



**PHILIPPINE INSTITUTE OF TRADITIONAL AND
ALTERNATIVE HEALTH CARE
(PITAHC)**

CITIZEN'S CHARTER

2025

1st EDITION



I. MANDATE

Republic Act 8423 (R.A. 8423) mandates the Philippine Institute of Traditional and Alternative Health Care (PITAHC) “to improve the quality and delivery of health care services to the Filipino people through the development of traditional and alternative health care and its integration into the national health care delivery system “.

II. VISION

“People’s health through traditional and alternative health care”

III. MISSION

“We lead in the research and development, promotion and advocacy, and development of standards on traditional, complementary and integrative medicine (TCIM); and we ensure its accessibility, availability, sustainability and integration into the national health care system.”

IV. SERVICE PLEDGE

We, the officials and employees of the Philippine Institute of Traditional and Alternative Health Care, pledge and commit to deliver quality services as indicated in this charter, specifically, we will:

1. Uphold integrity and excellence in all actions and decisions.
2. Address complaints promptly and effectively to ensure public satisfaction.
3. Deliver public services efficiently and without unnecessary delays.
4. Maintain full transparency in procedures, fees, and charges.
5. Process applications and inquiries strictly within the PITAHC Citizen’s Charter timeline.
6. Ensure a comfortable and accessible waiting and transaction area for PITAHC stakeholders.
7. Demonstrate professionalism, courtesy, and respect in all interactions with the public.

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CENTRAL OFFICE EXTERNAL SERVICES

Handling of Simple Concerns

This service is available for clients who lodged their simple concerns on PITAHC-related matters. These simple concerns may be in the form of complaints, suggestions, requests for assistance, inquiry, recommendation, and commendation. Clients may file their complaints/concerns through any of these complaint's centers: Hotline 8888, Presidential Action Center, Contact Center ng Bayan (CCB), and PITAHC Public Assistance and Complaints Desk (PACD), or through direct email to the PITAHC email addresses at contact@pitahc.gov.ph or cart@pitahc.gov.ph.

Simple concerns refer to concerns which only require ministerial actions on the part of the PITAHC officer or employee, or that present only inconsequential issues for resolution by the PITAHC officer or employee.

Operating hours: Monday to Friday, 08:00 am to 5:00 pm, excluding holidays and work suspension.

Office or Division:	CART Secretariat Administrative Division Concerned Division/Office/Herbal Processing Plant (HPP)			
Classification:	Simple			
Type of Transaction:	Government to Client Government to Government Government to Business			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files/submits the complaint/recommendation/inquiry/suggestion through a letter, email, SMS, message, call to, or referral/endorsement from, Hotline 8888, Presidential Action Center, CCB, or PITAHC PACD.	1.1. Receives and evaluates the concern on its jurisdictional issue.	None	Within 2 hours upon receipt of the concern	Records Officer
	1.2. If the concern is outside the jurisdiction of PITAHC, notify the client or the concerned center on the reason/s why PITAHC does not have jurisdiction of the concern raised.			CART Secretariat
	1.3. Assess the concern on its completeness, if it can be acted upon by the Division/Office/HPP based on the available information provided. <i>If the concern is</i>		2 hours	PACD Officer
			2 hours	

	<p><i>incomplete, conduct the following:</i></p> <p>1.4. If the client has contact details, communicate directly to him/her and request for the lacking information.</p> <p>1.5. If the client has no contact details, request for closure from the originating concerned center based on incompleteness of information.</p> <p>1.6. Sends the acknowledgement / initial action to the concerned center and the client on the endorsement of the concern.</p> <p>1.7. Forwards the client's concern to the concerned Division/Office/HPP and to the Office of the Director General as necessary.</p> <p>1.8. Emails the client and the concerned center regarding the endorsement of the concern.</p>			
2. Receives an update from the Division/Office/HPP concerned.	2. Provides an update on the concrete and specific action taken and communicate to	None	2 working days & 4 hours	<p>Concerned Division/Office/HPP</p> <p>CART Secretariat</p>

	the CART Secretariat the resolution of the concern.			
3. Receives the concrete and specific action taken by the concerned Division/Office/HPP.	<p>3.1. Receives and evaluates the completeness of the resolution and its applicable documents sent by the concerned Division/Office/HPP.</p> <p>3.2. If incomplete, requests for the necessary documents from the concerned Division/Office/HPP to close the concern.</p> <p>3.3. If complete, forwards the action taken by the concerned Division/Office/HPP to the concerned center and the client for closure.</p>	None	2 hours	<p>Concerned Division/Office/HPP</p> <p>CART Secretariat</p>
4. Fills out a client satisfaction survey or feedback form.	4. Requests the client to fill out a client satisfaction survey/feedback form.	None	1 hour	CART Secretariat
TOTAL		None	3 working days	

Handling of Complex Concerns

This service is available for clients who lodged their complex concerns on PITAHC-related matters. These complex concerns may be in the form of complaints, suggestions, requests for assistance, inquiry, recommendation, and commendation. Clients may file their complaints/concerns through any of these complaint's centers: Hotline 8888, Presidential Action Center, Contact Center ng Bayan (CCB), and PITAHC Public Assistance and Complaints Desk (PACD), or through direct email to the PITAHC email addresses at contact@pitahc.gov.ph or cart@pitahc.gov.ph.

Complex concerns refer to concerns which necessitate an evaluation by the PITAHC officer or employee for the resolution of complicated issues.

Operating hours: Monday to Friday, 08:00 am to 5:00 pm, excluding holidays and work suspension.

Office or Division:	CART Secretariat Administrative Division Concerned Division/Office/Herbal Processing Plant (HPP)
Classification:	Complex
Type of Transaction:	Government to Client Government to Government Government to Business
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files/submits the complaint/recommendation/inquiry/suggestion through a letter, email, SMS, message, call to, or referral/endorsement from, Hotline 8888, Presidential Action Center, CCB, or PITAHC PACD.	1.1. Receives and evaluates the concern on its jurisdictional issue. 1.2. <i>If the concern is outside the jurisdiction of PITAHC, notifies the client or the concerned center on the reason/s why PITAHC does not have jurisdiction of the concern raised.</i>	None	Within 2 hours upon receipt of the concern	Records Officer CART Secretariat PACD Officer
	1.3. Assesses the concern on its completeness, if it can be acted upon by the Division/Office/HPP based on the available information provided.	None	2 hours	Records Officer CART Secretariat PACD Officer

	<p>1.4. If the concern is incomplete, conduct the following:</p> <p>a. If the client has contact details, communicate directly to him/her and request for the lack of information.</p> <p>b. If the client has no contact details request for closure from the originating concerned center based on incompleteness of information.</p>			
	<p>1.5. Sends the acknowledgement /initial action to the concerned center and the client on the endorsement of the concern</p> <p>a. Forwards the client's concern to the concerned Division/Office/ HPP and to the Office of the Director General as necessary.</p> <p>b. Emails the client and the concerned center regarding the endorsement of the concern.</p>	None	2 hours	CART Secretariat

2. Receives an update from the concerned Division/Office/HPP.	<p>2. Provides an update on the concrete and specific action taken and communicate to the CART Secretariat the resolution of the concern.</p> <p>Note: After the concern is endorsed to the concerned Division/Office/HPP, the following activities are done by the CART Secretariat to ensure the timely submission of the resolution of the concern:</p> <p>a. Sends email follow-up to the concerned Division /Office/ HPP for the resolution.</p> <p>b. Notifies the client/concerned center regarding the one-time extension prior to the lapse of the prescribed timeline indicated in the Citizen's Charter.</p>	None	6 working days & 4 hours	<p>Concerned Division/Office/HPP</p> <p>CART Secretariat</p>
3. Receives the concrete and specific action taken by the concerned Division/Office/HPP.	<p>3. Receives and evaluates the completeness of the resolution and its applicable documents sent by the concerned Division/Office/HPP.</p> <p>If incomplete, requests for the</p>	None	2 hours	<p>Concerned Division/Office/HPP</p> <p>CART Secretariat</p>

	<p>necessary documents from the concerned Division/Office/HPP to close the concern.</p> <p>If complete, forwards the action taken by the concerned Division/Office/HPP to the concerned center and the client for closure.</p>			
4. Fills-out a client satisfaction survey or feedback form.	4. Requests the client to fill-out a client satisfaction survey/feedback form.	None	1 hour	CART Secretariat
	TOTAL	None	7 working days	

Handling of Highly Technical Concerns

This service is available for clients who lodged their highly technical concerns on PITAHC-related matters. These highly technical concerns may be in the form of complaints, suggestions, requests for assistance, inquiry, recommendation, and commendation. Clients may file their complaints/concerns through any of these complaint's centers: Hotline 8888, Presidential Action Center, Contact Center ng Bayan (CCB), and PITAHC Public Assistance and Complaints Desk (PACD), or through direct email to the PITAHC email addresses at contact@pitahc.gov.ph or cart@pitahc.gov.ph.

Highly technical concerns refer to concerns which require the use of technical knowledge, investigation, specialized skills, and/or training in the processing and/or evaluation thereof.

Operating hours: Monday to Friday, 08:00 am to 5:00 pm, excluding holidays and work suspension.

