



# Technical Education and Skills Development Authority

CITIZEN'S CHARTER  
2019 (First Edition)



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## **I. Mandate**

The Technical Education and Skills Development Authority (TESDA) is the government agency tasked to manage and supervise technical education and skills development (TESD) in the Philippines. It was created by virtue of Republic Act 7796, otherwise known as the “Technical Education and Skills Development Act of 1994”. The said Act integrated the functions of the former National Manpower and Youth Council (NMYC), the Bureau of Technical-Vocational Education of the Department of Education, Culture and Sports (BTVE-DECS) and the Office of Apprenticeship of the Department of Labor and Employment (DOLE).

## **II. Vision**

The transformational leader in the technical education and skills development of the Filipino workforce.

## **III. Mission**

TESDA sets direction, promulgates relevant standards, and implements programs geared towards a quality-assured and inclusive technical education and skills development and certification system.

## **IV. Service Pledge**

We, the officials and employees of the Technical Education and Skills Development Authority (TESDA), voluntarily, and out of a sense of duty, do hereby make the following manifestations:

That, good governance is essential for sustainable economic and social development;

That, good governance translates to the delivery of public services in a responsive, accountable and transparent manner by a public organization;

That, the TESDA philosophy, methods, procedures and standards in delivering its services are contained in the TESDA Citizen’s Charter, which we have read and essentially understood.

That, in view hereof, we hereby commit to do the following:

- To know and abide by TESDA’s service standards in performing the duties and responsibilities of my/our appointive /designated position/s, wherever possible;
- To seek continual improvement of the service process/es of our service area;
- To account for the Citizen’s satisfaction/dissatisfaction in the TESDA services for which our work group is responsible;
- To attend to all clients/ customer or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break; and
- Through example, encourage others to be guided by and adhere to the service standards spelled out in the TESDA Citizen’s Charter.



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**Central Office  
External Services**



## 1. Accreditation of Overseas Competency Assessment Centers

The service provided overseas involves the process of conduct of Accreditation of Overseas Competency Assessment Centers (OCACs) starting from the review and evaluation of Accreditation Application documents to the issuance of certificate of accreditation.

<b>Office or Division:</b>	Certification Office/ Competency Assessment Division/ TOTACU
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Training organizations based overseas thru POLO
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of Intent (1 original)	Applicant OCAC
2. Copy of SEC Registration equivalent in the country of origin (1 photocopy)	Applicant OCAC
3. Business Permit or its equivalent in the country of origin (1 photocopy)	Applicant OCAC
4. For newly created company, paid up capital (1 photocopy); or 5. For existing company, latest audited financial statement by a third party (1 photocopy)	Applicant OCAC
6. Fire Safety Certificate (current and valid) (1 photocopy)	Applicant OCAC
7. BIR Registration or its equivalent in the country of origin (1 photocopy)	Applicant OCAC
8. Building Lay-out/Floor Plan/Shop Lay-out (1 original)	Applicant OCAC
9. Company Profile (1 original)	Applicant OCAC
10. Location Map (1 original)	Applicant OCAC
11. List of complete facilities, tools equipment and materials appropriate to the Qualification(s) applied for (1 original)	TESDA Overseas Training and Assessment Coordination Unit (TOTACU) thru POLO
12. Organizational Structure and Staff Complement and Profile (1 original)	Applicant OCAC
13. Self-Assessment Checklist (TESDA-OP-CO-03-F03) (1 original)	TOTACU thru POLO
14. Lease Contract/Proof of Ownership of the location/premises of the Assessment Center (1 photocopy)	Applicant OCAC



15. Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO-03-F04) (1 original)		TOTACU thru POLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. The Filipino Community/ Training Organization inquires on the Accreditation of Overseas Competency Assessment Center				
1.2. The POLO endorses the inquiry to the TOTACU - Certification Office	1. Orients the POLO on the following and provides the requirements for accreditation: a. Accreditation Procedures b. Requirements for Accreditation c. List of tools, equipment and facilities for the qualification applied for	None	1 Day	<i>Processing Officer Unit Head TESDA Overseas Training and Assessment Coordination Unit (TOTACU)</i>
2.1. POLO provides the Applicant OCAC with the list of requirements to comply				
2.2. Applicant submits the requirements to the POLO				
2.3. The POLO Processing Officer checks the completeness and correctness of the documents submitted by the Applicant				
2.4. If complete and correct, the POLO	2.1. Evaluates the submission	None	1 Day	<i>Processing Officer Unit Head</i>



endorses the submitted documents to the TOTACU				TESDA Overseas Training and Assessment Coordination Unit (TOTACU)
	2.2. If found compliant, informs the Applicant OCAC thru the POLO of the conduct of virtual inspection of the facility	None		<i>Processing Officer</i> <i>Unit Head</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU)
3. Applicant prepares the facility	3.1. Inspects the facility using the evaluation guide and checklist of tools, equipment, supplies and materials and facility	None	1 Day	<i>Inspection Team</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) <i>Expert/s</i> from the Qualifications and Standards Office
	3.2. Submits the Inspection Report to the Executive Director of the Certification Office for review and consideration	None		<i>Head</i> <i>Inspection Team</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU)
	3.3. If compliant, provides the Affidavit of Undertaking to be signed by the Applicant Overseas Assessment Center Manager	None		<i>Executive Director</i> Certification Office
4. Applicant receives the Certificate of Accreditation	4. Issues Certificate of Accreditation to the Accredited Overseas Competency Assessment Center upon	None	2 Days	<i>Executive Director</i> Certification Office



	submission of a notarized copy of Affidavit of Undertaking			
	<b>TOTAL:</b>	None	5 Days	

## 2. Assessment and Certification (Overseas Assessment Program)

The service is the conduct of Competency Assessment to OFWs overseas through various training organizations or Filipino communities. The process starts with the submission of request for assessment by the training organization or Filipino community and processing of assessment application and ends with the issuance of National Certificate (NC)/Certificate of Competency (COC)

<b>Office or Division:</b>	Certification Office – TESDA Overseas Training and Assessment Coordination Unit (CO-TOTACU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Overseas Filipino Workers (OFWs) thru POLO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Assessment Application Form (TESDA-OP-CO-05-F26) (1 copy)		TESDA Overseas Training and Assessment Coordination Unit (TOTACU) thru POLO		
2. Self-Assessment Guide (TESDA-OP-QSO-02-F07) (1 copy)		TOTACU thru POLO		
3. TESDA Consent Agreement Form (TESDA-DPA Form 02) (1 copy)		TOTACU thru POLO		
4. Passport size photo (3.5cm x 4.5cm with head size ranging from 27mm to 31mm, white background with collar, and with name indicated at the back) (3 original, 1 scanned)		Client		
5. Other requirements and preparation to be undertaken as may be required in the Competency Assessment Tools (CATs) (1 copy)		Client, POLO, Designated Assessment Venue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Accomplishes Self-Assessment Guide (SAG),				



Application Form and submits other requirements to POLO				
1.2. POLO Processing Officer evaluates the completeness and correctness of the SAG, Application Form and other requirements				
1.3. POLO submits the list of confirmed candidates and the preferred assessment schedule to TESDA thru Certification Office	1.1. Confirms the submission and schedules virtual inspection of designated assessment venue (in case no assessment center was accredited in the post)	None	1 Day	<i>Processing Officer Head</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU)
	1.2. Approves assessment schedule, assigns assessor and prepares required documents for the conduct of assessment	None	2 Days	<i>Processing Officer Head</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU)
2.1. Arrives at the scheduled date of assessment				
2.2. POLO Processing Officer turns-over the accomplished Application Forms to the TESDA Processing Officer	2.1. Turnovers the Assessment Package and attendance sheet to the Competency Assessor	None	1 Day	<i>Processing Officer Head</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office
2.3. Undergoes assessment process	2.2. Conducts assessment in accordance with the TESDA	None		<i>Competency Assessor Head</i> TESDA Overseas Training and Assessment



	promulgated CATs			Coordination Unit (TOTACU) Certification Office
	2.3. Encodes the profile of the applicant in the T2MIS	None		<i>Processing Officer Head</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office
	2.4. After the conduct of assessment, issues the Competency Assessment Result Summary (CARS) to the candidates	None		<i>Designated Venue Manager</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office
	2.5. Encodes assessment results in the T2MIS, assigns certificate numbers to successful candidates and generate RWAC	None		<i>Processing Officer Head</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office
3. Presents the CARS to the designated venue manager	3.1. Checks the CARS presented	None		<i>Designated Venue Manager</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office
	3.2. Prepares and releases NC/COC	None		<i>Processing Officer Designated Venue Manager</i> TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office



4. Receives NC/COC	4. Requests the client/ worker to accomplish the tracking sheet	None		<i>Processing Officer Head TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office</i>
5. Accomplishes the Tracking Sheet	5. Receives Tracking Sheet	None		<i>Processing Officer Head TESDA Overseas Training and Assessment Coordination Unit (TOTACU) Certification Office</i>
<b>TOTAL:</b>		None	4 Days	

### 3. Briefing and Hosting on TESDA Programs and Services

This includes the request briefing/hosting/study visits (or courtesy call) of TVET counterparts and/or national/international stakeholders (Philippines, government agencies, Embassies, ASEAN, APEC, SEAMEO, ILO, UN agencies, other international institutions) on the Philippine TVET System.

<b>Office or Division:</b>	Planning Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government (including international government)	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Other Government Agencies;</li> <li>- Private organizations;</li> <li>- Individuals;</li> <li>- International organizations/ institutions;</li> <li>- International TVET counterparts/ governments;</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter/ Email of Request	Client/ Requesting Agency/ Institution	





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request.	1. Acknowledge receipt of the letter or request/ email via email, call or formal letter	None	1 Day	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)  Authorized Signatory of Letter</i>
	2. Coordinates on the schedule and requirements	None	2 Days	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)</i>
	3. Coordinates with concerned TESDA offices	None	3 Days	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)</i>
	4. Facilitates the briefing and hosting*	None	1 Day	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)  Executive Director/ Assistant Executive Director/ Deputy Director General/ Director General  *the TESDA representation would depend on the level of representation of requesting party</i>
	<b>TOTAL:</b>	None	7 Days	



#### 4. Briefing and Hosting With Client's Specific Requirements

This includes the request briefing/hosting/study visits (or courtesy call) of TVET counterparts and/or national/international stakeholders (Philippine government agencies, Embassies, ASEAN, APEC, SEAMEO, ILO, UN agencies, other international institutions) on the Philippine TVET System. It also includes visits to TVET institutions and other government agencies. Requesting country or institutions/stakeholders provides specific requirements for the conduct of the hosting/visit/briefing.

<b>Office or Division:</b>	Planning Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government (including international government)			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Other Government Agencies</li> <li>- Private organizations</li> <li>- Individuals</li> <li>- International organizations/ institutions</li> <li>- International TVET counterparts/ governments</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/ Email of Request		Client/ Requesting Agency/ Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request	1. Acknowledges receipt of the letter or request/ email via email, call or formal letter	None	1 Day	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)  Authorized Signatory of Letter</i>
	2. Coordinates on the schedule and requirements	None	8 Days	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)</i>
	3. Coordinates with concerned offices, agencies and/or institutions	None	10 Days	<i>Technical Staff Chief TESD Specialist Project Development Division (PDD-PO)</i>



	4. Facilitates the briefing and hosting*	None	1 Day	<i>Technical Staff Chief TESDA Specialist Project Development Division (PDD-PO) Executive Director/ Assistant Executive Director/ Deputy Director General/ Director General</i>  *the TESDA representation would depend on the level of representation of requesting party
	<b>TOTAL:</b>	None	20 Days	

## 5. Collection of Fees

This refers to the process of collecting money for fees and charges to do official transactions with TESDA or to avail its services.

<b>Office or Division:</b>	Cash Unit, General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Entities transacting with TESDA and individuals availing TESDA services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment (1 original)		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Order of Payment and Pays the required fees to the cashier/collecting officer	1.1 Accepts payment	Amount indicated in the Order of Payment	3 Minutes	<i>Cashier/ Collecting Officer Cash Unit Chief Administrative Officer General Services Division</i>



	1.2 Checks and compares the amount of cash/check received with the amount in order of payment		3 Minutes	<i>Cashier/ Collecting Officer</i> Cash Unit <i>Chief Administrative Officer</i> General Services Division
2. Secures official receipt for payment made	2. Issues Official Receipt		3 Minutes	<i>Cashier/ Collecting Officer</i> Cash Unit <i>Chief Administrative Officer</i> General Services Division
	<b>TOTAL:</b>	Amount indicated in the Order of Payment	9 Minutes	

## 6. Complaints Handling

The Agency processes and handles complaints filed by its customers through various communication modalities: Public Assistance and Complaint Desk (PACD), calls, registered mails, emails and SMS. The procedure in handling complaints is in accordance with the Customer Satisfaction Management System Operating Procedures which is part of TESDA QMS.

<b>Office or Division:</b>	TESDA Central Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Complaint lodged at the Public Assistance and Complaint Desk (PACD) <ul style="list-style-type: none"> <li>Duly accomplished Dulugan Form (1 original)</li> <li>Evidence to be attached to the Dulugan Form or to be sent to <a href="mailto:contactcenter@tesda.gov.ph">contactcenter@tesda.gov.ph</a></li> </ul>	Public Assistance and Complaint Desk (PACD)	



Complaint received through registered mails, emails and SMS shall have: <ol style="list-style-type: none"> <li>1. Full name, address, &amp; contact details of complainant;</li> <li>2. Details of the acts complained of;</li> <li>3. Person(s) charged;</li> <li>4. Name of Department/ Agency of the person charged, if applicable; and</li> <li>5. Evidence of violation.</li> </ol>		Complainant		
Formal complaint are complaints with a duly notarized affidavit shall have: <ol style="list-style-type: none"> <li>1. Full name &amp; address of complainant;</li> <li>2. Full name &amp; address of the person complained as well as his position and office;</li> <li>3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</li> <li>4. Certified true copy of documentary evidence and affidavits of his/her witnesses, if any; and</li> <li>5. Certification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative.</li> </ol>		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodges a complaint thru the different modalities  For customer verbal complaints; customer is encouraged to put in writing the details of complaint	1.1.Acknowledges the complaint	None	10 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division
	1.2. Assesses the complaint	None	30 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division



	1.3. Transmits customer complaint/s	None	2 Days	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division
	1.4. Validates and acts on complaints	None	13 Days	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Customer Satisfaction Focal Head of Office</i> Concerned Office  <i>Designated Focal Regional Director</i> Regional Office  <i>Designated Focal Provincial Director</i> Provincial Office
2. Receives/ accepts action on complaint	2. Informs customer of actions taken (depends on modality)	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division
3. Accomplishes feedback form	3. Requests customer for feedback	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division



4. Drops feedback form on the designated feedback box/ submits online	4.1. Gathers feedback form from customer  4.2. Reports complaints in the National, Regional and Provincial Quality Management Committee meetings	None	1 Day  1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division
	<b>TOTAL:</b>	None	Highly Technical: 19 Days, 40 Minutes	

## 7. Customer Inquiry and Feedback Thru Calls

The Agency through its Hotline number receives, facilitates, assesses and provides information and other needs of the customers.

<b>Office or Division:</b>	Contact Center Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Call at the Hotline number		Customer/ Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Calls the TESDA Hotline number	1.1. Receives call	None	1 Minute	<i>Customer Service Officer (CSO)</i> Contact Center Unit  <i>Chief Administrative Officer</i> Human Resource Management Division
	1.2. Logs Caller's name, location, inquiry in the	None	1 Minute	<i>Customer Service Officer (CSO)</i> Contact Center Unit



	CCU Client Log Form (Central Office)			Chief Administrative Officer Human Resource Management Division
2.a. Obtains the requested information/ assistance from CCU; or	2.a.1. Provides action for inquiry/ requests; or	None	2 Minutes	Customer Service Officer (CSO) Contact Center Unit Chief Administrative Officer Human Resource Management Division
	2.a.2. Refers callers to concerned office that will provide the assistance	None	2 Minutes	Customer Service Officer (CSO) Contact Center Unit Chief Administrative Officer Human Resource Management Division
2.b. Calls and obtains the requested information/ assistance from Concerned Office	2.b. Provides information/ requests	None	2 Minutes	Focal Person Head of Office Concerned Office
	<b>TOTAL:</b>	None	By CCU alone: 4 Minutes With Concerned Office: 6 Minutes	

## 8. Customer Inquiry and Feedback Thru Public Assistance and Complaint Desk

The Agency through its Public Assistance and Complaint Desk (PACD) receives, facilitates, assesses and provides information and other needs of the walk-in customers.

<b>Office or Division:</b>	Public Assistance and Complaint Desk (PACD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government





<b>Who may avail:</b>		All Walk-in Customers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Customer Feedback Form per Customer (1 original)		TESDA Office – Public Assistance and Complaint Desk (PACD)/ Customer Service Officer (CSO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits TESDA Central Office	1. Receives the client/ customer	None	1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i> Human Resource Management Division
2. Fills out Customer Feedback Form	2. Assesses inquiry/ request/s	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i> Human Resource Management Division
3.a. Obtains the requested information from PACD; or	3.a. Provides action on inquiry/ requests; or	None	5 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i> Human Resource Management Division
3.b. Obtains the requested information from the Concerned Office	3.b.1. Endorses the client/ customer through the filled-out Customer Feedback Form to the Concerned	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i>



	Office/Focal Person			Human Resource Management Division
	3.b.2. Provides assistance	None	15 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Focal Person</i> <i>Chief/Head</i> Concerned Office
	3.b.3. Addresses/ provides the information on inquiry/ request	None	7 Minutes	<i>Chief/ Head of</i> <i>Concerned Office</i> <i>(Complex)</i>
4. Accomplishes feedback form	4. Assists customer	None	2 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division
5. Drops feedback form on the designated feedback box/ submits online	5.1. Retrieves all the feedback at the end of the day	None	1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Chief Administrative Officer</i> Human Resource Management Division
	5.2. Encodes customer response to the Monitoring Report of Customer Feedback Form Results		1 Minute	
	<b>TOTAL:</b>	None	By PACD alone: 13 Minutes With Concerned Office: 33 Minutes	



## 9. Customer Inquiry and Feedback Thru SMS and electronic mails

The Agency through its Hotline electronic mail address and SMS number receives, facilitates, assesses and provides information and other needs of the customers.

<b>Office or Division:</b>	Contact Center Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Message sent thru e-mail or SMS		Customer/ Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends email or SMS to TESDA email account and SMS number	1. Accesses the email account/SMS online facility	None	1 Minute	<i>Customer Service Officer (CSO)</i> Contact Center Unit <i>Chief Administrative Officer</i> Human Resource Management Division
2.a. Obtains the requested information/ assistance from CCU; or	2.a. Provides action for simple inquiry/ requests; or	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Contact Center Unit <i>Chief Administrative Officer</i> Human Resource Management Division
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will provide the assistance information	None	5 Minutes	<i>Customer Service Officer (CSO)</i> Contact Center Unit <i>Chief Administrative Officer</i> Human Resource Management Division
	2.b.2. Provides the requested information		2 Days	<i>Focal Person</i> <i>Head of Office</i> Concerned Office
	<b>TOTAL:</b>	None	By CCU alone: 4 Minutes	



			With Concerned Office: 2 Days, 6 Minutes	
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## 10. Dormitory Service

Provide dormitory services for walk-in clients.

<b>Office or Division:</b>	General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- TESDA Trainees;</li> <li>- TESDA Graduates; and</li> <li>- Others referred by TESDAnS</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Dormitory Registration Form (1 original)		Old Dormitory, Building 16		
2. Order of payment (1 original, 1 photocopy)		Accounting Division		
3. Official Receipts (1 original)		Cash Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires for the availability of dormitory rooms	1.1. Checks the availability of rooms	None	3 Minutes	<i>Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>
	1.2.1. Issues dormitory registration form if there is an available room; or  1.2.2. Informs client if there is no room available	None		<i>Front Desk Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>



<p>2. Fills up and submits Dormitory Registration Form to the Front Desk</p>	<p>2.1. Receives the form and checks correctness and completeness</p> <p>2.2. Assigns room number and bed number</p> <p>2.3. Computes total cost of accommodation for Order of Payment</p> <p>2.4. Records dormitory registration form in the daily occupancy logbook</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Front Desk Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i></p> <p><i>Front Desk Chief Administrative Officer General Services Division (GSD)</i></p>
<p>3. Secures order of payment</p>	<p>3.1. Issues order of payment to the client. Secures the triplicate copy to be submitted to accounting</p> <p>3.2. Records Order of Payment No. in the Registration Form</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i></p>
<p>4. Pays dormitory fee</p>	<p>4. Accepts payment and issues Official Receipt (O.R)</p>	<p>Executive Room Php 250 x No. of nights stayed</p> <p>Aircon Room with CR Php 200 x No. of nights stayed</p>	<p>3 Minutes</p>	<p><i>Cashier/ Collecting Officer Cash Unit Chief General Services Division</i></p>



		Aircon Room w/o CR Php 175 x No. of nights stayed		
5. Presents the Official Receipt (O.R) to the Front Desk	5. Records the O.R. No. in the dormitory registration form	None	3 Minutes	<i>Front Desk Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>
6. Uses dormitory facilities	6. Issues key of assigned room	None	1 Minute	<i>Front Desk Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>
7. Upon check-out, surrenders key to the front desk	7.1. Records check-out time in the registration form and logs-out the client in the daily occupancy logbook	None	1 Minute	<i>Front Desk</i>
	7.2. Update room accommodation database		1 Minute	<i>Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>
8. Fills-up dormitory feedback form and drops in the designated box	8. Encodes the feedback every end of the month	None	1 Minute	<i>Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>
		Executive Room Php 250 x No. of nights stayed  Aircon Room with CR Php 200 x No. of		
	<b>TOTAL:</b>		19 Minutes	



		nights stayed Aircon Room w/o CR Php 175 x No. of nights stayed		
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## 11. Filling-Up of Vacant Positions

Part of the Recruitment, Selection and Placement is the filling-up of vacant positions. It refers to the process of laying down the recruitment plan, sourcing applicants and updating the pools of applicants for a specific vacancy.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	Applicants/ Citizens qualified for government plantilla position
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Basic Requirements</b>	
1. Letter of Application specifying the position and office applying for (1 original)	Applicant
2. Personal Data Sheet (CSC Form No. 212, Revised 2017) (1 original)	Human Resource Management Division (HRMD), Administrative Service (AS), TESDA Central Office
3. Eligibility (1 authenticated copy)	Civil Service Commission (CSC) Professional Regulation Commission (PRC)
4. Transcript of Records (1 authenticated copy)	
5. Diploma (1 authenticated copy)	
6. Training Certificates (1 authenticated copy for each)	



<b>For Employees of other Government Agencies</b>				
7. IPCR for Two-Rating Period (1 original)		Employer		
8. Service Records (1 original)		Employer		
<b>For non-government Employees</b>				
7. Performance Evaluation (1 original)		Employer		
8. Certificate of Employment (1 original)		Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application and requirements via personal appearance/ mail or email	1.1. Receives application and requirements via personal appearance/ mail or email	None	30 Minutes	<i>Recruitment Staff/ Personnel Chief</i> Human Resource Management Division
	1.2. Checks completeness of requirements submitted	None		<i>Recruitment Staff/ Personnel Chief</i> Human Resource Management Division
	1.3. Requires applicant to submit lacking documents based on prescribed deadline	None		<i>Recruitment Staff/ Personnel Chief</i> Human Resource Management Division
	1.4. Evaluates qualification based on submitted documents using the CSC Qualification Standards and assessment criteria for a particular position level	None	2 Hours	<i>Recruitment Staff/ Personnel Chief</i> Human Resource Management Division
	1.5. Checks the veracity of supporting documents	None		





	1.6. Accomplishes the Individual Assessment Form (IAF)	None		
2. Receives notice of interview and written examination	2. Notifies qualified applicant, 2 days before the schedule of the written examination and interview, thru letter/ via phone call	None	15 Minutes	<i>Recruitment Staff/ Personnel Chief Human Resource Management Division</i>
3. Attends interview and takes written examination	3.1. Conducts interview and examination	None	1 Day	<i>Recruitment Staff/ Personnel Chief Human Resource Management Division</i>
	3.2. Processes application including selection of appointee/s by the Appointing Authority	None	14 Days	<i>Recruitment Staff/ Personnel Chief Human Resource Management Division</i>
4. Receives Notice of Congratulatory or Regret Letter	4. Notifies applicant of his/her acceptance (Congratulatory Letter) or non-acceptance (Regret Letter) to the agency	None	1 Hour	<i>Recruitment Staff/ Personnel Chief Human Resource Management Division  Director IV Administrative Service  Director General Office of the Director General</i>
	<b>TOTAL:</b>	None	15 Days, 3 Hours, 45 Minutes	



## 12. Issuance of Certificate of Taxes Withheld

TESDA as a registered tax withholding agent is mandated by law to withhold taxes from payments for the purchase of goods and services and from payments of salaries of employees. Certificates of Taxes Withheld are issued by the Accounting Division to suppliers, service providers and employees as proof of taxes withheld.

<b>Office or Division:</b>	Accounting Division, FMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Business/government entities and individuals whose payment of services were deducted with withholding taxes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Vouchers/payroll (1 photocopy)		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements	1.1. Prepares certificate/s of tax/es withheld	None	10 Minutes	<i>Tax Remittance Officer</i> <i>Chief Accountant</i> Accounting Division
	1.2. Reviews and verifies the amount of tax/es withheld in the certificate/s	None	5 Minutes	<i>Disbursement Section Head</i> <i>Chief Accountant</i> Accounting Division
	1.3. Signs the Certificate of Tax/es Withheld	None	3 Minutes	<i>Chief Accountant</i> Accounting Division
2. Receives the Certificate/s of Tax/es Withheld	2. Releases the Certificate/s of Tax/es withheld	None	2 Minutes	<i>Releasing Officer</i> <i>Chief Accountant</i> Accounting Division
	<b>TOTAL:</b>	None	20 Minutes	



### 13. Issuance of Certification for Authentication and Verification (CAV) of National Certificate (NC)/ Certificate of Competency (CoC)

This service covers the certification, authentication and verification of NCs/COCs of certified workers. The process starts from the inquiry of client up to the issuance of Certificate/ CAV.

<b>Office or Division:</b>	Certification Office – Competency Assessment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Certified Workers whose National Certificate (NC) or Certificate of Competency was awarded thru Overseas Assessment Program and One-Stop Shop Services Center (OSSC) POEA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. National Certificate (NC)/ Certificate of Competency (COC) (1 original)		Client		
<b>Representative</b>				
1. National Certificate (NC)/ Certificate of Competency (COC) (1 original)		Client		
2. Authorization Letter or Special Power of Attorney (SPA) (1 original)		Client		
3. Identification Card of the Certified Worker (2 photocopy)		Client		
4. Valid Identification Card of the Representative		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires at the Public Assistance and Complaint Desk (PACD)	1. Please refer to the service: Customer Inquiry and Feedback thru the PACD	None	13 Minutes	<i>Customer Service Officer</i> Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i> Human Resources Management Division
2. Submits requirements/ documents	2.1. Verifies/ Checks documents/ requirements	None	5 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)



	2.2. Verifies the profile of client in the Online Registry of Certified Workers in the TESDA Website	None		<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
	2.3. Prepares the Certification for Authentication and Verification (CAV) of NC/ COC	None	5 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD) <i>Executive Director</i> Certification Office
	2.4. Signs and approves CAV of NC/ COC	None	5 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD) <i>Executive Director</i> Certification Office
3. Client receives the CAV of NC/ COC	3. Issues the CAV of NC/COC	None	2 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
4. Signs the client's record logbook and accomplishes the Customer Satisfaction Survey Form	4. Requests the client to sign in the client's records logbook and accomplish the Customer Satisfaction Survey Form	None		<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
	<b>TOTAL:</b>	None	30 Minutes	



#### 14. Issuance of Certified True Copy (CTC) of National Certificate (NC) / Certificate of Competency (CoC)

This service covers the issuance of Certified True Copy (CTC) of National Certificate (NC) / Certificate of Competency (CoC) to certified workers. The process starts from the inquiry of client and ends to the issuance of CTC.

<b>Office or Division:</b>	Certification Office – Competency Assessment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Certified Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. National Certificate (NC)/ Certificate of Competency (1 original, 2 photocopy)		Client		
2. Documentary Stamp (2 pieces)				
<b>Representative</b>				
1. National Certificate (NC)/ Certificate of Competency (1 original, 2 photocopy)		Client		
2. Documentary Stamp (2 pieces)				
3. Authorization Letter or Special Power of Attorney (SPA)		Client		
4. Valid Identification Card of the Representative (1)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires at the Public Assistance and Complaint Desk (PACD)	1. Please refer to the service: Customer Inquiry and Feedback thru the PACD	None	13 Minutes	<i>Customer Service Officer</i> Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i> Human Resources Management Division
2. Submits documents/ requirements	2.1. Verifies/ Checks documents/ requirements	None	2 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)



	2.2. Verifies the profile of client in the Online Registry of Certified Workers in the TESDA Website	None		<i>Personnel Chief Competency Assessment Division (CO-CAD)</i>
	2.3. Requests the client to secure Order of Payment and pay the CTC fee	None		<i>Personnel Chief Competency Assessment Division (CO-CAD)</i>
3. Secures Order of payment at the Accounting Division	3. Please refer to the service: Issuance of Order of Payment	None	9 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>
4. Pays the CTC fee at the Cash Unit	4. Please refer to the service: Collection of Fees	PHP 50	9 Minutes	<i>Cashier/ Collecting Officer Chief Administrative Officer Cash Unit</i>
5. Proceeds to Records Section for the "Stamping" of the CTC of NC/COC	5. Stamps certified true copy on the photocopy of NC/ COC	None	5 Minutes	<i>Head Records Section Chief Administrative Officer General Services Division</i>
6. Returns to CO CAD for the initials of authorized personnel and dry sealing of the CTC of NC/COC	6. Certifies the photocopy of NC/COC as true copy and affixes official dry seal	None	2 Minutes	<i>Personnel Chief Competency Assessment Division (CO-CAD)</i>
7. Signs the client's records logbook and accomplishes the Customer Satisfaction Survey Form	7. Signs/ certifies the photocopy of NC/COC as a true copy	None	2 Minutes	<i>Head Records Section Chief Administrative Officer General Services Division</i>
8. Returns to the Records Section and receives the Certified True Copy of the NC/COC	7. Issues the Certified True Copy of the NC/COC	None	1 Minute	<i>Head Records Section Chief Administrative Officer General Services Division</i>



	<b>TOTAL:</b>	Php50	43 Minutes	
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## 15. Issuance of Comments/ Position

Request for Comments/ Position (Requires inputs from other offices) includes request for comments/ position papers from other agencies or organizations, e.g. House/Senate Bills and Resolutions; requests from NGAs (NEDA, DSWD, DOLE, DFA, DTI, DepEd, etc.), international organizations/institutions (ASEAN, APEC, SEAMEO, UNESCO for comments/inputs on plans, projects, activities, statements, declarations, positions among others. The data/ information to serve as inputs in the preparation of comments/ position are already available within the Planning Office (i.e. information on NTESDP; TESDCs, IRP, LMIRs, Study on Employability of TVET Graduates, etc.)

<b>Office or Division:</b>	Planning Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Other Government Agencies;</li> <li>- Private organizations;</li> <li>- International organizations/ institutions</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/ Email of Request		Client/ Requesting office/ organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request	1.1. Acknowledges the receipt of the letter-request	None	1 Day	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)  <i>Authorized Signatory of the Letter</i>



	1.2. Processes the inputs gathered from other offices and packaged based on the request	None	3 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO) <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO) <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)
2. Receives requested comments/ position through letter or email	2. Prepares the communication and provide the client the requested comments/ position, via email or through formal letter		3 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO) <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO) <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)  <i>Authorized Signatory of the Letter</i>
	<b>TOTAL:</b>	None	7 Days	

## 16. Issuance of Comments/ Position with Inputs from Other Offices

Request for Comments/ Position (Requires inputs from other offices) includes request for comments/ position papers from other agencies or organizations, e.g. House/Senate Bills and Resolutions; requests from NGAs (NEDA, DSWD, DOLE, DFA, DTI, DepEd, etc.), international organizations/ institutions (ASEAN, APEC, SEAMEO, UNESCO, ILO) for comments/inputs on plans, projects, activities, statements, declarations, agreement, conventions, positions among others. There is a need to gather inputs from other offices for information that are not available with the Planning Office depending on the nature of the requests.





<b>Office or Division:</b>	Planning Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Other Government Agencies;</li> <li>- Private organizations;</li> <li>- International organizations/ institutions</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/ Email of Request		Client/ Requesting office/ organization/ institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request	1.1. Acknowledges the receipt of the letter of request	None	1 Day	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)  <i>Authorized Signatory of the Letter</i>
	1.2. Coordinates/ gathers inputs from concerned offices	None	9 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)



	1.3. Processes the inputs gathered from other offices and packaged based on the request	None	7 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)
2. Receives requested comments/ position through letter or email	2. Prepares the communication and provides the client the requested comments/ position, via email or through formal letter		3 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)  <i>Authorized Signatory of the Letter</i>
	<b>TOTAL:</b>	None	20 Days	

## 17. Issuance of Data/ Statistics

This pertains to the TVET statistics/data being requested, which are available in the TVET Statistics Report developed and disseminated by the Planning Office.

<b>Office or Division:</b>	Planning Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business



	G2G - Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Other Government Agencies;</li> <li>- Private organizations;</li> <li>- Individuals;</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/ Email of Request		Client/ Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request	1.1. Acknowledges the receipt of the letter or request/ email via email, call or formal letter	None	1 Day	<i>Technical Staff Chief TESD Specialist Labor Market Information Division (PO-LMID)</i>
	1.2. Processes the data based on the request of the client	None	4 Days	<i>Technical Staff Chief TESD Specialist Labor Market Information Division (PO-LMID)</i>
2. Receives requested data	2. Prepares the communication and provide the client the requested data through formal letter or email		2 Days	<i>Technical Staff Planning Office  Director General Office of the Director General</i>
	<b>TOTAL:</b>	None	7 Days	

## 18. Issuance of Data/ Statistics with Inputs from Other Offices

This pertains to the TVET statistics/data being requested, which are not included in the TVET statistics report. This includes special requirements that will require the inputs of the concerned Office/Units.

<b>Office or Division:</b>	Planning Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government



<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>- Other Government Agencies</li> <li>- Private organizations</li> <li>- Individuals</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/ Email of Request		Client/ Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request	1.1. Acknowledges the receipt of the letter or request via email, call or formal letter	None	1 Day	<i>Technical Staff Chief TESD Specialist Labor Market Information Division (PO-LMID)</i>
	1.2. Coordinates with other offices on the requested data	None	9 Days	<i>Technical Staff Chief TESD Specialist Labor Market Information Division (PO-LMID)</i>
	1.3. Processes the data based on the request of the client	None	7 Days	<i>Technical Staff Chief TESD Specialist Labor Market Information Division (PO-LMID)</i>
2. Receives requested data/ statistics	2. Prepares the communication and provide the client the requested data through formal letter or email		3 Days	<i>Technical Staff Labor Market Information Division (PO-LMID)  Authorized Signatory of the Letter</i>
	<b>TOTAL:</b>	None	20 Days	

## 19. Issuance of Legal Opinion

Issuance of legal opinion on various legal matters and on TESDA's policies, guidelines, procedures, programs, operational matters, laws, and rules and regulations necessary for management and project implementation.

