



Philippine Convention & Visitors Corporation

Citizen's Charter

2009

TABLE OF CONTENTS

Mission Vision	3
Feedback and Redress Mechanism.....	4
Frontline Services	
Advertising & Publications Department.....	5
Dubbing	
Slides to CD	
Conventions & Incentive Travel.....	6
Assisting Local Associations/Organizer in the preparation of bid papers	
Assisting Local Associations/ Organizes in handling local/international conventions, meetings & incentive travel	
Travel Trade Promotions.....	6
Assisting Local Associations/Organizations in handling local/international trade events/exhibits	
Travel Trade Sales.....	8
Assisting Local Associations/Organizations in handling local/international trade events/exhibits	
Membership Department.....	8
Membership to PCVC (Regular & Allied)	
Finance Department.....	13
Disbursement by Check	
Request for Certificate of Remittance for Pag-Ibig/Philhealth	
Administrative Department.....	15
Human Resources Division.....	15
Request for Certification & Service Record	
Bonding	
Pag-Ibig Multipurpose Loan	
GSIS Salary/Policy Loans & Others GSIS Concerns	
General Services Division.....	18
Procurement	
Mailing Service	
Shipment Service	
Messenger Service	
Vehicular Service	
Car Rental	
Cashier	
Membership Dues	
Check Releasing	
Petty Cash Disbursement	
Electronic Data Processing Division.....	23
Website Service (for PCVC Members)	
Technical Services for PCVC Departments	

PCVC MISSION STATEMENT

PURPOSE/COMMITMENT

The Philippine Convention and Visitors Corporation, a government-owned and controlled corporation attached to the Department of Tourism, is committed to support the Tourism Master Plan's Objectives of developing tourism as a major socio-economic activity and positioning the Philippines as a prime tourist destination. The PCVC is tasked, to support the country's tourism marketing efforts with special focus on organizing special events catering to the travel industry as well as promoting the country as a destination for conventions and exhibitions.

EMPLOYEE/COMMITMENT

The PCVC shall create for its employees an organizational environment conducive to professional and personal growth that will encourage maximum productivity towards the attainment of the Corporation's goals. In line with this, PCVC shall adopt the professional management system and shall allocate resources to continuing personnel development.

PRODUCT/SERVICE/COMMITMENT

The Corporation shall assist the DOT in formulating the Five Year Integrated Tourism Marketing Plan based on the Tourism Master Plan, which shall guide the industry in positioning the Philippines as a prime tourist destination. In consonance with the 5 year Integrated Tourism marketing Plan, PCVC shall prepare and implement an Annual Marketing Plan.

SOCIAL/COMMITMENT

PCVC shall support socio-cultural orientated projects that will help increase employment, promote environmental consciousness, heighten cultural awareness and deepen the society's appreciation of tourism as an instrument for national development. PCVC, likewise, recognizes its responsibility to the global tourism community in terms of eliminating barriers to travel.

SCOPE/COMMITMENT

These Marketing programs shall be undertaken by PCVC in key international and domestic markets as defined in the Annual Marketing Plan.

CLIENT/COMMITMENT

PCVC shall provide its products and services to local and foreign consumers either directly or thru the Travel Trade and Media. It also recognizes its responsibility to other government agencies and those agencies attached to the Department of Tourism in the delivery and servicing of the tourism marketing requirements by promoting a wholesome image of the country.

FEEDBACK AND REDRESS MECHANISM

Should you wish to give us your feedbacks/complaints, you may:

Accomplish the Feedback/Complaint Form
and drop it in the drop box located
at our reception area.

-or-

Talk to a Human Resources Officer
(8:00 am – 5:00 pm, Monday-Friday).

These feedbacks and complaints will be confidential and shall be immediately attended too.