Office or Division:	CART Secretariat Administrative Division Concerned Division/Office/Herbal Processing Plant (HPP)
Classification:	Highly Technical
Type of Transaction:	Government to Client Government to Government Government to Business
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files/submits the complaint/recommendation/inquiry/suggestion through a letter, email, SMS, message, call to, or referral/endorsement from, Hotline 8888, Presidential Action, CCB, or PITAHC PACD.	1.1. Receives the concern and evaluates concern on its jurisdictional issue: <i>If the concern is outside the jurisdiction of PITAHC, notifies the client or the concern center on the reason/s why PITAHC does not have jurisdiction of the concern raised.</i>	None	Within 2 hours upon receipt of the concern	Records Officer CART Secretariat PACD Officer

	<p>1.2 Assesses the concern on its completeness, if it can be acted upon by the Division/Office/ HPP based on the available information provided.</p> <p><i>If the concern is incomplete, conduct the following:</i></p> <p>a. If the client has contact details, communicate directly to him/her and request for the lacking information.</p> <p>b. If the client has no contact details, request for closure from the originating concerned center based on incompleteness of information.</p>	None	2 hours	<p>Records Officer</p> <p>CART Secretariat</p> <p>PACD Officer</p>
	<p>1.3 Sends the acknowledgement / initial action to the concerned center and the client on the endorsement of the concern.</p> <p>a. Forwards the client's concern to the concerned Division/Office/ HPP and to the Office of the Director General as necessary.</p> <p>b. Emails the client and the concerned center regarding</p>	None	2 hours	CART Secretariat

	<p>the endorsement of the concern.</p> <p>c. Creates the Fact-Finding Committee.</p>			
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2. Receives an update from the Concerned Division/Office/H PP/Committee	<p>2. Provides an update on the concrete and specific action taken and communicates to the CART Secretariat the resolution of the concern.</p> <p>Note: After the concern is endorsed to the concerned Division/Office/H PP/ Committee, the following activities are done by the concerned Division/Office/H PP/ Committee to ensure the timely submission of the resolution of the concern:</p> <p>a. Sends email follow-up to the concerned Division/Office/H PP/Committee for the resolution.</p> <p>b. Notifies the client/concerned center regarding the one-time extension prior to the lapse of the prescribed timeline indicated in the Citizen's Charter.</p>	None	Pause Clock	Concerned Division
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3. Receives the specific action taken by the person concerned Division/Office/HPP/Committee.	3. Receives and evaluates the completeness of the resolution and its applicable documents sent by the concerned Division/Office/HPP/Committee. If incomplete, requests for the necessary documents from the concerned Division/Office/HPP/Committee to close the concern. If complete, forwards the action taken by the concerned Division/Office/HPP/Committee to the concerned center and the client for closure.	None	2 hours	Fact-Finding Committee CART Secretariat
4. Fills out a client satisfaction survey or feedback form.	4. Requests the client to fill out a client satisfaction survey/feedback form.	None	1 hour	CART Secretariat
TOTAL		None	20 working days	

Request for International and Local Speakership, Courtesy Visit/Call, Site Visit and Interviews

A formal request for international and local speakership, courtesy visit or call, site visit, and interviews to facilitate knowledge exchange, collaboration, and engagement in relevant fields.

Office / Division	Office of the Director General			
Classification	Simple			
Type of Transaction	Government to Business (G2B); Government to Government (G2G)			
Who may avail	TCIM facilities and organizations, Development Partners, International Organizations, Academe, Government Agencies, Non-government Agencies, Media			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter Agenda Program			N/A	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1.1. Receives/Acknowledges the request 1.2. Creates code in the DTRAK system and generates document monitoring slip to be attached to the received document 1.3. Routes to the Office of the Director General	None	30 minutes	Records Officer II
	1.4. Assesses the invitation/request. 1.5. Coordinates with the client for clarifications, other information, and inquiries, if any	None	1 day	SOO III
2. Provides the requested information and other documents, if any	2.1. Prepares for an Executive Briefer to be attached to the request letter 2.2. Forwards to the Director General for decision			
	2.3. Notifies the client of the decision	None	3 minutes	SOO III

3. Acknowledges the response to the request	3. Provides clients with Client Satisfaction Measurement Form (CSM) for accomplishment	None	10 minutes	SOO III
4. Submits the accomplished Client Satisfaction Survey Form	4. Encodes the submitted accomplished client satisfaction survey form	None	5 minutes	EAI
	TOTAL	None	1 working day and 48 minutes	

A. Initial Application for Certification of Filipino/Non-Filipino TCIM Practitioners and Visiting Professors

Processing of application for certification for Filipino and Non-Filipino practitioners, and Visiting professors for all the ten (10) modalities recognized by PITAHC. The Certification process and requirements are in line with the existing Guidelines implementing the national certification for each modalities.

Office / Division	Standards and Accreditation Division (SAAD)
Classification	Complex
Type of Transaction	G2C (Government to Citizen)
Who may avail	TCIM Practitioners (Filipino/Non-Filipino) and Visiting Professors

A.1 FILIPINO APPLICANTS

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Letter of Intent	Acupuncture	5 copies	
Accomplished and notarized Application Form	All modalities	5 copies	PITAHC website SAAD
Passport size photos (1.4 cm x 1.8 cm) in collared shirt and white background	All modalities	2 copies	Any photo/printing shops
Valid Health Certificate issued within 6-month period from the application date	All modalities, except Chiropractic	5 copies	From a licensed physician affiliated in a government hospital/health facility (i.e., RHU, District Hospital etc.)
Diploma or Certificate of Completion, Transcript of Records or Course and Curriculum	All modalities	5 copies	Local Training Centers or Schools abroad

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
<p>Project work</p> <p>Anthroposophic Health Provider</p> <p>Certification of 2 years of AM work related experience</p> <p><u>Associate Anthroposophic Practitioner / Associate Anthroposophic Medical Practitioner</u></p> <p>Project work and 3 case studies</p> <p>2 years of clinical experience at a hospital, outpatient or community practice with or without AM</p> <p><u>Anthroposophic Medical Practitioner</u></p> <p>Project work and 3 case studies</p> <p>Completion of mentored practice</p> <p>2 years of clinical experience at a hospital, Outpatient or community practice with or without AM</p>	Anthroposophic Medicine	5 copies	Training Centers or Clinics or Workplace supervisors
Certificate of Supervision	Acupuncture, TCM	5 copies	Supervisor (No prescribed format)
Professional Regulation Commission License (for health professionals only)	Acupuncture, Naturopathy	5 copies	PRC
Video demonstrating the traditional healing method	Hilot	1 electronic copy	
Certified true copy of proof of citizenship issued by the	Chiropractic	5 copies	

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Philippine government, (i.e., Certificate of Live birth; or Philippine passport; or, Certificate of Naturalization, for naturalized Filipino citizens)			Philippine Statistics Authority/ Department of Foreign Affairs
Business permit related to chiropractic practice and business card, if applicable.	Chiropractic	5 copies	Respective LGU
NBI Clearance	Chiropractic	5 copies	NBI
Portfolio of practitioners trained abroad	Acupuncture Tuina Massage,	5 copies	
Tabulated List of Patients:			
<ul style="list-style-type: none"> At least 50 patients 	Acupuncture (CAA and CMA)	5 copies	Supervisor in Training Centers
<ul style="list-style-type: none"> At least 60 different patterns of disharmony 	Acupuncture (CA and CMA)	5 copies	Supervisor in Clinics or Training Centers
<ul style="list-style-type: none"> At least 50 Tuina patients 	Tuina Massage	5 copies	Supervising CA or CMA
<ul style="list-style-type: none"> At least 120 patients treated with Chinese Herbal medicine and 60 patients treated with acupuncture 	TCM (Those graduated abroad)	5 copies	Training Center abroad or from local supervisors

A.2 NON-FILIPINO APPLICANTS

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Letter of Intent	Acupuncture	5 copies	
Accomplished and notarized Application Form	All modalities	5 copies	PITAHC website SAAD
Passport size photos (1.4 cm x 1.8 cm) in collared shirt and in white background	All modalities	2 copies	Any photo/printing shops
Valid Health Certificate issued within 6-month period from the application date	All modalities, except Chiropractic	5 copies	From a Filipino licensed physician affiliated in a government hospital/health facility (i.e., RHU, District Hospital etc.)
Apostilled/With Red ribbon Diploma or Certificate of Completion and Transcript of Records or Course Curriculum	All modalities	5 copies	Local Training Centers or Schools abroad
Certificate of Training and Seminars attended	Homeopathy/ Homotoxicology, Naturopathy	5 copies	Accredited training centers/ training centers abroad
Certificate of Supervision	Acupuncture, TCM, Naturopathy, Osteopathy, Hilot	5 copies	Filipino Supervisor (No prescribed format)
Valid Passport	All modalities	5 copies	Country of Origin
Documents indicating that he/she is legally residing and working in the Philippines, such as but not limited to immigrant visa, working visa, Alien Certificate of Registration (ACR), Alien employment permit, Special	All modalities	5 copies	Bureau of Immigration (BI) or Department of Labor and Employment (DOLE) or Philippine Retirement Authority (PRA)

