purchased and donated to NSA, propose annual budget and programs, athletes and coaches line-up, change in the line-up of athletes and coaches including upgrading and downgrading, rental venues used by the NSA, reimbursement and liquidation issues, medical assistance, realignment and similar matters concerning the NSA.


### 2.3 Assistance and Coordination Division

The Assistance and Coordination Divisions provides auxiliary support to the various divisions, units and offices of the Agency. One of its primary function is to facilitate the travel requirement of the PSC and NSA during participation in local and international events and activities.

### 2.4 SFD

This Sports Facilities Division is responsible in the management and operations for use of venues, including the care and maintenance of the different venues and facilities of the Philippine Sports Commission.



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## 2.5 Medical and Scientific Athletes Services

Provides specialized and comprehensive health care to PSC employees, athletes and coaches that are members of the National Pool, incorporating the principles of sports medicine into training regimen towards athletic excellence like doping control, physiologic, anthropometric and biochemical testing, scientifically based strength and conditioning programs, dental services, nutrition, physical therapy treatment and psychological counselling.

## 2.6 Records Office


Its main function is to oversee the upkeep and maintenance of the agency's record management, disposition and circulation.

## 3.0 DEFINITION OF TERMS

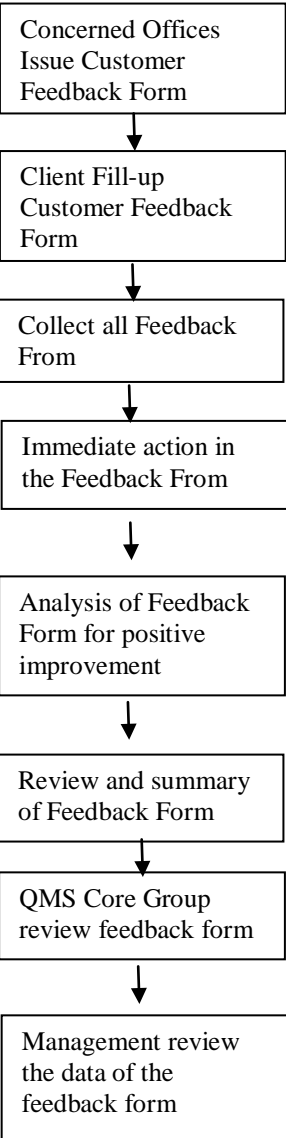
- 3.1. NSAAO – National Sports Association Affairs Office
- 3.2. ACD – Assistance and Coordination Division
- 3.3. SFD – Sports Facilities Division
- 3.4. MSAS – Medical and Scientific Athletes Services
- 3.5. National Pool –

## 4.0 REFERENCE DOCUMENTS

- 4.1 Citizen's Charter
- 4.2 Management Services Operations Manual


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## 5.0 PROCESS FLOW

RESSPONSIBLE	FLOW CHART	REFERENCE
Top Management QMS Core Team Administrative Officer Admin Staff	 <pre> graph TD     A[Concerned Offices Issue Customer Feedback Form] --&gt; B[Client Fill-up Customer Feedback Form]     B --&gt; C[Collect all Feedback From]     C --&gt; D[Immediate action in the Feedback From]     D --&gt; E[Analysis of Feedback Form for positive improvement]     E --&gt; F[Review and summary of Feedback Form]     F --&gt; G[QMS Core Group review feedback form]     G --&gt; H[Management review the data of the feedback form]           </pre>	Citizen's Charter

## 6.0 PROCEDURE

- 6.1. Concerned Offices shall encourage client to fill-up customer feedback.
- 6.2. Customer feedback is solicited by the above mentioned frontline offices every after transaction. The data to be collected and filed every first (1) Friday of the month by the Management Services Division.
- 6.3. Immediate action is taken where feedback indicates a critical non- compliancy.
- 6.4. Analysis of feedback, leads to positive improvement of the agency's resources, processes and management procedures.


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- 6.5. The review and summary of the feedback form will be on a bi-annual for submission to management review.
- 6.6. QMS core group meetings will be conducted to review summary and to provide recommendation for corrective action during Management review.
- 6.7. Management reviews the data and assigns action items according to the Management Review Procedure.