<b>Office or Division:</b>	Legal Division, Office of the Director General
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- TESDA Clients and Public in General; and</li> <li>- Private Technical and Vocational Education and Training Institutions (TVIs)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request with the following: 1. Brief Background; 2. Other pertinent information; and 3. Other reference material		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request with requirements	1.1. Receives the request through e-mail, memorandum and/ or letter	None	15 Minutes	<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.2. Conducts initial assessment of request based on submitted documents	None		<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.3. Requires requester to submit lacking documents or attachments based on inquiry/request	None		<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.4. Records in the logbook the request with complete documents	None	15 Minutes	<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.5. Handling lawyer evaluates the contents and	None	5 Days	<i>Attorney III</i> <i>Attorney IV</i> Legal Division Office of the Director General



	substance of the request for legal opinion.			
	1.6. Checks the veracity of supporting documents	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.7. Conducts cross-validation and reference of facts to other divisions and units, when needed	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.8. Conducts legal research about the relevant laws, rules and jurisprudence based on the point of inquiry	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.9. Drafts legal opinion	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	1.10. Submits the legal opinion to the Office of the Director General (ODG) for approval/ further instructions	None	30 Minutes	<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division Office of the Director General
2. Receives legal opinion	2. Once approved, sends the requested legal opinion to the requester	None	7 Days	<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division Office of the Director General
	<b>TOTAL:</b>	None	12 Days, 1 Hour	



## 20. Issuance of Order of Payment

The issuance of Order of Payment is part of the procedures for collections and deposits through collecting officers as stated in Section 40 of the Government Accounting Manual Volume I. Prior to the collection that takes place at the cashier's office. An accounting personnel fills out the Order of Payment form stating the nature of transactions and the corresponding amount to be paid by customer/client.

<b>Office or Division:</b>	Accounting Division, FMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	Private/Government entities and individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reservation Form; or		TESDA Dormitory		
2. NC/ COC; or		Certification Office		
3. Bid Documents; or		Bid Documents – Procurement Service Division		
4. Vouchers, checks and other source documents		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1.1. Receives the requirements as the basis for issuing order of payment  1.2. Prepare the Order of Payment indicating the amount and the Fund where payment should be credited to  1.3. Records the order of	None	8 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>



	payment in the logbook			
2. Receives the order of payment and signs in the logbook	2. Issues the order of payment	None	1 Minute	<i>Releasing Officer Chief Accountant Accounting Division</i>
	<b>TOTAL:</b>	None	9 Minutes	

## 21. Issuance of Service Record/ Certificate of Employment/ Issuance of TESDA Identification Card (ID)

A Service Record provides a documentary history of an employee's activities and accomplishments while serving as a government employee.

A Certificate of Employment is issued to officials, employees and job order personnel to certify that they are previously/currently employed in TESDA. It may be issued with or without annual compensation.

An Identification Card is issued to officials, employees and job order personnel, containing a picture with their complete name, employee number, address, and other pertinent information.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	For Service Record: - Retired or separated/ resigned TESDA employee For Certificate of Employment: - Previous and/or Current TESDA Job Order Personnel For ID: - TESDA Central Office Job Order Personnel with valid contract





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Service Record</b>				
1. Duly accomplished HRMD Requisition Slip (1 original)		Human Resource Management Division (HRMD)		
<b>Certificate of Employment</b>				
1. Duly accomplished HRMD Requisition Slip (1 original)		Human Resource Management Division (HRMD)		
2. Service Contract (1 photocopy)		Records Section – GSD		
<b>For Issuance of TESDA Identification Card</b>				
1. Duly accomplished HRMD Requisition Slip (1 original);		Human Resource Management Division (HRMD)		
2. ID Information Sheet (1 original)		Human Resource Management Division (HRMD)		
3. 1x1 ID picture (2 pieces)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Service Record/ Certificate of Employment</b>				
1. Submits requirements	1.1. Receives requirements	None	1 Minute	<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
	1.2. Updates and prints Service Record; or prepares/ prints the required Certification		1 Minute	<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
	1.3. Signs Service Record/ Certificate of Employment		1 Minute	<i>Chief Administrative Officer Human Resource Management Division</i>
2. Receives Service Records/ Certificate of Employment	2. Issues Service Record/ Certificate of Employment			<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
	<b>TOTAL:</b>	None	3 Minutes	



<b>For Issuance of TESDA Identification Card (ID)</b>				
1. Fills-out HRMD Service Requisition Slip and ID Information Sheet *Prepare supporting documents: a. Authenticated Copy of Appointment b. Picture 1x1 (2 copies)	1.1. Receives duly accomplished and signed HRMD Requisition Slip and ID Information Sheet	None	1 Minute	<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
	1.2. Updates entries of information in Employees' Record		1 Minute	<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
	1.3. Prints ID		1 Minute	<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
2. Receives ID	2. Releases ID			<i>HRMD Staff Chief Administrative Officer Human Resource Management Division</i>
	<b>TOTAL:</b>	None	3 Minutes	

## 22. Issuance of Special Report

Request for the submission of TESDA reports to the Office of the President, Senate, House of Representatives, Cabinet Clusters (i.e. HDPR, EDC, SDC, etc.) and private organizations. This also includes the submission of reports to oversight agencies like the DBM and NEDA. Responding to surveys and requests for Philippine TVET situationer from international agencies/organizations and partners (ASEAN, APEC, ILO, ADB, World Bank, UNESCO, etc.) are also included. Coordination/gathering of inputs like status of accomplishment, fund disbursement, success stories, photo documentation from other offices in the Central office and even from the field offices are needed in the preparation of the TESDA report.

<b>Office or Division:</b>	Planning Office
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Other Government Agencies from the Executive and Legislative branches;</li> <li>- Private organizations;</li> <li>- International organizations;</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter/ Email of Request		Client/ Requesting office/ organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request	1.1.Acknowledges the receipt of the letter of request	None	1 Day	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)  <i>Authorized Signatory of the Letter</i>
	1.2. Coordinates/gathers inputs from concerned offices	None	9 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO)  <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO)  <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)
	1.3. Processes the inputs	None	7 Days	<i>Technical Staff</i>



	gathered from other offices and prepares the write-up			<i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO) <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO) <i>Chief TESD Specialist</i> Project Development Division (PDD-PO)
2. Receives requested comments/ position through letter or email	2. Prepares the communication and provides the client the requested comments/ position, via email or through formal letter		3 Days	<i>Technical Staff</i> <i>Chief TESD Specialist</i> Policy and Planning Division (PPD-PO) <i>Chief TESD Specialist</i> Policy Research and Evaluation Division (PRED-PO) <i>Chief TESD Specialist</i> Project Development Division (PDD-PO) <i>Authorized Signatory of the Letter</i>
	<b>TOTAL:</b>	None	20 Days	

### 23. Payment through List of Due and Demandable Accounts Payable – Advise to Debit Account (LDDAP-ADA)

Payment to clients for the goods and/or services delivered/rendered to TESDA

<b>Office or Division:</b>	Cash Unit, General Services Division (GSD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G - Government to Government



<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>- TESDA Job Order Personnel</li> <li>- Consultants</li> <li>- Suppliers</li> <li>- Service Providers</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Disbursement Voucher with supporting documents (1 original) (based on the given checklist indicated in COA Circular 2012-001 “Prescribing the Revised Guidelines and Documentary Requirements for common Government Transactions”)		Approving Office/ Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Approved Disbursement Voucher and supporting documents	1.1. Receives approved Disbursing Voucher (DV) with complete supporting documents	None	3 Minutes	Staff Cash Unit Chief Administrative Officer General Services Division
	1.2. Checks the completeness of signatures on the DV	None	3 Minutes	Administrative Officer II Administrative Officer III Chief Administrative Officer General Services Division
	1.3. Classifies DVs according to bank account, allotment class	None	30 Minutes	Administrative Officer II Administrative Officer III Chief Administrative Officer General Services Division
	1.4. Prepares LDDAP-ADA and Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE)	None	2 Hours	Administrative Officer II Administrative Officer III Chief Administrative Officer General Services Division



	1.5. Prepares Complete Staff Work (CSW)	None	10 Minutes	Administrative Officer II Administrative Officer III Chief Administrative Officer General Services Division
	1.6 Reviews and compares the amount and other details of LDDAP-ADA on DV	None	30 Minutes	Administrative Officer II Administrative Officer III Chief Administrative Officer General Services Division
	1.7 Signs the LDDAP-ADA	None	5 Minutes	Administrative Officer V Chief Administrative Officer General Services Division
	1.8 Forwards the LDDAP-ADA to other signatories	None	30 Minutes	Administrative Officer II Administrative Officer III Chief Administrative Officer General Services Division
2. Receives payment through credited to bank account	2. Forwards LDDAP-ADA to the depository bank (Landbank will credit to the account of client within 24 hours)	None	30 Minutes	Administrative Assistant III Administrative Aide IV Cash Unit General Administrative Division
3. Issues Official Receipt (OR)	3. Attaches issued OR to DV	None	15 Minutes	Administrative Assistant II Administrative Assistant III Administrative Officer III Cash Unit



				General Administrative Division
	<b>TOTAL:</b>	None	4 Hours, 36 Minutes	

## 24. Processing of Application for Foreign Sponsored Training Programs (thru the Foreign Scholarship Training Program Unit)

The Foreign Scholarship Training Program Unit processes sponsored short-term non-degree courses in diverse learning disciplines offered by international donor countries and organizations to various government agencies.

<b>Office or Division:</b>	Foreign Scholarship Training Program (FSTP) Unit, TESDA Development Institute (TDI), Human Resource Management Division (HRMD) – Administrative Service (AS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Program Invitation (1 photocopy)		FSTP/ HRMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Donor Country Forwards Letter of Invitation with General Information, Brochure and other relevant information about the training program/s	1.1. Receives program invitation from the donor country	None	10 Minutes	<i>Administrative Officer V</i> Foreign Scholarship Training Program  <i>Assistant Executive Director</i> Administrative Service
	1.2. Reviews and Identifies the agencies appropriate for the program offered	None	15 Minutes	<i>Administrative Officer V</i> Foreign Scholarship Training Program
	1.3. Prepares the executive summary/ies and letter/s of	None	30 Minutes	<i>Administrative Officer V</i> Foreign Scholarship Training Program



	invitation for dissemination			
	1.4. Forwards letter of invitation and informs identified government agency on the program offered thru courier	None	1 Day	<i>Administrative Officer V</i> Foreign Scholarship Training Program  <i>Assistant Executive Director</i> Administrative Service
2. Receives Letter of Invitation	2. Provides necessary information regarding the training program/s offered by various donor countries	None	5 Minutes	<i>Administrative Officer V</i> Foreign Scholarship Training Program  <i>Assistant Executive Director</i> Administrative Service
3. Forwards/ submits all documentary requirements as specified in Annex A of specific donor country	3.1. Receives nominations from government agencies interested in the training program and reviews all submitted documents as to completeness and correctness	None	6 Days	<i>Administrative Officer V</i> Foreign Scholarship Training Program <i>Assistant Executive Director</i> Administrative Service
	3.2. Provides feedback regarding the documents submitted	None	30 Minutes	<i>Administrative Officer V</i> Foreign Scholarship Training Program <i>Assistant Executive Director</i> Administrative Service
	3.3. Provides information relative to interview schedule	None		<i>Administrative Officer V</i> Foreign Scholarship Training Program





4. Attends interview	4.1. Conducts interview proper by batch	None	4 Hours (Duration of the interview)	<i>National Screening Committee</i>
	4.2. Documents results of the interview session	None		<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>
	4.3. Provides interview assessment form, nominee assessment form and executive summaries of the programs	None		<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>
	4.4. Deliberates/ selects nominee for endorsement to the program	None		<i>National Screening Committee</i>
	4.5. Receives, reviews, collates and tallies interview assessment form and nominee assessment form	None	2 Hours	<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>
	4.6. Prepares Endorsement Letters of successful nominees who have met the requirements and passed the interview process	None	10 Minutes	<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>



	4.7. Forwards Endorsement Letters for signature of the Secretary	None	30 Minutes	<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>
	4.8. Forwards signed/approved Endorsement Letters to various donor countries together with the required documents	None	3 Days	<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>
	4.9. Receives letter of acceptance and regret from donor country	None	5 Minutes	<i>Admin Support Staff Administrative Officer V Foreign Scholarship Training Program</i>
	4.10. Prepares letter of acceptance or regret and informs government Agency	None	5 Minutes	<i>Administrative Officer V Foreign Scholarship Training Program  Assistant Executive Director Administrative Service</i>
	4.11 Forwards letter of acceptance or regret for the signature of the Secretary	None	5 Days	<i>Administrative Officer V Foreign Scholarship Training Program  Assistant Executive Director Administrative Service</i>
	4.12 Signs acceptance/regret letters	None		<i>Director General Office of the Director General</i>



	4.13 Receives signed letters from the Office of the Director General	None		<i>Administrative Officer V</i> Foreign Scholarship Training Program  <i>Assistant Executive Director</i> Administrative Service
5. Receives acceptance/ regret letter	5. Releases and forwards signed acceptance/ regret letter to concerned agencies and nominees	None	3 Days	<i>Administrative Officer V</i> Foreign Scholarship Training Program  <i>Assistant Executive Director</i> Administrative Service
6.1 Accepted nominee/s attend/s training program 6.2 Submits post-training requirements	6. Receives and reviews post-training requirements	None	20 Minutes	<i>Administrative Officer V</i> Foreign Scholarship Training Program  <i>Assistant Executive Director</i> Administrative Service
	<b>TOTAL:</b>	None	18 Days, 8 Hours, 40 Minutes	

## 25. Provision of Research Assistance

Request for Research Assistance (Within the function of the Planning Office) pertains to the request of client for inputs/comments of the agency on the TVET related studies wherein the topic/subject matter is within the function/concern of the Planning Office. This may include conduct of an interview or Focused Group Discussion, review of questionnaire, among others.

<b>Office or Division:</b>	Planning Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	- Other Government Agencies - Private organizations - Individuals



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/ Email of Request		Client/ Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request	1.1. Acknowledges receipt of the letter or request/ email via email, call or formal letter	None	1 Day	<i>Technical Staff Chief TESD Specialist Policy Research and Evaluation Division (PRED-PO)</i>
	1.2. Processes all collected information based on the request of the client	None	4 Days	<i>Technical Staff Chief TESD Specialist Policy Research and Evaluation Division (PRED-PO)</i>
2. Receives requested research assistance	2. Prepares communication and provide the client the requested data through formal letter or email		2 Days	<i>Technical Staff Planning Office  Director General Office of the Director General</i>
	<b>TOTAL:</b>	None	7 Days	

## 26. Provision of Research Assistance with Inputs from Other Offices

Request for Research Assistance (Requires inputs from other offices) pertains to the request of client for inputs/comments of the agency on the TVET related studies, wherein the topic/ subject matter is beyond the function/ concern of the Planning Office. This may include conduct of an interview or Focused Group Discussion (FGD), review of questionnaire, among others.

<b>Office or Division:</b>	Planning Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	- Other Government Agencies - Private organizations - Individuals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter/ Email of Request		Client/ Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request	1.1. Acknowledges the receipt of the letter or request via email, call or formal letter	None	1 Day	<i>Technical Staff Chief TESD Specialist Policy Research and Evaluation Division (PRED-PO)</i>
	1.2. Coordinates with other offices on the required inputs/ comments or arranged interviews/ FGD as necessary	None	9 Days	<i>Technical Staff Chief TESD Specialist Policy Research and Evaluation Division (PRED-PO)</i>
	1.3. Processes all collected information based on the request of the client	None	7 Days	<i>Technical Staff Chief TESD Specialist Policy Research and Evaluation Division (PRED-PO)</i>
2. Receives requested research assistance	2. Prepares communication and provides the client the requested data via email or through formal letter		3 Days	<i>Technical Staff Planning Office  Director General Office of the Director General</i>
	<b>TOTAL:</b>	None	20 Days	

## 27. Provision of Technical Assistance/Information on Program Registration

This includes the orientation on Program Registration requirements/documents, fundamental and detailed activities and other related TESDA Policies and Guidelines; referral to concerned TESDA Regional/Provincial Office/s; and preparation of appropriate correspondences

<b>Office or Division:</b>	Program Registration Division - Certification Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen



	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Any domestic corporation either stock or non-stock e.g. TVIs, TTIs, Companies, Corporation, Industry Associations e.g. walk in clients, inquiries through letters, emails, phone calls			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal visit/ inquiry of client; or inquiries in the form of letters, emails or phone calls		Client/ applicant corporation		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits/ Inquires personally at the TESDA Certification Office	1.1. Provides Orientation on Program Registration which covers the requirements, fundamental and detailed activities, TESDA policies and guidelines and process cycle time in the processing and registration of TVET programs	None	2 Hours	<i>Assistant Executive Director/ Executive Director/ Program Registration Focal/ Chief TESD Specialist Program Registration Division</i>
	1.2. Provides the applicant/ client with Program Registration Checklist of Requirements and the corresponding forms (Hard copy and Soft copy) which are also available and downloadable at TESDA Website <a href="http://www.tesd">http://www.tesd</a>	None	10 Minutes	<i>Assistant Executive Director/ Executive Director/ Program Registration Focal/ Chief TESD Specialist Program Registration Division</i>



	a.gov.ph. Likewise, the applicant is provided with soft copy of Training Regulations (TRs)			
	1.3. Orients applicant/ client on other technical assistance being provided by TESDA: Related capability building programs on the development of Competency-Based Curriculum and Learning Materials (CBLMs), Trainer's Methodology Course, etc	None	30 Minutes	<i>Assistant Executive Director/ Executive Director/ Program Registration Focal/ Chief TESD Specialist Program Registration Division</i>
	1.4. Advises applicant/ client to visit and coordinate with the Regional/Provincial Office (RO/PO) which has jurisdiction of their institution for the submission of complete, correct and compliant program registration	None	20 Minutes	<i>Assistant Executive Director/ Executive Director/ Program Registration Focal/ Chief TESD Specialist Program Registration Division</i>



	application documents, and the conduct of technical inspection			
	1.5. Prepares memo to concerned TESDA Regional/ Provincial Office to provide the applicant/client with assistance in their program registration application	None	1 Hour	<i>Assistant Executive Director/ Executive Director/ Program Registration Focal/ Chief TESD Specialist Program Registration Division</i>
	<b>TOTAL:</b>	None	4 Hours	
1. Inquires thru phone call or sending letters/ email.	1. Prepares and sends appropriate correspondence s e.g. letter, email which include the following information: a) List of Program Registration Checklist of Requirements; b) Fundamental and detailed activities in the registration of TVET programs; c) Other related TESDA Policies and Guidelines/	None	2 Hours	<i>Assistant Executive Director/ Executive Director/ Program Registration Focal/ Chief TESD Specialist Program Registration Division</i>





	issuances on Program Registration; and d) List of Training Regulations or information where to upload the copy of the TRs thru TESDA Website: <a href="http://www.tesda.gov.ph">http://www.tesda.gov.ph</a>			
	<b>TOTAL:</b>	None	2 Hours	

## 28. Provision of Technical Assistance/Information on the Issuance of Certification for Authentication and Verification (CAV) of Scholastic Records

The service provides orientation on the requirements, issuing office and the steps in the issuance of Certification for Authentication and Verification (CAV) of submitted scholastic records of the applicant.

<b>Office or Division:</b>	Program Registration Division - Certification Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Graduates of TESDA Registered Programs</li> <li>- Undergraduates of TESDA Registered Programs</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal visit/ inquiry of client; or inquiries in the form of letters, emails or phone calls		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits/ inquires on the Issuance of Certification, Verification and Authentication	1. Provides information on the Processing and Issuance of Certification	None	1 Hour	<i>Program Registration Focal Chief TESD Specialist Program Registration Division</i>



(CAV) of TVET Credentials	for Authentication and Verification (CAV) of TVET Credentials/ Scholastic Records thru: a. Orientation for client with personal appearance; or b. Letter reply to client who inquired in the form of letter/ email/ phone call			<i>Executive Director/ Assistant Executive Director Certification Office  Chief TESD Specialist Program Registration Division</i>
	<b>TOTAL:</b>	None	1 Hour	

## 29. Provision of Technical Assistance/Information on the Issuance of Special Order (SO)

This service provides guidance and assistance to Technical-Vocational Institutions (TVIs) in securing Special Order (SO). The Special Order serves as evidence that learners are graduates and have satisfied all training requirements of a TESDA-registered program of the TVI.

<b>Office or Division:</b>	Program Registration Division - Certification Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Technical Vocational Education and Training Institutions (TVIs) with TESDA Registered Programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal visit/ inquiry of client; or inquiries in the form of letters, emails or phone calls		TVI Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires on the issuance of Special Order Number	1.1. Provides information on the processing and issuance of Special Order Number	None	30 Minutes	<i>Program Registration Focal Chief TESD Specialist Program Registration Division</i>



	1.2. Provides list of requirements	None	30 Minutes	
	<b>TOTAL:</b>	None	1 Hour	

### 30. Verification of National Certificate (NC)/ Certificate of Competency (CoC) in the Online Registry of Certified Workers

This service covers the provision of technical assistance to certified workers requesting for verification of National Certificate (NC)/ Certificate of Competency (CoC) thru walk-in and emails. The process starts from the inquiry of client up to the provision of verification result.

<b>Office or Division:</b>	Certification Office – Competency Assessment Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Certified Workers;</li> <li>- Human Resource Management Officer or the Administrative Officer of the Organization to which the employee concerned belongs;</li> <li>- Owner/ Representative of the company to which the employee is currently employed;</li> <li>- Person requesting for verification or person/representative duly authorized by the certified workers.</li> </ul>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Principal</b>				
1. Valid National Certificate (NC)/ Certificate of Competency		Client		
<b>Representative</b>				
1. Valid National Certificate (NC)/ Certificate of Competency		Client		
2. Authorization Letter or Special Power of Attorney (SPA)		Client		
3. Valid Identification Card of the Representative (1 card)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Inquires at the Public Assistance and Complaint Desk (PACD)	1.1. Please refer to the service:	None	13 Minutes	Customer Service Officer



	Customer Inquiry and Feedback thru the PACD			Public Assistance and Complaint Desk (PACD) <i>Chief Administrative Officer</i> Human Resources Management Division
1.2. Inquires thru email	1.2. CO-CAD personnel verifies the profile of client in the Online Registry of Certified Workers in the TESDA website	None	5 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
2. Requests for verification and presents the National Certificate (NC)/ Certificate of Competency (CoC)	2.1. Verifies the profile of client in the Online Registry of Certified Workers in the TESDA website	None	5 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
	2.2. Prints the verification page from the TESDA website	None	1 Minute	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
3.1. Receives the print out of the verification page and signs on the clients' records logbook and accomplished the Customer Satisfaction Survey Form; or	3.1. CO-CAD personnel issue the result of the verification	None	2 Minutes	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
3.2. Receives the result of verification thru email and answers the Customer Satisfaction Survey Form	3.2. Sends the screenshot of the Verification Result page and the link to the customer satisfaction survey	None	1 Minute	<i>Personnel Chief</i> Competency Assessment Division (CO-CAD)
	<b>TOTAL:</b>	None	27 Minutes	



**Central Office  
Internal Services**



## 1. Approval of Regional Qualification Maps (RQMs)

The approval of the Regional Qualification Map (RQM) serves as basis that a participating Technical Vocational Institute (TVI) is authorized to implement TESDA Scholarship Programs. The document contains pertinent data such as name of the qualified training provider, the qualification title and corresponding number of slots, the inclusive period of training and date of assessment, costing and total amount.

<b>Office or Division:</b>	Scholarships Management Division (SMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	TESDA Regional Offices.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished RQMs		TESDA Regional Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the Regional Qualification Map (RQM) to the Scholarship Management Division (SMD)	1.1. Receives the RQM submitted by the Regional Offices	None	1 Day	<i>Administrative Officer Head of Division Scholarship Management Division (SMD)</i>
	1.2. Evaluates the RQM and endorses thru preparation of CSW Memorandum to the Director General for approval	None		<i>Regional Scholarship Focal Head of Division Scholarship Management Division</i>
	1.3. Approves the RQM	None		<i>The Director General, Office of the Director General</i>
2. Receives approved RQM	2. Transmits approved RQM to TESDA Regional Office through courier	Courier fee	1 Day	<i>Regional Scholarship Focal Head of Division Scholarship Management Division</i>
		Courier Fee shall be charged against the Administrative Cost		
	<b>TOTAL:</b>		<b>3 Days</b>	



## 2. Authentication of Documents

Authentication is a formal certification on the part of the official concerned that the copies of documents being furnished to any interested party are true copies/photo copies of records in the custody of the Central Office Records Section.

<b>Office or Division:</b>	Records Section, General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	TESDA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TESDA Issuance (1 photocopy)  (ex: TESDA Circular, TESDA Order, Office Order, Memorandum, Memorandum Circular, Advisory), Memorandum of Agreement (MOA), Memorandum of Understanding (MOU), Contracts of Services, Job Order Contracts, Service Contracts and other communications signed by the Director General (where the original is in the custody of Records Section)		Records Section, GSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document/s to be authenticated to the Records Section, GSD	1.1 Verifies authenticity of the documents and compares the photocopies against the original documents available at the Records Section	None	3 Minutes	<i>Administrative Aide Administrative Officer V Records Section Chief Administrative Officer General Services Division</i>
	1.2 Stamps "CERTIFIED TRUE COPY" on the photocopy of the document/s	None	3 Minutes	<i>Administrative Aide Administrative Officer V Records Section Chief Administrative Officer General Services Division</i>
	1.3 Signs the documents	None	3 Minutes	<i>Administrative Aide Administrative Officer V</i>



				Records Section Chief General Services Division
2. Receives authenticated documents	2. Releases the authenticated documents	None	3 Minutes	Administrative Aide Administrative Officer V Records Section Chief General Services Division
<b>TOTAL:</b>		None	12 Minutes	

### 3. Certification for Availability and Obligation of Allotment

Certification for Availability and Obligation of Allotment is the first step in making payment. This follows the principle that what is not obligated cannot be disbursed.

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices/Divisions and employees in the Central Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status (ORS) (1 original, 2 photocopies)		Requesting Office		
2.1 Terms of Reference (for programs/ projects) (1 Certified True Copy)		Requesting Office		
2.2 Billing Statement (for catering/ communication/utility payments) (1 original)		Requesting Office		
2.3 Contract (for Job Orders/Casuals) (1 Certified True Copy)		Requesting Office		
2.4 TESDA Order/ Travel Order (for travels/ seminars) (Certified true copy)		Requesting Office		
3. Other documents as may be required (Certified True Copy)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits required documents/requirements to the Budget Division	1.1 Receives required documents/ requirement	None	2 Minutes	Administrative Officer V Chief Budget Division
	1.2 Checks correctness and	None	5 Minutes	Administrative Officer V





	completeness of requirements			Chief Budget Division
	1.3.a If incorrect or incomplete, returns requirements and ORS to the requesting office for completion/adjustment	None	3 Minutes	Administrative Officer V Chief Budget Division
	1.3.b If correct and complete, certifies availability and obligation of allotment by signing ORS	None	1 Minute	Administrative Officer V Chief Budget Division
2. Receives ORS and other documents	2.1 Forwards ORS and other documents to requesting office / accounting division	None	2 Minutes	Administrative Officer V Chief Budget Division
	2.2 Retain and files 1 copy of the ORS	None	2 Minutes	Administrative Officer V Chief Budget Division
<b>TOTAL:</b>			15 Minutes	

#### 4. Collection of Fees and Receivables

This refers to the collection of money from TESDA officials and employees for fees, charges, refund and receivables in availing the agency's services.

<b>Office or Division:</b>	Cash Unit, General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	TESDA Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment (1 original)		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Order of Payment and Pays the	1.1 Accepts payment	Amount indicated in	3 Minutes	Cashier / Collecting Officer



required fees to the cashier/collecting officer		the Order of Payment.		Cash Unit Chief Administrative Officer General Services Division
	1.2 Checks and compares the amount of cash/check received with the amount in order of payment	None	3 Minutes	Cashier / Collecting Officer Cash Unit Chief Administrative Officer General Services Division
2. Secures official receipt for payment made	2. Issues Official Receipt	None	3 Minutes	Cashier / Collecting Officer Cash Unit Chief Administrative Officer General Services Division
<b>TOTAL:</b>			9 Minutes	

## 5. Dormitory Service

Provision of dormitory services and facilities for transient TESDA officials and personnel

<b>Office or Division:</b>	General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TESDA Officials and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Individual TESDAnS				
1. Duly accomplished Dormitory Registration Form (1 original)		Old Dormitory, Building 16		
2. Order of payment (1 original and 1 duplicate copy)		Accounting Unit		
3. Official Receipts (1 original)		Cash Unit		
For TESDA Events / Activities to be charged to the Office with Primary Responsibility (OPR)				
1. Dormitory Registration Form (1 original)		Old Dormitory, Building 16		
2. TESDA Order (1 certified true copy)		Office with Primary Responsibility (OPR)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Individual TESDAnS</b>				
1. Inquire for the availability of dormitory rooms	1.1 Checks the availability of rooms	None	5 Minutes	Dormitory Manager Chief Administrative Officer



	1.2.1. Issues dormitory registration form if there is an available room; or			General Services Division (GSD)
	1.2.2. Informs client if there is no room available			
2. Fills-up Dormitory Registration Form and submits to the Front Desk	2.1. Receives the form and checks correctness and completeness	None	3 Minutes	<i>Front Desk Chief Administrative Officer General Services Division (GSD)</i>
	2.1 Assigns room number and bed number			
	2.2. Computes total cost of accommodation for Order of Payment			
	2.3 Records dormitory registration form in the daily occupancy logbook			
3. Secures order of payment from the Accounting Division	3.1 Issues order of payment	None	9 Minutes	<i>Administrative Officer IV Chief Accountant Accounting Division</i>
	3.2 Records Order of Payment No. in the Registration Form.			
4. Pays dormitory fee	4. Accepts payment and issue Official Receipt (O.R)	Executive Room – Php 125.00 x no. of nights stayed  Aircon Room with	3 Minutes	<i>Cashier/Collecting Officer Cash Unit Chief Administrative Officer General Services Division (GSD)</i>



		CR – Php 100.00 x no. of nights stayed		
		Aircon Room w/o CR – Php 87.50 x no. of nights stayed		
5. Presents the Official Receipt (O.R) to the Front Desk.	5. Records the O.R. No. in the dormitory registration form	None	3 Minutes	<i>Front Desk Chief Administrative Officer General Services Division (GSD)</i>
6. Uses dormitory facilities	6. Gives the assigned room key	None		<i>Front Desk Chief Administrative Officer General Services Division (GSD)</i>
7. Upon check-out, Client surrenders key to the front desk	7.1 Records check-out time in the registration form and logs-out the client in the daily occupancy logbook	None	3 Minutes	<i>Front Desk Dormitory Manager Chief Administrative Officer General Services Division (GSD)</i>
	7.2 Update room accommodation database			
8. Fills-out dormitory feedback form and drop in the designated box	8. Encodes the feedback every end of the month			
		Executive Room – Php 125.00 x no. of nights stayed		
	<b>TOTAL:</b>	Aircon Room with	29 Minutes	



		CR – Php 100.00 x no. of nights stayed		
		Aircon Room w/o CR – Php 87.50 x no. of nights stayed		
<b>For TESDA Events / Activities to be charged to the Office of Primary Responsibility (OPR)</b>				
1. Submits duly accomplished Dormitory Reservation Form (together with the TESDA Order and/or supporting documents)	1.1 Receives the Dormitory Reservation Form and check if properly filled-up	None	10 Minutes	<i>Dormitory Manager GSD Chief General Services Division</i>
	1.2 Checks availability of room and informs OPR if request is approved or disapproved			
	1.3 If approved, prepares room assignment with instructions of the GSD Chief			
	1.4 Forwards the reservation form and room assignment to the Front Desk			
2. Upon arrival, participants fills-up Dormitory Registration Form and submits to the Front Desk	2. Receives the Dormitory Registration Form and check if properly filled-up	None	3 Minutes	<i>Front Desk Chief Dormitory Manager Administrative Officer General Services Division</i>
3. Uses dormitory facilities	3.1 Gives the assigned room key			



	3.2 Records Dormitory Registration Form in the daily occupancy logbook			
4. Upon check-out, Client surrenders key to the front desk and fills-up dormitory feedback form and drop in the designated box	4.1 Records check-out time in the registration form and logs-out the client in the daily occupancy logbook	None	3 Minutes	<i>Front Desk Dormitory Manager Chief Administrative Officer General Services Division</i>
	4.2 Forwards the registration form to the Dormitory Manager for preparation of Guest List and updating of dormitory accommodation database	None		
	4.3 Encodes the feedback every end of the month	None		
	4.4 Prepares Guest List with attached Dormitory Registration Form for the signature of the GSD Chief	None	5 Minutes	<i>Dormitory Manager GSD Chief Administrative Officer General Services Division</i>
	4.5 Forwards the Guest List to Accounting Division for Billing Statement	None	3 Minutes	<i>Dormitory Manager GSD Chief General Services Division</i>
	4.6 Prepares Billing Statement for signature of the	None	5 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>



	Chief Accountant then forwards the Statement to the OPR			
		Executive Room – Php 125.00 x no. of nights stayed		
		Aircon Room with CR – Php 100.00 x no. of nights stayed		
		Aircon Room w/o CR – Php 87.50 x no. of nights stayed		
	<b>TOTAL:</b>		29 Minutes	

## 6. Filling-Up of Vacant Positions

Part of the Recruitment, Selection and Placement is the filling-up of vacant positions. It refers to the process of laying down the recruitment plan, sourcing applicants and updating the pools of applicants for a specific vacancy.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Qualified TESDA Officials, employees and personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of Application specifying the position and office applying for. (1 original)	Human Resource Management Division (HRMD)
2. Personal Data Sheet (CSC Form No. 212, Revised 2017) (1 original)	
3. Eligibility (1 authenticated copy)	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)



4. Certificates of Training (1 authenticated copy each)		Client		
<b>Government Employee within TESDA:</b>		Human Resource Management Division (HRMD)		
5. IPCR for two Rating Periods (1 original)				
6. Service Records (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application and requirements via personal appearance/mail or email	1.1 Receives application and requirements via personal appearance / mail or email	None	30 Minutes	<i>Recruitment Staff/ Personnel Chief HRMD</i>
	1.2 Checks completeness of requirements submitted	None		<i>Recruitment Staff/ Personnel Chief HRMD</i>
	1.3 Requires applicant to submit lacking documents based on prescribed deadline	None		<i>Recruitment Staff/ Personnel Chief HRMD</i>
	1.4 Evaluates qualification based on submitted documents using the CSC Qualification Standards and assessment criteria for a particular position level	None	2 Hours	<i>Recruitment Staff/ Personnel Chief HRMD</i>
	1.5 Checks the veracity of supporting documents	None		
	1.6 Accomplishes the Individual	None		





	Assessment Form (IAF)			
2. Receives notice of interview and written examination	2 Notifies qualified applicant 2 days before the schedule of the written examination and interview thru letter / via phone call	None	15 Minutes	<i>Recruitment Staff/ Personnel Chief HRMD</i>
3. Attends interview and takes written examination	3.1 Conducts Interview and examination	None	1 Day	<i>Recruitment Staff/ Personnel Chief HRMD</i>
	3.2 Processes application including selection of appointee/s by the Appointing Authority	None	14 Days	<i>Recruitment Staff/ Personnel Chief HRMD</i>
4. Receives Notice of Acceptance / non-acceptance to the organization	4. Notifies applicant of his/her acceptance (Congratulatory Letter) or non-acceptance (Regret Letter) to the agency	None	1 Hour	<i>Recruitment Staff/ Personnel Chief HRMD  Director IV AS  Director General</i>
	<b>TOTAL:</b>	None	15 Days, 3 Hours, 45 Minutes	

## 7. Issuance of Certificate of Availability of Funds (CAF)

Volume I of Government Accounting Manual of Section 37 states that No funds shall be disbursed, and no expenditures or obligations chargeable against any authorized allotment shall be incurred or authorized in any department, office or agency without first securing the certification of its Chief Accountant or head of accounting unit as to the availability of funds and the allotment to which the expenditure or obligation may be properly charged. Hence, this certificate must be secured first



from the office of the Chief Accountant by any offices concerned before an obligation and disbursement will be made.