(See sample of Feedback/Complaint Form at page 26)

Advertising and Publications Department

DUBBING

(re-copy of file videos)

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
Requesting party should write a letter to the Executive Director stating the purpose of their request.	Advertising Staff	2 days upon receipt of request	FOC if PCVC Member P 200/title

SLIDES TO CD

(copying of file photos- 8x10 file)

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
Requesting party should write a letter to the Executive Director stating the purpose of their request.	Advertising Staff	2 days upon receipt of request	FOC if PCVC Member P 100/image

Conventions and Incentive Travel

A. ASSISTING LOCAL ASSOCIATIONS / ORGANIZERS IN THE PREPARATION OF BID PAPERS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Receives and reviews the letter of request from the client and sets up a meeting to discuss the details of the event .	Project Officer (assisted by another officer to review the bid documents)	Response to client within 24 hours upon receipt of the letter	None
2. Discuss with the client the assistance to bids provided by the PCVC, and clarifies details required for the bid paper.	<i>Note: Only one Project officer is assigned to an account</i>	Meeting set within 1 week upon contact with client	
3. Drafts bid document and submits to the client for comments.		Submission of bid document within 2 weeks from meeting	
4. Revises bid document as per client request.		Revision of bid within 1 week from receipt of corrections from client	
5. Submits to client the final draft of the bid document.		Submission of final bid document within one week.	
		Printing of Final Bid	

		Docs dependent on quantity and quality of bid.	
--	--	--	--

B. ASSISTING LOCAL ASSOCIATIONS / ORGANIZERS IN HANDLING LOCAL / INTERNATIONAL CONVENTIONS, MEETINGS, INCENTIVE TRAVEL

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Receives and reviews the letter of request from the client and either: <ul style="list-style-type: none"> Acts on the request of the client (i.e. airport facilitation, request for promotional materials, etc.) Sets up a meeting to discuss the details of the event 	Project Officer (assisted by another officer to review/approve requests) <i>Note: Only one Project officer is assigned to an account</i>	Response to client within 24 hours upon receipt of the letter	None
2. Discuss with the client the assistance to bids provided by the PCVC, and clarifies details of the assistance required.		Meeting set within 1 week upon contact with client	
3. Prepares items requested by client (i.e. promotional materials, endorsement requests, etc.) and submits requirements to client.		Assistance provided within 2 weeks from meeting	
4. Provides further assistance to client.		Response/action within 24 hours from receipt of request / consultation	

Travel Trade Promotions

A. ASSISTING LOCAL ASSOCIATION / ORGANIZATIONS IN HANDLING LOCAL/INTERNATIONAL TRADE EVENTS/EXHIBITS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Receives letter addressed to the Executive Director from the client requesting assistance for handling of their event.	TTP Head Project Officer(s)		None
2. Head TTP contacts or connects with requesting party to get specifics or details relevant to the letter of request.	TTP Head Project Officer(s)	2-3 days	
3. TTP Head evaluates, assigns project officers and prepares details of PCVC involvement and submits recommendation and logistical	TTP Head	5 days (depending on the extent of the request)	

Travel Trade Sales

B. ASSISTING LOCAL ASSOCIATIONS/ORGANIZERS IN HANDLING LOCAL/INTERNATIONAL TRADE EVENTS/EXHIBITS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Receives letter addressed to the Head of Agency from the client requesting assistance for handling of their event.	Project Officer		None
2. Evaluates the letter of request as to the extent of assistance to be given.	Project Officer	1-2 days for small project and 1 week or more for bigger events	
3. Communicates with the requesting party re the action/decision of the Corporation and arranges a meeting re concerns and action plan/work program.	Project Officer Head of the Department	1 day-1 weeks	
4. Assists the requesting party based on scope of assistance or support with continuous consultation.	Head of the Department	1day – 1 week for small project 1 week or more for bigger events	
5. Assists the requesting party on all possible and legal means to ensure the success of the event.	Project Officer	1 month to 1 year, or more (Depends on the project schedule/requirement)	
6. Monitors the project/event.	Project Officer Department	Within the schedule of the event	

Membership Department

MEMBERSHIP TO PCVC

A. Regular Members

are travel-related entities (hotels, resorts, travel and tour operators, tourist transport operators, air and water transport, etc.) accredited by the Department of Tourism (DOT).