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Resident Retirees' Visa (SRRV), etc.			
NBI Clearance	Acupuncture, TCM, Chiropractic, Hilot	5 copies	National Bureau of Investigation – Philippines
Apostilled/With Red ribbon letter of good standing issued by appropriate government body.	Naturopathy, TCM, Tuina Massage, Osteopathy	5 copies	Country of Origin
Apostilled/With Red ribbon Certification of current practice in Naturopathy	Naturopathy	5 copies	Country of Origin
Apostilled/With Red ribbon License/ Certification abroad	TCM, Chiropractic, Tuina Massage, Osteopathy, Naturopathy, Ayurveda	5 copies	Country of Origin
Business permit related to chiropractic practice and business card, both in the Philippines and any other, if applicable.	Chiropractic	5 copies	LGU where the business is located
IELTS or TOEFL certification	Osteopathy, Naturopathy, Ayurveda	5 copies	Legitimate testing centers
Tabulated List of Patients:			
<ul style="list-style-type: none"> 50 patients 	Homeopathy/ Homotoxicology	5 copies	Training Center abroad or from local supervisors
<ul style="list-style-type: none"> 100 different patients 	Naturopathy	5 copies	Training Center abroad or from local supervisors
<ul style="list-style-type: none"> At least 500 patients per year with at least of 100 different 	Tuina Massage	5 copies	Training Center abroad or from local supervisors

CHECKLIST OF REQUIREMENTS (<u>Bring the original copy for validation</u>)	Modality/ies	No. of Copies	WHERE TO SECURE
patterns of disharmony/zang-fu syndromes			
<ul style="list-style-type: none"> At least 500 patients per year with at least 20 patients per condition 	Osteopathy	5 copies	Training Center abroad or from local supervisors

A.3 VISITING PROFESSORS

CHECKLIST OF REQUIREMENTS (<u>Bring the original copy for validation</u>)	Modality/ies	No. of Copies	WHERE TO SECURE
Letter of Intent	All modalities, except Chiropractic	5 copies	
Accomplished and notarized Application Form	All modalities, except Chiropractic	5 copies	PITAHC website SAAD
Portfolio highlighting at least five (5) years of relevant practice/experience	All modalities, except Chiropractic	5 copies	
Passport size photos (1.4 cm x 1.8 cm) in collared shirt and white background	All modalities, except Chiropractic	2 copies	Any photo/printing shops
Valid Health Certificate issued within 6-month period from the application date	All modalities, except Chiropractic	5 copies	From a Filipino licensed physician affiliated in a government hospital/health facility (i.e., RHU, District Hospital etc.)
Certification of employment/engagement (specifying the duration and scope)	All modalities, except Chiropractic	5 copies	Affiliated PITAHC-accredited training center/ CEU/CEP Provider (No prescribed format)

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Apostilled/With Red ribbon Diploma or Certificate of Completion and Transcript of Records or Course Curriculum	All modalities, except Chiropractic	5 copies	Training Center abroad
Valid Passport	All modalities, except Chiropractic	5 copies	Country of Origin
NBI Clearance	All modalities, except Chiropractic	5 copies	National Bureau of Investigation – Philippines

Schedule of Fees for Visiting Professors																
	Modality		Position	Application		Certification		Accreditation	Validity (Years)	Renewal	Validity (Years)	Penalty	Frequency			
1	Acupuncture		Visiting Prof	USD	200.00	USD	200.00	USD	200.00	1	USD	400.00	1	USD	100.00	monthly
2	Anthroposophic Med		Visiting Prof	USD	200.00	USD	400.00	USD	-	1	USD	400.00	1	USD	100.00	yearly
3	Ayurveda		Visiting Prof	USD	200.00	USD	401.00	USD	-	1	USD	400.00	1	USD	100.00	yearly
4	Chiropractic		Visiting Prof	-	-	-	-	-	-	-	-	-	-	-	-	-
5	Hilot		Visiting Prof	-	-	-	-	-	-	-	-	-	-	-	-	-
6	Homeopathy/ Homotoxicology		Visiting Prof	USD	200.00	USD	200.00	USD	200.00	1	USD	400.00	1	USD	100.00	monthly
7	Naturopathy		Visiting Prof	USD	500.00	USD	200.00	USD	500.00	1	USD	700.00	1	USD	200.00	monthly
8	Osteopathy		Visiting Prof	USD	200.00	USD	400.00	-	1	USD	400.00	1	USD	100.00	yearly	
9	Traditional Chinese Medicine		Visiting Prof	USD	200.00	USD	400.00	-	1	USD	400.00	1	USD	100.00	yearly	
10	Tuina Massage		Visiting Prof	USD	200.00	USD	200.00	USD	200.00	1	USD	400.00	1	USD	100.00	monthly

	Modality	Nat		Application		Certification		Validity (Years)	Renewal		Validity (Years)	Penalty		Frequency
Schedule of Fees for Practitioners														
1	Acupuncture	Fil	Non-Com	PhP	500.00	PhP	1,000.00	3	PhP	1,000.00	3	PhP	250.00	yearly
			Com	PhP	300.00	PhP	800.00		PhP	800.00		PhP	75.00	yearly
		Non Fil	N/A	USD	500.00	USD	500.00	2	USD	500.00	2	USD	10.00	monthly
2	Anthroposophic Medicine	Fil	N/A	PhP	500.00	PhP	1,500.00	3	PhP	2,000.00	3	PhP	300.00	yearly + renewal fee
		Non Fil											yearly + renewal fee	
3	Ayurveda	Fil	N/A	PhP	500.00	PhP	1,000.00	3	PhP	1,500.00	3	PhP	300.00	yearly + renewal fee
		Non Fil	N/A	USD	500.00	USD	-	3	USD	500.00	3	USD	100.00	yearly + renewal fee
4	Chiropractic	Fil	N/A	PhP	5,000.00	PhP	5,000.00	3	PhP	5,000.00	3	NONE	-	
		Non Fil	N/A	USD	150.00	USD	150.00	1	USD	150.00	1	NONE	-	
5	Hilot	Fil	N/A	PhP	500.00	PhP	1,000.00	3	PhP	1,000.00	3	NONE	-	
		Non Fil	N/A	USD	500.00	USD	600.00	1	USD	600.00	1	NONE	-	
6	Homeopathy/ Homotoxicology	Fil	Non-Com	PhP	500.00	PhP	1,000.00	3	PhP	1,000.00	3	PhP	250.00	yearly
			Com	PhP	300.00	PhP	800.00		PhP	800.00		PhP	75.00	yearly
		Non Fil	N/A	USD	500.00	USD	600.00	1	USD	600.00	1	USD	100.00	monthly
7	Naturopathy	Fil	Non-Com	PhP	500.00	PhP	1,000.00	3	PhP	1,000.00	3	PhP	250.00	yearly
			Com	PhP	300.00	PhP	800.00		PhP	800.00		PhP	75.00	yearly
		Non Fil	N/A	USD	500.00	USD	1,300.00	1	USD	1,300.00	1	USD	500.00	monthly
8	Osteopathy	Fil	N/A	PhP	500.00	PhP	1,500.00	3	PhP	2,000.00	3	PhP	300.00	yearly + renewal fee
		Non Fil	N/A	USD	500.00	USD	1,300.00	2	USD	1,300.00	2	USD	100.00	yearly + renewal fee
9	TCM	Fil	N/A	PhP	500.00	PhP	1,500.00	3	PhP	2,000.00	3	PhP	300.00	yearly + renewal fee
		Non Fil	N/A	USD	500.00	USD	500.00	2	USD	500.00	2	USD	100.00	yearly + renewal fee
10	Tuina Massage	Fil	Non-Com	PhP	500.00	PhP	1,000.00	3	PhP	1,000.00	3	PhP	250.00	yearly
			Com	PhP	300.00	PhP	800.00		PhP	800.00		PhP	75.00	yearly
		Non Fil	N/A	USD	500.00	USD	600.00	1	USD	600.00	1	USD	100.00	monthly

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly notarized application form with complete and accurate documentary requirements. (Please refer to the checklist of requirements per modality above)	1.1. Receives/reviews submitted duly notarized application form with complete and accurate requirements; 1.2. Prepares order of payment; and 1.3. Encodes application in the database.		1.5 hours	DMO IV, DMO III, SOO III, LO II, AAV, DC
2. Pays application fee	2.1. Issues invoice	(Please refer to the Schedule of Fees above)	5 minutes	Cashier
	2.2. Sends application requirements to the NCC for review		1 day	DMO IV, DMO III, SOO III, LO II, AAV, DC
	2.3. Reviews the application requirements in advance. 2.4. Convening & scheduling of the NCC Meeting		PAUSE CLOCK	NCC members per modality
	2.5. Notifies applicant on the schedule of the meeting		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
	2.6. Meeting and deliberation by the NCC		1 day	NCC members per modality DMO IV, DMO III, SOO III, LO II, AAV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. For deferred applicants, resubmits deficiencies for NCC review and deliberation	3.1. Notifies applicants on the status of the application		2 hrs. PAUSE CLOCK	DMO IV, DMO III, SOO III, LO II, AAV
	3.2. Prepares Certificate of Registration with QR Code and identification card (ID) for approved applicants		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
	3.3. Forwards the Certificate to ODG for approval		1 day	DMO IV, DMO III, SOO III, LO II, AAV
	3.4. Notifies applicant on the availability of Certificate & ID		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
4. Pays the Certification Fee	4.1. Prepares order of payment for the certification fee		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	4.2. Issues Sales Invoice		5 minutes	Cashier III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Verifies completeness and accuracy of Certificate and ID and receives certificate of registration and ID card	5.1. Releases Certificate of Registration and ID card. 5.2. Records receipt in the logbook 5.3. Updates database		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
6. Fills out client satisfaction measurement (CSM) form (printed or electronic)	6. Receives, encodes, and files accomplished CSM form		10 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	TOTAL	(Please refer to the Schedule of Fees above)	3 working days, 7 hours, 50 minutes	

RENEWAL OF CERTIFICATION OF FILIPINO/NON-FILIPINO TCIM PRACTITIONERS AND VISITING PROFESSORS

Processing of renewal of Certification for Filipino and Non-Filipino Practitioners, and the Visiting Professors duly certified for their respective modality.