<b>Office or Division:</b>	Accounting Division, FMS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	TESDA Offices in the Central Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Terms of Reference (T.O.R.)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements/ required documents to the Accounting Division	1.1 Receives the requirements	None	1 Minute	<i>Accounting Staff Chief Accountant Accounting Division</i>
	1.2. Checks the validity of the request	None	1 Minute	<i>Accounting Staff Chief Accountant Accounting Division</i>
	1.3. Prepares the Certificate of Availability of Funds	None	2 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>
	1.4. Checks the validity and accuracy of amount and signs the CAF	None	15 Minutes	<i>Chief Accountant Accounting Division</i>
2. Receives CAF	8. Releases CAF	None	1 Minute	<i>Releasing Officer Chief Accountant Accounting Division</i>
<b>TOTAL:</b>			20 Minutes	

## 8. Issuance of Certificate of Taxes Withheld

TESDA as a registered tax withholding agent is mandated by law to withhold taxes from payments for the purchase of goods and services and from payments of salaries of employees. Certificates of Taxes Withheld are issued by the Accounting Division to suppliers, service providers and employees as proof of taxes withheld.

<b>Office or Division:</b>	Accounting Division, FMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government



<b>Who may avail:</b>	Individuals whose payment of services were deducted with withholding taxes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Vouchers/payroll (1 original)		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements to the tax remittance office	1.1. prepares certificate/s of tax/es withheld	None	10 Minutes	<i>Tax Remittance Officer</i> <i>Chief Accountant</i> Accounting Division
	1.2. Reviews and verifies the amount of tax/es withheld in the certificate/s	None	5 Minutes	<i>Accountant III</i> <i>Disbursement Section Head</i> <i>Chief Accountant</i> Accounting Division
	1.3. Signs the Certificate of Tax/es Withheld	None	3 Minutes	<i>Accounting Staff</i> <i>Chief Accountant</i> Accounting Division
2. Receives the Certificate/s of Tax/es Withheld	2. Releases the Certificate/s of Tax/es withheld	None	2 Minutes	<i>Accounting Staff</i> <i>Chief Accountant</i> Accounting Division
<b>TOTAL:</b>			20 Minutes	

## 9. Issuance of Legal Opinion

Issuance of legal opinion on various legal matters and on TESDA's policies, guidelines, procedures, programs, operational matters, laws, and rules and regulations necessary for management and project implementation.

<b>Office or Division:</b>	Legal Division, ODG
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	- TESDA Central/Regional/Provincial/District Offices - TESDA Technology Institutions
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Complete Staff Work with the following: 1. Brief Background 2. Other pertinent information 3. Other reference material	Requesting Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request and requirements for Legal Opinion	1.1 Receives the request through e-mail, memorandum and/or letter	None.	15 Minutes	<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
	1.2 Conducts initial assessment of request based on submitted documents	None		<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
	1.3 Requires requester to submit lacking documents or attachments based on inquiry/request	None		<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
	1.4 Records in the logbook the request with complete documents	None	15 Minutes	<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
	1.5 Evaluates the contents and substance of the request for legal opinion	None	5 Days	<i>Attorney III Attorney IV Legal Division, ODG</i>
	1.6 Checks the veracity of supporting documents	None		<i>Attorney III Attorney IV Legal Division, ODG</i>
	1.7 Conducts cross-validation and reference of facts to other divisions and units, when needed	None		<i>Attorney III Attorney IV Legal Division, ODG</i>
	1.8 Conducts legal research about the relevant laws,	None		<i>Attorney III Attorney IV Legal Division, ODG</i>



	rules and jurisprudence based on the point of inquiry			
	1.9 Drafts legal opinion	None		<i>Attorney III Attorney IV Legal Division, ODG</i>
	1.10 Submits the legal opinion to the Office of the Director General (ODG) for approval/further instructions	None	30 Minutes	<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
2. Receive Legal Opinion	2. Once approved, sends the requested legal opinion to the requester (TESDA Central/ Regional/ Provincial/ District Offices, TTIs)	None	7 Days	<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
	<b>TOTAL:</b>		12 Days, 1 Hour	

## 10. Issuance of Order of Payment

The issuance of Order of Payment is part of the procedures for collections and deposits through collecting officers as stated in Section 40 of the Government Accounting Manual Volume I. Prior to the collection that takes place at the cashier's office. An accounting personnel fills out the Order of Payment form stating the nature of transactions and the corresponding amount to be paid by customer/client.

<b>Office or Division:</b>	Accounting Division, FMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	TESDA offices, employees and personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Reservation Form; or	TESDA Dormitory
2. NC/COC; or	Certification Office



3. Bid Documents; or		Bid Docs – BAC Secretariat		
4. Vouchers, checks and other source documents		Accounting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1.1 Receives the requirements as the basis for issuing order of payment	None	8 Minutes	<i>Administrative Officer IV Chief Accountant Accounting Division</i>
	1.2 Prepares the Order of Payment indicating the amount and the Fund where payment should be credited to			
	1.3 Records the order of payment in the logbook			
2. Receives the order of payment and signs in the logbook	2. Issues the order of payment	None	1 Minute	<i>Releasing Officer Chief Accountant Accounting Division</i>
<b>TOTAL:</b>			<b>9 Minutes</b>	

## 11. Issuance of Scholarship Grant Certificate (SGCs) to Regional Office/s

Scholarship Grant Certificate (SGCs) serves as evidence of the TESDA learner that he/she is eligible for scholarship and can proceed to the actual training, assessment and certification. SGCs are issued to the Regional Offices for distribution to Provincial Offices which will distribute to their respective TVIs.

<b>Office or Division:</b>	Scholarships Management Division (SMD)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	TESDA Regional Offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Target Number of Slots and allocation per Scholarship Program set by SMD		Scholarships Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives blank SGCs	1. Releases blank SGCs to the Regional Office based on Regional Scholarship Distribution	None	1 Day	<i>Regional Scholarship Focal Head of Division Scholarship Management Division</i>
2. Signs and submits regional Inventory Receipt of Blank SGCs	2. Receives the signed inventory Receipt of the Blank SGCs	None	3 Days	<i>Regional Scholarship Focal Head of Division Scholarship Management Division</i>
<b>TOTAL:</b>		None	4 Days	

## 12. Issuance of Service Record/Certificate of Employment/ Issuance of TESDA Identification Card (ID)

A Service Record provides a documentary history of an employee's activities and accomplishments while serving as a government employee.

A Certificate of employment is issued to officials, employees and job order personnel to certify that they are previously/currently employed in TESDA. It may be issued with or without annual compensation.

An Identification Card is issued to official and employees, containing a picture with their complete name, employee number, address, and other pertinent information.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	TESDA employees in the Central/Regional/Provincial Offices and TESDA Training Institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Service Record/Certificate of Employment:	Human Resource Management Division (HRMD)
1. Duly accomplished HRMD Requisition Slip (1 Original)	
2. Service Contract (1 Photocopy)	Records Section - GSD



For Issuance of TESDA Identification Card:				
1. Duly accomplished HRMD Requisition Slip (1 Original)		Human Resource Management Division (HRMD)		
2. ID Information Sheet (1 Original)				
3. 1x1 ID picture (2 pieces)		TESDA Employee		
For ID Printing of ROPOTI Personnel:				
1. Duly accomplished HRMD Requisition Slip (1 Original)		Human Resource Management Division (HRMD)		
2. ID Information Sheet (1 Original)				
3. Authenticated Copy of Appointment (1 Original)				
4. 1x1 ID picture (2 copies)		TESDA Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Service Record/Certificate of Employment</b>				
1. Submits requirements	1.1 Receives requirements	None	1 Minute	<i>HRMD Staff Chief Administrative Officer Human Resource Management Division (HRMD)</i>
	1.2 Updates and prints Service Record; or prepares/prints the required Certification	None	1 Minute	<i>HRMD Staff Chief Administrative Officer HRMD</i>
	1.3 Signs Service Record/Certificate of employment	None	1 Minute	<i>Chief Administrative Officer HRMD</i>
2. Receives Service Records/Certificate of Employment	2. Issues Service Record/Certificate of Employment	None	1 Minute	<i>HRMD Staff Chief Administrative Officer HRMD</i>
	<b>TOTAL</b>		6 Minutes	
<b>For Issuance of TESDA Identification Card (ID)</b>				
1. Fills-out HRMD Service Requisition Slip and ID Information Sheet * Prepare supporting documents:	1.1 Receives duly accomplished and signed HRMD Requisition Slip	None	1 Minute	<i>HRMD Staff Chief Administrative Officer HRMD</i>





a. Authenticated Copy of Appointment b. Picture, 1x1 (2 copies)	and ID Information Sheet			
	1.2 Updates entries of information in Employees' Record	None	2 Minutes	<i>HRMD Staff Chief Administrative Officer HRMD</i>
	1.3 Prints ID	None	2 Minutes	<i>HRMD Staff Chief Administrative Officer HRMD</i>
2. Receives ID	2. Releases ID	None	2 Minutes	<i>HRMD Staff Chief Administrative Officer HRMD</i>
	<b>TOTAL</b>	None	7 Minutes	
<b>For ID printing for ROPOTI Personnel</b>				
1. HR registers the personal information of employee/s concerned and uploads required ID picture and signature thru the HR Hub.	1.1 Uploads employee's data information from HR Hub to Personnel Information System (PIS)	None	1 Minute	<i>HR Focal in ROPOTI Chief Administrative Officer HRMD</i>
	1.2 Prints ID	None	1 Minute	<i>HRMD Staff Chief Administrative Officer HRMD</i>
2. Receives printed ID	2. Sends printed ID thru Records Section	None	3 Days	<i>HRMD Staff Chief Administrative Officer HRMD</i>
	<b>TOTAL:</b>	None	3 Days, 2 Minutes	

### 13. Issuance of Supplies Available on Stock

This service provides for the supplies and materials needed by the different offices for their day-to-day operations. National government agencies are mandated to buy their common supplies from the Procurement Service (PS-DBM). The supplies being procured from PS-DBM are based on the submitted Annual Procurement Plan (APP) of the various offices.

<b>Office or Division:</b>	Procurement Division (PD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government



<b>Who may avail:</b>		TESDA offices in the Central Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Requesting Office/ Procurement Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits RIS	1.1 Receives RIS	None	2 Minutes	<i>Administrative Assistant Chief Administrative Officer PD</i>
	1.2 Checks if the requested items are included in the approved Annual Procurement Plan (APP) and if available on stock	None	10 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
2.a Receives the supplies requested; or	2.a If included in the APP and available on stock, issues supplies being requested; or	None	10 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
2.b Receives advice on the procurement of supplies	2.b If the supplies requested are neither included in the APP nor available on stock, returns the RIS to the requesting office for the preparation of Purchase Request (PR).	None	30 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
	<b>TOTAL:</b>	None	52 Minutes	



#### 14. Payment through List of Due and Demandable Accounts Payable – Advise to Debit Account (LDDAP-ADA) / Notice of Transfer of Allocation (NTA)

Payment of salaries, wages and other benefits, travel and other miscellaneous expenses of TESDA personnel.

<b>Office or Division:</b>	Cash Unit, General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	TESDA Offices, Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Salaries / Wages and other benefits:  1. Approved Disbursement Voucher with supporting documents (1 Original copy) (based on the given checklist indicated in COA Circular 2012-001 "Prescribing the Revised Guidelines and Documentary Requirements for common Government Transactions")		Approving Office/ Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Approved Disbursement Voucher and supporting documents	1.1 Receives approved Disbursing Voucher (DV) with complete supporting documents	None	3 Minutes	<i>Cash Unit staff Chief Administrative Officer GSD</i>
	1.2 Checks the completeness of signatures on the DV	None	3 Minutes	<i>Administrative Officer II Administrative Officer III Chief Administrative Officer GSD</i>
	1.3 Classifies DVs according to bank account, allotment class	None	30 Minutes	<i>Administrative Officer II Administrative Officer III Chief Administrative Officer GSD</i>
	1.4 Prepares LDDAP-ADA and Summary of LDDAP-ADAs Issued and	None	2 Hours	<i>Administrative Officer II Administrative Officer III Chief</i>



	Invalidated ADA Entries (SLIIE) or Notice of Transfer Allocation (NTA)			<i>Administrative Officer GSD</i>
	1.5 Prepares Complete Staff Work (CSW)	None	10 Minutes	<i>Administrative Officer II Administrative Officer III Chief Administrative Officer GSD</i>
	1.6 Reviews and compares the amount and other details of LDDAP-ADA / NTA on DV	None	30 Minutes	<i>Administrative Officer II Administrative Officer III Chief Administrative Officer GSD</i>
	1.7 Signs the LDDAP-ADA / NTA	None	5 Minutes	<i>Administrative Officer V Chief Administrative Officer GSD</i>
	1.8 Forwards the LDDAP-ADA / NTA to other signatories	None	30 Minutes	<i>Administrative Officer II Administrative Officer III Chief Administrative Officer GSD</i>
2. Receives payment through credit to bank account	2. Forwards LDDAP-ADA/NTA to the depository bank (To be credited to client's bank account within 24 hours)	None	30 Minutes	<i>Administrative Assistant III Administrative Aide IV Chief Administrative Officer GSD</i>
	<b>TOTAL:</b>	None	4 Hours, 21 Minutes	



## 15. Processing of Application for Leave

TESDA employees are entitled to different types of leave such as vacation leave, sick leave, and forced leave. This shall be monitored by HRMD - AS.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	TESDA Officials and employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application for Leave Form (1 Original)	Human Resource Management Division (HRMD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly signed application for leave	1. Receives duly accomplished and signed Application for Leave Form	None	1 Minute	<i>Administrative Officer II</i> <i>Chief Administrative Officer</i> HRMD
	1.2 Checks leave credit balance in the Leave Credit Sheet	None	1 Minute	<i>Administrative Officer II</i> <i>Chief Administrative Officer</i> HRMD
	1.3 Certifies leave credit balance and signs the application for Leave Form	None	1 Minute	<i>Administrative Officer II</i> <i>Chief Administrative Officer</i> HRMD
	1.4 Forwards processed Application for Leave to concerned Officials for approval	None	1 Minute	<i>Administrative Officer II</i> <i>Chief Administrative Officer</i> HRMD
	1.5 Approves application for leave	None	3 Hours	Authorized Approving Official/s
2. Receives copy of approved application for leave	2.1 Provides copy of approved application for leave to	None	1 Minute	<i>Administrative Officer II</i> HRMD – AS <i>Chief</i> HRMD



	concerned employee			
	2.2 Updates Leave Credit Sheet	None		
<b>TOTAL:</b>		None	3 Hours, 5 Minutes	

## 16. Processing of Career Executive Service Performance Evaluation System (CESPES) Ratings of TESDA Officials

The Career Executive Service Performance Evaluation System or CESPES is the official performance evaluation system for members of the Career Executive Service (CES). It serves as the basis for personnel actions, including original and promotional appointment to CES ranks, salary adjustments, grant of merit-based incentives.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	TESDA Officials holding Director Positions, Designated Officers-in-Charge in the Regional and Provincial Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ratee Information Sheet (RIS) (1 original)		Human Resource Management Division (HRMD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Ratee Information Sheet (RIS)	1.1 Request submission of RIS of TESDA officials occupying CES positions through issuance of Memorandum	None	30 Minutes	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> HRMD
	1.2 Receives RIS			<i>Administrative Officer IV</i> <i>Chief Administrative Officer</i> HRMD
	1.3 Encodes information indicated on the submitted RIS in	None	30 Minutes per RIS	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i>



	<p>the CESB portal for the following period:</p> <ul style="list-style-type: none"> <li>➤ January-June (1<sup>st</sup> semester)</li> <li>➤ July-December (2<sup>nd</sup> semester)</li> <li>➤ 3 months (minimum appraisal)</li> <li>➤ 1 year (maximum period)</li> </ul>			HRMD
2. Encodes Performance Commitment and Review Form (Performance Planning) in the CESB portal	2.1 Issues memorandum to all TESDA officials occupying CES positions on the encoding of online Performance Commitment and Review Form (Performance Planning) in the CESB portal within the prescribed date of submission	None	30 Minutes	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> HRMD
	2.2 Requests encoding of online Performance Rating for Superior and Subordinate Raters thru memorandum		30 Minutes	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> HRMD
3. Requests from CESB access in the	3. Prepares letter to CESB	None	30 Minutes	<i>Administrative Officer V</i>



CESB for Superior and Subordinate raters who failed to rate for their respective ratee/s on the scheduled date of submission	requesting for access in the CESB portal for Superior and Subordinate raters who failed to rate for their respective ratee/s on the scheduled date of submission			Chief Administrative Officer HRMD
4. Receives Individual CESPES Rating and the Summary List of officials (with & without ratings) from CESB	4. Furnishes the officials with the original copy of CESPES rating through memorandum Individual CESPES Rating and the Summary List of officials (with & without ratings) from CESB	None	30 Minutes per official	Chief Administrative Officer Director IV Administrative Service
<b>TOTAL:</b>		None	3 Hours	

## 17. Processing of Disbursement Vouchers

Disbursement is the settlement of government payable/obligation by cash, check or ADA. It shall be covered by Disbursement Voucher. All Disbursement Voucher must undergo the process of checking, verification, validation, mathematical computation before it is certified by the Chief Accountant.

<b>Office or Division:</b>	Accounting Division, FMS
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	TESDA offices, employees and personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. DV (3 original copies)	Requesting TESDA Office
2. ORS (3 original copies)	Requesting TESDA Office
3. Other supporting documents (1 original copy) based on the given checklist	Requesting TESDA Office





indicated in COA Circular 2012-001 "Prescribing the Revised Guidelines and Documentary Requirements for common Government Transactions"				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements/ documents	1.1. Receives the requirements/do cuments	None	5 Minutes	<i>Receiving Officer Chief Accountant Accounting Division</i>
	1.2. Checks completeness of the requirements/ documents	None	5 Minutes	<i>Receiving Officer Chief Accountant Accounting Division</i>
	1.3.a. If complete, assigns DV number and encodes at the Disbursement Voucher monitoring sheet; or 1.3.b. If incomplete, returns to the requesting office for compliance	None	5 Minutes	<i>Receiving Officer Chief Accountant Accounting Division</i>
	1.4. Checks the accuracy of the requirements/do cuments attached,-and makes adjustments, if needed. If found not in order, returns the DV to the requesting office for compliance	None	1 Hour	<i>Administrative Officer IV Chief Accountant Accounting Division</i>
	1.5. Reviews and verifies the validity and legality of	None	10 Minutes	<i>Disbursement Section head Chief Accountant Accounting Division</i>



	transaction and documents attached. If found not in order, returns the DV to the requesting office for compliance			
	1.6. Writes Journal Entries at the Box letter B at the portion of the DV	None	10 Minutes	<i>Administrative Officer IV Chief Accountant Accounting Division</i>
	1.7. Stamps the source of funds on the DV	None	10 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>
	1.8 Reviews the Disbursement Vouchers, certifies completeness of supporting documents and signs Box C of the DV. If found not in order, returns the DV to the requesting office for compliance	None	1 Hour	<i>Accounting Staff Chief Accountant Accounting Division</i>
	1.9 Releases DV with supporting documents to the approving official	None	10 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>
	<b>TOTAL:</b>		2 Hours, 55 Minutes	

## 18. Processing of Purchase Order/Job Order

Purchase Order and Job Order are the primary source documents attached to the disbursement voucher. These are requirements needed when paying to a supplier for the good and services acquired by the agency. Prior to the delivery of the said goods and services, POs and JOs must undergo the process of checking, verification, validation, mathematical computation before it is certified by the Chief Accountant.



<b>Office or Division:</b>	Accounting Division, FMS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	TESDA Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original)		Requesting Office		
2. Purchase Order (3 original)		Requesting Office		
3. Other supporting Documents based on the given checklist indicated in COA Circular 2012-001 "Prescribing the Revised Guidelines and Documentary Requirements for common Government Transactions" (1 original)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1.1 Receives requirements/ documents	None	5 Minutes	<i>Receiving Staff Chief Accountant Accounting Division</i>
	1.2. Checks the completeness of the requirements/ documents. If incomplete, returns to the requesting office for compliance	None	5 Minutes	<i>Receiving Staff Chief Accountant Accounting Division</i>
	1.3. Assigns PO/JO number and encodes at the google sheet monitoring	None	5 Minutes	<i>Receiving Staff Chief Accountant Accounting Division</i>
	1.4. Checks completeness, funds availability and accuracy of computation. If found not in order, returns the PO/JO to the Requesting	None	10 Minutes	<i>Administrative Officer IV (Processing Officer) Chief Accountant Accounting Division</i>



	Office for compliance			
	1.5. Performs final checking of documents. If found not in order, returns the PO/JO to the Requesting Office for compliance	None	10 Minutes	<i>Accountant III (Disbursement Section Head) Chief Accountant Accounting Division</i>
	1.6 Stamps the PO's/JO's with the source of funds to be used	None	5 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>
	1.7 Checks completeness of documents and availability of funds, and signs PO/JO. If found not in order, return the PO/JO to the Requesting Office for compliance	None	10 Minutes	<i>Accounting Staff Chief Accountant Accounting Division</i>
2. Receives PO/JO duly certified on the availability of funds and completeness of documents	2. Releases PO/JO duly certified on the availability of funds and completeness of documents	None	10 Minutes	<i>Disbursement Section Head Chief Accountant Accounting Division</i>
<b>TOTAL:</b>			1 Hour	



## 19. Processing of Request for Attendance to Foreign Training Program/Conference/Meeting /Forum (Thru Invitation)

TESDA Development Institute processes foreign training programs/conferences/ meetings determined for TESDA Employees which enables individuals to network with counterpart foreign partners in diverse learning disciplines.

<b>Office or Division:</b>	TESDA Development Institute, Human Resource Management Division (TDI – HRMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices in the Central/Regional/Provincial Offices, TESDA Training Institutions and TESDA Administered Schools (TAS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum Request (1 original)		TESDA Development Institute, Human Resource Management Division (TDI – HRMD)		
2. Program Invitation (1 photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Foreign sponsors forwards Letter of Invitation with document/s on information about the training program	1.1 Receives Letter of Invitation from Foreign Sponsor	None	10 Minutes	<i>Administrative Officer III/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	1.2 Coordinates with sponsor on program details 1.3 Prepares Complete Staff Work (CSW) and Memorandum of Invitation	None	1 Hour	<i>Administrative Officer III/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	1.4 Forwards CSW and Memorandum to the Office of the Director General	None	5 Days	<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	1.5 Signs Memorandum			<i>Director General</i> Office of the Director General



	1.6 Receives Memorandum signed by the Director General	None		<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	1.7 Forwards accomplished Requisition Form, signed Memorandum of Invitation to Records Section for dissemination	None	30 Minutes	<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
2. COROPOTI submits Memorandum of Request with nominees	2.1 Receives Memorandum of Request	None	15 Minutes	<i>Administrative Staff Director IV</i> Administrative Service
	2.2 Collates memorandum of request and evaluates nominee's profile	None	15 Minutes	<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	2.3 Prepares Complete Staff Work and Comparative Assessment Review for deliberation	None		
	2.4 Deliberates List of nominees	None	3 Days	<i>National Human Resource Development Committee (NHRDC)</i>
	2.5 Endorses List of nominees to the Director General for approval	None		<i>Administrative Officer II</i> TDI  <i>Assistant Executive Director, AS</i>
	2.6 Approves nominee/s to attend the training program	None	1 Day	<i>Director General</i> Office of the Director General



	2.7 Registers the official/employee to the Training Institution upon receipt of approved NHRDC CSW	None	1 Hour	<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	2.8 Prepares Travel Authority, Letter to DFA and CSW	None	1 Hour	<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	2.9 Endorses Travel Authority and letter to DFA to the Director General for approval/signature	None	2 Hours	<i>Director IV</i> Administrative Service
	2.10 Approves Travel Authority and signs letter to DFA	None	5 Days	<i>Director General</i> Office of the Director General
	2.11 Receives approved/signed Travel Authority and letter to DFA	None		<i>Administrative Officer IV or II</i> TDI  <i>Assistant Executive Director</i> Administrative Service
	3. Submits required documents for processing	3.1 Coordinates with official/employee for submission of documents for passport and visa processing, if needed	None	1 Day
3.2 Prepares Disbursement Voucher and Obligation		None	1 Day	<i>Administrative Officer IV/ II</i> TDI



	Request & Status for payment of necessary fees corresponding registration/participation fee (if not sponsored), travel allowances of concerned official/employee (DSA, Pre-Travel Allowance, Representation Allowance for the DG)			<i>Assistant Executive Director</i> Administrative Service
	3.3 Coordinates the arrangement of the following (if not sponsored: • Accommodation • Air ticket • Travel insurance	None	1 Day	<i>Administrative Officer II/IV</i> TESDA Development Institute (TDI)  <i>Assistant Executive Director</i> Administrative Service
	3.4 Secures Travel Tax Exemption for travelling official/employee from TIEZA	None	1 Day	<i>Administrative Assistant III</i> TDI  <i>Assistant Executive Director</i> Administrative Service
	3.5 Forwards payment to Training Institution thru bank to bank transfer (for non- sponsored programs)	None	1 Day	<i>Administrative Assistant III</i> TDI  <i>Assistant Executive Director</i> Administrative Service
4. Receives all required travel and training documents	4.1 Issues all required travel and training documents to	None	30 Minutes	<i>Administrative Officer IV or II</i> TDI





	the employee/ official			<i>Administrative Assistant III TDI</i>  <i>Assistant Executive Director Administrative Service</i>
5. Attends the training program				
<b>TOTAL:</b>			19 Days, 7 Hours, 10 Minutes	

## 20. Processing of Request for Attendance to In- House Training Programs

TESDA Development Institute as one of TESDA's training arm provides specialized staff development interventions in support of the learning and development of TESDA personnel through the administration of In- house trainings anchored to TDI's curriculum design.

<b>Office or Division:</b>	TESDA Development Institute, Human Resource Management Division (TDI – HRMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Central/Regional/Provincial Offices, TESDA Training Institutions and TESDA Administered Schools (TAS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memo Request (1 original)		TESDA Development Institute, Human Resource Management Division (TDI – HRMD)		
2. Program Invitation (1 photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits training proposals and forwards training proposal	1.1 Forwards invitation to TESDA Development Institute.	None	30 Minutes	<i>Director IV- Administrative Services</i>
	1.2 Receives and reviews training proposal if found compliant to the prescribed training needs			<i>Chief Administrative Officer HRMD – AS</i>  <i>Administrative Officer II/IV TDI</i>



	from the Training Needs Analysis and Workforce Development Plan			Assistant Executive Director Administrative Service
	1.3 Coordinates with Training Providers and prepares Terms of Reference/ Memorandum of Agreement	None	3 Days	<i>Administrative Officer II/IV</i> TDI  Assistant Executive Director Administrative Service
	1.4 Forwards the Complete Staff Work, Terms of Reference / Memorandum of Agreement, Memorandum of Invitation for signature of the Secretary	None	3 Days	<i>Directors (Involved in the conduct of the specific Program)</i>
	1.5 Signs/ Approves Complete Staff Work, Terms of Reference / Memorandum of Agreement, Memorandum of Invitation			<i>Director General</i> Office of the Director General
	1.6 Receives signed Complete Staff Work, Terms of Reference / Memorandum of Agreement, Memorandum of Invitation	None		<i>Administrative Officer II/ IV</i> TDI  <i>Assistant Executive Director</i> Administrative Service



	1.7 Forwards signed Requisition Slip and Memorandum of approved training program to Records Section for dissemination	None	30 Minutes	<i>Administrative Officer II/IV TDI</i>  <i>Assistant Executive Director Administrative Service</i>
2. Submits Memorandum of Request with nominees	2.1 Forwards Memo to TESDA Development Institute for review	None	15 Minutes	<i>Director IV Administrative Services</i>
	2.2 Receives memorandum of nomination from Requesting Offices			<i>Chief Administrative Officer HRMD - AS</i>
	2.3 Collates and reviews memorandum and requirements necessary for the training program	None	15 Minutes	<i>Administrative Officer II/IV TDI</i>  <i>Assistant Executive Director Administrative Service</i>
	2.4 Prepares Complete Staff Work and TESDA Order of nominated employees	None	1 Hour	<i>Administrative Officer II/IV TDI</i>  <i>Assistant Executive Director Administrative Service</i>
	2.5 Forwards CSW and TESDA Order for the program for the Secretary's approval	None	3 Days	<i>Administrative Officer II/IV TDI</i>  <i>Assistant Executive Director Administrative Service</i>



	2.6 Signs/ Approves Complete Staff Work, Terms of Reference / Memorandum of Agreement, Memorandum of Invitation			<i>Director General Office of the Director General</i>
	2.7 Receives signed and approved TESDA Order for dissemination			<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
	2.8 Forwards accomplished requisition slip and signed TESDA Order to Records for numbering and upload to RMIS	None	30 Minutes	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
3. Attends Training Program	3. Prepares training materials and facilitates Training Program	None	Duration of the training program	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
4. Receives Training Certificates	4.1 Prepares Disbursement Vouchers and Obligation Request for payment of corresponding training	Training Cost	5 Days	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
	4.2 Forwards Disbursement Vouchers and Obligation Request for payment of			



	corresponding training to AS, FMS, Accounting, Budget and Cash			
	4.3 Ensures payment has been transferred to respective TI account (for LDDAP payment)			<i>Administrative Officer V</i> Cash Unit
	4.4 Creates CSW and Certificates for the signature of the Secretary	None	3 Days	<i>Administrative Officer III/IV</i> TDI
	4.5 Receives signed Certificates			<i>Assistant Executive Director</i> Administrative Service
	4.6 Transmits Certificates			
<b>TOTAL:</b>			17 Days, 3 Hours	

## 21. Processing of Request for Attendance to Public Training Programs

TESDA Development Institute as one of TESDA's training arm provides specific staff development interventions in support of the learning and development of TESDA personnel through the administration of public trainings catered by external training providers.

<b>Office or Division:</b>	TESDA Development Institute, Human Resource Management Division (TDI – HRMD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	Central/Regional/Provincial Offices, TESDA Training Institutions and TESDA Administered Schools (TAS)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Memo Request (1 original)		TESDA Development Institute, Human Resource Management Division (TDI – HRMD)
2. Program Invitation/ (1 photocopy)		



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forwards training invitation/ proposal	1.1 Forwards invitation to TESDA Development Institute	None	15 Minutes	<i>Director IV</i> Administrative Service
	1.2 Receives and reviews training invitation/ proposal's compliance to the prescribed guidelines	None		<i>Assistant Executive Director</i> Administrative Service
	1.3 Coordinates with training provider on program details to confirm number of training slots available and registry deadlines.	None	10 Minutes	<i>Administrative Officer IV or II</i> TDI
	1.4 Prepares Complete Staff Work (CSW) and Memorandum to the Office of the Director General for the Secretary's approval	None	1 Hour	<i>Assistant Executive Director</i> Administrative Service
	1.5 Forwards Complete Staff Work (CSW) and Memorandum to the Office of the Director General for the	None	5 Days	<i>Administrative Officer IV or II</i> TDI
				<i>Assistant Executive Director</i> Administrative Service



	Secretary's approval			
	1.6 Signs/ Approves Complete Staff Work, Terms of Reference / Memorandum			<i>Director General Office of the Director General</i>
	1.7 Receives signed and approved Memorandum for dissemination			<i>Administrative Officer IV or II TDI  Assistant Executive Director Administrative Service</i>
	1.8 Forwards Memorandum of approved training program to Records Section for dissemination	None	30 Minutes	<i>Administrative Officer IV or II TDI  Assistant Executive Director Administrative Service</i>
2. Submits Memorandum of Request with nominees	2.1 Forwards Memo to TESDA Development Institute for review	None	15 Minutes	<i>Director IV, Administrative Services</i>
	2.2 Receives memorandum of nomination from Requesting Offices	None		<i>Chief Administrative Officer HRMD – AS  Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>



	2.3 Collates and reviews memorandum and requirements necessary for the training program	None	15 Minutes	<i>Administrative Officer II/IV</i> TDI  <i>Assistant Executive Director</i> Administrative Service
	2.4 Coordinates with the training Institution offering the training course to discuss the training slot reservation and mode of payment	None		
	2.5 Prepares Complete Staff Work and TESDA Order of nominated employees	None	1 Hour	<i>Administrative Officer II/IV</i> TDI  <i>Assistant Executive Director</i> Administrative Service  <i>Administrative Officer II/IV</i> TDI  <i>Assistant Executive Director</i> Administrative Service  <i>Director General</i> Office of the Director General
	2.6 Forwards CSW and TESDA Order to the Office of the Director General for the Secretary's approval	None	5 Days	
	2.7 Signs/ Approves Complete Staff Work, Terms of Reference / Memorandum	None		
	2.8 Receives signed and approved TESDA Order	None	30 Minutes	





	for dissemination			
	2.9 Forwards accomplished Requisition Slip and signed TESDA Order to Records for numbering and upload to RMIS	None	30 Minutes	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
	2.10 Registers and endorses information of the nominated personnel to the training institution catering the program of the nominees' choice	Training Cost	15 Minutes	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
	2.11 Prepares Disbursement Vouchers and Obligation Request for payment of corresponding registration/ participation fee	Training Cost	7 Days	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
	2.12 Forwards Disbursement Vouchers and Obligation Request for payment of corresponding registration/ participation fee to AS, FMS, Accounting,	None		<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>



	Budget and Cash			
	2.13 Ensures payment has been transferred to respective TI account (for LDDAP payment)			<i>Administrative Officer V Cash Unit</i>
3. Attends training program & submits photocopy of Training Certificates with REAP/ Terminal Report	3.1 Receives Post Learning Documents ( Certificate, Reap/ Terminal Report)	None	10 Minutes	<i>Administrative Officer II/IV TDI  Assistant Executive Director Administrative Service</i>
<b>TOTAL:</b>			17 Days, 4 Hours, 50 Minutes	

## 22. Processing of Request for Sub-ARO

The Request for Sub-Aro is done when the Central Office transfer or download fund (s) to the Region for a specific program, project or activity.