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
NEW MEMBERS			Annual membership dues is P5, 000.00.
1. Applicants submit application form, brief company profile and list of their top 4 officers. Regular members are also required to submit additional document/s such as business permit, and where applicable, copies of	Membership Services Division		

<p>Articles of Incorporation and By laws.</p> <p>2. Membership Department prepares memo-enumerating applicants for the membership committee's approval every Friday noon.</p> <p>Approval of committee (5 persons) takes about 5-7 working days. Composition is Undersecretary, Tourism Services and Regional Offices as Chairperson and: PCVC Executive Director as Vice Chairperson members are: Deputy Executive Director Corporate Affairs, Representatives of Congresses and Conventions and Travel Trade Sectors.</p> <p>Once written approval of the committee has been secured, the Department prepares letters to applicants informing them that their application has been approved and they may now remit their annual membership dues. Members are asked to accomplish a Membership Profile Form which is used as data for inclusion in the PCVC Website. Posting in the Website is done by the Electronic Data Processing (EDP) unit which takes 3-5 days.</p> <p>4. Upon payment, members are given PCVC identification decals/stickers which can be displayed as proof of membership in PCVC.</p>	<p>Membership Services Division</p> <p>Membership Services Division</p>	<p>½ day</p> <p>5 working days (depending on the availability of the Committee Member)</p> <p>½ day</p> <p><i>Note: upon receipt of payment for provincial members, preparation of mailers is 1 day</i></p>	
--	---	---	--

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
RENEWING MEMBERS			
1. Remit payment as long as DOT accreditation is updated.	Membership Services Division	½ day	
2. Steps 2, 3, and 4 are followed. Existing data are posted in the website.			
MEMBERS PAYING THROUGH PCVC ACCOUNT			
1. Members should fax a copy of the deposit slip to the Membership Service Division.			
2. Said slip is given to the Finance Department for verification	Membership Services Division		
3. Finance Department will issue an Acknowledgement in lieu of the Official Receipt.	Finance Department	after 3 days of clearing	

Allied Members

are non-travel related entities, groups and individuals (event/exhibit organizers, service suppliers, creative and printing houses, academe, etc.).

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
NEW MEMBERS			
1. Applicants submit application form, brief company profile and list of their top 4 officers. Regular members are also required to submit additional document/s such as business permit, and where applicable, copies of Articles of Incorporation and By laws.	Membership Services Division		Annual membership dues is P4, 000.00
2. Membership Department prepares memo-enumerating applicants for the membership committee's approval every Friday noon.	Membership Services Division	½ day	
Approval of committee (5 persons) takes about 5-7 working days. Composition is Undersecretary, Tourism Services and Regional Offices as Chairperson and: PCVC Executive Director as Vice		5 working days (depending on the availability of the Committee Member)	

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>RENEWING MEMBERS</p> <ol style="list-style-type: none"> 1. Remit payment as long as DOT accreditation is updated. 2. Steps 2, 3, and 4 are followed. Existing data are posted in the website. <p>MEMBERS PAYING THROUGH PCVC ACCOUNT</p> <ol style="list-style-type: none"> 1. Members should fax a copy of the deposit slip to the Membership Service Division. 2. Said slip is given to the Finance Department for verification. 3. Finance Department will issue an Acknowledgement in lieu of the Official Receipt. 	<p>Membership Services Division</p> <p>Finance Department</p>	<p>½ day</p> <p>after 3 days of clearing</p>	

Finance Department

DISBURSEMENT BY CHECK

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>1. Requesting Department must submit the duly accomplished Disbursement Voucher attached with supporting documents and Budget Utilization Slip (BUS) to the Finance Department.</p> <p>2. Upon submission it will be logged and forwarded to the Budget Division.</p> <p>3. The Budget Division receives documents, checks legality and assign number to the BUS; determines charges according to program/project control and Department Control.</p> <p>4. Charges will be indexed to ledger cards of Departments Control and program/project control.</p> <p>5. Checking of the charges made according to program/project control and Department Control; determines Corporate Account Code; monitors documents charged to Trust Liability Account (TLA); forward BUS, supporting documents to the Budget Division Chief.</p>	<p>Bookkeeper</p> <p>Budget Officer</p> <p>Budget Specialist</p> <p>Budget Officer</p>	<p>½ day</p> <p>(Maximum of 1 day depending on the documents submitted)</p>	