Office / Division	Standards and Accreditation Division
Classification	Simple
Type of Transaction	G2C (Government to Citizen)
Who may avail	TCIM Certified Practitioners and Visiting Professors

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Duly accomplished and notarized renewal form	All modalities	1 copy	PITAHC website, SAAD
Passport size photos (1.4 cm x 1.8 cm) in collared shirt and white background	All modalities	2 pieces	Any photo/printing shops
Certificate of training/seminars attended	All modalities	1 copy each	Proponent of training/seminars attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements for the renewal of the certification	1. Reviews and receives requirements, prepares Order of Payment, and encode to the Database		1 hour	DMO IV, DMOIII, SOO III, LO II, AAV, DC
2. Pays renewal fee	2.1. Issues invoice	(Refer to the Schedule of Fees above)	5 minutes	Cashier

	2.2. Prepares the Certificate of Renewal with QR Code and ID		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
	2.3. Forwards the Certificate to ODG for approval		1 day	DMO IV, DMO III, SOO III, LO II, AAV
	2.4. Notifies clients on the availability of certificate and ID		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
3. Verifies completeness and accuracy of Certificate and ID and receives certificate of registration and ID card	3.1. Releases Certificate of Registration and ID Card 3.2. Records receipt in the logbook 3.3. Updates database		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
4. Fills out Client Satisfaction Measurement Form (Electronic or Printed copy)	4. Collects, files, and encodes online the CSM results		10 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	TOTAL	Refer to the Schedule of Fees above	1 working day, 3 hours, 45 minutes	

INITIAL APPLICATION FOR ACCREDITATION OF CLINICS/ CENTERS/ HEALING CENTERS

Processing of accreditation of Clinics/centers/healing centers as it is called in its respective modality.

Office / Division	Standards and Accreditation Division (SAAD)
Classification	Complex
Type of Transaction	G2C (Government to Citizen)
Who may avail	TCIM Practitioners and Facility Owners

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Duly accomplished and notarized application form	All modalities	5 copies	PITAHC website, SAAD
Corporate and Administrative Papers			
a. Certified Board Resolution (Private Institution only)	All modalities	5 copies	Corporate Secretary of the Applicant
b. License to Operate (For hospital-based clinics)	All modalities	5 copies	Department of Health (DOH-HFSRB or RLED)
c. SEC Registration and Articles of Incorporation (Private Institution only)	All modalities	5 copies	Securities and Exchange Commission (SEC)
d. DTI Certificate of Business Name Registration (for sole proprietor)	All modalities	5 copies	Department of Trade and Industry (DTI)
e. Fire Safety Inspection Certificate	All modalities	5 copies	Bureau of Fire Protection (BFP)
f. Proof of building ownership or valid lease-contract	All modalities	5 copies	From the applicant or Building owner
g. Copy of municipal/city permits (including Sanitary permits) (for private institutions)	All modalities	5 copies	Respective Local Government Unit (LGU)
2. Support Services (Good to have, but not required) a. Other Health Services b. Community Outreach Program c. Research Program	All modalities	5 copies	From the applicant
3. Clinic Services Requirements	All modalities	5 copies	From the applicant

<p>a. Name of the clinic/center/healing center (indicating the service(s) being offered)</p> <p>b. List of facilities, equipment and supplies for the clinic indicating the quantity, specification, and date of purchase)</p> <p>c. List of IEC TCIM materials (brochures, pamphlets, flyers, posters, e-books, manuals, fact sheets, newsletters, infographics, videos, etc.)</p>			
<p>4. Personnel (with supporting papers)</p> <p>a. List of PITAHC-certified practitioner(s) with qualifications and supporting documents, for example: Practitioners' Profile, Transcript of Records, Certifications, etc.</p> <p>b. Organizational chart indicating the designation</p> <p>c. List of other clinic/ administrative staff and their qualifications</p> <p>d. Valid Health Certificate of clinic personnel/staff</p>	All modalities	5 copies	<p>a-c. From the applicant</p> <p>d. From a licensed physician affiliated in a government hospital/health facility (i.e., RHU, District Hospital etc.)</p>
<p>5. Clinic Rules</p> <p>a. Schedule of services offered.</p> <p>b. Flow chart and Payment Scheme</p> <p>c. Admission Requirements</p> <p>d. Referral System</p>	All modalities	5 copies	From the applicant

	MODALITY	Nat		APPLICATION	CERTIFICATION	VALIDITY (YEARS)	RENEWAL	VALIDITY (YEARS)	PENALTY	FREQUENCY
Schedule of Fees for Clinics / Healing Center / Center										
1	Acupuncture	Fil	Non-Com	PhP 1,000.00	PhP 1,800.00	3	PhP 1,800.00	3	PhP 1,000.00	yearly
			Com	PhP 300.00	PhP 600.00		PhP 600.00		PhP 300.00	yearly
			Non Fil	USD 300.00	USD 700.00	1	USD 700.00	1	USD 14.00	MONTHLY
2	Anthroposophic Medicine	Fil	N/A	PhP 1,000.00	PhP 3,000.00	2	PhP 2,000.00	2	PhP 1,000.00	yearly + renewal fee
			Non Fil	USD 300.00	USD 700.00	1	USD 700.00	1	USD 14.00	MONTHLY + renewal fee
3	Ayurveda	Fil	N/A	PhP 1,000.00	PhP 3,000.00	3	PhP 2,000.00	3	PhP 1,000.00	yearly
			Non Fil	USD 300.00	USD 700.00	3	USD 700.00	3	USD 14.00	MONTHLY
4	Chiropractic	Fil	N/A	PhP 1,000.00	PhP 6,000.00	2	PhP 3,000.00	2	PhP 1,000.00	yearly + renewal fee
5	Hilot	Fil	N/A	PhP 1,000.00	PhP 2,500.00	3	PhP 1,500.00	3	PhP 200.00	yearly
6	Herbal/ Homeopathy/ Homotoxicology	Fil	Non-Com	PhP 1,000.00	PhP 1,800.00	3	PhP 1,800.00	3	PhP 1,000.00	yearly
			Com	PhP 300.00	PhP 600.00		PhP 600.00		PhP 300.00	yearly
7	Naturopathy	Fil	Non-Com	PhP 1,000.00	PhP 1,800.00	3	PhP 1,800.00	3	PhP 1,000.00	yearly
			Com	PhP 300.00	PhP 600.00		PhP 600.00		PhP 300.00	yearly
8	Osteopathy	Fil	N/A	PhP 1,000.00	PhP 6,000.00	2	PhP 3,000.00	2	PhP 1,000.00	yearly + renewal fee
9	TCM	Fil	N/A	PhP 1,000.00	PhP 3,000.00	2	PhP 2,000.00	2	PhP 1,000.00	yearly + renewal fee
			Non Fil	USD 300.00	USD 700.00	1	USD 700.00	1	USD 14.00	MONTHLY
10	Tuina Massage	Fil	Non-Com	PhP 1,000.00	PhP 1,800.00	3	PhP 1,800.00	3	PhP 1,000.00	yearly
			Com	PhP 300.00	PhP 600.00		PhP 600.00		PhP 300.00	yearly

INITIAL APPLICATION FOR ACCREDITATION OF TRAINING CENTERS

Processing of accreditation of Training Centers for each modality.