<b>Office or Division:</b>	Budget Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Offices in the Central Office
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Obligation Requisition Slip (ORS) (1 Original, 2 photocopies)	Requesting Office
2. Disbursement Voucher (DV) (1 Original, 2 photocopies)	Requesting Office
3. Memo Request for Fund Transfer to Region (1 Original)	Requesting Office
4. Other documents that may be	Requesting Office



required				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Memorandum requesting for Sub-ARO and other requirements	1.1 Receives requirements	None	2 Minutes	Administrative Officer V Chief Budget Officer Budget Division
	1.2 Checks the correctness and completeness of the requirements	None	10 Minutes	Administrative Officer V Chief Budget Officer Budget Division
	1.3 Prepares the Sub-ARO	None	3 Minutes	Administrative Officer V Chief Budget Officer Budget Division
	1.4 Certifies correctness of Sub-ARO	None	5 Minutes	Chief Budget Officer Budget Division
	1.5 Approves Sub-ARO	None	3 Minutes	Director IV FMS-OED
	1.6 Releases Sub-ARO	None	3 Minutes	Administrative Officer V Chief Budget Officer Budget Division
<b>TOTAL:</b>			<b>26 Minutes*</b>	

### 23. Processing of Request for Tax Identification Number / Change in GSIS Membership Profile

A Taxpayer Identification Number (TIN) is an identifying number used for tax purposes. Employees may request for change in GSIS membership profile such as change of name, civil status, address, and beneficiaries.

<b>Office or Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	TESDA employees in the Central/Regional/Provincial Offices, TESDA Training Institutions (TTIs) and TESDA Administered Schools (TAS)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
For Tax Identification Number	
1. HRMD Requisition Slip (1 original)	Human Resource Management Division (HRMD)
2. BIR 1902 Form (1 original)	Downloadable from BIR Website
3. PSA birth certificate (1 original)	Philippine Statistics Authority (PSA)



For GSIS Membership File				
1. HRMD Requisition Slip (1 original)		Human Resource Management Division (HRMD)		
2. PSA birth certificate / Marriage certificate (1 original)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Request for Tax Identification Number</b>				
1. Fills-out and submits requirements	1.1 Receives requirements	None	1 Minute	<i>Administrative Officer IV Chief Administrative Officer HRMD</i>
	1.2 Logs in to BIR Online Portal	None	5 Minutes	<i>Administrative Officer IV Chief Administrative Officer HRMD</i>
	1.3 Provides TIN to requesting employee	None	1 Minute	<i>Administrative Officer IV Chief Administrative Officer HRMD</i>
<b>TOTAL:</b>			<b>7 Minutes</b>	
<b>For Changes in GSIS Membership Profile</b>				
1. Submits requirements	1.1 Receives requirements	None	1 Minute	<i>Administrative Officer IV HRMD - AS</i>
	1.2 Prepares and sends Agency Remittance Advice (ARA) to Agency Authorized Officer (AAO)		1 Minute	<i>Administrative Officer IV HRMD - AS</i>
	1.3 Sends ARA to GSIS Membership Officer		1 Minute	<i>Administrative Officer IV HRMD – AS  Designated AAO HRMD-AS</i>
<b>TOTAL:</b>		None	<b>3 Minutes</b>	



## 24. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities. It starts with the submission of purchase request by the requesting office, and ends with the issuance of supplies/equipment/services to the requesting office and preparation of Disbursement Voucher.

<b>Office or Division:</b>	Procurement Division (PD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	TESDA Offices, officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Purchase Request – (1 original, 2 photocopy)		Procurement Division		
2. Duly accomplished Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)		Procurement Division		
3. Abstract of Price Quotation (1 original, 1 photocopy)		Procurement Division		
4. Purchase Order/Job Order (1 original, 3 photocopy)		Procurement Division		
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)		Procurement Division/Requesting Office		
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Procurement Division/Requesting Office		
7. Property Acknowledgement Receipt (PAR) for item worth Php15,000 and above (2 original)		Procurement Division		
8. Inventory Custodian Slip (ICS) for item worth below Php15,000 (2 original)		Procurement Division		
9. Obligation Request and Status (1 original, 2 photocopy)		Requesting Office		
10. Disbursement Voucher (3 original)		Accounting Division/Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Purchase Request (PR)	1.1 Receives Purchase Request	None	5 Minutes	<i>Administrative Assistant Chief Administrative Officer PD</i>
	1.2 Checks if the requested items are included in the approved Annual	None	10 Minutes	<i>Administrative Officer III Chief Administrative Officer PD</i>



	Procurement Plan (APP)			
	1.3 Processes PR and checks completeness of specifications	None	15 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
	1.4 Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None	30 Minutes	<i>Administrative Officer III Chief Administrative Officer PD</i>
	1.5 Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None	20 Minutes	<i>Administrative Officer III Chief Administrative Officer PD</i>
	1.6 Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above Php50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))	None	6 Days (ave) – minimum 18 Days (ave) - maximum	<i>Administrative Officer III Chief Administrative Officer PD</i>



	1.7 Sends RFQ to at least three (3) suppliers	None	10 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
	1.8 Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof	None	1 Hour	<i>Administrative Officer IV Administrative Officer V Chief Administrative Officer PD</i>
	1.9 Checks the completeness and validity of the documentary requirements of the supplier with the Lowest Calculated and Responsive Quotation	None	10 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
	1.10 Prepares Purchase Order/Job Order (PO/JO)	None	15 Minutes	<i>Administrative Officer III Administrative Officer IV Chief Administrative Officer PD</i>
	1.11 Releases PO/JO with attachments to the end-user for the preparation of Obligation	None	5 Minutes	<i>Administrative Assistant Chief Administrative Officer PD</i>



	Request and Status			
2. Submits ORS with PO/JO and other documents to Budget Division	2. Please refer to the Certification for Availability of Funds and Obligation of Allotment by the Budget Division	None	13 Minutes	<i>Budget Staff Chief Budget Officer Budget Division</i>
3. Budget Division forwards Purchase Order/Job Order to the Accounting Division	3. Please refer to the Processing of Purchase Order/Job Order by the Accounting Division	None	1 Hour	<i>Disbursement Section Head Chief Accountant Accounting Division</i>
4. Accounting Division releases the approved Purchase Order/ Job Order to Procurement Division	4.1 Receives approved Purchase Order/Job Order	None	2 Minutes	<i>Administrative Assistant Chief Administrative Officer PD</i>
	4.2 Provides the winning supplier copy of the approved PO/JO for conformity	None	5 Minutes	<i>Administrative Officer IV Chief Administrative Officer PD</i>
	4.3 Supplier/ Service Provider delivers goods within 7 days; or services within 15 to 30 days			
	4.4 Inspects and accepts deliveries		1 Day	<i>Inspection Committee Procurement Division</i>
	4.5 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-users/ requesting office/s	None	1 Day	<i>Administrative Officer V Chief Administrative Officer PD</i>





5. Receives goods/ services	5.1 Issues goods/services to end-users/ requesting office/s	None	2 Days	Administrative Officer III Administrative Officer V Chief Administrative Officer PD
	5.2 Prepares and submits DV to the Accounting Division with approved RIS/ICS/PAR/ Sales Invoice and Delivery Receipt	None	10 Minutes	Administrative Officer V Chief Administrative Officer PD
	<b>TOTAL</b>	None	Average Minimum: 10 Days, 4 Hours, 30 Minutes Average maximum: 22 Days, 4 Hours, 30 Minutes	

Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR

Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing

## 25. Provision of General Services on Civil Works, Electro-Mechanical and Plumbing

Its major function is to provide services related to: Civil Works, Electro-Mechanical and Plumbing.

<b>Office or Division:</b>	General Services Division (GSD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	TESDA Offices, employees/officials in the Central Office
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Duly accomplished General Service Request Form (1 original)	GSD



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up and submit General Service Request form	1.1 Receives and checks the details of request	None	5 Minutes	<i>GSD Staff Chief Administrative Officer General Services Division</i>
	1.2 Assigns control number to the form according to sequence of receipt	None	3 Minutes	<i>Administrative Officer IV Chief Administrative Officer General Services Division</i>
	1.3 Assesses the nature of request and withdraws materials, if necessary	None		<i>Administrative Officer IV Chief Administrative Officer General Services Division</i>
	1.4.1 Conducts immediate repair for basic repair and maintenance; or	None	25 Minutes (basic repair and maintenance)	<i>Building Maintenance Personnel Administrative Officer IV Supervising Administrative Officer GSD Chief Administrative Officer General Services Division</i>
	1.4.2.a For major repair, provides estimates and schedule/s of work / repair	None	10 Minutes	<i>Building Maintenance Personnel GSD Chief Administrative Officer General Services Division</i>
	1.4.2.b Conducts work / repair	None	as scheduled	<i>Building Maintenance Personnel Assigned Chief Administrative Officer General Services Division</i>
2. Rates Maintenance / General Service provided	2.1 Records the clients' rating	None	3 Minutes	<i>Administrative Officer IV Chief Administrative Officer</i>



				General Services Division
	2.2 Processes rating (done weekly)	None	3 Minutes (each transaction)	Administrative Officer IV Chief Administrative Officer General Services Division
	2.3 Analyzes rating (done monthly)	None	3 Minutes (each transaction)	Supervising Administrative Officer GSD Chief Administrative Officer General Services Division
	<b>TOTAL:</b>	None	52 Minutes	

## 26. Review of Contract/MOA/MOU

Issuance of legal review on contract, MOA, MOU and other agreements of similar nature wherein TESDA is a party.

<b>Office or Division:</b>	Legal Division, ODG			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- TESDA Central/Regional/Provincial/District Offices</li> <li>- TESDA Technology Institutions</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete Staff Work with the following: 1. Draft Contract/MOA/MOU 2. Brief background of the project/ program/activity or collaboration/ partnership 3. Costing/Financial Requirements 4. Roles/Obligations/Responsibilities of the parties involved 5. Other pertinent information 6. Other reference materials		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for legal review of contract, MOA, MOU, etc	1. Receives the request through e-mail, memorandum and/or letter	None	15 Minutes	Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG



	1.2 Conducts initial assessment of request based on submitted documents	None		<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division, ODG
	1.3 Requires requester to submit lacking documents or attachments based on inquiry/request	None		<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division, ODG
	1.4 Records in the logbook the request with Contract /MOA/MOU and complete documents, if any	None	15 Minutes	<i>Administrative Assistant III</i> <i>Legal Assistant III</i> <i>Attorney IV</i> Legal Division, ODG
	1.5 Handling lawyer evaluates the contents and substance of the Contract/MOA/MOU for review	None	5 Days	<i>Attorney III</i> <i>Attorney IV</i> Legal Division, ODG
	1.6 Checks the veracity of supporting documents	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division, ODG
	1.7 Conducts cross-validation and reference of facts to other divisions and units, when needed	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division, ODG
	1.8 Conducts legal research about the relevant laws, rules and	None		<i>Attorney III</i> <i>Attorney IV</i> Legal Division, ODG



	jurisprudence which may be affected by the proposed Contract/MOA/MOU involved			
	1.9 Drafts legal opinion	None		<i>Attorney III Attorney IV Legal Division, ODG</i>
	1.10 Submits the legal opinion to the Office of the Director General (ODG) for approval/further instructions	None	30 Minutes	<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
2. Receives legal opinion	2. Once approved, sends the requested legal opinion to the requester (TESDA Central/Regional/ Provincial/District Offices, TTIs)	None	3 Days	<i>Administrative Assistant III Legal Assistant III Attorney IV Legal Division, ODG</i>
	<b>TOTAL:</b>		8 Days, 1 Hour	

## 27. Transfer of Scholarship Funds to TESDA Regional Offices

Funds are transferred to Regional Offices for the implementation of TESDA Scholarship Programs.

<b>Office or Division:</b>	Scholarships Management Division (SMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	TESDA Regional Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Vouchers and Obligation Request and Status (3 Original)		Scholarships Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request	1.1 Prepares Disbursement	None.	1 Day	<i>Regional Scholarship Focal</i>



	Vouchers (DVs) and Obligation Request and Status (ORS)			Director-in-Charge, ROMO
	1.2 Signs DVs and ORs	None		Supervising TESD Specialist Director-in-Charge, ROMO
	1.3 Endorses to the Budget Division	None		Regional Scholarship Focal Director-in-Charge, ROMO
	<b>TOTAL:</b>	None	1 Day	
	<i>NOTE: Next steps will be based on services on certificate for availability and obligation of allotment, processing of disbursement vouchers, and issuance of LDDAP/ NTA (Notice of Transfer of Allocation)</i>			

## 28. Transportation Service

The motor pool serves as the transportation arm of the TESDA Central office. It maintains a fleet of vehicles utilized for transporting, delivery and shuttles service requirements of the Central Office.

<b>Office or Division:</b>	General Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	TESDA employees/officials
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Transportation Request Form (1 original)	GSD Office, Basement, TESDA Admin. Building



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up and submits Transportation Request Form to Motor Pool Focal	1.1 Receives and checks the details of request	None	5 Minutes	<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	1.2 Approves/disapproves request	None	3 Minutes	<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	1.3 Informs client of approval / disapproval	None	3 Minutes	<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	1.4 Assigns control number to the form according to sequence of receipt	None		<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	1.5 Assigns driver and vehicle	None		<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	1.6 Fills out trip ticket	None	3 Minutes	<i>Driver assigned</i> General Services Division
	1.7 Signs the trip ticket	None	3 Minutes	<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	1.8 Requests petty cash for fuel	None	5 Minutes	<i>Driver assigned Chief Administrative Officer</i> General Services Division
2. Receives Transportation Service	2. Provides transportation service	None	within the requested time	<i>Driver assigned</i> General Services Division
3. Client rates the transportation service provided	3.1 Records the rating	None	3 Minutes	<i>Motor Pool Focal Chief Administrative Officer</i>



				General Services Division
	3.2 Processes rating (weekly)	None	3 Minutes (each transaction)	<i>Motor Pool Focal Chief Administrative Officer</i> General Services Division
	3 .3 Analyzes rating (monthly)	None	3 Minutes (each transaction)	<i>Administrative Officer V</i> <i>Supervising Administrative Officer Chief</i> General Services Division
	<b>TOTAL:</b>	None	31 Minutes	





## **Regional Office External Services**



## 1. Collection of Fees

Collection of fees for Program Registration under Mobile Training Program (MTP).

<b>Office or Division:</b>	Financial and Administrative Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Entities/ establishment who want to offer TVET training thru Mobile training			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent for Application (1 original, 1 photocopy)		Regional Operations Division/ UTPRAS Section		
2. Order of Payment		Financial and Administrative Services Division Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Letter of Intent for Application	1.1. Receives and checks the Letter of Intent for Application	None	2 Minutes	<i>Accountant IV Chief</i> Financial and Administrative Services Division
	1.2. Prepares Order of Payment if data in referral slip is complete and correct	None	2 Minutes	<i>Accountant IV Chief</i> Financial and Administrative Services Division
2. Receives Order of Payment	2. Issues Order of Payment	None	2 Minutes	<i>Accountant IV Chief</i> Financial and Administrative Services Division
3. Presents Order of Payment and pay the required fees	3. Accepts payment based on the Order of Payment	Amount indicated in the Order of Payment	2 Minutes	<i>Admin Officer V/ Cashier</i> Financial and Administrative Services Division
4. Receives Official Receipt	4. Issues Official Receipt	None	2 Minutes	<i>Admin Officer V/ Cashier</i> Financial and Administrative Services Division



	<b>TOTAL:</b>	Amount indicated in the Order of Payment	10 Minutes	
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## 2. Complaints Handling

The Agency processes and handles complaints filed by customers through various communication modalities: Public Assistance and Complaint Desk (PACD), calls, registered mails, and emails. The procedure in handling complaints is in accordance with the Customer Satisfaction Management System Operating Procedures which is part of TESDA QMS.

<b>Office or Division:</b>	Regional Operations Division - Public Assistance and Complaint Desk (PACD)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
Complaint lodged at the Public Assistance and Complaint Desk (PACD) <ul style="list-style-type: none"> <li>• Duly accomplished Dulugan Form (1 original)</li> <li>• Evidence to be attached to the Dulugan Form or to be sent to <a href="mailto:contactcenter@tesda.gov.ph">contactcenter@tesda.gov.ph</a></li> </ul>	Regional Office Public Assistance Counter Desk (PACD)		
Complaint received through registered mails, emails and SMS shall have: <ol style="list-style-type: none"> <li>1. Full Name, address, &amp; contact details of complainant;</li> <li>2. Details of the acts complained of;</li> <li>3. Person(s) charged;</li> <li>4. Name of Department/ Agency of the person charged, if applicable; and</li> <li>5. Evidence of violation</li> </ol>	Complainant		



<p>Formal Complaint are complaints with duly notarized affidavit shall have:</p> <ol style="list-style-type: none"> <li>1. Full Name &amp; address of complainant;</li> <li>2. Full name &amp; address of the person complained as well as his position and office;</li> <li>3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</li> <li>4. Certified true copy of documentary evidence and affidavits of his/her witnesses, if any; and</li> <li>5. Certification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative</li> </ol>	Complainant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Lodges a complaint thru the different modalities</p> <p>For customer verbal complaints; customer is encouraged to put in writing the details of complaint</p>	<p>1.1. Acknowledges the complaint</p>	None	10 Minutes	<p><i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division</p>
	<p>1.2. Assesses the complaint</p>	None	30 Minutes	<p><i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division</p>
	<p>1.3. Transmits Customer complaint/s</p>	None	2 Days	<p><i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division</p>
	<p>1.4. Validates and acts on complaints</p>	None	13 Days	<p><i>Customer Service Officer (CSO)</i> <i>Designated Regional/ Customer Satisfaction Focal</i></p>



				Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
2. Receives/ Accepts action on complaint	2. Informs customer of actions taken	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
3. Accomplishes feedback form	3. Requests customer for feedback	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
4. Drops feedback form on the designated feedback box/ submits via online	4.1. Gathers feedback form from customer  4.2. Reports complaints in the National, Regional and Provincial Quality Management Committee meetings	None	1 Day  1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	<b>TOTAL:</b>	None	19 Days, 40 Minutes	



### 3. Customer Inquiry and Feedback thru the Public Assistance and Complaint Desk

The Agency through its Public Assistance and Complaint Desk (PACD) receives, facilitates, assesses and provides information and other needs of the walk-in customers.

<b>Office or Division:</b>	Regional Operations Division - Public Assistance and Complaint Desk (PACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Customer Feedback Form per Customer (1 original, 1 photocopy)		Regional Office - Public Assistance and Complaint Desk (PACD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits the regional office	1. Receives the client/ customer	None	1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
2. Fills-out Customer Feedback Form	2. Assesses the inquiry/ request/s	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
3.a. Obtains the requested information/ assistance from PACD, or	3.a. Provides action on inquiry/ requests; or	None	5 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division



3.b. Obtains the requested information from the Concerned Office	3.b.1. Endorses the client/ customer through the filled-out Customer Feedback Form to the Concerned Office/ Focal Person	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	3.b.2. Provides assistance	None	15 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	3.b.3. Addresses/ provides the information on inquiry/ request	None	7 Minutes	<i>Focal Person</i> Concerned Office/ Division/ Section <i>Chief</i> Regional Operations Division
4. Accomplishes feedback form	4. Assists customer	None	2 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
5. Drops feedback form on the designated feedback box/ submits online	5.1. Retrieves all the feedback at the end of the day		1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	5.2. Encodes customer response to the Monitoring Report of Customer Feedback Form Results		1 Minute	



			By PACD alone: 13 Minutes	
		<b>TOTAL:</b>	With Concerned Office: 33 Minutes	
		None		

#### 4. Customer Inquiry and Feedback thru Calls

The Agency through its official contact numbers receives, facilitates, assesses and provides information and other needs of the customers.

<b>Office or Division:</b>	Offices in the Regional Offices			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Call at the Hotline number		Customer/ Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Calls the TESDA Regional Office contact number/s	1.1. Receives call	None	1 Minute	<i>Customer Service Officer/ Officer of the Day Heads Offices in the Regional Office</i>
	1.2. Records caller's name, location, inquiry in the logbook (per office)	None	1 Minute	<i>Customer Service Officer/ Officer of the Day Heads Offices in the Regional Office</i>
2.a. Obtains the requested information/ assistance	2.a.1. Provides action for inquiry/ requests; or	None	2 Minutes	<i>Customer Service Officer/ Officer of the Day Heads Offices in the Regional Office</i>
	2.a.2. Refers callers to concerned	None	2 Minutes	<i>Customer Service Officer/ Officer of the Day Heads</i>





	office that will provide the assistance			Offices in the Regional Office
2.b. Calls and obtains the requested information/ assistance from Concerned Office	2.b. Provides information/ requests	None	2 Minutes	<i>Head</i> Concerned Office/Division in the Regional Office
			By receiving office alone: 4 Minutes With Concerned Office: 6 Minutes	
	<b>TOTAL:</b>	None		

## 5. Customer Inquiry and Feedback thru electronic mails

The Agency through its official electronic mail address receives, facilitates, assesses and provides information and other needs of the customers.

<b>Office or Division:</b>	Office of the Regional Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Message sent thru e-mail or SMS		Customer/ Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends email to TESDA email account	1. Accesses the email account/SMS online facility	None	5 minutes	<i>Records Controller</i> <i>Regional Director</i> Office of the Regional Director
2.a. Obtains the requested information/ assistance from Office of the RD; or	2.a. Provides action for simple inquiry/ requests; or	None	15 Minutes	<i>Records Controller</i> <i>Regional Director</i> Office of the Regional Director
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will	None	15 Minutes	<i>Records Controller</i> <i>Regional Director</i> Office of the Regional Director



	provide assistance and information			
	2.b.2. Provides the requested information	None	2 Days	<i>Head Concerned Office/Division in the Regional Office</i>
			By ORD alone: 35 Minutes  With Concerned Office: 2 Days, 6 Minutes 2 Days and 35 Minutes	
	<b>TOTAL:</b>	None		

## 6. Filling-Up of Vacant Positions

Part of the Recruitment, Selection and Placement is the filling-up of vacant positions. It refers to the process of laying down the recruitment plan, sourcing applicants and updating the pools of applicants for a specific vacancy for SG 15 and below.

<b>Office or Division:</b>	Finance and Administrative Services Division (FASD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Applicants/ Citizens qualified for government plantilla position	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Basic Requirements</b>		
1. Letter of Application specifying the position and office applying for (1 original)	Applicant	
2. Duly accomplished Personal Data Sheet (CSC Form No. 212, Revised 2017) (1 original)	Finance and Administrative Services Division (FASD)/CSC	
3. Eligibility (1 authenticated copy)	Civil Service Commission (CSC) Professional Regulation Commission (PRC)	
4. Transcript of Records (1 authenticated copy)	Applicant	
5. Diploma (1 authenticated copy)	Applicant	



6. Training Certificates (1 authenticated copy for each)		Applicant		
<b>For Employees of Other Government Agencies</b>				
7. IPCR for Two Rating Periods (1 original)		Employer		
8. Service Records (1 original)		Employer		
<b>For non-government Employees</b>				
7. Performance Evaluation (1 original)		Employer		
8. Certificate of Employment (1 original)		Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete application documents	1.1. Receives and checks the applications with complete supporting documents	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	1.2. Assesses application documents according to the position requirements and CS qualification standards	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	1.3. Prepares list of applicants/ candidates who met the minimum requirements of the position	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	1.4. Prepares letter of invitation for the Competency Based Written Examination (CBWE)	None	1 Hour	<i>Human Resource Management Officer FASD Chief Regional Office</i>



2. Receives letter of invitation	2.1. Notifies applicants on the schedule of the CBWE	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	2.2. Requests CBWE Materials from the HRMD-AS	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
3. Takes CBWE	3. Conducts Competency Based- Exams	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
4. Attends/ participates Behavioral Event Interview (BEI)	4.1. Convenes the Human Resource Merit Promotion and Selection Board (HRMPSB) and conducts BEI and Teaching Demonstration (for teaching positions)	None	1 Day	<i>HRMPSB Human Resource Management Officer FASD Chief Regional Office</i>
	4.2. Prepares Comparative Assessment Results (CAR) for signature by the HRMPSB	None	5 Days	<i>HRMPSB Human Resource Management Officer FASD Chief Regional Office</i>
	4.3. Prepares Memorandum on Recommended Appointees.	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.4. Submits CAR to the Central Office for the approval of the Secretary	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.5. Prepares Appointment Paper, Position Description Form, Oath of Office and	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>



	Assumption to Duty			
	4.6. Sends/ transmits Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty to HRMD-AS	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.7. Receives sent transmitted Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty from the HRMD-AS	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office  Human Resource Management Division -Administrative Services Central Office</i>
	4.8. Notifies applicant of his/ her acceptance (Congratulatory Letter) or non-acceptance (Regret Letter) to the agency	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
5. Attends/ participates in the Oath Taking Ceremony	5.1. Facilitates Oath Taking Ceremony	None	4 hours	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	5.2. Submits Appointments and pertinent supporting documents to the Civil Service Commission for attestation	None	1 day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
6. Assumes duties and responsibilities	6. Conducts orientation	None	2 days	<i>Human Resource Management Officer FASD Chief Regional Office</i>



	<b>TOTAL:</b>		21 Days, 5 Hours	
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Filling-up of Vacant Position is qualified for Multi-Stage Processing.

## 7. Preparation of Regional Qualification Map

Evaluation of TVI's Absorptive Capacity, Scholarship Allocation Plans, and consolidation of Provincial Qualification Maps.

<b>Office or Division:</b>	Regional Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to other Government Agency			
<b>Who may avail:</b>	TVIs/TTIs applying for scholarship allocation through the Provincial/ District Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. TVI's Absorptive Capacity Inventory		Provincial/District Offices		
2. Provincial Scholarship Allocation Plan (PSAP)		Provincial/District Offices		
3. Provincial Qualification Map (PQM)		Provincial/District Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements	1.1. Receives PSAP	None	1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.2. Consolidates all submitted PSAP and prepares the Regional Scholarship Allocation Plan (RSAP)			<i>Scholarship Focal Chief</i> Regional Operations Division
	1.3. Submits the RSAP to the Regional Operations Management			<i>Scholarship Focal Chief</i> Regional Operations Division



	Office - Scholarship Management Division (ROMO-SMD)			
	1.4. Receives Regional Targets and Distribution of Scholarship Budget Allocation (RTDSBA) from ROMO-SMD and distributes the targets to all Provincial/ District Offices		1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.5. Consolidates all PQMs and ensures its alignment with the Regional Scholarship Allocation Plan (RSAP) and the Regional Sectoral Target		1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.6. Prepares the Regional Qualification Map (RQM)		1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.7. Approves and signs RQM		1 Day	<i>Regional Director</i> Regional Office
	1.8. Submits the RQM, PQM and RSAP to the Central Office for approval by			<i>Scholarship Focal Chief</i> Regional Operations Division



	the Director General			
	<b>TOTAL:</b>	None	5 Days	

## 8. Registration (Mobile Training Program) under UTPRAS

Registered program that is transportable bringing with it all the necessary tools, equipment, consumables including the qualified trainer.

<b>Office or Division:</b>	Regional Office/Regional Operations Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B – Government to Business		
<b>Who may avail:</b>	Qualified Technical Vocational Education and Training Institutions (TVIs) with the intent to offer Mobile TVET Programs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Corporate and Administrative Documents</b>			
1. Letter of Application/Intent (TESDA-OP-CO-F03) (2 original)		Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>	
2. Board Resolution/Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs and private institutions) (Board Resolution/Academic Council Resolution must specifically cover the training delivery site) (1 original, 1 certified true copy)		Applicant TVI	
3. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 copies)		Applicant TVI	
4. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 certified true copies)		Securities and Exchange Commission	
5. Articles of Incorporation (indicate main address) (2 certified true copies)		Securities and Exchange Commission	
6. Proof of building Ownership or contract of lease (covering at least two years) upon application for new program. For succeeding application, a valid contract of lease (2 certified true copies)		Applicant TVI	





7. Current Fire Safety Certificate (training site) (2 certified true copies) updated copy	Bureau of Fire Protection
8. For Institutions that will branch out, the Articles of Incorporation & Bylaws must state reasons for opening of the branch. The Articles of Incorporation signed by majority of the Incorporators must be notarized and received by SEC (2 certified true copies)	Applicant TVI
<b>Curricular Requirements</b>	
9. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification being addressed and the competencies to be developed a.1 Course Design (2 original) a.2 Modules of Instruction (2 original)	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
10. List of Equipment (TESDA-OP-CO-01-F13), Tools (TESDA-OP-CO-01-F14) and Consumables/ Materials (TESDA-OP-CO-01-F15) necessary to deliver the program (2 original)	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
11. List of instructional materials (TESDA-OP-CO-01-F16) (such as reference materials, slides, video tapes, internet access and library resource necessary to deliver the program (2 original)	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
12. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus Physical Facilities (TESDA-OP-CO-01-F18) (2 original)	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
13. Shop layout of training facilities indicating the floor area (2 original)	Applicant TVI
14. Institutional Assessment (2 original) <b>Note:</b> Actual Assessment Tools should be shown during inspection	Applicant TVI
<b>Faculty and Personnel</b> (Photocopy of supporting evidence, except when certified copy is required) (2 original)	



15. List of Officials (TESDA-OP-CO-01-F19) (2 original)	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
<p>16. FOR TRAINERS</p> <p>a. List of Trainers (TESDA-OP-CO-01-F20) with their qualifications, areas of expertise, and courses/seminars (2 original copy)</p> <p>b. Evidence of Qualification:</p> <p>b.1. NTTC/trainer certificates and certification of employment for WTR (2 photocopy)</p> <p>b.2. Certificate on Trainers Methodology Level I or other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 certified true copy)</p> <p>c. Notarized contract of employment between the trainer and the Applicant TVI (2 certified true copy)</p>	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
<p>17. FOR NON-TEACHING STAFF</p> <p>a. List of personnel (TESDA-OP-CO-01-F21) with qualifications (2 certified true copy)</p> <p>b. evidence of qualification with copies of certificates (2 certified true copy)</p> <p>c. Contracts of employment, etc. (2 certified true copy)</p>	Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
<b>Program Guidelines</b>	
18. Program fees, with breakdown of tuition and other fees and schedule of fee payment duly signed by the school head indicating the effectivity of school year (2 original)	Applicant TVI
19. Documented grading system, details of which are provided to students/trainees at the start of their program (2 original)	Applicant TVI
20. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original)	Applicant TVI
21. Rules on attendance (2 original)	Applicant TVI



<b>Support Services</b>	Applicant TVI
22. Health services are available to the students/trainees. If these services are contracted out or out-sourced, the contract or MOA or similar document must be submitted. (2 certified true copies)	Applicant TVI
23. Job Linkaging and Networking Services (JLNS) which include Career Services and Employment Facilitation available to students/ trainees/TVET graduates (reference: Section IV, letter A –Delivery Platforms of JLNS Nos. 1-4 of the TESDA Circular No. 38, series of 2016) (2 copies)	Applicant TVI
24. Community Outreach Program (optional) (2 photocopy)	
25. Research program activities that will support continuing development of the program of the school (optional) (2 photocopy)	
<b>Others</b>	
26. CTPR of the registered institution-based program (2 certified true copy)	Applicant TVI
27. Approved program registration documents, valid and updated (2 certified true copy)	Applicant TVI
28. LTO Certificate of Registration and Official Receipt (OR/CR) of the prime mover of the MBC (for delivered in a self - contained van) (2 certified true copy)	Applicant TVI
29. Design/Lay-out of the MBC (2 certified true copy)	Applicant TVI
30. Memorandum of Agreement (MOA) between the training provider and the venue provider (2 certified true copy)	Applicant TVI
31. Separate set of equipment, tools, supplies and materials (2 original)	Applicant TVI



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application documents/ requirements after complying with the orientation and site inspection requirements on program registration	1.1. Checks completeness and correctness of the documents	PHP 2,000 per program	1 Day	<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	1.2. Stamps "Received Complete/Correct Documents" for complete and correct application documents	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	1.3. Issues acknowledgment letter	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	1.4 Reviews Technical Inspection Report of facilities, tools and equipment.	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
2. Pays registration fee	2.1. Accepts payment of registration fee 2.2. issues Official Receipt	None		<i>Cashier FASD</i> Regional Office
	2.3. Prepares recommendation for program registration based on the results of the review and evaluation of documents and site inspection report	None	1 Day	<i>UTPRAS Focal Person Chief</i> Regional Operations Division



	2.4. Submits recommendation for program registration, application documents and site inspection report to the Regional Director.			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	2.5. Conducts final review of the recommendation and program registration documents	None	1 Day	<i>Regional Director</i> Regional Office
	2.6. Prepares Certificate of TVET Program Registration (CTPR) or Letter of Denial			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	2.7. Approves and signs TVET Program Registration (CTPR) or Letter of Denial			<i>Regional Director</i> Regional Office
3. Receives CTPR/Letter of Denial	2.8. Transmits CTPR/ Letter of Denial to PO Issues CTPR/ Letter of Denial			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	3. Issues CTPR/ Letter of Denial			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	<b>TOTAL:</b>	PHP 2,000	3 Days	



## **Regional Office Internal Services**



## 1. Filling-Up of Vacant Positions

Part of the Recruitment, Selection and Placement is the filling-up of vacant positions. It refers to the process of laying down the recruitment plan, sourcing applicants and updating the pools of applicants for a specific vacancy for SG 15 and below.

<b>Office or Division:</b>	Finance and Administrative Services Division (FASD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TESDA employees qualified for government plantilla positions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Basic Requirements</b>				
1. Letter of Application specifying the position and office applying for (1 original)		Applicant		
2. Duly accomplished Personal Data Sheet (CSC Form No. 212, Revised 2017) (1 original)		Finance and Administrative Services Division (FASD)/CSC		
3. Eligibility (1 authenticated copy)		Civil Service Commission (CSC) Professional Regulation Commission (PRC)		
4. Transcript of Records (1 authenticated copy)		Applicant		
5. Diploma (1 authenticated copy)		Applicant		
6. Training Certificates (1 authenticated copy for each)		Applicant		
7. IPCR for Two Rating Periods (1 original)		Applicant		
8. Service Records (1 original)		FASD/HRMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete application documents	1.1. Receives and checks the applications with complete supporting documents	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	1.2. Assesses application documents according to the position	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>



	requirements and CS qualification standards			
	1.3. Prepares list of applicants/ candidates who met the minimum requirements of the position	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	1.4. Prepares letter of invitation for the Competency Based Written Examination (CBWE)	None	1 Hour	<i>Human Resource Management Officer FASD Chief Regional Office</i>
2. Receives letter of invitation	2.1. Notifies applicants on the schedule of the CBWE	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	2.2. Requests CBWE Materials from the HRMD-AS	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
3. Takes CBWE	3. Conducts Competency Based - Exams	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
4. Attends/ participates Behavioral Event Interview (BEI)	4.1. Convenes the Human Resource Merit Promotion and Selection Board (HRMPSB) and conducts BEI and Teaching Demonstration (for teaching positions)	None	1 Day	<i>HRMPSB Human Resource Management Officer FASD Chief Regional Office</i>
	4.2. Prepares Comparative Assessment	None	5 Days	<i>HRMPSB Human Resource Management Officer</i>





	Results (CAR) for signature by the HRMPSB			<i>FASD Chief Regional Office</i>
	4.3. Prepares Memorandum on Recommended Appointees	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.4. Submits CAR to the Central Office for the approval of the Secretary	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.5. Prepares Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.6. Sends/transmits Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty to HRMD-AS	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>
	4.7. Receives sent transmitted Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty from the HRMD-AS	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>  <i>Human Resource Management Division -Administrative Services Central Office</i>
	4.8. Notifies applicant of his/her acceptance (Congratulatory	None	1 Day	<i>Human Resource Management Officer FASD Chief Regional Office</i>



	Letter) or non-acceptance (Regret Letter) to the agency			
5. Attends/ participates in the Oath Taking Ceremony	5.1. Facilitates Oath Taking Ceremony	None	4 hours	Human Resource Management Officer FASD Chief Regional Office
	5.2. Submits Appointments and pertinent supporting documents to the Civil Service Commission for attestation	None	1 day	Human Resource Management Officer FASD Chief Regional Office
6. Assumes duties and responsibilities	6. Conducts orientation	None	2 days	Human Resource Management Officer FASD Chief Regional Office
	<b>TOTAL:</b>		21 Days, 5 Hours	

Filling-up of Vacant Position is qualified for multi-stage processing.