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>6. Upon receipt, will verify correctness of charges made according to program/project control and Department Control; Corporate Account Code or to TLA; Certify and sign Box B of the BUS and forward it to the Accounting Division.</p> <p>7. The Accounting Division receives the documents and checks completeness of the SD, assign number to the Disbursement Voucher</p>	<p>Budget Division Chief</p> <p>Financial Analyst (for regular expenses)</p> <p>Financial Analyst (for cash advances of</p>		

<p>(DV) and Journal Entry Voucher (JEV), compute the amount and make the necessary accounting entry. Affix initials in Box B of the DV and JEV.</p> <p>8. Index DV to ledger of payments to Creditors/employees or ledger of Cash Advances, as the case may be. Forward to the Chief, Accounting Division.</p> <p>9. The documents will be verified. Funds availability will be certified and the DV Box B and JEV will be signed.</p> <p>10. Monitors and list DV to be logged for approval for cash availability and preparation of cash position.</p> <p>11. Logging out of DV and support documents to the Approving Official.</p>	<p>special projects)</p> <p>Financial Analyst (Remittance to Philhealth, Pag-Ibig, NHMDF and Insular Life)</p> <p>Financial Analyst</p> <p>Chief, Accounting Division</p> <p>Budget Specialist</p> <p>Messenger</p>		
--	---	--	--

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>12. It will be routed to the Authorized Approving Official for approval and signing and forwarded to the Cashier for check.</p> <p>In the case of disbursements for pre-audit, it will be forwarded to COA. Once pre audited, it will be forwarded to the Cahier for check preparation. Then checks are routed to be signed by Authorized Officials.</p> <p>13. Signed checks are sent back to the Finance Department to get a copy of the DV for filing. Then sent back to the Cashier for releasing.</p> <p>14. DVs/JEVs of released checks are sent back to the Accounting Division for filing.</p> <p>15. The JEV is then recorded in the Checks Disbursement Journal, to</p>	<p>Messenger</p> <p>Messenger</p> <p>Messenger</p> <p>Accountant</p>		

recapitulate entries and post entries to the general ledger. 16. A monthly file of JEV and the original DV and supporting documents are submitted to the COA for post audit.	Messenger		
---	-----------	--	--

REQUEST FOR CERTIFICATE OF REMITTANCE FOR PAG-IBIG/PHILHEALTH

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Requesting employee must inform the Finance Department staff regarding the request for Certificate of Remittance.	Records Officer	1-2 days (days may vary depending on the data that is needed to be researched)	None

Administrative Department

Human Resources Division

REQUEST FOR CERTIFICATION AND SERVICE RECORD

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Requesting employee must fill-up request for certification form and submits it to the HRD. *For purposes of official travel abroad please attach a copy of the signed Travel or Special Order 2. Requesting employee will be informed once the certification/service record has been signed by the HRD Chief and is ready for pick up.	HRD Staff	1 day	None

PAG-IBIG MULTI- PURPOSE LOAN

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>1. Employee must accomplish the Pag-Ibig Loan Application form and submit it to the HRD with the following:</p> <ul style="list-style-type: none"> • Certificate of Contribution and Remittance (If any) • Certificate of employment with compensation • Previous payslip certified by HRD and Admin • Photo copy of Company ID (front and back) 	HRD Staff	1 day	None
<p>2. Upon submission to HRD, the HRD Liaison Officer will submit it to Pag-Ibig.</p>	HRD Liaison Officer	7 working days	

GSIS SALARY/ POLICY LOAN

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>1. Concerned employee must proceed to GSIS and apply through the kiosk.</p>			
<p>2. The employee must inform the assigned HRD Administrative Authorized Officers for the confirmation of loan.</p>	HRD Staff designated AAOs	1 day (Release from GSIS may take 3-5 working days upon approval)	None

OTHER GSIS CONCERNS:

(ISSUANCE OF POLICY CONTRACT, REQUEST FOR DIVIDEND, MATURITY/ CSV CLAIM, FUNERAL/DEATH CLAIM,SURVIVORSHIP CLAIM, RETIREMENT)

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Submit to the HRD duly accomplished forms with corresponding attachments (please see Checklist on page ___) and submit to the HRD assigned Liaison Officer.	HRD Liaison Officer	1 day	None
2. The Liaison Officer shall submit it to the concerned GSIS office.	HRD Liaison Officer	Processing days may vary (c/o GSIS)	None