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Duly accomplished and notarized application form	All modalities	5 copies	PITAHC website, SAAD
Corporate and Administrative Papers			
a. Certified Board Resolution (Private Institution only)	All modalities	5 copies	Corporate Secretary of the Applicant
b. License to Operate (For hospital-based clinics)	All modalities	5 copies	Department of Health (DOH-HFSRB or RLED)
c. SEC Registration and Articles of Incorporation (Private Institution only)	All modalities	5 copies	Securities and Exchange Commission (SEC)
d. DTI Certificate of Business Name Registration (for sole proprietor)	All modalities	5 copies	Department of Trade and Industry (DTI)
e. Fire Safety Inspection Certificate	All modalities	5 copies	Bureau of Fire Protection (BFP)
f. Proof of building ownership or valid lease-contract	All modalities	5 copies	From the applicant or Building owner
g. Copy of municipal/city permits (including Sanitary permit)	All modalities	5 copies	Respective Local Government Unit (LGU)
2. Support Services a. Other Health Services b. Community Outreach Program c. Research Program	All modalities	5 copies	From the applicant
3. Curricula Requirements a. Curriculum (indicating the Job Title(s) being addressed and the competency standard) b. Course and subjects description (include course objectives, number of hours for didactic and practicum) c. List of training equipment and supplies indicating the quantity, specification, and date of purchase) d. List of IEC TCIM materials (posters, e-books, manuals, interactive learning modules,	All modalities	5 copies	From the applicant

models and mock-ups, videos, podcasts, charts, diagrams, demo kits, etc.)			
4. Faculty Personnel (with supporting papers) <ul style="list-style-type: none"> a. List of training center officials and their qualifications b. List of faculty for the program (indicating qualifications, assignment, and status of appointment with supporting documents, for example: Trainers' Profile, Transcript of Records, Certifications, etc.) c. List of Non-teaching personnel and their qualifications d. Valid Health Certificate of clinic personnel/staff 	All modalities	5 copies	a-c. From the applicant d. From a licensed physician affiliated in a government hospital/health facility (i.e., RHU, District Hospital etc.)
5. Academic Rules <ul style="list-style-type: none"> a. Schedule of tuition and other fees b. Grading System c. Entrance requirements d. Rules on Attendance 	All modalities	5 copies	From the applicant

	MODALITY	Nat		APPLICATION	CERTIFICATION	VALIDITY (YEARS)	RENEWAL	VALIDITY (YEARS)	PENALTY	FREQUENCY
Schedule of Fees for Training Center										
1	Acupuncture		Non-Com	PhP 1,000.00	PhP 10,300.00	3	PhP 3,300.00	3	PhP 500.00	yearly
			Com	PhP 300.00	PhP 1,300.00		PhP 1,600.00		PhP 150.00	yearly
2	Anthroposophic Medicine		N/A	PhP 1,000.00	PhP 10,000.00	3	PhP 5,000.00	3	PhP 500.00	yearly + renewal fee
3	Ayurveda		N/A	PhP 1,000.00	PhP 11,000.00	3	PhP 5,000.00	3	PhP 500.00	yearly + renewal fee
4	Chiropractic		N/A	PhP 1,000.00	PhP 10,000.00	3	PhP 5,000.00	3	PhP 500.00	yearly + renewal fee
5	Hilot		N/A	PhP 1,000.00	PhP 5,000.00	1	PhP 3,000.00	3	PhP 500.00	yearly + renewal fee
6	Homeopathy/ Homotoxicology		Non-Com	PhP 1,000.00	PhP 10,300.00	1	PhP 3,300.00	3	PhP 500.00	yearly
			Com	PhP 300.00	PhP 1,300.00		PhP 1,600.00		PhP 150.00	yearly
7	Naturopathy		Non-Com	PhP 1,000.00	PhP 10,300.00	1	PhP 3,300.00	3	PhP 500.00	yearly
			Com	PhP 300.00	PhP 3,300.00		PhP 1,100.00		PhP 150.00	yearly
8	Osteopathy		N/A	PhP 1,000.00	PhP 10,000.00	3	PhP 5,000.00	3	PhP 500.00	yearly + renewal fee
9	TCM		N/A	PhP 1,000.00	PhP 10,000.00	3	PhP 5,000.00	3	PhP 500.00	yearly + renewal fee
10	Tuina Massage		Non-Com	PhP 1,000.00	PhP 5,300.00	1	PhP 3,300.00	3	PhP 500.00	yearly
			Com	PhP 300.00	PhP 2,700.00		PhP 1,200.00		PhP 150.00	yearly

INITIAL APPLICATION FOR ACCREDITATION OF TCIM ORGANIZATIONS

Processing of accreditation of Traditional, Complementary and Integrative Medicine (TCIM) Organizations, both for National (Filipino-organized) and Foreign organizations.

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
1. Duly accomplished and notarized application form	All modalities	5 copies	PITAHC website, SAAD
2. Certified Board Resolution	All modalities	5 copies	Corporate Board Secretary
3. SEC Registration, Articles of Incorporation and By-Laws with at least one (1) member of the Board or one (1) of the incorporators is a PITAHC Certified practitioner of any TAHC modality	All modalities	5 copies	Securities and Exchange Commission (SEC)
3. Business Permit, if applicable	All modalities	5 copies	Respective Local Government Unit (LGU)
4. Affiliation with a recognized TCIM International Organization (for Foreign Organization)	All modalities	5 copies	From the applicant
5. Certificate of Registration of the TCIM Organization (for Foreign Organization)	All modalities	5 copies	From the applicant
6. Updated list of personnel and members of the organization	All modalities	5 copies	From the applicant

MODALITY	Nat	APPLICATION	CERTIFICATION	VALIDITY (YEARS)	RENEWAL	VALIDITY (YEARS)	PENALTY	FREQUENCY
Schedule of Fees for TAHC Organizations								
Nationality		APPLICATION	ACCREDITATION	VALIDITY (YEARS)	RENEWAL	VALIDITY (YEARS)	PENALTY	FREQUENCY
1 Filipino	N/A	PhP 500.00	PhP 2,300.00	3	PhP 2,300.00	3	PhP 500.00	yearly
2 Non-Filipino	N/A	USD 150.00	USD 200.00	1	USD 200.00	1	USD 100.00	yearly
MODALITY	Nat	APPLICATION	CERTIFICATION	VALIDITY (YEARS)	RENEWAL	VALIDITY (YEARS)	PENALTY	FREQUENCY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete set of requirements (Please see the checklist of requirements per modality above)	1.Receives/reviews submitted requirements, prepares order of payment and encodes in the database.	(Please refer to the Schedule of Fees above)	1.5 hours	DMO IV, DMO III, SOO III, LO II, AAV, DC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays application fee	2. Issues invoice	(Please refer to the Schedule of Fees above)	5 minutes	Cashier
3. Facilitates the conduct of inspection by PITAHC at the proposed Clinic/Center/Healing Center/Training Center/ office of the TAHC Organization	3.1. Conducts inspection of the proposed Clinic/Center/Healing Center/Training Center/ Organization		1 day	DMO IV, DMO III, SOO III, LO II, AAV
	3.2. Sends application requirements to NCC for review		1 day	DMO IV, DMO III, SOO III, LO II, AAV
	3.3. Review of the application requirements in advance 3.4. Convening & scheduling of the Meeting		PAUSE CLOCK	NCC members per modality
	3.5. Notifies applicant on the schedule of the meeting		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
	3.6. Meeting and deliberation by the National Certification Committee (NCC)		1 day	DMO IV, DMO III, SOO III, LO II, AAV, DC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Comply with the requirements by the NCC for the deferred applicants.	<p>4.1. Notifies applicants on the status of application whether approved/deferred/disapproved</p> <p>4.2 Prepares communication letter to notify the deferred applicants to submit other documents required by the NCC</p>		2 hours	<p>DMO IV, DMO III, SOO III, LO II, AAV</p> <p>DMO IV, DMO III, SOO III, LO II, AAV</p>
	4.3. Prepares Certificate of Accreditation with QR Code		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	4.4. Forwards certificate to ODG for approval		1 day	DMO IV, DMO III, SOO III, LO II, AAV
	4.5. Notifies applicant on the availability of certificate of accreditation		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
4. Pays the Accreditation fee.	4.1. Prepares order of payment for the accreditation fee		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	4.2. Issues Sales Invoice		5 minutes	Cashier III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Verified completeness and accuracy and receives Certificate of Accreditation	5.1. Releases Certificate of Accreditation 5.2. Records receipt in the logbook 5.3. Updates database		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
6. Fills out Client Satisfaction Measurement Form (Electronic or Printed copy)	6. Collects, files, and encodes online the CSM results		10 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	TOTAL	(Refer to the Schedule of Fees above)	4 working days, 7 hours, 20 minutes	

RENEWAL OF ACCREDITATION OF CLINICS/ CENTERS/ HEALING CENTERS

Processing of the renewal of accreditation for Clinics/Centers/Healing Centers as it is called in its respective modality.