## 2. Processing of Application for Leave

TESDA employees are entitled to avail of the different types of leave such as vacation leave, sick leave, and forced leave.

<b>Office or Division:</b>	Financial and Administrative Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Employees of the TESDA Regional Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Leave (1 original)		Finance and Administrative Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Application for Leave	1.1. Receives duly accomplished and signed	None	6 Minutes	HR Focal Chief Financial and Administrative Services Division



	Application for Leave form.			
	1.2. Checks the employee's leave credits balance in the Leave Credit Sheet	None		<i>HR Focal Chief</i> Financial and Administrative Services Division
	1.3. Certifies leave credit balance and signs the Application for Leave form	None		<i>HR Focal Chief</i> Financial and Administrative Services Division
	1.4. Approves the Application for Leave	None		<i>Regional Director</i> Regional Office
2. Receives copy of approved Application for Leave	2.1. Provides copy of approved application for leave to concerned employee 2.2. Updates the Leave Credit Sheet	None		<i>HR Focal Chief</i> Financial and Administrative Services Division
	<b>TOTAL:</b>	None	6 Minutes	

### 3. Processing of Disbursement Vouchers

Disbursement is the settlement of government payable/obligation by cash, check or ADA. It shall be covered by Disbursement Voucher. All Disbursement Voucher must undergo the process of checking, verification, validation, mathematical computation before it is certified by the Chief Accountant.

<b>Office or Division:</b>	Financial and Administrative Services Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	TESDA Regional Offices, Employees and Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Disbursement Voucher (3 original)		Requesting Unit



2. Obligation Request and Status (3 original)		Requesting Unit		
3. Other supporting documents (1 original copy) based on the given checklist indicated in COA Circular 2012-001 "Prescribing the Revised Guidelines and Documentary Requirements for common Government Transactions"		Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Budget Unit forwards requirements to Accounting Unit	1.1. Receives the requirements/ documents	None	25 Minutes	<i>Processing Officer</i> Accounting Unit  <i>Chief</i> Financial and Administrative Service Division
	1.2. Checks completeness of supporting documents			
	1.3.a. If incomplete, returns to the end-user for compliance; or			
	1.3.b. If complete, assigns DV number and checks at the Disbursement Voucher monitoring sheet; or the accuracy and validity and propriety of the claim as well as the authority of signatories			
	1.4. Checks availability of Cash			
	1.5. If the claim is found to be in			



	order, prepare the journal entry voucher (JEV) and signs Box C and record the JEV in the appropriate Journal			
	1.6. Releases the DV, ORS and all supporting documents for approval of payment by the approving officer Once approved for payment, release DV, ORS and all supporting documents for preparation of Check, NTA or LDDAP-ADA			
	<b>TOTAL:</b>	None	25 Minutes	

#### 4. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities.

<b>Office or Division:</b>	Financial and Administrative Services Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	TESDA officials and employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Duly accomplished Purchase Request (1 original, 2 photocopy)	Financial and Administrative Services Division/ Procurement and General Services Section	



2. Duly accomplished Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)				
3. Abstract of Price Quotation (1 original, 1 photocopy)				
4. Purchase Order/ Job Order (1 original, 3 photocopy)				
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)				
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)				
7. Property Acknowledgement Receipt (PAR) (2 original)				
8. Inventory Custodian Slip (ICS) (2 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>			
1. Submits PR	1.1. Receives PR	None	2 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None	10 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.3. Processes PR and checks completeness of specifications	None	15 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.4. Determines the Approved Budget for the Contract (ABC)	None	30 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i>



	through Price Monitoring			Financial and Administrative Services Division
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None	20 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above Php50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))	None	Average minimum: 6 days  Average maximum: 18 days	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.7. Sends RFQ to at least three (3) suppliers	None	10 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.8. Prepares Abstract of	None	1 Hour	<i>Administrative Officer V</i>



	Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.			Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.9. Checks the completeness and validity of the documentary requirements of the supplier with the Lowest Calculated and Responsive Quotation.	None	10 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None	10 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.11. Approves Purchase Order/Job Order	None	5 Minutes	
	1.12. Prepares ORS	None	5 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division





	1.13 certifies availability and obligation of allotment, and signs ORS	None	13 Minutes	
	1.14 Processes Purchase Order/Job Order	None	1 Hour	<i>Accountant IV</i> Accounting Section <i>Chief</i> Financial and Administrative Services Division
	1.15. Receives approved Purchase/Job Order	None	2 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.16. Provides the winning supplier copy of the approved PO/JO for conformity	None	5 Minutes	<i>Administrative Officer V</i> Procurement Section <i>Chief</i> Financial and Administrative Services Division
	1.17. Delivers goods or services  Supplier/ Service provider delivers goods within 7 days or services within 15 to 30 days	None		<i>Supplier/ Service Provider</i>
	1.18. Inspects and Accepts deliveries	None	2 Days	<i>Inspection Committee</i>
	1.19. Prepares RIS/ICS/PAR for the issuance of delivered goods / services	None		<i>Administrative Officer V</i> Procurement Section <i>Chief</i>



	to end-users/ requesting office/s			Financial and Administrative Services Division
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	1 Hour	<i>Administrative Officer</i> V Procurement Section  <i>Chief</i> Financial and Administrative Services Division
	2.2. Prepares and submits DV to the Accounting Section with approved RIS/ICS/PAR/ Sales Invoice and Delivery Receipt	None	10 Minutes	<i>Administrative Officer</i> V Procurement Section  <i>Chief</i> Financial and Administrative Services Division
			Average Minimum: 8 Days, 5 Hours, 27 Minutes  Average Maximum: 20 Days 5 Hours, 27 Minutes	
	<b>TOTAL:</b>	None		
Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR. Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing.				

## 5. Provision of Transportation

This is the process by which the personnel request for the transportation.

<b>Office or Division:</b>	Financial and Administrative Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	TESDA personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Vehicle Request Form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Vehicle Request Form	1.1. Receives Vehicle Request Form.	None	2 Minutes	<i>Administrative Assistant III</i> <i>Chief</i> Financial and Administrative Services Division
	1.2. Checks the availability of the vehicle		2 Minutes	
	1.3. Approves the request.			<i>Chief</i> Financial and Administrative Services Division
	1.4. Informs the requesting personnel of approval/disapproval		2 Minutes	<i>Administrative Assistant III</i> <i>Chief</i> Financial and Administrative Services Division
	1.5. Forwards approved request to the Designated Driver.		1 Minutes	
	1.6. Prepares Trip Ticket		2 Minutes	<i>Driver</i> <i>Chief</i> Financial and Administrative Services Division
	1.7. Approves Trip Ticket		1 Minutes	<i>Chief</i> Financial and Administrative Services Division
	1.8. Receives and files filled-out Drivers Trip Ticket			<i>Driver</i> <i>Chief</i> Financial and Administrative Services Division
2. Receives driving services	2. Provides driving services	None	Depending on destination/location	<i>Driver</i> <i>Chief</i> Financial and Administrative Services Division



3. Rates the driver and signs on the trip ticket after receipt of services	3. Submits driver's trip ticket to FASD			<i>Driver Chief</i> Financial and Administrative Services Division
	<b>TOTAL:</b>	None	10 Minutes	



## **Provincial Office External Services**



## 1. Accreditation of Competency Assessors

This is to recognize and authorize Filipinos who are qualified to assess competencies of candidates for national certification.

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individual who are qualified to assess competencies of candidates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Application Form (1 original)		Applicant		
2. Picture, 2 x 2 white background with collar (1 copy)		Applicant		
3. Certificate of Employment indicating compliance to the requirements of number of years of work/industry experience or teaching experience (1 certified true copy)		Employer/ Applicant		
4. National Certificate (NC) Level II or higher (1 photocopy)		Applicant		
5. Training Methodology Certificate (TMC) or Certificate of Competency on Conduct Competency Assessment (TMI- COC2) (1 photocopy)		Applicant		
6. Certification on Loading (TESDA-OP-CO-04-F24) attested by the AC Manager, Lead Assessor and TESDA Representative		TESDA/ Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiries on the accreditation of competency assessors	1. Conducts orientation on application and documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Signs the Certificate of Concurrence	2. Provides Checklist of Requirements	None		Provincial/ District Director Provincial/ District Office (PO/DO)
3.1. Submits requirements	3.1. Receives the requirements and	None	1 Day	CACs Focal Person Provincial/ District Director



3.2. Complies with the deficiencies, if any	accomplishes the Tracking Sheet			Provincial/ District Office
	3.2. Checks the completeness of documents/ requirements submitted	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.3. Evaluates documents	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.4. Prepares Letter of Notification on the results of evaluation of documents	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.5. Signs the notification letter	None		Provincial/ District Director Provincial/ District Office
	3.6. Transmits Letter of Notification and ensures receipt by the applicant	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.7. Encodes the profile of qualified Applicant-CA in the T2MIS and generates Accreditation Number	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.8. Prepares Certificate of Accreditation and Competency Assessor ID Card	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.9. Endorses Certificate of Accreditation and Competency	None		CACs Focal Person Provincial/ District Director



	Assessor ID Card to the Regional Director for approval			Provincial/ District Office (PO/DO)
	3.10. Reviews the accreditation documents and approves/signs the Certificate of Accreditation, Identification Card and Letter of Notification	None		<i>Regional Director</i> Regional Office
	3.11 Sends letter of Notification to the applicant			<i>CACs Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office (PO/DO)
4. Pays accreditation fee and submits notarized copy of Affidavit of Undertaking (AOU)	4.1. Accepts payment and issues Official Receipt (OR)	Php500 per qualification	2 Days	<i>Cashier</i> <i>Provincial Director</i> Provincial/ District Office
	4.2. Receives notarized copy of Affidavit of Undertaking (AOU)	None		<i>CACs Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office
	4.3. Prepares the Affidavit of Undertaking (AOU) for Applicant-CA	None		<i>CACs Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office
5. Receives Certificate of Accreditation and ID Card	5.1. Issues Certificate of Accreditation and ID Card	None		<i>CACs Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office
	5.2. Files photocopy of the Certificate of Accreditation, AOU, ID and ensures all	None		<i>CACs Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office





	documents related to the application are safely secured			
	<b>TOTAL:</b>	Php500 per qualification	5 Days	

## 2. Accreditation of Competency Assessment Centers

This is a service provided for all qualified entities who want to engage in providing competency assessment and certification activities.

<b>Office or Division:</b>	Provincial/ District Office		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B - Government to Business		
<b>Who may avail:</b>	TVET entity/establishment who wants to manage the assessment activities of candidates for national certification		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1.	Letter of Intent (1 original)	Applicant CAC	
2.	Copy of SEC Registration or equivalent (CDA Registration, R.A except Sole Proprietorship) (1 photocopy)	Applicant CAC	
3.	Business Permit or its equivalent in the country of origin (1 photocopy)	Applicant CAC/LGU	
4.	Financial Statement (1 photocopy)	Applicant CAC	
5.	For newly created company, paid up capital (1 photocopy); or For existing company, latest audited financial statement by a third party (1 photocopy)	Applicant CAC	
5.	Fire Safety Certificate (current and valid) (1 photocopy)	Applicant CAC/BFP	
6.	BIR Registration or its equivalent in the country of origin (1 photocopy)	Applicant CAC/BIR	
7.	Building Lay-out/Floor Plan/Shop Lay-out (1 original)	Applicant CAC	
8.	Company Profile (1 original)	Applicant CAC	



9. Location Map (1 original)		Applicant CAC		
10. List of complete facilities, tools equipment and materials appropriate to the Qualification(s) applied for (1 original)		Applicant CAC/TESDA		
11. Organizational Structure and Staff Complement and Profile (1 original)		Applicant CAC		
12. Self-Assessment Checklist (TESDA-OP-CO-03-F03) (1 original)		Applicant CAC/TESDA		
13. Lease Contract/Proof of Ownership of the location/premises of the Assessment Center (1 photocopy)		Applicant CAC		
14. Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO-03-F04) (1 original)		Applicant CAC/TESDA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiries on the Accreditation of Assessment Center	1. Conducts orientation	None	1 Day	<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
2. Signs the Certificate of Concurrence	2. Provides list of requirements	None		<i>Provincial/ District Director District/ Provincial Office</i>
3. Submits documents	3.1 Checks the completeness and correctness of documents	None	1 Day	<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	3.2 Accomplishes Tracking Sheet for the Accreditation of Assessment Center	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
4. Pays 50% of the accreditation fee	4.1 Issues Official Receipt (OR)	PHP1,500.00 per qualification		<i>Cashier Director III District/ Provincial Office</i>
	4.2 Prepares and submits Letter of Notification (Pre-Inspection)	None	<i>PTCACS Focal Provincial/District Director</i>	



				District/ Provincial Office
	4.3 Approves Letter of Notification (Pre-Inspection)	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	4.4 Informs the Applicant-AC of the evaluation results through Letter of Notification (Pre-Inspection)	None		<i>Provincial/District Director</i> District/ Provincial Office
	4.4.1 If compliant, informs Applicant-AC of the conduct of Ocular Inspection; or 4.4.2 If non-compliant, informs Applicant-AC of discrepancies or lacking requirements that need to be complied within 15 working days upon receipt of Letter of Notification (Pre-inspection)	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	4.5 Directs the conduct of inspection	None	2 Days	<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	4.6 Schedules inspection and confirms availability of members	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	4.7 Issues appointment of	None		<i>Provincial/District Director</i>



	the Inspection Team			District/ Provincial Office
	4.8 Prepares documents and administrative arrangements for the conduct of ocular inspection	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	4.9 Conducts calibration on the tools, equipment and facilities based on the CATs	None		<i>Provincial/District Director</i> District/ Provincial Office
	4.10 Provides Evaluation Guide and assigns inspection area to Inspection Team Members	None	1 Day	<i>Inspection Team Leader</i> <i>Provincial/District Director</i> District/ Provincial Office
	4.11 Inspects assigned area/s	None		<i>Inspection Team Leader</i> <i>Provincial/District Director</i> District/ Provincial Office
	4.12 Discusses findings and finalizes Inspection Report	None		<i>Inspection Team Leader</i> <i>Provincial/District Director</i> District/ Provincial Office
5. Concurs Inspection Report	5.1 Discusses findings with the Applicant-AC's authorized representative	None		<i>Inspection Team Leader</i> <i>Director III</i> District/ Provincial Office
	5.2 Submits the Inspection Report/Recommendation to the Provincial Director for review and consideration	None		<i>Inspection Team Leader</i> <i>Director III</i> District/ Provincial Office
	5.3 Reviews the Report	None		<i>Director III</i> District/ Provincial Office



				<i>Director IV Regional Office</i>
	5.4 Issues Letter of Notification (Post-Inspection)	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
	5.6.1 If with non-compliance/s, the Applicant –AC is given 15 days to comply; or	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
	5.6.2 If compliant, informs the Applicant—AC of the approval and provides Affidavit of Undertaking (AOU)	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
6. Attends training on the use of T2MIS and AC Operations	6.1 Conducts training to the AC Manager and Processing Officer on the use of T2MIS and AC Operations	None		<i>PTCACs Focal Provincial/District Director District/ Provincial Office</i>
	6.2 Provides the Accredited Competency Assessment Center (ACAC) copy of the T2MIS User’s Manual and AC Operations Manual	None		<i>PTCACs Focal Provincial/District Director District/ Provincial Office</i>
	6.3 Issues Certificate of Training to AC Managers and Processing Officer	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
	6.4 Encodes Profile of the ACAC and generates	None	2 Days	<i>PTCACs Focal Provincial/District Director</i>



	Accreditation Number from the T2MIS		District/ Provincial Office
	6.5 Prepares Certificate of Accreditation	None	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
7. Pays the remaining 50% accreditation fee and submits Affidavit of Undertaking	7.1 Accepts payment and issues Official Receipt (OR)	Php1,500 per qualification	<i>Cashier/ Collecting Officer</i> <i>Provincial/District Director</i> District/ Provincial Office
	7.2 Receives notarized Affidavit of Undertaking	None	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
8. Receives Certificate of Accreditation and template of signage	8.1 Issues Certificate of Accreditation to the ACAC upon payment fee and submission of the notarized AOU	None	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	8.2 Files photocopy or scanned softcopy of the Certificate of Accreditation and AOU and ensures all documents related to the application are safely secured	None	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	8.3 Provides ACAC template of the signage to be used in the identification of the AC	None	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	8.4 Updates Tracking Sheet	None	<i>PTCACS Focal Provincial/District Director</i>



				District/ Provincial Office
	<b>TOTAL:</b>	Php3,000 per qualification	7 Days	

### 3. Availment of Scholarship Programs

Facilitating and providing information to the customers inquiring on scholarship availment.

<b>Office or Division:</b>	Provincial/District Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous people, persons with disabilities, senior citizens and returnees</li> <li>- Filipinos, 15 years old and above</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Personal visit/ inquiry of client; or online scholarship inquiry/ application form			Client What tesda online facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Face to face</b>				
1. Inquiries about available scholarship	1.1. Refers client to respective Provincial Office/Scholarship Focal	None	2 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.2. Informs clients of the different scholarship programs	None	25 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>



	1.3. Refers the client to a training provider with available scholarship slots	None	5 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist</i> <i>Provincial/District Director</i> Provincial/District Office
<b>Online inquiry</b>				
1. Fills-out the online scholarship inquiry/ application form	1.1. Receives information on the scholarship inquiry/ application via email	None	5 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist</i> <i>Provincial/District Director</i> Provincial/District Office
	1.2. Forwards email to appropriate training provider	None	1 Minute	<i>Provincial/District Scholarship Focal Supervising TESD Specialist</i> <i>Provincial/District Director</i> Provincial/District Office
	1.3. Contacts client to inform and refer to appropriate training provider	None	2 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist</i> <i>Provincial/District Director</i> Provincial/District Office
	<b>TOTAL:</b>	None	Face to face: 32 Minutes  Online: 8 Minutes	





#### 4. Complaints Handling

The Agency processes and handles complaints filed by customers through various communication modalities: Public Assistance and Complaint Desk (PACD), calls, registered mails, and emails. The procedure in handling complaints is in accordance with the Customer Satisfaction Management System Operating Procedures which is part of TESDA QMS.

<b>Office or Division:</b>	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Complaint lodged at the Public Assistance and Complaint Desk (PACD) <ul style="list-style-type: none"> <li>• Duly accomplished Dulugan Form (1 original)</li> <li>• Evidence to be attached to the Dulugan Form or to be sent to <a href="mailto:contactcenter@tesda.gov.ph">contactcenter@tesda.gov.ph</a></li> </ul>	Provincial/District Offices Public Assistance Counter Desk (PACD)
	Complaint received through registered mails, emails and SMS shall have: <ol style="list-style-type: none"> <li>1. Full Name, address, &amp; contact details of complainant;</li> <li>2. Details of the acts complained of;</li> <li>3. Person(s) charged;</li> <li>4. Name of Department/ Agency of the person charged, if applicable; and</li> <li>5. Evidence of violation.</li> </ol>	Complainant
	Formal Complaint are complaints with duly notarized affidavit shall have: <ol style="list-style-type: none"> <li>6. Full Name &amp; address of complainant;</li> <li>7. Full name &amp; address of the person complained as well as his position and office;</li> <li>8. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;</li> <li>9. Certified true copy of documentary evidence and affidavits of his/her witnesses, if any; and</li> <li>10. Certification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative.</li> </ol>	Complainant



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Lodges a complaint thru the different modalities  For customer verbal complaints; customer is encouraged to put in writing the details of complaint	1.1. Acknowledges the complaint	None	10 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Provincial/District Director</i> Provincial/District Office
	1.2. Assesses the complaint	None	30 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Provincial/District Director</i> Provincial/District Office
	1.3. Transmits Customer complaint/s	None	2 Days	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)  <i>Provincial/District Director</i> Provincial/District Office
	1.4. Validates and acts on complaints	None	13 Days	<i>Customer Service Officer (CSO)</i>  <i>Designated Provincial/District Office Customer Satisfaction Focal</i> Public Assistance and Complaint Desk (PACD)  <i>Provincial/District Director</i> Provincial/District Office
2. Receives/ Accepts action on complaint	2. Informs customer of actions taken	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD)



				<i>Provincial/District Director Provincial/District Office</i>
3. Accomplishes feedback form	3. Requests customer for feedback	None	1 Day	<i>Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office</i>
4. Drops feedback form on the designated feedback box/ submits via online	4.1. Gathers feedback form from customer  4.2. Reports complaints in the National, Regional and Provincial Quality Management Committee meetings	None	1 Day  1 Day	<i>Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office</i>
	<b>TOTAL:</b>	None	19 Days, 40 Minutes	

## 5. Conduct of Training Induction Program (TIP)

Training Induction Program (TIP) is being conducted to explain the implementation of TESDA's Scholarship Program to the scholars.

<b>Office or Division:</b>	Provincial Office/District Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government	
<b>Who may avail:</b>	TTI's and TVI's who implements TESDA Scholarship Program	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Notarized Affidavit of Undertaking		Provincial Office/District Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements/ documents	1.1. Receives the requirements/ documents	None	5 Minutes	<i>Front Desk</i> <i>Provincial/ District</i> <i>Director</i> <i>Provincial/ District</i> <i>Office</i>
	1.2. Schedules the conduct of TIP using the standard format	None	15 Minutes	<i>Scholarship Focal</i> <i>Provincial/ District</i> <i>Director</i> <i>Provincial/ District</i> <i>Office</i>
	1.3. Conduct of TIP	None	4 Hours	<i>Authorized</i> <i>Representative/</i> <i>Provincial/ District</i> <i>Director</i> <i>Provincial/ District</i> <i>Office</i>
	<b>TOTAL:</b>	None	4 Hours, 20 Minutes	

## 6. Customer Inquiry and Feedback thru the Public Assistance and Complaint Desk

The Agency through its Public Assistance and Complaint Desk (PACD) receives, facilitates, assesses and provides information and other needs of the walk-in customers.

<b>Office or Division:</b>	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Customer Feedback Form per Customer (1 original, 1 photocopy)		Provincial/District Offices - Public Assistance and Complaint Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the regional office	1. Receives the client/ customer	None	1 Minute	<i>Customer Service</i> <i>Officer (CSO)</i>



				Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
2. Fills-out Customer Feedback Form	2. Assesses the inquiry/ request/s	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
3.a. Obtains the requested information/ assistance from PACD, or	3.a. Provides action on inquiry/ requests; or	None	5 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
3.b. Obtains the requested information from the Concerned Office	3.b.1. Endorses the client/ customer through the filled-out Customer Feedback Form to the Concerned Office/ Focal Person	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
	3.b.2. Provides assistance	None	15 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
	3.b.3. Addresses/ provides the	None	7 Minutes	<i>Focal Person</i> Concerned Office/ Division/ Section



	information on inquiry/ request			<i>Provincial/ District Director</i> Provincial/ District Office
4. Accomplishes feedback form	4. Assists customer	None	2 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
5. Drops feedback form on the designated feedback box/ submits online	5.1. Retrieves all the feedback at the end of the day 5.2. Encodes customer response to the Monitoring Report of Customer Feedback Form Results		1 Minute  1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
	<b>TOTAL:</b>	None	By PACD alone: 13 Minutes  With Concerned Office: 33 Minutes	

## 7. Customer Inquiry and Feedback thru Calls

The Agency through its official contact numbers receives, facilitates, assesses and provides information and other needs of the customers.

<b>Office or Division:</b>	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government



<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Call at the Hotline number		Customer/ Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Calls the TESDA Regional Office contact number/s	1.1. Receives call	None	1 Minute	<i>Head</i> Receiving Office in the Provincial/District Office
	1.2. Records caller's name, location, inquiry in the logbook (per office)	None	1 Minute	<i>Head</i> Receiving Office/Division in the Provincial/District Office
2.a. Obtains the requested information/ assistance	2.a.1. Provides action for inquiry/ requests; or	None	2 Minutes	<i>Head</i> Receiving Office/Division in the Provincial/District Office
	2.a.2. Refers callers to concerned office that will provide the assistance	None	2 Minutes	<i>Head</i> Receiving Office/Division in the Provincial/District Office
2.b. Calls and obtains the requested information/ assistance from Concerned Office	2.b. Provides information/ requests	None	2 Minutes	<i>Head</i> Receiving Office/Division in the Provincial/District Office
			By receiving office alone: 4 Minutes  With Concerned Office: 6 Minutes	
	<b>TOTAL:</b>	None		



## 8. Customer Inquiry and Feedback thru electronic mails

The Agency through its official electronic mail address receives, facilitates, assesses and provides information and other needs of the customers.

<b>Office or Division:</b>	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Message sent thru e-mail or SMS			Customer/ Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends email to TESDA email account	1. Accesses the email account/SMS online facility	None	1 Minute	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
2.a. Obtains the requested information/ assistance from Office of the RD; or	2.a. Provides action for simple inquiry/ requests; or	None	3 Minutes	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will provide assistance and information	None	5 Minutes	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
	2.b.2. Provides the requested information	None	2 Days	<i>Head Concerned Office/Division in the Provincial/District Office</i>
	<b>TOTAL:</b>	None	By Office of Provincial District	





			Director alone: 4 Minutes	
			With Concerned Office: 2 Days, 6 Minutes	

## 9. Issuance of Certification for Authentication and Verification (CAV) of Scholastic Records

The service provides orientation on the requirements, issuing office and the steps in the issuance of Certification for Authentication and Verification (CAV) of submitted scholastic records of the applicant.

<b>Office or Division:</b>	Provincial/ District Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All TVET Learners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Graduates</b>			
1. Certificate of Training or Certificate of Completion or Certification from the Registrar (Govt. institution only); or Diploma; or NC/COC; Transcript of Records or Special Order no quantity and type of document		TVIs/ Educational Institutions	
2. Pictures, 2 x 2, (taken within the last 6months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)		Applicant	
<b>For Undergraduate Students:</b>			
1. Certification from the School Director/Administrator (1 original)		TVIs/ Educational Institutions	
2. Accomplished Special Order Form (1 original)		Applicant	
3. Pictures, 2 x 2, (taken within the last 6 months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)		Applicant	
<b>Additional requirements for authorized representative</b>			
- Authorization Letter from the Applicant (1 original)		Representative	



- Valid Identification Card of the applicant and the representative (1 original and photocopy)			Applicant/ Representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives and checks completeness and validity of the requirements  1.2. Prepares the CAV  1.3. Signs CAV and stamps the official seal of TESDA	None	3 Hours	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
2. Secures Official Receipt and pays processing fee	2. Receives payment and issues Official Receipt	Php30		Cashier Provincial/ District Director Provincial/ District Office (PO/ DO)
3. Presents Official Receipt	3. Checks Official Receipt	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
4. Receives CAV of Scholastic Records	4. Issues CAV and requires applicant/ representative to sign the logbook	None	30 Minutes	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO) Releasing Office
	<b>TOTAL:</b>	Php30	3 Hours, 30 Minutes	

## 10. Issuance of Certified True Copy (CTC) of National Certificate (NC)/ Certificate of Competency (CoC)

This service covers the issuance of Certified True Copy (CTC) of National Certificate (NC) / Certificate of Competency (CoC) to certified workers.

<b>Office or Division:</b>	Provincial Office/ District Office
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Certified workers requesting authentication of NCs/ CoCs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. National Certificate (NC)/ Certificate of Competency (1 original, 2 photocopy)			Applicant	
2. Documentary Stamp worth Php15 (2 copies)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents/ requirements	1.1. Receives requirements  1.2. Verifies/ Checks documents/ requirements	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
2. Secures Order of payment and pays Certified True Copy fee	2. Receives payment and issues Official Receipt	Php50		Cashier Provincial/ District Director Provincial/ District Office (PO/DO)
3. Presents Official Receipt	3. Certifies the photocopy of NC/ COC as true copy	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
4. Receives the Certified True Copy and signs the client's records logbook	4. Issues the Certified True Copy of the NC/ COC	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	<b>TOTAL:</b>	Php50	1 Day	

## 11. Issuance of National Certificate/ Certificate of Competency

The National Certificate and Certificate of Competency are issued to passers of National Competency Assessment who requested for issuance.

<b>Office or Division:</b>	Provincial/District Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Passers of National Competency Assessment



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Principal</b>				
1. Competency Assessment Result Summary (CARS) (1 original)			Assessment Center	
2. Picture, colored, passport size, white background, with collar and with name written at the back (1 piece)			Applicant	
<b>Representative</b>			Liaison Officer/ Relative	
1. Competency Assessment Result Summary (CARS) (1 original)				
2. Picture of the certified worker, colored, passport size, white background, with collar and with name written at the back (1 piece)				
3. Special Power of Attorney (SPA), or Letter of Authorization (1 original)				
4. ID of the certified worker (1 photocopy)				
5. ID of the representative (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Competency Assessment Result Summary (CARS)	1.1. Verifies in the T2MIS the name of the certified worker and the corresponding certificate number from the RWAC 1.2. Checks completeness and validity of documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Pays the certificate fee	2. Accepts payments and issues Official Receipt	Php50		Cashier Provincial/ District Director Provincial/ District Office
3. Receives the NC/CoC	3. Prints and issues the NC/CoC	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
<b>TOTAL:</b>		Php50	1 Day	



## 12. Issuance of National TVET Trainer Certificate

This service is provided to all qualified TVET trainers. National TVET Training Certificate (NTTC) is a document issued to a trainer who is a holder of a National Certificate (NC), a Trainer Methodology Certificate (TMC) and with Industry Work Experience as may be provided in Section 3 of the respective Training Regulation.

<b>Office or Division:</b>	Provincial Office/ District Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All individuals who are qualified to become TVET trainers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid National Certificate (NC) II			Applicant	
2. Valid Trainers Methodology Certificate			Applicant	
3. Certificate of Industry Working Experience (1 original)			Applicant	
4. Trainer/Assessor Profile Form (NMIS Form-01A)			TESDA	
5. Picture, passport size, white background and high resolution, shall be scanned and printed (1 copy)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements	1.1. Receives requirements	None	5 Days	CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office
	1.2. Accepts, evaluates the application for Regular/Provisional NTTC	None		CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office
	1.3. Prepares and endorses Registry of TVET Trainers for NTTC Issuance with the application documents	None		CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office
	1.4. Reviews completeness	None		CACs Focal Person/ UTPRAS Focal



	and correctness of submission, and prepares the Regular/Provisional NTTC: a. If in accordance with the requirements, prepares and issues Regular/Provisional NTTC; or b. If incomplete, prepares Memorandum to the Provincial/District Office of the deficiencies			<i>Regional Director Regional Office</i>
	1.5 Approves Regular/Provisional NTTC and signs Memorandum	None		<i>Regional Director Regional Office</i>
2. Receives Regular/ Provisional NTTC	1.6 Releases Regular/Provisional NTTC	None		<i>CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office</i>
	<b>TOTAL:</b>	None	5 Days	

### 13. Issuance of NC Plastic Card

This is a service provided to certified graduates and workers who want their National Certificates in the form of Plastic Card.

<b>Office or Division:</b>	Provincial Office/District Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Holders of NC
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Duly accomplished Application Form (1 original)	TESDA Provincial/ District Office



2. Picture, 1 x 1, 300DPI resolution with signature resolution of 300DPI size 7” x 3 (JPEG extension/file) (1 copy)			Applicant	
3. NC (1 photocopy)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements	1. Receives requirements	None	15 Minutes	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
2. Pays the application fee	2.1. Accepts payment and issues Official Receipt	Php100	15 Minutes	<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.2. Transmits requirements and copy of Official Receipt to the Certification Office	None	30 Minutes	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	2.3. Checks completeness and correctness of documents	None	5 Minutes	<i>CACs Focal Person Chief Competency Assessment Division</i>
	2.4. Requests printing of NC Plastic Card to the National Printing Office  <i>National Printing Office prints NC Card within 15 to 20 working days</i>	None	1 Day	<i>CACs Focal Person Chief Competency Assessment Division</i>
	2.5. Forwards NC Plastic Card to the Provincial/District Office	None	30 Minutes	<i>CACs Focal Person Chief Competency Assessment Division</i>
3. Receives NC/ CoC Plastic Card	3. Releases the NC Plastic Card once received	None	15 Minutes	<i>CACs Focal Person Provincial/ District Director</i>



	from the Central Office			Provincial/ District Office
	<b>TOTAL:</b>	PHP 100	1 Day, 1 Hour, 35 Minutes	

#### 14. Issuance of Special Order (SO)

The Special Order is being issued by TESDA to graduates of all registered programs, whether WTR or NTR; and whether full qualification or in cluster of units of competency. This is being requested by the Technical Vocational Institutions prior to graduation and issued to eligible graduates who have satisfactorily completed and met the requirements of the qualification.

<b>Office or Division:</b>	Provincial Office/District Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Technical Vocational Education and Training Institutions (TVIs) with TESDA Registered Programs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for the issuance of SO Number of the graduates (with attached list of names of graduates)		TVI		
Original copy of Form 9 or Records of Candidates for Graduation		TVI		
Certified true copy of the following 1. Form 138/137, if the candidate's previous education is high school 2. Transcript of Records or Certificate of Training, if the candidate has already completed the program 3. OJT Training Certificate, if required by the employer 4. Enrolment Report (MIS 03-02) or screenshot of T2MIS report officially received/ acknowledged by TESDA 5. Marriage Contract, if candidate or graduate got married prior to his/her request for the issuance of SO Number from the institutions		TVI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Checks/ Verifies the name of TVI and its registered program/s with the Compendium of Registered	None	2 Days	<i>UTPRAS Focal Person</i> Provincial/ District Director Provincial/ District Office





	Programs and the list of graduates in the Enrollment Report (MIS -03-02) in the TESDA Training Management Information System (T2MIS)			
2. Receives Special Order Number	2. If documents are in order, issues appropriate SO number		1 Day	<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
	<b>TOTAL:</b>	None	3 Days	

## 15. Payment of Scholarship Vouchers

Settlement of government payable/obligation related to scholarship implementation. It shall be covered by Disbursement Voucher. All Disbursement Voucher must undergo the process of checking, verification, validation, mathematical computation before it is certified and approved by authorized signatories/officials and employees.