General Services Division

PROCUREMENT

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. The requesting employee must fill-up the Purchase Request (PR).	GSD Chief	5 days	None
2. The accomplished form will be forward to concerned signatories. (see table 1)			
3. If requested items are on stock, the PR is forwarded to Property Unit for appropriate action.			
<ul style="list-style-type: none"> The requesting employee shall fill-up and submit the approved Requisition and Issue Slip (RIS) to the Property Unit If requested items are not available, PR is forwarded to the Procurement Officer for canvassing. The requirements stated in the PR shall be posted in the official website and DBM-PhilGEPS to obtain reasonable prices from PhilGEPS registered suppliers. 			
4. All supporting papers (PR, canvass)	Requesting Employee	10 minutes	
	Procurement Officer	15 minutes	
	Evaluation Officer		
	Procurement Officer	7 days	
	Procurement Officer	2 days	

<p>shall be received by the Evaluation Officer to evaluate/summarize the quotations submitted to be approved by the Head of Procuring Unit.</p> <ul style="list-style-type: none"> The above documents shall be forwarded to the Procurement Officer who shall now prepare the Purchase Order (PO). The PO shall be routed to concerned officials for signature. (see table 2) <p>5. Once the PO is funded and approved, the supplier is requested to acknowledge the receipt of the approved PO.</p> <ul style="list-style-type: none"> Copy of the PO shall then be forwarded to COA within 5 working days. 	Procurement Officer	2 days	
		1 week	
	Procurement Officer	3 days	
	Procurement Officer	5 working days	

MAILING SERVICE

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Fill up the request form duly approved by their respective heads and forward to GSD for appropriate action.	Requesting employee	15 minutes	
2. All mails are weighed/brought to the nearest Post Office for proper costing of stamps.			

SHIPMENT

A. Outgoing Shipment

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Request for shipment must be accomplished by the Project Officer approved by the Executive Director or Authorized Representative.	Requesting Employee	45 minutes	None
<ul style="list-style-type: none"> The request should include the packing list and complete address of consignee. 	Requesting Employee	30 minutes	
	GSD	30 minutes	
2. Once shipped, the requesting party will be informed of the shipment			

details. <ul style="list-style-type: none"> The consignee is later informed of the Airway Bill Number or Bill of Lading for his references and appropriate action 			
--	--	--	--

B. Incoming Shipment

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. PCVC is advised of the incoming shipment by way of the original copy of the airway bill which indicates the nature of shipment, point of origin and consignor.	GSD	10 minutes	None

MESSENGERIAL SERVICE

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. Is services of the messengerial companies are required, letters are given to GSD. GSD will be responsible in contracting said companies 2. The messengerial form must be accomplished and duly approved by the Administrative Manager.	Requesting Employee	10 minutes	None

VEHICULAR SERVICE

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
1. The vehicular Reservation Form must be submitted to the Administrative Department duly signed by their respective Department Manager. <ul style="list-style-type: none"> The form is forwarded to the GSD for approval and proper scheduling. 	Requesting Employee	3 days before actual use	No ne
2. For extension of the use of vehicles, a reservation form is likewise required and approved.	Vehicle Reservation Officer	10 minutes	
	Requesting Employee	2 weeks maximum use of vehicles per department.	

CAR RENTAL REQUEST

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>1. Requests for car rental including itinerary, type of vehicle to be rented, period of rental and a justification for rental must be signed by the Dep. Manager.</p> <p>(The accomplished request form should have a notation of GSD that no vehicle on the motor pool is available on the dates requested)</p>	Requesting employee	3 days (for regular operations); 5 days (for special project)	None
<p>2. Requests are forwarded to the Office of the Executive Director for approval.</p>	Requesting employee	10 minutes	
<p>3. Approved requests are forwarded to the Administrative Department for canvassing.</p>	Procurement Officer	1 hour	
<p>4. Requesting employee is informed about the car agency for the project for appropriate action.</p>	Procurement Officer	10 minutes	
<p>5. For vehicles hired for projects, certification for payment is prepared by the project officer.</p> <ul style="list-style-type: none"> • For vehicles hired in lieu of PCVC service vehicle which is under repair, the certifications of payment is prepared by the office to whom the PCVC vehicle is assigned. 	Project Officer	15 minutes	
	Requesting Department	15 minutes	
<p>6. The approved certification together with required documents are forwarded to Finance Department for processing of payment.</p>	GSD	10 minutes	