Office / Division	Standards and Accreditation Division (SAAD)		
Classification	Simple		
Type of Transaction	G2C (Government to Citizen); G2B (Government to Business)		
Who may avail	TCIM Practitioners and Clinic/Center/Healing Center Owners/Management		
CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
<u>Corporate and Administrative Paper:</u> <ol style="list-style-type: none"> 1. Duly accomplished and notarized Letter of application (Renewal form) 2. Valid Fire Safety Inspection Certificate 3. Proof of Clinic building ownership or Lease-contract 4. Valid copy of municipal/city permits (including Sanitary permit) 	All modalities	1 copy	PITAHC website, SAAD Bureau of Fire Protection (BFP) From the applicant or Building owner Respective Local Government Unit (LGU)
Specific Requirements:			
<ol style="list-style-type: none"> 1. Clinic Services Requirements (as applicable) <ol style="list-style-type: none"> a. Updated list of facilities, equipment and supplies for the clinic indicating the quantity, specification, and date of purchase) b. List of IEC TAHC materials (brochures, pamphlets, flyers, posters, e-books, manuals, fact sheets, newsletters, videos, etc.) 	All modalities	1 copy	From the applicant
<ol style="list-style-type: none"> 2. Personnel (with supporting papers) <ol style="list-style-type: none"> a. Updated list of PITAHC certified TCM Practitioner(s), Acupuncturist(s), Chinese Medicine Dispenser(s) with qualifications and supporting documents, for example: Practitioners' Profile, Transcript of Records, Certifications, etc.), as applicable b. Updated list of clinic/administrative staff and their qualifications, as applicable 	All modalities	1 copy	From the applicant

3. Updated annual list of clients attended to, in excel format and shared via google drive, from the last renewal with the following details: a. Initials of patients b. Age c. Sex d. Chief complaint e. Treatment rendered			From the applicant
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RENEWAL OF ACCREDITATION OF TRAINING CENTERS

Office / Division	Standards and Accreditation Division (SAAD)		
Classification	Simple		
Type of Transaction	G2C (Government to Citizen)		
Who may avail	TCIM Practitioners and Facility Owners		
CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
<u>Corporate and Administrative Paper:</u> 1. Duly accomplished and notarized Letter of application (Renewal form) 2. Valid Fire Safety Inspection Certificate 3. Proof of Clinic building ownership or Lease-contract 4. Valid copy of municipal/city permits (including Sanitary permit)	All modalities	1 copy	PITAHC website, SAAD Bureau of Fire Protection (BFP) From the applicant or Building owner Respective Local Government Unit (LGU)
Specific Requirements:			
1. Curricula Requirements (as applicable) a. Updated list of training courses and subjects' description (include course objectives, number of hours for didactic and practicum) b. Updated list of training equipment and supplies indicating the quantity, specification, and date of purchase) c. List of IEC TAHC materials (posters, e-books, manuals, interactive learning modules, models and mock-ups, videos, podcasts, charts, diagrams, etc.)	All modalities	1 copy	From the applicant
2. Faculty Personnel (with supporting papers)	All modalities	1 copy	From the applicant

<p>d. Updated list of school officials and their qualifications, as applicable</p> <p>e. Updated list of faculty for the program (indicating qualifications, assignment, and status of appointment with supporting documents, for example: Trainers' Profile, Transcript of Records, Certifications, etc.), as applicable</p> <p>f. Updated list of non-teaching personnel and their qualifications, as applicable</p>			
<p>3. Updated annual list of students enrolled and graduated, in excel format and shared via google drive, from the last renewal with the following details:</p> <p>a. Number of enrollees</p> <p>b. Number of graduates</p>	All modalities	1 copy	From the applicant

RENEWAL OF ACCREDITATION OF TCIM ORGANIZATIONS

Office / Division	Standards and Accreditation Division (SAAD)		
Classification	Simple		
Type of Transaction	G2C (Government to Citizen)		
Who may avail	TCIM Practitioners and TCIM Organizations Officers/Management		
CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Modality/ies	No. of Copies	WHERE TO SECURE
Duly accomplished and notarized application form	All modalities	1 copy	PITAHC website, SAAD
Certified Board Resolution	All modalities	1 copy	Corporate Board Secretary
SEC Registration, Articles of Incorporation and By-Laws with at least one (1) member of the Board or one (1) of the incorporators is a PITAHC Certified practitioner of any TAHC modality	All modalities	1 copy	Securities and Exchange Commission (SEC)
Business Permit, if applicable	All modalities	1 copy	Respective Local Government Unit (LGU)
Updated list of personnel and members of the organization	All modalities	1 copy	From the applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements for the renewal of the Certificate of Accreditation	1. Reviews and receives requirements, prepares Order of Payment, and encode to the Database		1 hour	DMO IV, DMO III, SOO III, LO II, AAV, DC
2. Pays renewal fee	2.1. Issues invoice	(Refer to the Schedule of Fees)	5 minutes	Cashier
	2.2. Prepares renewal Certificate of Accreditation with QR Code		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	2.3. Forwards Certificate to ODG for approval		1 day	DMO IV, DMO III, SOO III, LO II, AAV
	2.4. Notifies clients on the availability of Certificate of Accreditation		1 hour	DMO IV, DMO III, SOO III, LO II, AAV
3. Verifies completeness & accuracy and receives Certificate of Accreditation	3.1. Releases Certificate of Accreditation 3.2. Records receipt in the logbook 3.3. Updates database		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
4. Fills out Client Satisfaction Measurement Form (Electronic or Printed copy)	4. Collects, files, and encodes online the CSM results		10 mins	DMO IV, DMO III, SOO III, LO II, AAV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements for the renewal of the Certificate of Accreditation	1. Reviews and receives requirements, prepares Order of Payment, and encode to the Database		1 hour	DMO IV, DMO III, SOO III, LO II, AAV, DC
2. Pays renewal fee	2.1. Issues invoice	(Refer to the Schedule of Fees)	5 minutes	Cashier
	2.2. Prepares renewal Certificate of Accreditation with QR Code		30 minutes	DMO IV, DMO III, SOO III, LO II, AAV
	TOTAL	Refer to the Schedule of Fees	1 day, 3 hours, 15 minutes	

REQUEST FOR CLEARANCE TO CONDUCT LOCAL/FOREIGN TCIM MISSIONS

Processing of locally- and foreign-initiated requests to conduct TCIM-related missions anywhere in the Philippines.

Office / Division	Standards and Accreditation Division (SAAD)
Classification	Simple
Type of Transaction	G2C (Government to Citizen)
Who may avail	TCIM Practitioners and Facility Owners

CHECKLIST OF REQUIREMENTS (Bring the original copy for validation)	Proponent	No. of Copies	WHERE TO SECURE
Letter of Intent indicating the details of the proposed mission (inclusive dates of the mission, complete address of the venue, services to be offered, number of target beneficiaries, name of practitioners to participate and name of identified local counterpart (for foreign proponents))	Both Local and Foreign Proponents	1 copy (either hard or electronic copy)	From the applicant. No prescribed format
Curriculum Vitae of the practitioners	Both Local and Foreign Proponents	1 copy (either hard or electronic copy)	From the applicant. No prescribed format
Certification from PITAHC-certified practitioner/s	For Foreign Proponents	1 copy (either hard or electronic copy)	PITAHC-certified practitioner/s
Directory of health facilities near the venue for the referral system	Both Local and Foreign Proponents	1 copy (either hard or electronic copy)	From the applicant. No prescribed format
License for devices to be imported, if any	Both Local and Foreign Proponents	1 copy (either hard or electronic copy)	Food and Drug Administration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete and accurate requirements	1.1. Reviews and receives complete and accurate requirements	None	1 hour	DMO IV, SOO III, LO II, DC
	1.2. Prepares the Clearance		1 hour	DMO IV, SOO III, LO II
	1.3. Forwards clearance to ODG for approval		1 day	DMO IV, SOO III, LO II, AAV
	1.4. Notifies proponent on the availability of clearance		1 hour	DMO IV, SOO III, LO II
2. Verifies completeness and accuracy of Clearance	2.1. Releases Clearance 2.2. Records the receipt of the Clearance 2.3. Updates database		30 minutes	DMO IV, SOO III, LO II
3. Fills out Client Satisfaction Measurement Form (Electronic or Printed copy)	3. Receives, encodes, and files accomplished CSM Form		10 minutes	DMO IV, SOO III, LO II, AAV
	TOTAL	None	1 working day, 3 hours, 40 minutes	

Request for Funding of TCIM Research Not Exceeding PhP 5M

The request facilitates and supports research projects in Traditional, Complementary, and Integrative Medicine not exceeding PhP5M.

Office / Division	Research and Development
Classification	Highly Technical
Type of Transaction	G2G (Government to Government); G2B (Government to Business)
Who may avail	Government agencies; Private Organizations; Non-Government Organizations; SUCs and other academic institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For State Universities and Colleges and Government Research Institutions	
1. Cover Letter	
2. Complete research proposal based on the PITAHC template	Website R&D
3. Certification that the project was not submitted to other funding agencies other than PITAHC; and	Clients Institution/Affiliation
4. Endorsement of the head of institution	Clients Institution/Affiliation
For Non-Government Organizations and Private Entities	
1. Cover Letter	
2. Complete research proposal based on the PITAHC template	Website R&D
3. Certification that the project was not submitted to other funding agencies other than PITAHC; and	Clients Institution/Affiliation
4. Endorsement of the head of institution	Clients Institution/Affiliation
5. Certificate of Registration issued by the Securities and Exchange Commission (SEC), the Department of Trade and Industry (DTI) for sole proprietorship, or the Cooperative Development Authority (CDA) for cooperatives	
6. Authenticated copy of the latest Articles of Incorporation, showing the original incorporators and the Secretary's Certificate for incumbent officers, together with the Certificate of Filing with the SEC	
7. Mayor's permit issued by the city or municipality where the principal place of business is located	
8. Certificate of Registration issued by the Bureau of Internal Revenue (BIR)	
9. Tax Clearance	
10. Audited financial reports for the past three (3) years preceding the date of project implementation stamped received by the BIR. For NGO/PO which has been in operation for less than 3 years, financial reports for the years in	

operation and proof of previous implementation of similar projects	
11. Statement of all on going and completed (with certificate of acceptance) similar and or related projects with government or private institution, if any, for the last three (3) years, indicating the source of funds for their implementation; List and/or photographs of similar projects that you have previously completed, if any, indicating the source of funds for their implementation	
12. Disclosure of other related business, if any	
13. Sworn affidavit of the corporate secretary of the organization that none of its incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of PITAHC	
14. Sworn affidavit of the head of the organization that it is not in default or delay in liquidating any funds received from any government agency	
15. Certificate from previous clients or sworn affidavit of the head of the organization stating that the NGO/PO has no derogatory record with any government agency;	
16. In case of novel/new projects, PITAHC, upon the recommendation of the HOPE and approval of the Board of Trustees, shall dispense of the requirements stated in number "11"	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (working days)	PERSON RESPONSIBLE
1. PROPOSALS WITH NO REVISIONS				
1. Submits proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II
	PRELIMINARY ASSESSMENT			
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist

	1.4. Conducts preliminary assessment of the proposal	None	5 working days	PMO
	1.5. Informs the client of the results of the assessment.	None	4 hours	PMO
	TECHNICAL REVIEW			
2. Submits revised proposal/ additional requirements based on the result of the Preliminary assessment	2.1. Identifies technical experts and prepares administrative and technical documents (non-disclosure agreement, letter of invitation, criteria for evaluation, authority to deposit check)	None	12 working days	PMO
	2.2. Endorses proposal to technical reviewers upon receipt of confirmed invitation	None	30 minutes	PMO
	2.3. Technical reviewers evaluate the proposal	None	PAUSE CLOCK	
	2.4. Receives technical reviewers' approval (i.e. "YES, WITH NO REVISION")	None	5 minutes	PMO
	RECOMMENDING APPROVAL			
	2.5. Processes recommending approval	None	6 working days	PMO
	2.6. Notifies client on approval of grant	None	1 day	PMO
	2.7. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
3. Accomplishes the client satisfaction survey		None	15 minutes	
		TOTAL	25 working days, 1 hour, 25 minutes	
2. PROPOSALS WITH REVISIONS				

1. Submits proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II
	PRELIMINARY ASSESSMENT			
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conduct preliminary assessment of the proposal	None	5 working days	PMO
	1.5. Informs the client of the results of the assessment.	None	4 hours	PMO
	TECHNICAL REVIEW			
2. Submits revised proposal/ additional requirements based on the result of the Preliminary assessment	2.1. Identifies technical experts and prepares administrative and technical documents (non-disclosure agreement, letter of invitation, criteria for evaluation, authority to deposit check)	None	12 working days	PMO
	2.2. Endorses proposal to technical reviewers upon receipt of confirmed invitation	None	30 minutes	PMO
	2.3. Technical Reviewers evaluate the proposal	None	PAUSE CLOCK	
	2.4. Receives technical reviewer's approval (i.e. "YES, WITH REVISION")	None	5 minutes	PMO
	2.5. Consolidates technical reviewers' evaluation and prepares Consolidated Technical Evaluation Form		3 working days	PMO
	2.6. Emails Consolidated Technical		4 hours	PMO

	Evaluation Form to the client			
3. Revises proposal			PAUSE CLOCK	
4. Re-submits revised proposal	4.1. Receives revised proposal		5 minutes	PMO
	4.2. Reviews compliance with the Consolidated Technical Evaluation Form		3 working days	PMO
	4.3. Emails the client and sends comments and suggestions for revisions		4 hours	PMO
	4.4. Endorses revised proposal to the reviewer		4 hours	
	4.5. Technical Reviewer/s evaluate/s the proposal	None	14 working days (Pause Clock)	
	4.6. Receives technical reviewers' approval (i.e. "YES, WITH NO REVISION")	None	5 minutes	PMO
	RECOMMENDING APPROVAL			
	4.7. Process recommending approval	None	6 working days	PMO
	4.8. Notify client on approval of grant	None	1 day	PMO
	4.9. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
5. Accomplishes the client satisfaction survey		None	10 minutes	
		TOTAL	32 working days, 5 hours, 10 minutes	
3. DISAPPROVED PROPOSALS				
(Disapproved during Preliminary Assessment)				
1. Submit proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II

	PRELIMINARY ASSESSMENT			
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conduct preliminary assessment of the proposal	None	5 days	PMO
	1.5. Drafts letter informing the client of the result of the preliminary assessment	None	4 hours	PMO
	1.6. Forwards letter to the ODG for signature	None	1 day	PMO
	1.7. Sends letter to the client	None	5 minutes	PMO
	1.8. Requests client to accomplish Client Satisfaction Monitoring Form	None	15 minutes	PMO
2. Accomplishes the client satisfaction survey		None	10 minutes	
		TOTAL	7 working days, 40 minutes	
OR				
<i>(Disapproved during Technical Review)</i>				
1. Submit proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II
	PRELIMINARY ASSESSMENT			
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conduct preliminary assessment of the proposal	None	5 days	PMO
	1.5. Informs the client of the results of the assessment.	None	4 hours	PMO
	TECHNICAL REVIEW			

2. Submit revised proposal/ additional requirements based on the result of the Preliminary assessment	2.1. Identifies technical experts and prepares administrative and technical documents (non-disclosure agreement, letter of invitation, criteria for evaluation, authority to deposit check)	None	12 working days	PMO
	2.2. Endorses proposal to technical reviewers upon receipt of confirmed invitation	None	30 minutes	PMO
	2.3. Technical Reviewers evaluate the proposal	None	14 working days (Pause clock)	
	2.4. Receives technical reviewer's evaluation (i.e. "NOT ACCEPTABLE")	None	5 minutes	PMO
	2.5. Drafts letter informing the client of the result of the preliminary assessment	None	4 hours	PMO
	2.6. Forwards letter to the ODG for signature	None	1 day	PMO
	2.7. Sends letter to the client	None	5 minutes	PMO
	2.8. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
3. Accomplishes the client satisfaction survey		None	10 minutes	
		TOTAL	19 working days, 5 hours, 15 minutes	

Request for Funding of TCIM Researches Exceeding PhP 5M

The request facilitates and supports research projects in Traditional, Complementary, and Integrative Medicine exceeding PhP5M.

Office / Division	Research and Development
Classification	Highly Technical
Type of Transaction	G2G (Government to Government); G2B (Government to Business)
Who may avail	Government agencies; Private Organizations; Non-Government Organizations; SUCs and other academic institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For State Universities and Colleges and Government Research Institutions (hard copy or soft /electronic copy)	
1. Cover Letter	
2. Complete research proposal based on the PITAHC template	Website R&D
3. Certification that the project was not submitted to other funding agencies other than PITAHC; and	Clients' Institution/Affiliation
4. Endorsement of the head of institution	Clients' Institution/Affiliation
For Non-Government Organizations and Private Entities	
1. Cover Letter	
2. Complete research proposal based on the PITAHC template	Website R&D
3. Certification that the project was not submitted to other funding agencies other than PITAHC; and	Clients' Institution/Affiliation
4. Endorsement of the head of institution	Clients' Institution/Affiliation
5. Certificate of Registration issued by the Securities and Exchange Commission (SEC), the Department of Trade and Industry (DTI) for sole proprietorship, or the Cooperative Development Authority (CDA) for cooperatives	
6. Authenticated copy of the latest Articles of Incorporation, showing the original incorporators and the Secretary's Certificate for incumbent officers, together with the Certificate of Filing with the SEC	
7. Mayor's permit issued by the city or municipality where the principal place of business is located	
8. Certificate of Registration issued by the Bureau of Internal Revenue (BIR)	
9. Tax Clearance	

10. Audited financial reports for the past three (3) years preceding the date of project implementation stamped received by the BIR. For NGO/PO which has been in operation for less than 3 years, financial reports for the years in operation and proof of previous implementation of similar projects	
11. Statement of all on going and completed (with certificate of acceptance) similar and or related projects with government or private institution, if any, for the last three (3) years, indicating the source of funds for their implementation; List and/or photographs of similar projects that you have previously completed, if any, indicating the source of funds for their implementation	
12. Disclosure of other related business, if any	
13. Sworn affidavit of the corporate secretary of the organization that none of its incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of PITAHC	
14. Sworn affidavit of the head of the organization that it is not in default or delay in liquidating any funds received from any government agency	
15. Certificate from previous clients or sworn affidavit of the head of the organization stating that the NGO/PO has no derogatory record with any government agency;	
16. In case of novel/new projects, PITAHC, upon the recommendation of the HOPE and approval of the Board of Trustees, shall dispense of the requirements stated in number "11"	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (working days)	PERSON RESPONSIBLE
1. PROPOSALS WITH NO REVISIONS				
	PRELIMINARY ASSESSMENT			
1. Submits proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II