## 7.0 FORMS ATTACHED

- 7.1. Customer Feedback Forms



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	PSC-SOP-BAFMS-06	Effectivity:	January 13, 2017

## 1.0 PURPOSE

To describe the process for initiating, receiving, resolving and maintaining records of complaints and other customer feedback relating to the services prescribed in the agency's Citizen's Charter putting in mind to treat people at all times with courtesy, respect, and in a professional manner and to operate at all times to the highest professional standards; emphasize impartiality, reliability, promptness, and value for money.

## 2.0 SCOPE

The procedure applies to the services rendered by the following offices identified in the Citizen's Charter as prescribed by their functions and responsibilities

### 2.1 Cashier's Office

Responsible in the preparation and issuance of checks, collection and deposit financial resources received within the day and to manage the issuance of cash advances and monitor and implement liquidation compliance to applicable government accounting, rules and regulation.

### 2.2 NSA Affairs Office


In charge in the facilitation and coordination of the needs of all the accredited and recognized National Sports Associations in relation to the needs of their respective sports program like requests for financial assistance, foreign competitions and trainings, seminars, uniforms, request for duty exemptions for sports equipment purchased and donated to NSA, propose annual budget and programs, athletes and coaches line-up, change in the line-up of athletes and coaches including upgrading and downgrading, rental venues used by the NSA, reimbursement and liquidation issues, medical assistance, realignment and similar matters concerning the NSA.

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The Assistance and Coordination Divisions provides auxiliary support to the various divisions, units and offices of the Agency. One of its primary function is to facilitate the travel requirement of the PSC and NSA during participation in local and international events and activities.

### 2.4 Sports Facilities Division

This Sports Facilities Division is responsible in the management and operations for use of venues, including the care and maintenance of the different venues and facilities of the Philippine Sports Commission.

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## 2.5 Medical Scientific Athletes' Services

Provides specialized and comprehensive health care to PSC employees, athletes and coaches that are members of the National Pool, incorporating the principles of sports medicine into training regimen towards athletic excellence like doping control, physiologic, anthropometric and biochemical testing, scientifically based strength and conditioning programs, dental services, nutrition, physical therapy treatment and psychological counselling.

## 2.6 Record Office

Its main function is to oversee the upkeep and maintenance of the agency's record management, disposition and circulation.

## 3.0 DEFINITION OF TERMS

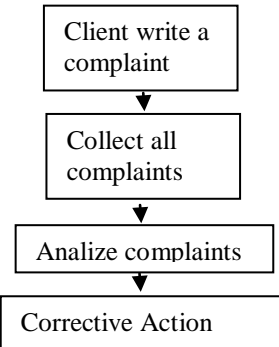
3.1 Complaint - Expression of dissatisfaction made to an organization related to its product or service or the complaints-handling process itself, where a response or resolution is explicitly expected.

## 4.0 REFERENCE DOCUMENTS

4.1 Citizen's Charter

4.2 PSC Operations Manual


## 5.0 PROCESS FLOW

RESPONSIBLE	FLOW CHART	REFERENCE
QMS Core Team IQA Team Top Management Management Services Division	 <pre> graph TD     A[Client write a complaint] --&gt; B[Collect all complaints]     B --&gt; C[Analyze complaints]     C --&gt; D[Corrective Action]           </pre>	Citizen's Charter PSC Operations Manual

## 6.0 PROCEDURE

6.1 A complaint or customer feedback may be submitted in written format, electronically, by telephone, or in person by the offices concerned covered by this procedure.

6.2 The Management Services Division will collect the complaint or feedback form every first (1<sup>st</sup>) Friday of the month shall submit the same to the QMS Core Team who will document and register the same as prescribed in the Control of Non-Conformity and Corrective Action Procedure. The QMS Secretariat will provide a data base of

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populated complaint, feedback and corrective action report that will be made available for IQA Team and Management Review.

- 6.3 If the evidence is not sufficient to perform an investigation and to start a corrective action, QMS Core may close the complaint that is responsible for final revision and disposition.
- 6.4 QMS Core Team will then notify the final corrective action and disposition of the complaint to all entities involved in this process.

## 7.0 FORMS ATTACHED

- 7.1. Customer Satisfaction Form
- 7.2. Customer Feedback Form
- 7.3. Corrective Action Form
- 7.4. Control of Non-Conformity Form