Cash Unit

MEMBERSHIP DUES

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<ol style="list-style-type: none">1. The Client must present the Assessment Form from the Membership Department to the Cashier.2. Client to fill-up a payment Order Form.3. Upon payment the Cashier will issue an Official Receipt.	Cashier	30 minutes	None

CHECK RELEASES

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<ol style="list-style-type: none">1. The collector/ representative must inform the Cashier the Company he/she represents.2. Cashier will release the check.3. The collector will have to sign the voucher acknowledging the receipt of check and will issue an official receipt.	Cashier	20 minutes	None

PETTY CASH DISBURSEMENT

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<ol style="list-style-type: none">1. The requesting employee must accomplish the petty cash voucher and submit it to the Administrative Department for signing of the Administrative Manager.2. Signed petty cash vouchers are released by the Secretary of the Administrative Manager.3. Concerned employee will have to encash it at the Cashier.	Administrative Manager Secretary of the Administrative Manager Cashier	1 day	None

ANNEX

CHECKLIST OF GSIS REQUIREMENTS

ISSUANCE OF POLICY CONTRACT

- Information for Membership form (2 copies)
- Service Record (original/CLEAR certified true copy)

REQUEST FOR DIVIDEND

- Dividend Worksheet
- Service Record with inclusive dates of leave without Pay, if any; if none LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ CLEAR certified true copy)

MATURITY/ CSV CLAIM

- Service Record with inclusive dates of leave without Pay, if any; if no LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ CLEAR certified true copy) 2 copies
- Policy Contract (original) – Affidavit of Loss, in case of Loss
- Certificate/Letter of Surrender for CSV
- Certification of Policy Loan Payments

FUNERAL/DEATH CLAIM

- Service Record with inclusive dates of leave without Pay, if any; if no LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ CLEAR certified true copy) 2 copies
- Policy Contracts (original) – Affidavit of Loss, in case of Loss
- Certification of Policy Loan Payments
- Original Copy of Death Certificate of member
- Marriage Contract for married members
- Official Receipts of Funeral Cost/Service

SURVIVORSHIP CLAIM

- Survivorship Claim Form
- Application for Retirement (3 copies)
- Service Record with inclusive dates of leave without Pay, if any; if no LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ 3 certified true copy)
- Certification of Salary/ Emergency Loan Payments
- Original Death Certificate
- Original Marriage Contract
- Original Birth certificates of children
- Proofs of Surviving legal heirs

RETIREMENT

- Application for Retirement (3 copies)
- Service Record with inclusive dates of leave without Pay, if any; if none LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original and 2 certified true copy)

GSD Table**Table 1**

<u>PARTICULARS</u>	<u>REQUESTING OFFICER</u>	<u>APPROVING OFFICIAL</u>
Up to P 5,000.00	Division Chief concern / OIC	Admin. Manager / OIC
Over P 5,000.00 up to P 100,000.00	Dept. Mgr concern / OIC	DED-CA / OIC
Over P 100,000.00 to P 500,000.00	DED concern / OIC	Exec. Director / OIC
Over P 500,000.00	Exec. Director / OIC	Secretary of Tourism / Chairman of the Board

Table 2

<u>PARTICULARS</u>	<u>REQUESTING OFFICER</u>	<u>APPROVING OFFICIAL</u>
Up to P 5,000.00	GSD Chief / OIC	Admin. Manager / OIC
Over P 5,000.00 up to P 100,000.00	Admin. Mgr / OIC	DED-CA / OIC
Over P 100,000.00 to P 500,000.00	DED CA / OIC	Exec. Director / OIC
Over P 500,000.00	Exec. Director / OIC	Secretary of Tourism / Chairman of the Board

Philippine Convention and Visitors Corporation

FEEDBACK/COMPLAINT FORM

We welcome your feedbacks/complaints. To improve our service and to be able to address your issues and concerns, please fill-out this form completely, including your signature and contact details at the end of the form.

Signature Above Printed Name

Address and Contact Number(s)

Date