<b>Office or Division:</b>	Provincial/District Office	
<b>Classification:</b>	Complex, Highly Technical	
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to other Government	
<b>Who may avail:</b>	Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Disbursement Vouchers (DV) (3 original)		Provincial/ District Office
2. Obligation Request and Status (ORS) (3 original)		Provincial/ District Office
<b>For Training and/or Entrepreneurship Cost</b>		
3. Billing Statement or any equivalent document stated in the Implementing Guidelines (1 original)		Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs
4. Trainees' Profiles encoded in the T2MIS (1 original)		
5. Daily Attendance Sheet (1 original)		
6. Signed SGCs (TESDA Copy) (1 original)		



<b>For Assessment Cost</b>				
3. Billing Statement (1 original)			Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs	
4. Assessment Attendance Sheet (1 original)				
5. RWAC, stamped received by the POs/DOs (1 certified true copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For TVIs</b>				
<b>Training Cost, Entrepreneurship Fee and Cost of Misc.:</b>				
1. Submits the requirements/ documents	1.1. Receives the requirements/ documents	None	5 Minutes	<i>Front Desk Provincial/ District Director Provincial/ District Office</i>
	1.2. Checks completeness of the requirements/ documents	None	10 Minutes	<i>Scholarship Focal Administrative Officer IV Provincial/ District Director Provincial/ District Office</i>
	1.3. a. If complete, assigns DV number; or  1.3.b. If incomplete, returns to the requesting TVI or Assessment Center for compliance	None	4 Hours	<i>Scholarship Focal / Processing Officer Provincial/ District Director Provincial/ District Office</i>
	1.4 Reviews and evaluates the requirements/ supporting documents	None	4Hours	<i>Administrative Officer IV Supervising TESD Specialist// Provincial/ District Director Provincial/ District Office</i>
	1.5. If complete, certifies completeness of supporting	None	1 hour	<i>Administrative Officer IV Provincial/ District Director</i>



	<p>documents and signs Box C of the DV.</p> <p>1.6. Certifies also that the expenses are necessary and lawful, and signs Box A of the DV:</p> <p>a. for Training Cost and/or Entrepreneurship Cost; or</p> <p>b. for Assessment</p>			<p>Provincial/ District Office</p> <p><i>Provincial/ District Director</i> Provincial/ District Office</p> <p>Supervising TESD Specialist <i>Provincial/ District Director</i> Provincial/ District Office</p>
	<p>For Training Cost and/or Entrepreneurship Cost of TVI:</p> <p>1.7. Transmits the DV for the Training and/or Entrepreneurship Cost and complete documents to the Regional Office for approval of the Regional Director</p> <p>For Assessment Fee: Releases DV with supporting documents to the approving official.</p>	None	1 Day	<p><i>Administrative Officer IV</i> <i>Provincial/ District Director</i> Provincial/ District Office</p> <p><i>Supervising TESD Specialist</i> <i>Provincial/ District Director</i> Provincial/ District Office</p>
	<p>1.8. Reviews and evaluates the requirements/ supporting documents forwarded by the PO/DO.</p>	None	2 Days	<p><i>Accounting IV/ FASD Staff</i> <i>Regional Director</i> Regional Office</p>



	1.9.a. If incomplete, returns to the DO/PO for compliance; or  1.9.b. If complete, approves Disbursement Voucher	None	2 Hours	<i>Accounting IV or FASD Staff Regional Director Regional Office</i>  <i>Regional Director Regional Office</i>
	1.10 Returns approved DV with supporting documents to the DO/PO Office	None	1 Hour	<i>FASD Staff Provincial/ District Director Provincial/ District Office</i>
	1.11. Receives the approved DV	None	5 Minutes	<i>Front Desk Provincial/ District Director Provincial/ District Office</i>
	1.12 Prepares the check vis-a-vis the approved DV and supporting documents	None	1 Hour	<i>Disbursement Officer Provincial/ District Director Provincial/ District Office</i>
2. Receives check payment	2. Releases check payment to the TVI	None	1 Hour	<i>Disbursement Officer Provincial/ District Director Provincial/ District Office</i>
	<b>TOTAL:</b>	None	4 Days, 6 Hours, 20 Minutes	

## 16. Payment of Training Support Fund

Training Support Fund is the allowance given to the STEP, PESFA and UAQTEA scholars based on the number of training days they attended. The processing of the payment for this allowance starts upon receipt by the Provincial/District Office of the training attendance sheets submitted by TVIs and ends with the release of the allowance to scholars.



<b>Office or Division:</b>	Provincial/District Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	STEP, PESFA, UAQTEA Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Training Attendance (1 certified true copy)		Technical Vocational Education and Training Institutions (TVI) which implemented TESDA Scholarship Programs		
2. Enrolment Report (1 certified true copy)				
3. Terminal Report (1 certified true copy)				
4. School ID		Scholar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits through the TVI the requirements/ documents	1.1. Receives the requirements/ documents from the partner TVI	None	5 Minutes	<i>Front Desk Provincial/ District Director Provincial/ District Office</i>
	1.2. Checks completeness of the requirements/ documents	None	10 Minutes	<i>Scholarship Focal / Processing Officer Provincial/ District Director Provincial/ District Office</i>
	1.3. a. If complete, assigns DV number; or 1.3.b. If incomplete, returns to the TVI for compliance	None	4 Hours	<i>Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office</i>
	1.4 Reviews and evaluates the required supporting documents for payment.	None	4 Hours	<i>Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office</i>
	1.5. If complete, certifies completeness of supporting documents and	None	1 Hour	<i>Administrative Officer IV Provincial/ District Director Provincial/ District Office</i>



	signs Box C of the DV.			
	1.6 Certifies also that the expenses are necessary and lawful, and signs Box A of the DV			<i>Supervising TESD Specialist Provincial/ District Director Provincial/ District Office</i>
	1.7. Approves DV and signs Box D	None	10 Minutes	<i>Provincial/ District Director Provincial/ District Office</i>
	1.8 If approved, prepare checks for release to the scholars	None	1 Hour	<i>Disbursing Officer Provincial/ District Director Provincial/ District Office</i>
2. Presents School ID and accepts Training Support Fund	2. Releases Training Support Fund (TSF) to the scholars.	None	1 Hour	<i>Disbursing Officer Provincial/ District Director Provincial/ District Office</i>
	<b>TOTAL:</b>	None	1 Day, 3 Hours 25 Minutes	

## 17. Preparation of Provincial Qualification Map

Evaluation and consolidation TVI's Absorptive Capacity and Scholarship Allocation Plans.

<b>Office or Division:</b>	Provincial/District Office			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to other Government G2B – Government to Business			
<b>Who may avail:</b>	TVIs with scholarship allocations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. TVIs Absorptive Capacity Inventory (1 original)			TVI	
2. Provincial Scholarship Allocation Plan (1 original)			Provincial Office	
3. Provincial Qualification Map (1 original)			Provincial Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits requirements	1.1. Receives documents/ requirements	None	3 Days	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.2. Certifies the Absorptive Capacity Inventory and prequalifies and evaluates the concerned TVI.	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.3. Prepares the Provincial Scholarship Allocation Plan (PSAP) based on the TVI's Absorptive Capacity Inventory.	None		<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.4. Approves the PSAP	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.5. Submits the PSAP to the Regional Office.	None		<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.6. Prepares the Provincial Qualification Map (PQM) based on the RTDBSA and submits it to RO.	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>



	For the next step, refer to the Preparation of Regional Qualification Map by the Regional Office	None		
	<b>TOTAL:</b>	None	6 Days	

## 18. Program Registration

Process by which TVET programs are registered with TESDA

<b>Office or Division:</b>	Provincial Office/District Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Institution/s who intend to offer TVET programs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Corporate and Administrative Documents</b>		
1. Letter of Application/Intent (TESDA-OP-CO-F03) (2 original)		Form downloadable at <a href="http://www.tesda.gov.ph">www.tesda.gov.ph</a>
2. Board Resolution/Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs and private institutions) (Board Resolution/Academic Council Resolution must specifically cover the training delivery site) (2 original)		Applicant TVI
3. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 original)		Applicant TVI
4. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 original)		Securities and Exchange Commission
5. Articles of Incorporation (indicate main address) (2 original)		Securities and Exchange Commission
6. Proof of building Ownership or contract of lease (covering at least two years) upon application for new program. For succeeding applications, a valid contract of lease (2 original)		Applicant TVI
7. Current Fire Safety Certificate (training site) (2 original)		Bureau of Fire Protection





<p>8. For Institutions that will branch out, the Articles of Incorporation &amp; Bylaws must state reasons for opening of the branch. The Articles of Incorporation signed by majority of the Incorporators must be notarized and received by SEC (2 original)</p>	<p>Applicant TVI</p>
<p><b>Curricular Requirements</b></p>	
<p>9. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification being addressed and the competencies to be developed  a. Course Design (2 original)  b. Modules of Instruction (2 original)</p>	<p>Form downloadable  @www.tesda.gov.ph</p>
<p>10. List of Equipment (TESDA-OP-CO-01-F13), Tools (TESDA-OP-CO-01-F14) and Consumables/Materials (TESDA-OP-CO-01-F15) necessary to deliver the program (2 original)</p>	<p>Form downloadable  @www.tesda.gov.ph</p>
<p>11. List of instructional materials (TESDA-OP-CO-01-F16) (such as reference materials, slides, video tapes, internet access and library resource necessary to deliver the program (2 original)</p>	<p>Form downloadable  @www.tesda.gov.ph</p>
<p>12. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus Physical Facilities TESDA-OP-CO-01-F18) (2 original)</p>	<p>Form downloadable  @www.tesda.gov.ph</p>
<p>13. Shop layout of training facilities indicating the floor area (2 original)</p>	<p>Applicant TVI</p>
<p>14. Institutional Assessment  Note: Actual Assessment Tools should be shown during inspection (2 original)</p>	<p>Applicant TVI</p>
<p>Faculty and Personnel  (Photocopy of supporting evidence, except when certified copy is required) (2 original)</p>	
<p>15. List of Officials (TESDA-OP-CO-01-F19)</p>	<p>Form downloadable  @www.tesda.gov.ph</p>
<p>16. For trainers:  a. List of Trainers (TESDA-OP-CO-01-F20) with their qualifications, areas of expertise, and courses/seminars (2 photocopy)  b. Evidence of qualification:  b.1. NTTC/trainer certificates and certification of employment for WTR (2 photocopy)  b.2. Certificate on Trainers Methodology Level I or other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 photocopy)</p>	<p>Form downloadable  @www.tesda.gov.ph</p>



c. Notarized contract of employment (between the trainer and the Applicant TVI (2 certified true copies)				
17. For non-teaching staff: a. List of personnel (TESDA-OP-CO-01-F21) with qualifications (2 photocopy) b. evidence of qualification with copies of certificates (2 photocopy) c. Contracts of employment (2 photocopy)		Form downloadable @www.tesda.gov.ph		
<b>Program Guidelines</b>				
18. Program fees, with breakdown of tuition and other fees and schedule of fee payment duly signed by the school head indicating the effectivity of school year (2 original)		Applicant TVI		
19. Documented grading system, details of which are provided to students/trainees at the start of their program (2 original)		Applicant TVI		
20. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original)		Applicant TVI		
21. Rules on Attendance (2 original)		Applicant TVI		
<b>Support Services</b>				
22. Health services are available to the students/trainees. If these services are contracted out or out-sourced, the contract or MOA or similar documents must be submitted. (2 original)		Applicant TVI		
23. Job Linkaging and Networking Services (JLNS) which include Career Services and Employment Facilitation available to students/trainees/TVET graduates (reference: Section IV, letter A –Delivery Platforms of JLNS Nos. 1-4 of the TESDA Circular No. 38, series of 2016) (2 original)		Applicant TVI		
24. Community Outreach Program (optional) (2 original)				
25. Research program activities that will support continuing development of the program of the school (optional) (2 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application documents/ requirements after complying with the orientation and site inspection	1.1. Checks completeness and correctness of the documents	Php2,000 per program	1 Day	<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>



requirements on program registration				
	1.2. Stamps "Received Complete/Correct Documents" for complete and correct application documents	None		<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
	1.3. Issues Acknowledgment Letter	None		<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
	1.4 Reviews Technical Inspection Report of facilities, tools and equipment.	None		<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
2. Pays registration fee	2.1. Accepts payment of registration fee 2.2. issues Official Receipt	None		<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.3. Prepares recommendation for program registration based on the results of the review and evaluation of documents and site inspection report	None	1 Day	<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
	2.4. Submits recommendation for program registration, application documents and site inspection	None		<i>Provincial/ District Director Provincial/ District Office</i>



	report to the Regional Director.			
	2.5. Conducts final review of the recommendation and program registration documents	None	1 Day	<i>Regional Director</i> Regional Office
	2.6. Prepares Certificate of TVET Program Registration (CTPR) or Letter of Denial	None		<i>UTPRAS Focal Person</i> Regional Director Regional Office
	2.7. Approves and signs TVET Program Registration (CTPR) or Letter of Denial	None		<i>Regional Director</i> Regional Office
	2.8. Transmits CTPR/ Letter of Denial to PO Issues CTPR/ Letter of Denial	None		<i>UTPRAS Focal Person</i> Regional Director Regional Office
3. Receives CTPR/Letter of Denial	3. Issues CTPR/ Letter of Denial	None		<i>UTPRAS Focal Person</i> Provincial/ District Director Provincial/ District Office
	<b>TOTAL:</b>	Php2,000 per program	*3 Days	

\*Does not include the 4-day transmittal of documents from Regional Office to Provincial/District Office and vice versa.

## 19. Release of Starter Toolkits

Starter Toolkits are tools and equipment related to the training that a beneficiary can utilize for self-employment or entrepreneurial activities. This kit is being released to the STEP graduates or to his/her authorized representative once the kit was received by the Provincial/District Office from the Regional Office.

<b>Office or Division:</b>	Provincial Office/District Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	STEP/UAQTEA graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1. Acknowledgement Receipt for Starter Toolkit (3 original)			Provincial/ District Office Scholar	
<b>Authorized Representative</b>				
1. Acknowledgement Receipt for Starter Toolkit (3 original)			Provincial/ District Office Representative	
2. Special Power of Attorney (1 original)			Representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives the starter toolkits	1. Releases the starter toolkits	None	5 Minutes	Scholarship Focal Provincial/ District Director Provincial/ District Office
2. Accomplishes the Acknowledgement Receipt Form and submits to the Scholarship Focal	2. Receives the form and checks for correctness	None	10 Minutes	Scholarship Focal Provincial/ District Director Provincial/ District Office
<b>TOTAL:</b>		None	15 Minutes	

## 20. Renewal of Competency Assessor's Accreditation

This service for assessors whose accreditation has expired.

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All competency assessors whose accreditation has expired			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Intent (1 original)			Applicant	
2. Accomplished Application Form (1 original)			Provincial Office/ Applicant	
3. Picture, passport size (1 piece)			Applicant	
4. Picture 2 x 2 white background (1 piece)			Applicant	



5. Certificate of Employment indicating compliance to the requirements of number of years of work/industry experience or teaching experience (1 original)		Employer/ Applicant		
6. National Certificate (NC) Level 2 or higher (1 photocopy)		Applicant		
7. Training Methodology Certificate (TMC) or Certificate of Competency (COC) on Conduct of Competency (1 photocopy)		TESDA/ Applicant		
8. Certification on Loading (1 original)		TESDA/ Applicant		
9. Certificate of Attendance on Assessment Calibration/Moderation of the relevant qualification (1 original)		TESDA/ Applicant		
10. Results of Performance Evaluation (1 original)				
11. Report on Assessment Proceedings (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirement	1. Summarizes and analyzes data on performance evaluation gathered	PHP 500 per qualification	5 Days	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	2. Evaluates application and documents			
	3. Prepares Letter of Notification to be signed by the Provincial Director notifying the applicant on the results of evaluation			
	4. Approves and releases Certification of Accreditation			
	<b>TOTAL:</b>	PHP 500 per qualification	5 Days	



## 21. Renewal of National Certificate/ Certificate of Competency

This is a service provided to certified workers whose National Certificates and/or Certificates of Competencies are due for renewal or expired.

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All certified workers with expired National Certificate/ Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			Provincial Office	
2. NC/COC (1 photocopy, with original copy to be presented)			Applicant	
3. Picture, colored, passport size, white background 4. (2 pieces)			Applicant	
5. Certificate of work and/or teaching experience for at least 12 months during the validity period of the NC/ COC			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements for renewal of NC/ COC	1.1. Checks the completeness and correctness of the submitted documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies the profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA Online Registry and checks consistency with the NC/COC presented	None		
	1.3. Prepares, prints and releases the NC/ COC	None		
2. Pays the replacement fee	2.1. Receives payment	Php100		Cashier



	2.2. Issues Official Receipt	None		Provincial/ District Director Provincial/ District Office
3. Reviews NC/ COC				
	<b>TOTAL:</b>	Php100	1 Day	

## 22. Replacement of Damaged National Certificate/Certificate of Competency

This service is provided to replace valid but damaged National Certificate and/or Certificate of Competency of certified workers

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Holders of valid but damaged National Certificate and/or Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (1 original)			Applicant	
2. Original NC/COC (1 original)			Applicant	
3. Picture, colored, passport size white background, with collar and with name printed at the back (1 copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	





	1.3. Prepares, prints and releases the NC/ COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP 100		<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	<b>TOTAL:</b>	PHP 100	5 Hours	

### 23. Replacement of Lost National Certificate and Certificate of Competency

This service is provided to replace valid but lost National Certificate and/or Certificate of Competency of certified worker.

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Citizen			
<b>Who may avail:</b>	All holders of valid but lost National Certificate and/or Certificate of Competency			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of request (1 original)			Applicant	
2. Duly notarized Affidavit of Loss (1 original)			Applicant	
3. Picture, colored, passport size white background, with collar and with name printed at the back (1 copy)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks	None	2 Hours	



	consistency with the NC/COC presented			
	1.3. Prepares, prints and releases the NC/ COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	Php100		<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	<b>TOTAL:</b>	Php100	5 Hours	

## 24. Replacement of National Certificate and Certificate of Competency due to Change of Name

This service is provided to replace National Certificate and/or Certificate of Competency of certified worker due to change of name.

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Holders of valid National Certificate and/or Certificate of Competency who want their NC/COC replaced due to change of name			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request Original NC/COC (1 original)			Applicant	
2. Picture, colored, passport size white background, with collar and with name written at the back (1 piece)			Applicant	
3. Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	<i>CACs Focal Person Provincial/ District Director</i>



	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	Provincial/ District Office
	1.3. Prepares, prints and releases the NC/COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP 100		<i>Cashier</i> Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	<b>TOTAL:</b>	PHP 100	5 Hours	

## 25. Replacement of NC/COC due to Erroneous Entry

This service is provided to replace a valid National Certificate and/or Certificate of Competency of certified workers due to erroneous entry.

<b>Office or Division:</b>	Provincial Office/District Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All holders of valid National Certificate and/or Certificate of Competency with erroneous entry	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter of Request		Applicant
NC/ COC (1 original)		Applicant
Picture, colored, passport size white background, with collar and with name written at the back (1 copy)		Applicant
Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original)		Applicant



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	Php100		<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	<b>TOTAL:</b>	Php100	5 Hours	



## **Provincial Office Internal Services**



## 1. Issuance of Supplies Available on Stock

This service provides for the supplies and materials needed by the different offices for their day-to-day operations. National government agencies are mandated to buy their common supplies from the Procurement Service (PS-DBM). The supplies being procured from PS-DBM are based on the submitted Annual Procurement Plan (APP) of the various offices.

<b>Office or Division:</b>	Provincial/ District Office - - Finance and Administrative Services Unit (FASU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	TESDA offices in the Central Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopies)		Provincial/ District Office - Finance and Administrative Services Unit (FASU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits RIS	1.1 Receives RIS	None	2 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
	1.2 Checks if the requested items are included in the approved Annual Procurement Plan (APP) and if available on stock	None	10 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
2.a Receives the supplies requested; or	2.a If included in the APP and available on stock, issues supplies being requested; or	None	10 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
2.b Receives advice on the procurement of supplies	2.b If the supplies requested are neither included in the APP nor available on stock, returns the RIS to the requesting office for the preparation of Purchase Request (PR)	None	30 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
<b>TOTAL:</b>			52 Minutes	



## 2. Payment of Scholarship Vouchers

Settlement of government payable/obligation related to scholarship implementation. It shall be covered by Disbursement Voucher. All Disbursement Voucher must undergo the process of checking, verification, validation, mathematical computation before it is certified and approved by authorized signatories/officials and employees.

<b>Office or Division:</b>	Provincial Office/District Office			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to other Government			
<b>Who may avail:</b>	TTIs with scholarship allotment/allocation			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Disbursement Vouchers (DV) (3 original)			Provincial/ District Office	
2. Obligation Request and Status (ORS) (3 original)			Provincial/ District Office	
<b>For Training and/or Entrepreneurship Cost</b>				
3. Billing Statement or any equivalent document stated in the Implementing Guidelines (1 original)			TESDA Technology Institutions (TTIs) which implemented TESDA Scholarship Programs	
4. Trainees' Profiles encoded in the T2MIS (1 original)				
5. Daily Attendance Sheet (1 original)				
6. Signed SGCs (TESDA Copy) (1 original)				
<b>For Assessment Cost</b>				
1. Billing Statement (1 original)			TESDA Technology Institutions (TTIs) which implemented TESDA Scholarship Programs	
2. Assessment Attendance Sheet (1 original)				
3. RWAC, stamped received by the DOs/POs (1 certified true copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For TTIs</b>				
<b>Training Cost, Entrepreneurship Fee and Cost of Misc.:</b>				
1. Submits the requirements/ documents.	1.1. Receives the requirements/ documents.	None	5 Minutes	<i>Front Desk Provincial/ District Director Provincial/ District Office</i>
	1.2. Checks completeness of the requirements/ documents.	None	5 Minutes	<i>Scholarship Focal Administrative Officer IV Provincial/ District Director</i>



				Provincial/ District Office
	<p>1.3. a. If complete, assigns DV number;</p> <p>1.3.b. If incomplete, returns to the requesting TTI or Assessment Center for compliance</p>	None	5 Minutes	<i>Processing Officer/ Administrative Officer IV/ Provincial/ District Director</i> Provincial/ District Office
	1.4 Reviews and evaluates the requirements/ supporting documents	None	1 Day	<i>Processing Officer/ Administrative Officer IV Supervising TESD Specialist// Provincial/ District Director</i> Provincial/ District Office
	<p>1.5. If complete, certifies completeness of supporting documents and signs Box C of the DV.</p> <p>1.6. Certifies also that the expenses are necessary and lawful, and signs Box A of the DV:            a. for Training Cost and/or Entrepreneurship Cost; or            b. for Assessment</p>	None	1 hour	<i>Administrative Officer IV Provincial/ District Director</i> Provincial/ District Office  <i>Provincial/ District Director</i> Provincial/ District Office  Supervising TESD Specialist <i>Provincial/ District Director</i> Provincial/ District Office
	<p>For Training Cost and/or Entrepreneurship Cost of TTIs:            1.7. Transmits the DV for the Training</p>	None	1 Day	<i>Administrative Officer IV Provincial/ District Director</i> Provincial/ District Office





	<p>and/or Entrepreneurship Cost and complete documents to the Regional Office for approval of the Regional Director</p> <p>For Assessment Fee; Releases DV with supporting documents to the approving official.</p>			<p><i>Supervising TESD Specialist Provincial/ District Director Provincial/ District Office</i></p>
	1.8. Reviews and evaluates the requirements/ supporting documents forwarded by the PO/DO.	None	2 Days	<p><i>Accounting IV/ FASD Staff Regional Director Regional Office</i></p>
	1.9.a. If incomplete, returns to the DO/PO for compliance; or 1.9.b. If complete, approves Disbursement Voucher	None	2 Hours	<p><i>Accounting IV or FASD Staff Regional Director Regional Office</i></p> <p><i>Regional Director Regional Office</i></p>
	1.10 Returns approved DV with supporting documents to the DO/PO Office	None	1 Hour	<p><i>FASD Staff Provincial/ District Director Provincial/ District Office</i></p>
	1.11. Receives the approved DV	None	5 Minutes	<p><i>Front Desk Provincial/ District Director Provincial/ District Office</i></p>
	1.12 Prepares the check vis-a-vis the approved DV and supporting documents	None	1 Hour	<p><i>Disbursement Officer Provincial/ District Director Provincial/ District Office</i></p>



2. Receives check payment	2. Releases check payment to the TTI	None	1 Hour	<i>Disbursement Officer Provincial/ District Director Provincial/ District Office</i>
	<b>TOTAL:</b>	None	4 Days, 6 Hours, 20 Minutes	

### 3. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities.

<b>Office or Division:</b>	Provincial/ District Office - Finance and Administrative Services Unit (FASU)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	TESDA officials and employees	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Purchase Request (1 original, 2 photocopy)	Finance and Administrative Services Unit (FASU) - Procurement Section	
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)	Finance and Administrative Services Unit (FASU) - Procurement Section	
3. Abstract of Price Quotation (1 original, 1 photocopy)	Finance and Administrative Services Unit (FASU) - Procurement Section	
4. Purchase Order/Job Order (1 original, 3 photocopy)	Finance and Administrative Services Unit (FASU) - Procurement Section	
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)	Finance and Administrative Services Unit (FASU) - Procurement Section	
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)	Finance and Administrative Services Unit (FASU) - Procurement Section	
7. Property Acknowledgement Receipt (PAR) (2 original)	Finance and Administrative Services Unit (FASU) - Procurement Section	
8. Inventory Custodian Slip (ICS) (2 original)	Finance and Administrative Services Unit (FASU) - Procurement Section	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits PR	1.1. Receives PR	None	2 Days	<i>Supply Officer</i> Procurement Section  <i>Provincial/ District Director</i> Provincial/ District Office
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None		<i>Supply Officer</i> Procurement Section  <i>Provincial/ District Director</i> Provincial/ District Office
	1.3. Processes PR and checks completeness of specifications	None		<i>Supply Officer</i> Procurement Section  <i>Provincial/ District Director</i> Provincial/ District Office
	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None		<i>Supply Officer</i> Procurement Section  <i>Provincial/ District Director</i> Provincial/ District Office
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		<i>Supply Officer</i> Procurement Section  <i>Provincial/ District Director</i> Provincial/ District Office
	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above	None		Average minimum: 6 Days  Average maximum: 18 Days



	Php50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))			
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>Supply Officer</i> Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	2 Days	<i>Supply Officer</i> Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office
	1.9. Checks the completeness and validity of the documentary requirements of the supplier with the Lowest Calculated and Responsive Quotation.	None		<i>Supply Officer</i> Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office



	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	Administrative Officer IV Provincial/ District Director Provincial/ District Office
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity.  Supplier/Service provider delivers goods within 7 days or services within 15 to 30 days	None	1 Day	Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.13. Inspects and accepts deliveries	None	1 Day	Inspector Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-users/requesting office/s			Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	10 Minutes	Supply Officer Procurement Section Provincial/ District Director



				Provincial/ District Office
	(From the receipt of Purchase Request to the to the preparation of DV)	None	Average Minimum: 14 Days, 20 Minutes  Average Maximum: 26 Days, 20 Minutes	
	<b>TOTAL:</b>			

Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR.

Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing



## **TESDA Training Centers External Services**



## 1. Application for Scholarship and Enrolment

This service pertains to the enrolment and registration of interested citizens to a certain training program offered by the training center.

<b>Office or Division:</b>	Office of the Administrator/Center Chief			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- High School Graduates;</li> <li>- Working Age Population;</li> <li>- Any citizen who are qualified for a given Training Program</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Registration Form/Enrolment Form (1 original)		Office of the Administrator/Information Office		
2. Form 137/ ALS Certificate/ Transcript of Records/ Diploma (1 certified true photocopy)		Last School Graduated or Attended / Applicant		
3. NSO/PSA Birth Certificate (1 photocopy)		Philippine Statistic Authority		
4. Marriage Certificate ( <i>for married women only</i> ) (1 photocopy)				
5. Pictures a. Passport size, white background with name tag (2 pieces) b. 1 x 1, (5 pieces)		Applicant		
6. Medical Certificate (1 original)		Government Hospital		
7. Barangay Clearance (Optional) (1 original)		Office of the Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the trainings available for enrolment	1.1. Provides information on the available trainings and programs  1.2. Issues Applicant's Information Sheet and Interview Sheet	None	5 Minutes	<i>Front Desk Officer Administrator Office of the Administrator/ Center Chief</i>
2. Fills out and submits Applicant's Information Sheet and Interview Sheet	2. Checks completeness of Applicant's Interview Sheet	None	15 Minutes	<i>Trainer Administrator Office of the Administrator</i>





3.a. Attends interview; or	3.1.a. Interviews and assesses applicant; or	None	20 Minutes	<i>Trainer Supervisor Administrator Office of the Administrator</i>
3.b. Takes Qualifying Exams	3.1.b. Administers qualifying examination  3.2. Issues registration form and list of requirements	None	Or  1 Hour, 15 Minutes	<i>Testing Officer Center Chief Office of the Center Chief</i>
4. Accomplishes registration form and receives list of requirements	4. Receives and evaluates requirements as to completeness and correctness	None	20 Minutes	<i>Registrar Administrator Office of the Administrator/ Center Chief</i>
5. Receives admission slip	5. Encodes student's registration to T2MIS and issues admission slip	None	15 Minutes	<i>Registrar Administrator Office of the Administrator/ Center Chief</i>
	<b>TOTAL:</b>	None	1 Hour, 15 Minutes or 2 Hours, 10 Minutes	

## 2. Application for Assessment and Certification

Process where TVET graduates or workers apply for assessment to obtain National Certificate (NC) or Certificate of Competency (CoC).

<b>Office or Division:</b>	Office of the Administrator/Center Chief
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Those who are interested to take assessment in the different qualifications offered by the TESDA Training Institutions
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Fully filled up Application Form (1 original)	Applicant
2. Self-Assessment Guide	Office of the Administrator/CAC Processing Officer



3. Picture, passport size, white background with collar and name tag (2 pieces)			Applicant	
4. Birth Certificate (1 photocopy)			Philippine Statistics Authority	
5. Employment Certificate (1 original); and/or			Company	
6. Training Certificate (1 photocopy/ each)			Training Center Attended	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiries on assessment schedule	1.1. Provides assessment schedule, application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	<i>CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator</i>
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	<i>CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator</i>
	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled assessment if the number of applicants reaches to 10 and above	None	15 Minutes	<i>CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator</i>
3. Secures Order of Payment	3. Issues Order of Payment	None	2 Minutes	<i>CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief/Administrator</i>
4. Pays assessment fee (for walk-in applicants)	4. Accepts payment and issues Official Receipt	Fee depends on the qualification	2 Minutes	<i>CAC Processing Officer AC Manager Center Chief/ Administrator</i>



				Office of the Center Chief/Administrator
5. Submits Application Form in which Official Receipt Number is indicated	5. Receives application form and checks the Official Receipt Number	None	1 Minute	CAC Processing Officer AC Manager Center Chief/Administrator Office of the Center Chief/Administrator
6. Receives Admission slip and assessment schedule	6.1. Provides tentative assessment schedule and issues Admission Slip at the time of application 6.2. Provides tentative date of assessment 5 days before assessment. In case of cancellation, informs candidate 1 day before the assessment	None	1 Minute  3 Minutes	CAC Processing Officer AC Manager Center Chief/Administrator Office of the Center Chief/Administrator
	<b>TOTAL:</b>	Fee depends on the qualification	41 Minutes	

### 3. Catering Services

TESDA Women's Center Canteen provides catering services to other government agencies and non-government organizations.

<b>Office or Division:</b>	Office of the Administrator/Center Chief	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	Other government agencies and non-government organizations	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Catering Request Form		Canteen Supervisor



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished Catering Request Form	1.1 Receives Catering Request Form  1.2 Prepares menu plan and computation of the cost of catering service based on prescribed pricing	None	10 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
2. Receives and agrees to the menu plan and catering service cost	2.1. Provides the menu plan and catering service cost	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
	2.2. Endorses menu plan to the kitchen staff and service attendants	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
3. Receives catering services	3.1. Renders catering services	Based on agreed cost of catering services	Depends on the request of the client	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
	3.2. Prepares and issues billing statement for catering services rendered	None	5 Minutes	<i>Canteen Supervisor Center Chief</i>
4. Pays the bill	4.1 Receives payment 4.2 Issues Official Receipt	None	5 Minutes	<i>Canteen Supervisor, FASSU Head, Center Chief</i>
	<b>TOTAL:</b>	Based on agreed cost of catering services	30 Minutes	



#### 4. Dormitory Services

Selected TESDA Training Centers provide dormitory services to external clients.

<b>Office or Division:</b>	Office of the Administrator/Center Chief			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Trainees, Job Order Personnel and others referred by TESDAnS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished Registration Form			Dormitory Manager	
2. Order of Payment			Dormitory Manager	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.1. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
3. Receives the Order of Payment and pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the training center, but do not exceed these:  Aircon Room: PHP400/ pax/day  Non-Aircon Room: PHP 150/pax/day	1 Minute	<i>Cashier Administrator Office of the Administrator</i>



4. Presents the OR to the Dormitory Manager 4.2. Checks in to designated room	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
5. Checks in to designated room	5. Ensures completeness of amenities	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
		Rates may vary depending on the training center, but do not exceed these:  Aircon Room: PHP400/ pax/day  Non-Aircon Room: PHP 150/pax/day		
	<b>TOTAL:</b>		17 Minutes	

## 5. Issuance of Certificate of Training

Certificate of Training are issued/released to graduates after their completion of a TESDA registered training program.

<b>Office or Division:</b>	Office of the Administrator/Center Chief	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Graduates of the training program offered by the Training Center	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Request Form		Registrar's Office
2. Clearance		Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the request form and submits the requirements	1.1. Checks the authenticity and validity of the documents submitted	None	5 Minutes	<i>Registrar Administrator/Center Chief Office of the Administrator/Center Chief</i>
	1.2. Verifies/ Checks the name of the graduate in the Master list	None	20 Minutes	<i>Registrar Administrator/Center Chief Office of the Administrator/Center Chief</i>
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	<i>Registrar Administrator/Center Chief Office of the Administrator/Center Chief</i>
	<b>TOTAL:</b>	None	30 Minutes	

## 6. Rental of Function Room

Functions Rooms at the TESDA Women's Center are rented by external clients.

<b>Office or Division:</b>	<b>TESDA WOMEN'S CENTER</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Online Reservation Form		Reservation Officer		
2. Order of Payment		Reservation Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Online Reservation Form	1.1 Receives and confirms the accomplished Online Reservation Form	None	2 Minutes	<i>Reservation Officer, FASSU Head, Center Chief Office of the Center Chief</i>



	1.2 Makes schedules and necessary coordination with the concerned personnel on the preparation of the Function Room reserved	None	5 Minutes	<i>Reservation Officer, FASSU Head, Center Chief Office of the Center Chief</i>
	1.3 Issues Order of Payment	None	5 Minutes	<i>Reservation Officer</i>
2. Pays the Bill	2. Issues Official Receipt	None	5 Minutes	<i>Cashier, FASSU Head, Center Chief</i>
3. Uses the function room	3. Ensures completeness of amenities	<i>depends on the room/ amenities rented and time of usage</i>	<i>depends on the time of usage of room/ amenities</i>	<i>Reservation Officer, FASSU Head, Center Chief Office of the Center Chief</i>
	<b>TOTAL:</b>	<i>depends on the room/ amenities rented and time of usage</i>	17 Minutes	





## **TESDA Training Centers Internal Services**



## 1. Catering Services

Provision by TESDA Women's Center of catering services to TESDA Offices in the Central Office.

<b>Office or Division:</b>	<b>Office of the Administrator/Center Chief</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TESDA Offices in the Central Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Catering Request Form		Canteen Manager		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished Catering Request Form	1.1 Receives Catering Request Form	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
	1.2 Checks whether the requesting office has unsettled account.	None		<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
	1.3.a. If with unsettled account, denies the catering request; or 1.3.b. if without, processes catering request.	None		<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
	1.4. Prepares menu plan and computation of the cost of catering service based on prescribed pricing	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>
2. Receives and agrees to the menu plan and catering service cost	2.1. Provides the menu plan and catering service cost	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Center Chief</i>



	2.2. Endorses menu plan to the kitchen staff and service attendants	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Cent er Chief</i>
3. Receives catering services	3.1. Renders catering services	Based on agreed cost of catering services	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/Cent er Chief</i>
	3.2. Prepares and issues billing statement for catering services rendered	None	Depends on the request of the client	<i>Canteen Supervisor Center Chief</i>
4. Pays the bill	4.1 Receives payment 4.2 Issues Official Receipt	None	5 Minutes	<i>Canteen Supervisor Center Chief</i>
	<b>TOTAL:</b>		25 Minutes	

## 2. Day Care Services

TESDA Women's Center provides Day Care Services during office/training hours to children of TESDA employees and TWC Trainees.

<b>Office or Division:</b>	<b>TESDA WOMEN'S CENTER</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	TESDA Employees and TWC Trainees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Registration Form		Day Care Worker		
2. Duly Accomplished Consent Form		Day Care Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Registration and Consent Forms	1.1 Receives and confirms the Registration and Consent Forms	None	5 Minutes	<i>Day Care Worker, FASSU Head, Center Chief Office of the Center Chief</i>



	1.2 Discusses policies on special needs and restrictions of the child as indicated in the Consent Form	None	10 Minutes	Day Care Worker, FASSU Head, Center Chief Office of the Center Chief
2. Utilizes the Day Care Facility	2. Ensures safety and security of the child	None	1 Day	Day Care Worker, FASSU Head, Center Chief Office of the Center Chief
	<b>TOTAL:</b>	None	1 Day, 15 Minutes	

### 3. Dormitory Services

Selected TESDA Training Centers provide dormitory services to internal clients.

<b>Office or Division:</b>	<b>TESDA WOMEN'S CENTER</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TESDA offices, officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Registration Form		Dormitory Manager		
2. Order of Payment		Dormitory Manager		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	Dormitory Manager Administrator/Center Chief Office of the Administrator/Center Chief
2. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	Dormitory Manager Administrator/Center Chief Office of the Administrator/Center Chief
3. Receives the Order of Payment and pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the	1 Minute	Cashier Administrator/Center Chief



		training center, but do not exceed these: Aircon Room: PHP200/pax/day Non-Aircon Room: PHP 75/pax/day		Office of the Administrator/Center Chief
4. Presents the OR to the Dormitory Manager	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
5. Checks in to designated room	5. Ensures completeness of amenities	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
	<b>TOTAL:</b>	Rates may vary depending on the training center, but do not exceed these: Aircon Room: PHP 200/day Non-Aircon Room: PHP 75/day	17 Minutes	

#### 4. Issuance of Supplies Available on Stock

This service provides for the supplies and materials needed by the different offices for their day-to-day operations. National government agencies are mandated to buy their common supplies from the Procurement Service (PS-DBM). The supplies being procured from PS-DBM are based on the submitted Annual Procurement Plan (APP) of the various offices.



<b>Office or Division:</b>	Office of the Administrator of RTC/PTC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Offices, officials and employees of the Regional/Provincial Training Center			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Office of the Administrator of RTC/PTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits RIS	1.1 Receives RIS	None	2 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>
	1.2 Checks if the requested items are included in the approved Annual Procurement Plan (APP) and if available on stock	None	10 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>
2.a Receives the supplies requested; or	2.a If included in the APP and available on stock, issues supplies being requested; or	None	10 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>
2.b Receives advice on the procurement of supplies	2.b If the supplies requested are neither included in the APP nor available on stock, returns the RIS to the requesting office for the preparation of Purchase Request (PR)	None	30 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>
	<b>TOTAL:</b>		52 Minutes	

## 5. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities.



<b>Office or Division:</b>	Office of the Administrator of TESDA Training Center
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Offices, officials and employees of the Regional/Provincial Training Center

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished Purchase Request (1 original, 2 photocopy)	Office of the Administrator of RTC/PTC
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)	Office of the Administrator of RTC/PTC
3. Abstract of Price Quotation (1 original, 1 photocopy)	Office of the Administrator of RTC/PTC
4. Purchase Order/Job Order (1 original, 3 photocopy)	Office of the Administrator of RTC/PTC
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)	Office of the Administrator of RTC/PTC
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)	Office of the Administrator of RTC/PTC
7. Property Acknowledgement Receipt (PAR) (2 original)	Office of the Administrator of RTC/PTC
8. Inventory Custodian Slip (ICS) (2 original)	Office of the Administrator of RTC/PTC

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits PR	1.1. Receives PR	None	2 Days	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.3. Processes PR and checks completeness of specifications	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator



	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above Php50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))	None	Average minimum: 6 Days  Average maximum: 18 Days	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within	None	2 Days	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator





	the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.			
	1.9. Checks the completeness and validity of the documentary requirements of the supplier with the Lowest Calculated and Responsive Quotation.	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	<i>Financial Analyst</i> <i>Administrator</i> Office of the Administrator
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity.  Supplier/Service provider delivers goods within 7 days or services within 15 to 30 days	None	1 Day	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.13. Inspects and accepts deliveries	None	1 Day	<i>Inspector</i> <i>Supply Officer</i> <i>Administrator</i>



				Office of the Administrator
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-users/requesting office/s			Supply Officer Administrator Office of the Administrator
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	10 Minutes	Supply Officer Administrator Office of the Administrator
	(From the receipt of Purchase Request to the to the preparation of DV)  <b>TOTAL:</b>	None	Average Minimum: 14 Days, 20 Minutes  Average Maximum: 26 Days, 20 Minutes	

Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR.

Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing

## 6. Rental of Function Room

Functions Rooms at the TESDA Women's Center are rented by internal clients.

<b>Office or Division:</b>	<b>TESDA WOMEN'S CENTER</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	TESDA offices, officials and employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Online Reservation Form	Reservation Officer	
2. Order of Payment	Reservation Officer	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the Online Reservation Form	1.1 Receives and confirms the accomplished Online Reservation Form	None	2 Minutes	<i>Reservation Officer, FASSU Head, Center Chief Office of the Center Chief</i>
	1.2 Makes schedules and necessary coordination with the concerned personnel on the preparation of the Function Room reserved	None	5 Minutes	<i>Reservation Officer, FASSU Head, Center Chief Office of the Center Chief</i>
	1.3 Issues Order of Payment	None	5 minutes	<i>Reservation Officer</i>
2. Pays the Bill	2. Issues Official Receipt	None	5 Minutes	<i>Cashier, FASSU Head, Center Chief</i>
3. Uses the function room	3. Ensures completeness of amenities	<i>depends on the room/ amenities rented and time of usage</i>	<i>depends on the time of usage of room/ amenities</i>	<i>Reservation Officer, FASSU Head, Center Chief Office of the Center Chief</i>
	<b>TOTAL:</b>	<i>depends on the room/ amenities rented and time of usage</i>	17 Minutes	



## **TESDA Administered Schools External Services**



## 1. Application for Assessment and Certification

Process where TVET graduates or workers apply for assessment to obtain National Certificate (NC) or Certificate of Competency (CoC).

<b>Office or Division:</b>	Office of the Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Those who are interested to take the assessment in the different qualifications offered by the TESDA Administered School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Application Form (1 original)		Applicant		
2. Self-Assessment Guide		Office of the Administrator/CAC Processing Officer		
3. Picture, passport size, white background with collar and name tag (2 copies)		Applicant		
4. Birth Certificate (1 photocopy)		Philippine Statistics Authority		
5. Employment Certificate (1 original)		Company		
6. Training Certificate (1 photocopy)		Training Center Attended		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires on assessment schedule	1. Provides application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	<i>Front Desk Officer</i> <i>Administrator</i> Office of the Administrator
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i> Office of the Administrator
	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled		15 Minutes	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i>



	assessment if the number of applicants reaches to 10 and above			Office of the Administrator
3. Secures Order of Payment	3. Issues Order of Payment	None	2 Minutes	<i>CAC Processing Officer</i> <i>Administrator</i> Office of the Administrator
4. Pays assessment fee (for walk-in applicants)	4. Accepts payment and issues Official Receipt	Fee depends on the qualification	2 Minutes	<i>Cashier</i> <i>Administrator</i> Office of the Administrator
5. Submits Application Form in which Official Receipt Number is indicated	5.1 Receives application form and checks the Official Receipt Number	None	1 Minute	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i> Office of the Administrator
6. Receives Admission slip and assessment schedule	6.1. Provides tentative assessment schedule and issues Admission Slip at the time of application 6.2. Informs final schedule of assessment 5 days before the schedule	None	1 Minute	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i> Office of the Administrator
			3 Minutes	
	<b>TOTAL:</b>	Fee depends on the qualification	41 Minutes	

## 2. Application for Scholarship and Enrolment Procedures

This service pertains to the enrolment and registration of a client to a certain training program offered by the institution covering all modes of delivery.

<b>Office or Division:</b>	Office of the Administrator
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- K12 graduates;</li> <li>- ALS Secondary Completers;</li> <li>- College Undergraduates</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Learner's Profile / Enrolment Form (1 original)		Registrar's Office Information and Referral Office		
2. Birth Certificate (1 authenticated copy)		Philippine Statistics Authority		
3. Transcript of Records (TOR) (1 photocopy)		Last School Attended		
4. Form 138 (1 photocopy)		Last School Attended		
5. Barangay Clearance (1 original)		Barangay Government Office		
6. Medical Certificate (1 original)		Government Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1.1. Validates the submitted requirements	None	10 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	1.2. Issues the enrolment/ registration form			
2.1. Receives the enrolment/ registration form  2.2. Accomplishes the enrolment/ registration form	2. Receives accomplished enrolment/ registration form	None	10 Minutes	<i>Registrar Administrator Office of the Administrator</i>
3. Pays enrolment fees	3.1. Accepts payment of enrolment fees	Insurance: PHP 150  SSG: Php20  ID: Php130 (except for UAQTEA/ TWSP/ STEP scholars)	15 Minutes	<i>Cashier Administrator Office of the Administrator</i>



	3.2. Processes enrollment			<i>Registrar Administrator Office of the Administrator</i>
4. Receives information on the schedules of orientation and training	4. Provides schedules of orientation and training	None	2 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	<b>TOTAL:</b>	None	37 Minutes	

### 3. Application for Training (Diploma Program)

This service pertains to the inquiry of a client to a certain training program of his interest and the conduct of qualifying examination.

<b>Office or Division:</b>	Office of the Administrator
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- K12 graduates;</li> <li>- ALS Secondary Completers;</li> <li>- College Undergraduates</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records (TOR) (1 photocopy)	Last School Attended
2. Form 138 (1 photocopy)	Last School Attended
3. Certificate of Good Moral Character (1 original)	Last School Attended
4. Medical Certificate (RHU) (1 original)	RHU
5. Birth Certificate (1 photocopy)	PSA
6. Police Clearance (1 original)	Local Municipal Office/City Hall/ City Municipal Police Station
7. Picture a. 1x1 (1 piece) b. Passport-size pictures, white background, with name tag (1 piece) 2 pcs	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on the training program offered by the institution	1. Provides information on the training program	None	5 Minutes	<i>Front Desk Officer Administrator Office of the Administrator</i>





	and corresponding requirements			
2. Accomplishes the attendance sheet for the qualifying exam and submits Form 138 or Transcript of Records if college undergraduate	2. Checks authenticity and validity of required documents	None	5 Minutes	<i>Guidance Counselor Administrator</i> Office of the Administrator
3. Takes the qualifying examination	3.1. Administers the qualifying examination	None	1 Hour	<i>Guidance Counselor Administrator</i> Office of the Administrator
	3.2. Processes the examination	None	10 Minutes	<i>Guidance Counselor Administrator</i> Office of the Administrator
	3.3. Provides feedback to client	None	10 Minutes	<i>Guidance Counselor Administrator</i> Office of the Administrator
4. Receives the list of requirements for enrollment	4. Informs the client of the registration process and requirements	None	5 Minutes	<i>Registrar Administrator</i> Office of the Administrator
	<b>TOTAL:</b>	None	1 Hour, 35 Minutes	

#### 4. Dormitory Services

Selected TESDA Administered Schools provide dormitory services to external clients.

<b>Office or Division:</b>	Office of the Administrator
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Trainees, Job Order Personnel and others referred by TESDAs
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Duly accomplished Registration Form		Dormitory Manager		
2. Order of Payment		Dormitory Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.1. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.2. Receives the Order of Payment.				
3. Pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the training center, but do not exceed these:  Aircon Room: PHP 150/day  Non-Aircon Room: PHP 33/day	1 Minute	<i>Cashier Administrator Office of the Administrator</i>
4.1. Presents the OR to the Dormitory Manager	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
4.2. Checks in to designated room				
	<b>TOTAL:</b>	Rates may vary depending on the training center, but	1 Hour, 15 Minutes	



		do not exceed these: Aircon Room: PHP 150/day Non-Aircon Room: PHP 33/day		
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## 5. Issuance of Certificate of Training

This service pertains to the issuance of training certificate to a graduate of a certain training program offered by the institution.

<b>Office or Division:</b>	Office of the Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Graduates of TESDA Administered Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Request Form		Registrar's Office		
2. Clearance		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the request form and submits the requirements	1.1. Checks the authenticity and validity of the documents submitted	None	5 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	1.2. Checks and verifies records	None	20 Minutes	<i>Registrar Administrator Office of the Administrator</i>
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	<b>TOTAL:</b>	None	30 Minutes	



## 6. Issuance of Transcript of Records

This service pertains to the issuance of Transcript of Record to a graduate of a certain training program offered by the institution.

<b>Office or Division:</b>	Office of the Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Graduates of TESDA Administered Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for the release of Transcript of Records	1. Issues clearance request form and informs the graduate of the requirements for the release	None	5 Minutes	<i>Registrar Administrator</i> Office of the Administrator
2. Accomplished the request form and submits together with clearance requirements to the registrar	2.1. Checks and verifies records 2.2. Checks authenticity and validity of submitted documents	None	3 Days	<i>Registrar Administrator</i> Office of the Administrator
3. Pays required fee for the Transcript of Records release	3. Issues Official Receipt	Php25	5 Minutes	<i>Cashier Administrator</i> Office of the Administrator
4. Claims the Transcript of Records and signs on the TOR Record Book	4. Releases of Transcript of Records	None	5 Minutes	<i>Registrar Administrator</i> Office of the Administrator
	<b>TOTAL:</b>	Php25	3 Days, 15 Minutes	



## **TESDA Administered Schools Internal Services**



## 1. Dormitory Services

Selected TESDA Administered Schools provide dormitory services to internal clients.

<b>Office or Division:</b>	Office of the Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TESDA officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Registration Form		Dormitory Manager		
2. Order of Payment		Dormitory Manager		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.1. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.2. Receives the Order of Payment.				
3. Pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the training center, but do not exceed these:  Aircon Room: PHP 150/day  Non-Aircon Room: PHP 33/day	1 Minute	<i>Cashier Administrator Office of the Administrator</i>



4.1. Presents the OR to the Dormitory Manager	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
4.2. Checks in to designated room				
		Rates may vary depending on the training center, but do not exceed these:  Aircon Room: PHP 150/day  Non-Aircon Room: PHP 33/day		
	<b>TOTAL:</b>		1 Hour, 15 Minutes	

## 2. Issuance of Supplies Available on Stock

This service provides for the supplies and materials needed by the different offices for their day-to-day operations. National government agencies are mandated to buy their common supplies from the Procurement Service (PS-DBM). The supplies being procured from PS-DBM are based on the submitted Annual Procurement Plan (APP) of the various offices.

<b>Office or Division:</b>	Office of the Administrator of the TAS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Offices, officials and employees of the TESDA Administered School (TAS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Office of the Administrator of RTC/PTC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits RIS	1.1 Receives RIS	None	2 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>



	1.2 Checks if the requested items are included in the approved Annual Procurement Plan (APP) and if available on stock	None	10 Minutes	Supply Officer Administrator Office of the Administrator
2.a Receives the supplies requested; or	2.a If included in the APP and available on stock, issues supplies being requested; or	None	10 Minutes	Supply Officer Administrator Office of the Administrator
2.b Receives advice on the procurement of supplies	2.b If the supplies requested are neither included in the APP nor available on stock, returns the RIS to the requesting office for the preparation of Purchase Request (PR)	None	30 Minutes	Supply Officer Administrator Office of the Administrator
<b>TOTAL:</b>			52 Minutes	

### 3. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities.

<b>Office or Division:</b>	Office of the Administrator of the TAS	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Offices, officials and employees of the TESDA Administered School (TAS)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Purchase Request (1 original, 2 photocopy)	Office of the Administrator of the TAS	
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)	Office of the Administrator of the TAS	
3. Abstract of Price Quotation (1 original, 1 photocopy)	Office of the Administrator of the TAS	





4. Purchase Order/Job Order (1 original, 3 photocopy)		Office of the Administrator of the TAS		
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)		Office of the Administrator of the TAS		
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Office of the Administrator of the TAS		
7. Property Acknowledgement Receipt (PAR) (2 original)		Office of the Administrator of the TAS		
8. Inventory Custodian Slip (ICS) (2 original)		Office of the Administrator of the TAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits PR	1.1. Receives PR	None	2 Days	<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None		<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.3. Processes PR and checks completeness of specifications	None		<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None		<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator



	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above Php50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))	None	Average minimum: 6 Days  Average maximum: 18 Days	<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	2 Days	<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator
	1.9. Checks the completeness and validity of the documentary requirements of	None		<i>Supply Officer</i>  <i>Administrator</i> Office of the Administrator



	the supplier with the Lowest Calculated and Responsive Quotation.			
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	<i>Financial Analyst</i> <i>Administrator</i> Office of the Administrator
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity.  Supplier/Service provider delivers goods within 7 days or services within 15 to 30 days	None	1 Day	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.13. Inspects and accepts deliveries	None	1 Day	<i>Inspector</i> <i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-users/requesting office/s			<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	10 Minutes	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator



	(From the receipt of Purchase Request to the to the preparation of DV)	None	Average Minimum: 14 Days, 20 Minutes	
	<b>TOTAL:</b>		Average Maximum: 26 Days, 20 Minutes	

Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR.

Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing



## VII. Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Walk-in customers answer the Customer Feedback Form (CFF) provided by the Customer Service Officer (CSO) at the Central, Regional and Provincial Offices. Drops the accomplished form in the designated drop box located at the Public Assistance Complaint Desk.</p> <p>Feedback and follow-up can also be made through any of the following:</p> <ul style="list-style-type: none"> <li>• Regular mail</li> <li>• Email (contactcenter@tesda.gov.ph)</li> <li>• SMS (0917-4794370)</li> <li>• Agency website (www.tesda.gov.ph)</li> <li>• Phone call (+63288877777)</li> <li>• Social media, TESDA Facebook page (@TESDAOfficial)</li> </ul>
How feedbacks are processed?	<p>The Customer Service Officer collects all the accomplished Customer Feedback Forms from the designated box every end of each working day. Feedbacks are then encoded in the Monitoring Report of Customer Feedback Form Results.</p> <p>Feedbacks are evaluated to determine its merit or identify feedbacks that require immediate action or answer.</p> <p>Feedbacks that require action will be endorsed to the Concerned Office for appropriate action. The action or response/ information taken is relayed to the Customer within 2 days.</p> <p>Feedbacks are consolidated and reported in the National Quality Management Committee meetings.</p>
How to file a complaint?	<p>Written complaints may be submitted through:</p> <ul style="list-style-type: none"> <li>• Postal mail: Technical Education and Skills Development Authority, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City 1630</li> <li>• Electronic mail:(contactcenter@tesda.gov.ph)</li> <li>• SMS (0917-4794370)</li> <li>• Facsimile: (+632) 8893-2454</li> <li>• Social media: TESDA Facebook page (@TESDAOfficial)</li> </ul> <p>Customer may personally visit any TESDA Office to file a complaint.</p>



## FEEDBACK AND COMPLAINTS MECHANISM

	<p>Important information is required in order to help evaluate the complaint. The following are the needed information for TESDA to respond and best assist the customers:</p> <ol style="list-style-type: none"> <li>1. Full Name, address, &amp; contact details of complainant</li> <li>2. Details of the acts complained of</li> <li>3. Person(s) charged</li> <li>4. Name of Department/ Agency of the person charged (if applicable); and</li> <li>5. Evidence of violation (if any)</li> </ol>
<p>How complaints are processed?</p>	<p>The complaint received by the Executive Offices/Process Owners/ Public Assistance Complaint Desk is referred/ endorsed to the Concerned Office for appropriate action. (Timeline:2 Days)</p> <p>The concerned office validates/investigates the details and acts on the complaint. (Timeline: 13 Days)</p> <p>The Customer Service Officer provides the customer information/feedback on the action taken on the complaint. (Timeline:1 Day)</p> <p>The Customer Service Officer requests for customer's feedback on the action taken on the complaint. (Timeline:1 Day)</p> <p>If the finalized action on the complaint will not be completed within the required timeframe, the concerned office/s sends a letter of extension to the complainant to inform and advise him/her of the expected complaint resolution timeframe. (Timeline: 20 days)</p> <p>The CSO/concerned office/person <b>closes</b> the complaint if the complainant will not make an appeal or further complaint for a period of three (3) months after the action on the complaint.</p> <p>Complaints and feedback are reported and discussed during Management Review meetings in the National, Regional and Provincial levels.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> <li>• Presidential Complaints Center - 8888</li> <li>• CSC Contact Center ng Bayan - 0908-8816565</li> <li>• Anti-Red Tape Authority- 8478-5093</li> <li>• Contact Center ng Bayan (SMS) - 0908-881-6565</li> </ul>



## VIII. List of Offices

<b>Head Office</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the Director General (ODG)	7 <sup>th</sup> Floor, TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8893 2454 8815 3622 8818 8829 odg@tesda.gov.ph
Planning Office (PO)	6 <sup>th</sup> Floor, TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	T 893-1966 F 893-1966 (0917) 886-5598 mglegaspi@tesda.gov.ph
Regional Operations Management Office (ROMO)/ Scholarship Management Office (SMO)	PEVOTI Bldg. TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8886 7679 8777 1231 amcarreon@tesda.gov.ph
Certification Office (CO)	5 <sup>th</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8815 3360 mspdelarama@tesda.gov.ph
Legal Division	3 <sup>rd</sup> TESDA Complex East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8888 5763 legaldivision@tesda.gov.ph
Administrative Service (AS)	2 <sup>nd</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8818 7729 aaalbani@tesda.gov.ph
General Services Division (GSD)	1 <sup>st</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8836 8359 abgutierrez@tesda.gov.ph
Human Resource Management Division (HRMD)	3 <sup>rd</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817 2516 aspanopio@tesda.gov.ph



<b>Head Office</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
HRMD-TESDA Development Institute (TDI)	3 <sup>rd</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8818 1314 mlovillanueva@tesda.gov.ph
HRMD-Foreign Scholarship Training Program (FSTP)	3 <sup>rd</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817 9095 mlovillanueva@tesda.gov.ph
Procurement Division	3 <sup>rd</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8893 8296 mgpdelarama@tesda.gov.ph
Financial and Management Service (FMS)	4 <sup>th</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817 4625 cadacuma@tesda.gov.ph
Budget Division	4 <sup>th</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817 2757 mvpmendoza@tesda.gov.ph
Accounting Division	4 <sup>th</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8818 1014 gmsaugon@tesda.gov.ph
Call Center Unit	4 <sup>th</sup> TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8888 5641 8888 5642 8888 5643 8888 5644 8888 5645 8888 5646 contactcenter@tesda.gov.ph

<b>Regional Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
National Capital Region (NCR)	Bldg 15. TESDA Gate 2 TESDA Complex	TF 811 3499 TF 817 2781





<b>Regional Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
	East Service Rd. South Superhighway, Taguig, Metro Manila.	TF 810 2540 TF 893 6184 0917 703 5736 NCR@tesda.gov.ph NCR.fasd@tesda.gov.ph NCR.rod@tesda.gov.ph
Cordillera Administrative Region (CAR)	# 32 Magsaysay Drive, Loakan Proper, Baguio City	T (074) 620 5983 TF (074) 661 7478 0949 991 2364 car@tesda.gov.ph
Region 1	Quezon Ave., Brgy. Catbangan, City of San Fernando, La Union	TF (072) 700 0613 F (072) 242 1456 F (072) 888 2951 T (072) 242 7584 T (072) 700 0613 0917 651 9352 region1@tesda.gov.ph
Region 2	TESDA Complex, Carig Norte, Tuguegarao City Cagayan	TF (078) 396 1088 F (078) 304 7785 0926 138 2233 region2@tesda.gov.ph
Region 3	Gov't Center Bo., Maimpis, San Fernando City.	TF (045) 455 3498 TF (045) 455 3630 0917 702 2399 region3@tesda.gov.ph
Region 4A	Bldg. 6 TESDA Complex East Service Rd. South Superhighway, Taguig Metro,Manilla.	TF 697 2338 TF 697 2407 TF 697 4342 TF 815 3553 (0917 312 1357 region4A@tesda.gov.ph
Region 4B	2 <sup>nd</sup> Floor, Acob Building, Brgy. Lalud, Calapan City, Oriental Mindoro	TF (043) 288 2408 0997 802 4836 <a href="mailto:region4b@tesda.gov.ph">region4b@tesda.gov.ph</a>
Region 5	Regional Center Site, Rawis, Legaspi City	TF (052) 742-5007 0995 962 7867 0908 684 4957 0945 667 8854 0951 702 6911 0929 145 0544 0966 164 7229 region5@tesda.gov.ph



<b>Regional Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Region 6	TESDA Compound, Zamora Street, Iloilo City	T (033) 509 7099 T (033) 335 0860 T (033) 336 2618 T (033) 336 9706 TF (033) 509 8355 0917 629 2949 region6@tesda.gov.ph
Region 7	Archbishop Reyes Ave., Cebu City	T (032) 412 0307 T (032) 412 0306 TF (032) 231 1596 0917 633 6906 region7@tesda.gov.ph
Region 8	TESDA Compound, Abucay, Tacloban City	T (053) 832 4474 TF (053) 832 4472 T (053) 888 3501 T (053) 832 4473 0916 571 3725 0947168 2276 region8@tesda.gov.ph
Region 9	2nd Floor ACC Building, Rizal Avenue Pagadian City Zamboanga City	TF (062) 955 2517 0995 193 5282 region9@tesda.gov.ph
Region 10	P.Chavez-Jupiter St. Macasandig Cagayan de Oro City	TF (088) 857 1665 TF (088) 227 25519 TF (088) 227 21943 0917 705 3887 region10@tesda.gov.ph
Region 11	616 Int. 2, Rimas St., Aquino Subd., J.P. Laurel Avenue, Davao City	T (082) 287 6032 0917 167 7352 region11@tesda.gov.ph
Region 12	2nd Floor Duremdes Building Gen. Santos Drive, Koronadal City 9506	TF (083) 228 9723 T (083) 228 1160 0917 711 0058 region12@tesda.gov.ph
Region CARAGA	G/F Balibrea Bldg., Pili Drive, Butuan City	TF (085) 815 7324 T (085) 815 7324 T (085) 815 1244 0917 323 9557 CARAGA@tesda.gov.ph
Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)	RMDC Complex, Brgy. Rebuken, Sultan Kudarat, Maguindanao	TF (064) 429 0068 TF (064) 429 0005 0977 819 5440



Regional Offices		
Office	Address	Contact Information
		ARMM@tesda.gov.ph

District/ Provincial Offices		
Office	Address	Contact Information
<b>NCR</b>		
TESDA District Office (CAMANAVA) CALOOCAN, MALABON, NAVOTAS, VALENZUELA	C3 Road corner Virgo Drive, Brgy.NBBS Kaunlaran, Navotas City	T 8282 7276 T 7217 6132 0917 841 4164 0933 826 7269 NCR.camanava@tesda.gov. ph
TESDA District Office (PASMAK) PASAY/MAKATI	Bldg 15, TESDA Gate 2 TESDA Complex East Service Rd. South Superhighway, Taguig, Metro Manila.	TF 810 5814 0917 560 9783 0917 501 5344 NCR.pasmak@tesda.gov.ph
TESDA District Office MANILA	1314 Mahatma Gandhi St., Belen St., Paco Manila	T 925 8935 0916 709 3400 NCR.manila@tesda.gov.ph
TESDA District Office (MUNTIPARLASTAPAT) MUNTINLUPA, PARANAQUE, LAS PIÑAS, TAGUIG, PATEROS	Bldg 8, TESDA Gate 2 TESDA Complex East Service Rd. South Superhighway, Taguig, Metro Manila.	886 5306 0905 315 8017 0939 922 2728 0917 130 8601 NCR.muntiparlastapat@tesd a.gov.ph
TESDA District Office (PAMAMARISAN) PASIG, MANDALUYONG, MARIKINA, SAN JUAN)	2nd Flr. NTTA Bldg. MPC Compound, Meyer Chanyungco St. Sta. Elena, Marikina City	TF 570 1315 TF 570 9893 7728 8871 0915 664 0255 NCR.pamamarisan@tesda.g ov.ph
TESDA District Office QUEZON CITY	Bituan St., Cor. Bayani Rd Brgy. Doña Imelda G. Quezon City	TF 711 0320 TF 711 0244 0917 329 4586 NCR.quezoncity@tesda.gov .ph
<b>CAR</b>		
Provincial Office - ABRA	Barangay Poblacion West Pidigan, Abra	0905 756 5747 0921 912 4157 car.abra@tesda.gov.ph



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - APAYAO	Government Center Barangay San Isidro Luna, Apayao	09209402630 car.apayao@tesda.gov.ph
Provincial Office - BENGUET	Upper Wangal La Trinidad, Benguet	0917 844 6893 0939 914 4769 car.benguet@tesda.gov.ph
Provincial Office - IFUGAO	Rock Quarry St., Poblacion North, Lagawe, Ifugao	0917 154 6923 car.ifugao@tesda.gov.ph
Provincial Office - KALINGA	Purok 6, Capitol Hills Bulanao, Tabuk City	0927 834 1567 0947 529 8010 car.kalinga@tesda.gov.ph
Provincial Office - MT. PROVINCE	2nd floor Multi-Purpose Building, Poblacion Bontoc, Mountain Province	0917 132 7108 0939 914 4708 car.mtprovince@tesda.gov.ph
<b>Region 1</b>		
Provincial Office - ILOCOS NORTE	Brgy.2, P.Gomez St., Laoag City	TF (077) 670 6901 T (077) 600 0209 0926 297 1505 region1.ilocosnorte@tesda.gov.ph
Provincial Office - ILOCOS SUR	Gov. A. Reyes St., Brgy. 8, Vigan City, Ilocos Sur	TF (077) 722 6753 T (077) 646 0319 0917 395 4719 region1.ilocossur@tesda.gov.ph
Provincial Office - LA UNION	Quezon Ave., Brgy. Catbangan, City of San Fernando, La Union	TF (072) 700-0983 T (072) 687 0759 0929 841 5781 region1.launion@tesda.gov.ph
Provincial Office - PANGASINAN	Provincial Capitol Compound, Lingayen	TF (075) 637 2417 0915 755 2666 region1.pangasinan@tesda.gov.ph
<b>Region 2</b>		
Provincial Office - BATANES	Batanes Technical Skills Development Center, Basco	0975 204 3885 0999 553 5045 0916 480 5499 region2.batanes@tesda.gov.ph



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - CAGAYAN	TESDA Complex, Carig, Norte, Tuguegarao City, Cagayan	TF (078) 377 0004 0917 809 8366 0916 227 1774 region2.cagayan@tesda.gov.ph
Provincial Office - ISABELA	2nd Flr Abarca Bldg., Calamagui Ilagan City, Isabela	TF (078) 323 1766 0916 227 1774 0917 524 2368 region2.isabela@tesda.gov.ph
Provincial Office - NUEVA VIZCAYA	Provincial Capitol Compound, Bayumbong, Nueva Vizcaya	0919 991 0613 0917 970 5693 region2.nuevavizcaya@tesda.gov.ph
Provincial Office - QUIRINO	Capitol Hills, San Marcos, Cabarroguis, Quirino	0927 474 9163 0915 444 7890 region2.quirino@tesda.gov.ph
<b>Region 3</b>		
Provincial Office - AURORA	Purok 01, Brgy. Buhangin, Baler, Aurora	0999 994-0085 0917 578 2328 region3.aurora@tesda.gov.ph
Provincial Office - BATAAN	Kinatawan Bldg. Capitol Drive, Balanga City Bataan	T (047) 237 1747 0920 921 0152 region3.bataan@tesda.gov.ph
Provincial Office - BULACAN	RSDC Compound Tabang, Guguinto Bulacan	TF (044) 794 4305 0926 064 6761 region3.bulacan@tesda.gov.ph
Provincial Office - NUEVA ECIJA	Ma. Aurora Rd., Brgy. Singalat, Palayan City, Nueva Ecija	TF (044) 464 3525 TF (044) 463 8474 TF (044) 600 5057 0917 851 1264 region3.nuevaecija@tesda.gov.ph
Provincial Office - PAMPANGA	PEO Compound, Sindalan, San Fernando 2000 Pampanga	0998 532 6461 0917 632 3034 0932 864 7238 0906 483 0912



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
		region3.pampanga@tesda.gov.ph
Provincial Office - TARLAC	San Isidro Industrial Complex San Isidro Tarlac City	0939 915 9470 0917 514 0540 0925 308 2494 0999 889 3007 region3.tarlac@tesda.gov.ph
Provincial Office - ZAMBALES	Bo. Palanginan, Iba, Zambales	T (047) 811 2635 0949 682 9308 region3.zambales@tesda.gov.ph
<b>Region 4-A</b>		
Provincial Office - BATANGAS	Batangas TESDA Provincial Office P. Herrera St. Batangas City	TF (043) 723 0574 (043) 300 0935 0920 923 0579 region4A.batangas@tesda.gov.ph
Provincial Office - CAVITE	Cavite Provincial Office Provincial Capitol Compound Trece Martirez City, Cavite	TF (046) 419 2421 TF (046) 419 0228 TF (046) 419 2646 0917 807 0278 region4A.cavite@tesda.gov.ph
Provincial Office - LAGUNA	Brgy. Bangyas, Calauan, Laguna	T (049) 836 0820 0998 535 1055 region4A.laguna@tesda.gov.ph
Provincial Office - QUEZON	2nd Floor Lucena Grand Terminal, Lucena City	0939 726 7369 0920 768 3084 0943 071 2871 0945 669 4929 0939 283 2482 region4A.quezon@tesda.gov.ph
Provincial Office - RIZAL	Don Hilario Ave., Club Manila East Compound San Juan, Taytay, Rizal	TF 286 6141 TF 286 6142 0928 559 6112 region4A.rizal@tesda.gov.ph
<b>Region 4-B</b>		



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - MARINDUQUE	2nd flr. JRT Bldg. Isok I Boac Marinduque	TF (042) 332 0231 0920 900 2403 region4B.marinduque@tesda.gov.ph
Provincial Office - OCCIDENTAL MINDORO	2nd Floor, Three Kids Building, San Jose, Occidental Mindoro	TF (043) 491 4255 TF (043) 457 0258 0928 209 5292 region4B.occidentalmindoro@tesda.gov.ph
Provincial Office - ORIENTAL MINDORO	1st Floor, Luna Bldg.,III, Gov. Infantado St., Calapan City	TF (043) 288 1117 0920 931 9335 region4B.orientalmindoro@tesda.gov.ph
Provincial Office - PALAWAN	PPSAT Compound, Sta. Monica, Puerto Princesa City, Palawan	TF (048) 434 5081 TF (048) 433 7146 0917 858 0859 region4B.palawan@tesda.gov.ph
Provincial Office - ROMBLON	2nd Flr. EGE Bldg., Festin St., Brgy. Ligaya, Odiongan, Romblon	TF (042) 567 5116 0936 058 2333 region4B.romblon@tesda.gov.ph
<b>Region 5</b>		
Provincial Office - ALBAY	City Motorpool, Airport Road Crusada, Legapi City	TF (052) 201 8531 0919 078 4280 0917 828 9539 region5.albay@tesda.gov.ph
Provincial Office - CAMARINES NORTE	LGU-Daet Compound, Brgy. Pamorang on Daet, Camarines Norte	0947 478 0615 region5.camarinesnorte@tesda.gov.ph
Provincial Office - CAMARINES SUR	2nd Floor DOLE Bldg., Naga City Hall, Naga City	TF (054) 473 1085 0920 978 4496 region5.camarinessur@tesda.gov.ph
Provincial Office - CATANDUANES	CSU Compound, Moonwalk, Calatagan Proper, Catanduanes	0999 479 1036 region5.catanduanes@tesda.gov.ph
Provincial Office - MASBATE	PEO Compound, Capitol Road, Masbate City	TF (056) 588 2423 (056) 333 5410 0928 331 5545



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
		region5.masbate@tesda.gov.ph
Provincial Office - SORSOGON	City Hall Compound, Cabinan, Sorsogon City	0917 860 3376 0919 004 2239 region5.sorsogon@tesda.gov.ph
<b>Region 6</b>		
Provincial Office - AKLAN	Cor. Regalado Street and Veterans Avenue, Kalibo, Aklan	TF (036) 268 8516 0917 132 0455 region6.aklan@tesda.gov.ph
Provincial Office - ANTIQUE	3rd Flr., St. Joseph Bldg., San Jose, Antique	TF (036) 540 8121 0917 305 0289 region6.antique@tesda.gov.ph
Provincial Office - CAPIZ	3rd Flr., Room 17-19, Capiz Government & Business Center Provincial Park, Roxas City, Capiz	TF (036) 620 0409 0919 994 1785 0917 815 2151 region6.capiz@tesda.gov.ph
Provincial Office - GUIMARAS	San Miguel Jordan, Guimaras	0917 509 0676 0998 573 7353 region6.guimaras@tesda.gov.ph
Provincial Office - ILOILO	TESDA Compound, Zamora Street, Iloilo City	T (033) 315 3076 TF (033) 337 9868 0917 496 1813 region6.iloilo@tesda.gov.ph
Provincial Office - NEGROS OCCIDENTAL	Felipe Lacson Street, Talisay City, Negros Occidental	TF (034) 712 7175 T (034) 495 6622 T (034) 495 6621 0917 301 5662 region6.negrosoccidental@tesda.gov.ph
<b>Region 7</b>		
Provincial Office - BOHOL	B.Inting St., Cogon District, Tagbilaran City	T (038) 501 8761 T (308) 501 7093 0916 794 0434 region7.bohol@tesda.gov.ph
Provincial Office - CEBU	Salinas Drive, Lahug, Cebu City	TF (032) 415 1518 T (032) 412 7157 0917 703 2157 region7.cebuh@tesda.gov.ph





<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - NEGROS ORIENTAL	Old Engineering Bldg. Capitol Site Dumaguete City	T (035) 225 1578 TF (035) 422 9481 region7.negrosoriental@tesda.gov.ph
Provincial Office - SIKUIJOR	Caipilan, Siquijor, Siquijor	0917 314 0185 0917 137 1629 region7.siquijor@tesda.gov.ph
<b>Region 8</b>		
Provincial Office - BILIRAN	2nd Floor Ricardo R. Kho Bldg., Bernardes Village II, Barangay Atipolo, Naval, Biliran	T (053) 507 9137 0997 461 4780 0909 072 2573 region8.biliran@tesda.gov.ph
Provincial Office - EASTERN SAMAR	JTR Annex, Songco, Borongan City, Eastern Samar	0917 824 1917 region8.easternsamar@tesda.gov.ph
Provincial Office - LEYTE	Trece Martirez St., Tacloban City	T (053) 888 1916 0947 168 2276 region8.leyte@tesda.gov.ph
Provincial Office - NORTHERN SAMAR	UEP Compound, Calarman, Northern Samar	0936 418 4906 0948 910 4619 region8.northernsamar@tesda.gov.ph
Provincial Office - SAMAR	Gov't Offices Bldg., Capitol Grounds, Catbalogan, Samar	T (055) 543 8976 0935 533 0372 0951 021 6389 region8.samar@tesda.gov.ph
Provincial Office - SOUTHERN LEYTE	Alcantra St., Brgy. Mantahan, Maasin City, Southern Leyte	T (053) 570 8816 0935 630 8986 0909 977 8961 region8.southernleyte@tesda.gov.ph
<b>Region 9</b>		
Provincial Office - ZAMBOANGA SIBUGAY	Door A5, Sanito Complex, Sanito, Ipil	TF (062) 957 4988 0905 372 0965 region9.zamboangasibugay@tesda.gov.ph



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - ZAMBOANGA DEL NORTE	DSF Compound Olingan. Dipolig City, Zamboanga del Norte	TF (065) 212 5628 0917 653 1009 region9.zamboangadelnorte@tesda.gov.ph
Provincial Office - ZAMBOANGA DEL SUR	Zone 4, Tiguma, Pagadian City, Zamboanga del Sur	TF (062) 925 3047 0977 819 5440 region9.zamboangadelsur@tesda.gov.ph
<b>Region 10</b>		
Provincial Office - BUKIDNON	Brgy. 4 Kapitan Juan Melendez St., Malaybalay City	T (088) 221 4739 TF (088) 813 3977 0917 319 4743 region10.bukidnon@tesda.gov.ph
Provincial Office - CAMIGUIN	P. Reyes ST., Poblacion, Mambajao, Camiguin	0917 115 2530 region10.camiguin@tesda.gov.ph
Provincial Office - LANA DEL NORTE	RTC Compound, Maria Cristina, Iligan City	T (063) 223 7560 TF (063) 221 5777 0906 224 3194 region10.lanaodelnorte@tesda.gov.ph
Provincial Office - MISAMIS OCCIDENTAL	Centex Bldg., OAS Compound, Purok 3, Barangay Villaflor	TF (088) 531 0628 0917 148 6403 region10.misamisoccidental@tesda.gov.ph
Provincial Office - MISAMIS ORIENTAL	Door 4 & 5 Trinidad Building, Yacapin, Corrales St., Cagayan de Oro City	TF (088) 881 2031 <b>0997 334 1072</b> <b>0928 360 1433</b> region10.misamisoriental@tesda.gov.ph
<b>Region 11</b>		
Provincial Office – DAVAO DE ORO	Purok 1A, Barangay Cabidanan, Nabunturan, Compostela Valley	0907 326 0079 0917 155 8924 region11.compostellavalley@tesda.gov.ph
Provincial Office - DAVAO DEL NORTE	Energy Park, Apokon, Tagum City Davao Oriental	T (084) 216 3930 TF (084) 216 9122 0939 907 1529 region11.davaodelnorte@tesda.gov.ph



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - DAVAO DEL SUR	617 Int 2 Rimas St., Aquino Subd., J.P. Laurel Ave., Davao City	T (082) 300 0596 TF (082) 227 3834 0922 745 8765 region11.davaodelsur@tesda.gov.ph
Provincial Office - DAVAO OCCIDENTAL	2nd Flr. Public Market Bldg., Poblacion, Malita, Davao Occidental	0966 682 2307 0915 215 7972 region11.davaooccidental@tesda.gov.ph
Provincial Office - DAVAO ORIENTAL	Government Center Dahican, Mati, Davao Oriental	T (087) 388 3817 TF (087) 811 4399 0917 886 3941 region11.davaooriental@tesda.gov.ph
<b>Region 12</b>		
Provincial Office - NORTH COTABATO	Capitol Hi-way, Amas, Kidapawan City	TF (064) 278 7031 TF (064) 572 8031 0917 654 9855 region12.northcotabato@tesda.gov.ph
Provincial Office - SARANGANI	Door 5-7, 2nd Floor One Roma Square Aparante Avenue, City Heights, General Santos City	TF (083) 553 2505 TF (083) 552 9181 0920 238 1128 region12.sarangani@tesda.gov.ph
Provincial Office - SOUTH COTABATO	809 G.H.DD Pilar St. City of Koronadal	T (083) 228 2503 T (083) 520 0683 TF (083) 228 5031 0920 901 6807 region12.southcotabato@tesda.gov.ph
Provincial Office - SULTAN KUDARAT	CYC Bldg., National Highway, Tacurong City, Sultan Kudarat	TF (064) 200 4121 TF (064) 200 5856 0917 316 0581 region12.sultankudarat@tesda.gov.ph
<b>CARAGA</b>		
Provincial Office - AGUSAN DEL NORTE	Capitol Compound, Capitol Road, Butuan City	TF (085) 300-3245 0998 852 9744 CARAGA.agusandelnorte@tesda.gov.ph



<b>District/ Provincial Offices</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Office - AGUSAN DEL SUR	Government Center, Patin-ay Prosperidad, Agusan del Sur	TF (085) 839 5437 0930 0454336 CARAGA.agusandelsur@tesda.gov.ph
Provincial Office - DINAGAT ISLANDS	Purok 2 Brgy. Mahayahay, San Jose, Dinagat Islands	0948 645 8230 CARAGA.dinagatisland@tesda.gov.ph
Provincial Office - SURIGAO DEL NORTE	2nd Flr., LML Bldg., Gov. Jose C. Sering Rd., Surigao del Norte	TF (086) 826 0751 (086) 826 2591 0951 687 4972 CARAGA.surigaodelnorte@tesda.gov.ph
Provincial Office - SURIGAO DEL SUR	Ground Flr., Legislative Bldg., Capital Hills, Telaje, Tandag City, Surigao del Sur	TF (086) 214 3957 BISLIG (086) 583 7358 0933 853 1210 CARAGA.surigaodelsur@tesda.gov.ph
<b>BARMM</b>		
Provincial Office - BASILAN	Geras Road, Brgy. Sumagdang Isabela City, Basilan	TF (062) 200 3603 0998 889 9209
Provincial Office - LANA DEL SUR	3rd Flr. Line Agencies Building New Capitol Complex Buadi Sakayo Marawi City, Lanao del Sur	0905536 7838
Provincial Office - MAGUINDANAO	Unit 1, 2nd Flr. ACB Building Notre Dame Avenue, Cotabato City	TF (064) 552 1638 (0926) 703 1230
Provincial Office - TAWI TAWI	Antonieta Zacarias Building Tubig Boh St., Bongao, Tawi Tawi	TF (068) 268 1613 0906 608 7356
Provincial Office - SULU	2nd Flr MTD Bldg., Scott Road, Jolo Sulu	0935 733 5973 0916 743 7640

<b>TESDA Training Institutions</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
<b>NCR</b>		
TESDA Women Center (TWC)	TESDA Complex East Service Rd.	TF 8817 2650 TF 8817 2651



TESDA Training Institutions		
Office	Address	Contact Information
	South Luzon Expressway, Taguig, City	<a href="mailto:twc@tesda.gov.ph">twc@tesda.gov.ph</a>
Quezon City Lingkod Bayan Skills Development Center	Barangay Hall Compound, Dahlia Avenue Fairview, Quezon City	TF 7799 9092 0917 544 5781 <a href="mailto:qclbsdc@tesda.gov.ph">qclbsdc@tesda.gov.ph</a>
<b>CAR</b>		
Regional Training Center – Baguio City	132 Magsaysay Drive, Loakan Proper, Baguio City	(074) 424 8723 (074) 424 8724 <a href="mailto:rtcbaguio@tesda.gov.ph">rtcbaguio@tesda.gov.ph</a>
Provincial Training Center - Abra	Poblacion, Pidigan, Abra	0935 145 4621 <a href="mailto:ptcabra@tesda.gov.ph">ptcabra@tesda.gov.ph</a>
Provincial Training Center- Ifugao	Rock Quarry St., Poblacion North, Lagawe, Ifugao	0917 153 3917 <a href="mailto:ptcifugao@tesda.gov.ph">ptcifugao@tesda.gov.ph</a>
Provincial Training Center- Kalinga	Bulanao, Tabuk City	0939 937 8144 <a href="mailto:ptckalinga@tesda.gov.ph">ptckalinga@tesda.gov.ph</a>
Provincial Training Center- Mountain Province	Tambingan, Sabangan, Mountain Province	0961 109 4228 <a href="mailto:ptcmtprovince@tesda.gov.ph">ptcmtprovince@tesda.gov.ph</a>
<b>Region 1</b>		
Regional Training Center (RTC)-La Union	TESDA Regional Office Compound Catbangan, City of San Fernando, La Union	(072) 242 5584 <a href="mailto:rtcsanfernando@tesda.gov.ph">rtcsanfernando@tesda.gov.ph</a>
Provincial Training Center (PTC), Pangasinan	Capitol Compound, Lingayen, Pangasinan	(075) 542 4989 (075) 632 5307 <a href="mailto:ptcpangasinan@tesda.gov.ph">ptcpangasinan@tesda.gov.ph</a>
<b>Region 2</b>		
Regional Training Center - Tuguegarao	TESDA Complex, Carig Norte, Tuguegarao City	(078) 396 1631 <a href="mailto:rtctuguegarao@tesda.gov.ph">rtctuguegarao@tesda.gov.ph</a>
<b>Region 3</b>		
PTC Baler	Burgos Extension, Brgy. 5 Baler Aurora	0930 654 4289 <a href="mailto:ptcbaler@tesda.gov.ph">ptcbaler@tesda.gov.ph</a>
RTCCL Mariveles	Wiswis, Camaya BEPZ, Mariveles, Bataan	(047) 935 4751 0917 591 9818 <a href="mailto:rtcmariveles@tesda.gov.ph">rtcmariveles@tesda.gov.ph</a>
PTC Orion	Wawa Pag-asa, Orion Bataan	(047) 244 7197 0917 877 8816 <a href="mailto:ptcorion@tesda.gov.ph">ptcorion@tesda.gov.ph</a>



<b>TESDA Training Institutions</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
KORPHIL ITTC	RTCCL Guiguinto Compound, Tabang Guiguinto, Bulacan	(044) 794 4767 0939 916 1271 kpittcbulacan@tesda.gov.ph
RTCCL Guiguinto	Mac Arthur Hi-Way Tabang Guiguinto Bulacan	(044) 794 0402 (044) 794 0024 rtcguiguinto@tesda.gov.ph
PTC Calumpit	BMLPC-PTC Poblacion, Calumpit Bulacan	(044) 675 2278 0975 464 2580 ptccalumpit@tesda.gov.ph
PTC Palayan	Atate, Singalat Palayan City, Nueva Ecija	(044) 940 1808 0918 940 0133 ptcpalayan@tesda.gov.ph
PTC Guagua	Brgy. San Rafael, Guagua, Pampanga	0920 924 9597 ptcguagua@tesda.gov.ph
PTC Tarlac	San Isidro Industrial Complex, San Isidro Tarlac City	0939 924 2524 0912 082 9090 ptctarlac@tesda.gov.ph
PTC Iba	Brgy. PalanginanIba Zambales	(047) 811 1338 (047) 811 2635 ptciba@tesda.gov.ph
<b>Region 4-A</b>		
Rosario Provincial Training Center (PTC)	Phase I CEPZ, Rosario Cavite	(046) 437 2370 0939 914 2290 0917 564 7709 ptcrosario@tesda.gov.ph
Paliparan Provincial Training Center (PTC)	Paliparan II, Dasmaringas Cavite	(046) 456 5429 ptc_paliparan@tesda.gov.ph ptc_paliparan@yahoo.com
Binangonan Provincial Training Center (PTC)	Calumpang Binangonan, Rizal	(02) 656 3919 ptcbinangonan@tesda.gov.ph
Cainta Provincial Training Center (PTC)	Cainta, Municipal Compound, Cainta Rizal	(02) 556 9937 ptccainta@tesda.gov.ph
Regional Training Center (RTC) Batangas	P Herrera Street, Batangas City	043 781 9379 rtcbatangas@tesda.gov.ph
<b>Region 4B</b>		
Rizal Occidental Mindoro TESDA Training and	Sto. Nino, Rizal, Occidental Mindoro	0946 417 1474 romttac@tesda.gov.ph



TESDA Training Institutions		
Office	Address	Contact Information
Accreditation Center (ROMTTAC)		
<b>Region 5</b>		
Regional Training Center - Pili	San Jose, Pili, Camarines Sur	0949 415 2703 rtcpili@tesda.gov.ph
Provincial Training Center – Guinobatan	Poblacion, Guinobatan, Albay	0936 938 9506 0908 628 1917 ptcguinobatan@tesda.gov.ph
Provincial Training Center - Malilipot	Basud, Malilipot, Albay	0939 573 8647 ptcmalilipot@tesda.gov.ph
Provincial Training Center - Labo	Iberica, Labo, Camarines Norte	0948 589 9802 ptccamarinesnorte@tesda.gov.ph
Provincial Training Center – Libmanan	Bahay, Libmanan, Camarines Sur	0907 789 2133 ptclibmanan@tesda.gov.ph
Provincial Training Center – Catanduanes	CSU Compound, Moonwalk, Calatagan Proper, Virac, Catanduanes	0909 223 4069 ptccatanduanes@tesda.gov.ph
Provincial Training Center – Masbate	PEO Compound, Capitol Road, Masbate City	0910 380 0328 ptcmasbate@tesda.gov.ph
Provincial Training Center – Sorsogon	City Hall Complex, Cabid-an, Sorsogon City	0919 004 2239 region5.sorsogon@tesda.gov.ph
<b>Region 6</b>		
Regional Training Center-Iloilo	TESDA Compound, Zamora Street, Iloilo City	(033) 320 5077 (033) 500 4312 0908 869 5781 rtciloilo@tesda.gov.ph
Regional Training Center-Talisay	Felipe Lacson Street, Zone 12, Talisay City, Negros Occidental	T(034) 474 2135 0947 892 1606 0917 702 1060 rtctalisay@tesda.gov.ph
Provincial Training Center-Aklan	PEO Compound, Laguinbanua East, Numancia, Aklan	(036) 268 1137 (036) 265 6782 0919 004 9176 ptcaklan@tesda.gov.ph



<b>TESDA Training Institutions</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Training Center- Antique	Villavert- Jimenez, Hamtic, Antique	0917 305 1339 ptcantique@tesda.gov.ph
Provincial Training Center- Cadiz	Crossing FI, Brgy. Cabahug, Cadiz City, Negros Occidental	0917 100 9277; (034) 476-6042 (034) 702-0613 ptccadiz@tesda.gov.ph.
Provincial Training Center- Kabankalan	Sitio San Juan, Brgy. Camugao, SONEDCO, Kabankalan City, Negros Occidental	(034) 495 0494 0926 688 8279 0909 950 1239 ptckabankalan@tesda.gov.p h
<b>Region 7</b>		
Regional Training Center VII	Arch. Reyes Ave., Cebu City	(032) 416 8876
Provincial Training Center- Carmen, Cebu	Carmen, Cebu	(032) 429 9305 ptccarmen@tesda.gov.ph
Provincial Training Center – Daanbantayan, Cebu	Daan Bantayan, Cebu	(032) 437 3781 ptcdaangbantayan@tesda.g ov.ph
Provincial Training Center – Minglanilla Cebu	Minglanilla, Cebu	(032) 272 0518 ptcminglanilla@tesda.gov.ph
Provincial Training Center – Samboan, Cebu	Samboan, Cebu	(032) 479-0069 ptcsamboan@tesda.gov.ph
Provincial Training Center – Toledo, Cebu	Toledo City, Cebu	(032) 467-9123 ptctoledo@tesda.gov.ph
Provincial Training Center – Bilar, Bohol	Poblacion Bilar, Bohol	(038) 535 9080
Provincial Training Center – Inabanga, Bohol	Cagayan, Inabanga, Bohol	(038) 512 9012 jbtumanda@yahoo.com
Provincial Training Center – Jagna, Bohol	Poblacion Jagna, Bohol	(038) 531 8409 tesda_ptc_jag@yahoo.com
Provincial Training Center – Pilar, Bohol	Purok 2, PoblacionPilar, Bohol	(038) 510 8237 albertoceniza@yahoo.com
Provincial Training Center – Tubigon, Bohol	Potohan, Tubigon, Bohol	(038) 508 8216 ptc_tub@yahoo.com
<b>Region 8</b>		





TESDA Training Institutions		
Office	Address	Contact Information
Regional Training Center, Tacloban City	Brgy. Abucay, Tacloban City	(053) 321 8249 (053) 321 8532 (053) 321 8533 0999 994 7968 0999 994 7969 0995 860 8486 rtctacloban@tesda.gov.ph
Provincial Training Center, Catarman, Northern Samar	UEP Compound, Catarman, Northern Samar	09303605504 tesda8ptc@tesda.gov.ph
<b>Region 9</b>		
Zamboanga City-Isabela District Office	Talungon St., San Roque, Zamboanga City	(062) 955 2517 <a href="mailto:region9.zcfo@tesda.gov.ph">region9.zcfo@tesda.gov.ph</a>
Regional Training Center- Zamboanga	Talungon St., San Roque, Zamboanga City	(062) 984 0342 rtczampen@tesda.gov.ph
Provincial Training Center – Pagadian City	Barangay Tiguma, Pagadian City	(062) 625 3047 ptc.pagadian@tesda.gov.ph
Provincial Training Center- Sindangan	Goleo Sindangan, Zamboanga del Norte	(065) 224 2227
<b>Region 10</b>		
Regional Training Center – Iligan City	Ma. Cristina , Iligan City, Lanao del Norte	TF (063) 223 6541 rtciligian@tesda.gov.ph
Regional Training Center – Tagoloan, Misamis Oriental	PHIVIDEC Industrial Estate, Tagaloan, Misamis Oriental	TF (088) 5670-337 rtctagaloan@tesda.gov.ph
Provincial Training Center – Valencia, Bukidnon	Hagkol, Valencia City, Bukidnon	(088) 828 0172 ptcvalencia@tesda.gov.ph
Provincial Training Center – Plaridel, Misamis Occidental	Panalsalan, Plaridel, Misamis Occidental	(088) 344 8505 ptcplaridel@tesda.gov.ph
<b>Region 11</b>		
Regional Training Center - Korea-Philippines Vocational Training Center	Buhisan, Tibungco, Davao City	(082) 287 3691 rtcdavaocity@tesda.gov.ph
Provincial Training Center - Davao	Poinsettia Street, Mintal, Tugbok District, Davao City	(082) 293 0285 ptcdavao@tesda.gov.ph
<b>Region 12</b>		
Provincial Training Center- Cotabato	BARMM Compound, Cotabato City	(064) 552 2508 region12.ptccotabato@tesda.gov.ph



<b>TESDA Training Institutions</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
<b>CARAGA</b>		
Provincial Training Center-Agusan del Norte	Government Center, Cabadbaran City	(085) 818 5239 ptc-adn@tesda.gov.ph
Provincial Training Center-Surigao del Norte	Provincial Manpower Training Center, Gov. Jose C. Sering Road, Surigao City	(086) 826 4002 ptc-sdn@tesda.gov.ph
<b>BARMM</b>		
Basilan Provincial Training Center	Geras Road, Brgy Sumagdang Isabela City, Basilan	(062) 314 0394 ptc@tesda-armm.ph
Provincial/City Manpower Development Center	Gen. Mamarinta B. Lao Street, Brgy. Gadongan, Marawi City, Lanao del Sur	0948 609 1700 pcmdc@tesda-armm.ph
Regional Manpower Development Center	RMDC, Brgy. Rebukan, Sultan Kudarat, Maguindanao	(064) 429 0091 0918 397 9868 rmdc@tesda-armm.ph
Zamboanga City Liaison's Office	2 <sup>nd</sup> Floor LHB II Building, Veterans Avenue, Brgy Zone 3, Zamboanga City	(062) 990 2959 zamoffice@tesda-armm.ph

<b>TESDA Administered Schools (TAS)</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
<b>CAR</b>		
Baguio City School of Arts and Trades	#80 Military Cut Off, 2600 Baguio City	(074) 444 9161 (074) 444 8459 (074) 304 3991 (074) 304 3976 bcsat@tesda.gov.ph
Bangui Institute of Technology (BIT)	Brgy. Manayon, Bangui, Ilocos Norte	0918 941 0374 0908 860 0955 bit@tesda.gov.ph
<b>Region 1</b>		
Marcos Agro-Industrial School (MAIS)	Brgy. Lydia, Marcos, Ilocos Norte	0905 440 9625 0920 804 1175 mais@tesda.gov.ph



<b>TESDA Administered Schools (TAS)</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Luciano Millan Memorial School of Arts and Trades (LMMSAT)	Asingan, Pangasinan	(075) 523 5284 lmmsat@tesda.gov.ph
Pangasinan School of Arts and Trades (PSAT)	Alvear St. West, Poblacion, Lingayen, Pangasinan	(075) 662 2077 psat@tesda.gov.ph
Pangasinan Technological Institute (PTI)	San Isidro Norte, Binmaley, Pangasinan	0908 686 7548 pti@tesda.gov.ph
<b>Region 2</b>		
Aparri Polytechnic Institute (API)	Maura, Aparri, Cagayan	T (078) 888 2015 0917 147 1934 api@tesda.gov.ph
Lasam Institute of Technology (LIT)	Nabannagan, Lasam, Cagayan	0917 582 0258 lit@tesda.gov.ph
Isabela School of Arts & Trades (ISAT)	Calamagui 2nd, Ilagan, Isabela	TF (078) 624 0933 TF (078) 624 2470 isat@tesda.gov.ph
Southern Isabela College of Arts & Trades (SICAT)	Calaoacan, Santiago City	(078) 305 2577 sicat@tesda.gov.ph
Nueva Vizcaya Polytechnic Institute (NVPI) formerly KNAS	Pudi, Kasibu, Nueva Vizcaya	0906 304 1786 kanas@tesda.gov.ph
<b>Region 3</b>		
GPSAT	San Sebastian, San Luis Pampanga	(045) 436 1471 0925 898 8499 gpsat@tesda.gov.ph
CVS	Productivity Center, Alfonso Concepcion Tarlac	(045) 800 7949 0929 856 5481 cvs@tesda.gov.ph
<b>Region 4A</b>		
Jacobo Z. Gonzales Memorial School of Arts and Trades (JZGMSAT)	Barangay San Antonio, Binan, Laguna	(049) 511 6133 (049) 411 0173 (049) 511 4909 jzgpsat@tesda.gov.ph
Quezon National Agricultural School (QNAS)	Malicboy, Pagbilao Quezon	(042) 716 0500 qnas@tesda.gov.ph
Bondoc Peninsula Technological Institute (BPTI)	San Narciso, Quezon	(042) 716 0083 0919 508 5449 bpti@tesda.gov.ph



<b>TESDA Administered Schools (TAS)</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Buyabod School of Arts and Trades (BSAT)	Brgy. Buyabod, Sta. Cruz, Marinduque	0921 938 6233 bsat@tesda.gov.ph
Torrijos Poblacion School of Arts and Trades (TPSAT)	Poctoy, Torrijos, Marinduque	0999 933 7776 tpsatsat@tesda.gov.ph
Rizal Occidental Mindoro TESDA Training and Accreditation Center (ROMTTAC)	Sto. Nino, Rizal, Occidental Mindoro	0946 417 1474 romttac@tesda.gov.ph
Simeon Suan Vocational and Technical College (SSVTC)	Pag-asa, Bansud, Oriental Mindoro	(043) 298 7097 ssvtc@tesda.gov.ph
Romblon National Institute of Technology (RNIT)	Poblacion, Alcantara, Romblon	0998 573 1845 <a href="mailto:ants@tesda.gov.ph">ants@tesda.gov.ph</a>
Puerto Princesa School of Arts and Trades (PPSAT)	Bgy. Sta. Monica, Puerto Princesa City, Palawan	(048) 716 3032 0998 852 4981 0917 831 2825 <a href="mailto:ppsatsat@tesda.gov.ph">ppsatsat@tesda.gov.ph</a>
<b>Region 5</b>		
Bulusan National Vocational Technical School (BNVTS)	San Jose, Bulusan, Sorsogon	0930 693 2323 0917 846 0171 bnvts@tesda.gov.ph
Camarines Sur Institute of Fisheries and Marine Sciences (CASIFMAS)	Pasacao, Camarines Sur	(054) 513 9148 casifmas@tesda.gov.ph
Cabugao School of Handicraft and Cottage Industries (CSHCI)	Cabugao, Bato, Catanduanes	cshci@tesda.gov.ph
Masbate Institute of Fisheries and Technology (MIFT)	Cayabon, Milagros, Masbate	0928 331 5545 mift@tesda.gov.ph
San Francisco Institute of Science and Technology (SFIST)	San Francisco, Malilipot, Albay	TF (052) 824 4662 sfist@tesda.gov.ph
Sorsogon National Agricultural School (SNAS)	Mayon, Castilla, Sorsogon	0933 852 0835 snas@tesda.gov.ph
Ragay Polytechnic Skills Institute (RPSI)	Poblacion Ilaod, Ragay, Camarines Sur	0919 234 7650 rpsi@tesda.gov.ph
<b>Region 6</b>		



<b>TESDA Administered Schools (TAS)</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Dumalag Vocational Technical School	Poblacion, Dumalag, Capiz	(036) 658 0279 0917 312 0440 dvts@tesda.gov.ph
Leon Ganzon Polytechnic Collge	Brgy. Ipil, Balasan , Iloilo	(033) 397 0915 (033) 797 1159 lgpc@tesda.gov.ph
New Lucena Polytechnic College	Dessa Street, Don Epifanio Sonza Sr. Avenue, New Lucena, Iloilo	(033) 330 0001 0939 918 2415 nlpc@tesda.gov.ph
Passi Trade School	Brgy. Sablogon , Passi City, Iloilo	(033) 311 5451 pts@tesda.gov.ph
<b>Region 7</b>		
Lazi Technical Institute	Tigbawan Lazi Siquijor	lti@tesda.gov.ph 0917 779 2429 (035) 483 0274 0917 564 1557
<b>Region 8</b>		
Calubian National Vocational School (CNVS)	Brgy. Cabalquinto, Calubian, Leyte	0917 116 6456 0929 611 6495 cnvs@tesda.gov.ph
Cabugcayan National School of Arts and Trades (CNSAT)	Libertad Cabugcayan, Biliran	0917 518 7797 cnsat@tesda.gov.ph
Arteche National Agricultural School (ANAS)	Sitio Sabang, Brgy. Garden, Arteche, Eastern Samar	0938 005 9597 anas@tesda.gov.ph
Balangiga National Agricultural School (BNAS)	Brgy. 1 San Lorenzo, Balangiga, Eastern Samar	0939 903 1864 bnas@tesda.gov.ph
Samar National School of Arts and Trades (SNSAT)	Cebreiros Street, Brgy. 05, Taft, Eastern Samar	0917 710 2537 snsat@tesda.gov.ph
Balicuatro College of Arts and Trades (BCAT)	Magallanes Street, Sabang 2, Allen, Northern Samar	0939 466 2628 0927 582 1039 bcat2016@tesda.gov.ph
Las Navas Agro-Industrial School (LNAIS)	Brgy. Ribong, Las Navas, Northern Samar	0956 064 6881 0977 804 3713 lnais@tesda.gov.ph
<b>Region 9</b>		
Zamboanga Sibugay Polytechnic Institute formerly	Poblacion, Kabasalan, Zamboanga Sibugay	(062) 955 0238 Kitknvs@tesda.gov.ph



TESDA Administered Schools (TAS)		
Office	Address	Contact Information
Kabasalan Institute of Technology		
Dipolog School of Fisheries	Barangay Olingan, Dipolog City	(065) 212 7248 region9.dsf@tesda.gov.ph
<b>Region 10</b>		
Cagayan de Oro Bugo, School of Arts and Trades (COBSAT)	Villa Trinitas, Bugo, Cagayan de Oro City	(088) 8558720 cobsat@tesda.gov.ph
Camiguin School of Arts and Trades (CSAT)	Lumad, Mambajao, Camiguin	(088) 3870 303 csat@tesda.gov.ph
Kinoguitan National-Agro Industrial School (KNAS)	Buko, Kinoguitan, Misamis Oriental	(063) 227-6057 knas@tesda.gov.ph
Lanao del Norte National Agro Industrial School (LNNAIS)	<u>Main Campus</u> : Bualan, Tubod, Lanao del Norte <u>Satelite Campus</u> : Malingao, Tubod, Lanao del Norte <u>Extension Campus</u> : Baybay, Poblacion, Tubod, Lanao del Norte	(063) 227 6057 lnnais@tesda.gov.ph
Oroquieta Agro Industrial School (OAIS)	Purok, 3, Villaflor, Oroquieta City	(088) 5312111 oais@tesda.gov.ph
Salvador Trade School (STS)	Salvador, Lanao del Norte	0926 833 8791 sts@tesda.gov.ph
<b>Region 11</b>		
Carmelo C. De Los Cientos, Sr. National Trade School	National Highway, Southern Paligue, Padada, Davao del Sur	0930 559 4116 ccnts@tesda.gov.ph
Davao National Agricultural School	Purok 8 Poblacion Montevista, Davao de Oro	0948 677 1993 dnas@tesda.gov.ph
Davao Oriental Polytechnic Institute	Roxas-Panuncialman Streets., Poblacion, Lupon, Davao Oriental	(087) 808 5387/ 0909 014 2177 lsf@tesda.gov.ph
Wangan National Agricultural School	Puok 6, Wangan, Calinan, Davao City	0907 838 2905 wnas@tesda.gov.ph
<b>Region 12</b>		
Surallah National Agricultural School	Dajay, Surallah, South Cotabato	(082) 293 0285 sunas@tesda.gov.ph



<b>TESDA Administered Schools (TAS)</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
General Santos National School of Arts & Trade	Tiongson St, General Santos City, South Cotabato	0930 559 4116 gsnsat@tesda.gov.ph
<b>CARAGA</b>		
Northern Mindanao School of Fisheries	Matabao, Buenavista, Agusan del Norte	(085) 808 0293 nmsf@tesda.gov.ph
Agusan del Sur School of Arts and Trades	GDOP Government Center, Prosperidad, Agusan del Sur	0907 856 3556 0906 122 0151 assat@tesda.gov.ph
Surigao del Norte College of Agriculture and Technology (SNCAT)	8407 Magpayang, Mainit, Surigao del Norte	(086) 826 3765 (086) 813 0012 sncat@tesda.gov.ph