	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conducts preliminary assessment of the proposal	None	5 working days	PMO
	1.5. Informs clients of the results of the assessment.	None	4 hours	PMO
	TECHNICAL REVIEW			
2. Submits revised proposal/ additional requirements based on the result of the Preliminary assessment	2.1. Identifies technical experts and prepares administrative and technical documents (non-disclosure agreement, letter of invitation, criteria for evaluation, authority to deposit check)	None	12 working days	PMO
	2.2. Endorses proposal to technical reviewers upon receipt of confirmed invitation	None	30 minutes	PMO
	2.3. Technical reviewer evaluates the proposal	None	PAUSE CLOCK	
	2.4. Receives technical reviewer's approval (i.e. "YES, WITH NO REVISION")	None	5 minutes	PMO
	PRESENTATION DURING THE BOARD MEETING			
	2.5. Prepares executive summary	None	6 working days	PMO
	2.6. Coordinates with client regarding schedule of presentation	None	1 day	PMO
	2.7. Prepares documents for a board meeting presentation	None	3 working days	PMO
3. Presents during the Board Meeting	3.1. Facilitates presentation during the board meeting	None	1 day	PMO

	3.2. Requests client to accomplish Client Satisfaction Monitoring Form	None	15 minutes	PMO
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	Administrative Assistant II
		TOTAL	29 working days, 1 hour, 10 minutes	
2. PROPOSALS WITH REVISIONS				
	PRELIMINARY ASSESSMENT			
1. Submits proposal (printed/electronic)	1.1. Acknowledge receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conducts preliminary assessment of the proposal	None	5 working days	PMO
	1.5. Informs clients of the results of the assessment.	None	4 hours	PMO
	TECHNICAL REVIEW			
2. Submits revised proposal/ additional requirements based on the result of the Preliminary assessment	2.1. Identifies technical experts and prepares administrative and technical documents (non-disclosure agreement, letter of invitation, criteria for evaluation, authority to deposit check)	None	12 working days	PMO
	2.2. Endorses proposal to technical reviewers upon receipt of	None	30 minutes	PMO

	confirmed invitation			
	2.3. Evaluates the proposal	None	14 working days (Pause Clock)	External Technical Reviewers
	2.4. Receives technical reviewer's approval (i.e. "YES, WITH REVISION")	None	5 minutes	PMO
	2.5. Consolidates technical reviewers' evaluation and prepares Consolidated Technical Evaluation Form	None	3 working days	PMO
	2.6. Emails Consolidated Technical Evaluation Form to the client	None	4 hours	PMO
3. Revises proposal			PAUSE CLOCK	
4. Submits revised proposal	4.1. Receives revised proposal	None	5 minutes	PMO
	4.2. Reviews compliance with the Consolidated Technical Evaluation Form	None	3 working days	PMO
	4.3. Emails the client and sends comments and suggestions for revisions	None	4 hours	PMO
	4.4. Endorses revised proposal to the technical reviewer	None	4 hours	PMO
	4.5. Evaluates the proposal	None	14 working days (Pause clock)	External Technical Reviewers
	4.6. Receives technical reviewers' approval (i.e. "YES, WITH NO REVISION")	None	5 minutes	PMO
	PRESENTATION DURING THE BOARD MEETING			
	4.7. Prepares executive summary	None	6 working days	PMO
	4.8. Coordinates with client regarding schedule of presentation	None	1 day	PMO

	4.9. Prepares documents for a board meeting presentation	None	3 working days	PMO
5. Presents during the Board Meeting	5. Facilitates presentation during board meeting	None	1 day	PMO
6. Fills out the client satisfaction survey	6. Receives, encodes, and files accomplished CSM form	None	10 minutes	Administrative Assistant II
		TOTAL	36 working days, 5 hours, 5 minutes	
3. DISAPPROVED PROPOSALS				
<i>(Disapproved during Preliminary Assessment)</i>				
	PRELIMINARY ASSESSMENT			
1. Submit proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conducts preliminary assessment of the proposal	None	5 working days	PMO
	1.5. Drafts letter informing the client of the result of the preliminary assessment	None	4 hours	PMO
	1.6. Forwards letter to the ODG for signature	None	1 day	PMO
	1.7. Sends letter to the client	None	5 minutes	PMO
	1.8. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
2. Fills out the client satisfaction survey	2. Receives, encodes, and files accomplished CSM form	None	15 minutes	Administrative Assistant II
		TOTAL	7 working days, 40 minutes	

OR				
(Disapproved during Technical Review)				
	PRELIMINARY ASSESSMENT			
1. Submit proposal (printed/electronic)	1.1. Acknowledges receipt of proposal	None	5 minutes	PITAHC Records Officer
	1.2. Receives proposal from ODG	None	5 minutes	Administrative Assistant II
	1.3. Delegates proposal to Project Management Officer (PMO)	None	4 hours	Chief Science Research Specialist
	1.4. Conduct preliminary assessment of the proposal	None	5 working days	PMO
	1.5. Informs clients of the results of the assessment.	None	4 hours	PMO
	TECHNICAL REVIEW			
2. Submit revised proposal/ additional requirements based on the result of the Preliminary assessment	2.1. Identifies technical experts and prepares administrative and technical documents (non-disclosure agreement, letter of invitation, criteria for evaluation, authority to deposit check)	None	12 working days	PMO
	2.2. Endorses proposal to technical reviewers upon receipt of confirmed invitation	None	30 minutes	PMO
	2.3. Technical Reviewer evaluates the proposal	None	PAUSE CLOCK	
	2.4. Receives technical reviewer's evaluation (i.e. "NOT ACCEPTABLE")	None	5 minutes	PMO
	2.5. Drafts letter informing the client of the result of the	None	4 hours	PMO

	preliminary assessment			
	2.6. Forwards letter to the ODG for signature	None	1 day	PMO
	2.7. Sends letter to the client	None	5 minutes	PMO
	2.8. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
3. Fills out the client satisfaction survey	3. Receives, encodes, and files accomplished CSM form	None	10 minutes	Administrative Assistant II
		TOTAL	19 working days, 4 hours, 15 minutes	

Request for Information on TCIM Researches

The service facilitates access to data and findings on Traditional, Complementary, and Integrative Medicine (TCIM) research to support evidence-based healthcare, policy development, and further scientific studies. In addition, PITAHC reviews and verifies the accuracy and reliability of TCIM research to support evidence-based healthcare, guide policy decisions, and ensure the safe use of TCIM practices.

Office / Division	Research and Development
Classification	Simple
Type of Transaction	G2C (Government to Citizen)
Who may avail	Government agencies; Private Organizations; Non-Government Organizations; SUCs and other academic institutions; general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Letter request and interview schedule	
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1. Interview				
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (working days)	PERSON RESPONSIBLE
1. Submits request to PITAHC (through email or walk-in)	1.1. Receives letter of request and/or interview schedule	None	5 minutes	PITAHC Records Officer
	1.2. Receives letter of request from ODG	None	5 minutes	Administrative Assistant II
	1.3. Acknowledges letter request	None	5 minutes	PMO
	1.4. Delegates request to PMO	None	4 hours	Chief Science Research Specialist
	1.5. Coordinates with client regarding schedule of interview/visit	None	4 hours	PMO
	1.6. Conducts interview/facilitate visit	None	1 day	PMO
	1.7. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
2. Fills out the client satisfaction survey	2. Receives, encodes, and files accomplished CSM form	None	10 minutes	Administrative Assistant II
		TOTAL	2 working days, 45 minutes	

Information, Research and Validation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (working days)	PERSON RESPONSIBLE
1. Submits request to PITAHC (through email or walk-in)	1.1. Receives letter of request and/or interview schedule	None	5 minutes	PITAHC Records Officer
	1.2. Receives letter of request from ODG	None	5 minutes	Administrative Assistant II
	1.3. Delegates request to PMO	None	4 hours	Chief Science Research Specialist
	1.4. Gathers data	None	2 working days	PMO
	1.5. Drafts response letter/accomplished questionnaire and submits to the Chief Science Research Specialist for signature	None	1 day	PMO
	1.6. Sends letter/accomplished questionnaire to the client	None		PMO
	1.7. Requests client to accomplish Client Satisfaction Monitoring Report	None	15 minutes	PMO
2. Fills out the client satisfaction survey	2. Receives, encodes, and files accomplished CSM form	None	10 minutes	Administrative Assistant II
		TOTAL	3 working days, 4 hours, 35 minutes	

REQUEST FOR TRAINING/SEMINAR/ORIENTATION ON TRADITIONAL, COMPLEMENTARY, AND INTEGRATIVE MEDICINE PRACTICES

A formal request for training, seminar, or orientation on Traditional, Complementary, and Integrative Medicine (TCIM) practices to enhance participants' knowledge and skills in holistic healthcare approaches.

Office / Division	Social Advocacy and Training			
Classification	Simple			
Type of Transaction	G2G (Government to Government); G2B (Government to Business)			
Who may avail	Government Agencies; Non-Government Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for conduct of orientation/seminar/training preferred.	1.1. Receives and acknowledges letter of request for conduct of orientation/seminar/training preferred. 1.2. Forwards letter to the Office of the Director General (ODG).	None	30 minutes	Records Officer
	1.3. Endorses to SATD for evaluation and recommendation. 1.4. Submits the request with recommendation to the ODG 1.5. Approves/disapproves request based on the recommendation		1 day	EA I/ SOO III HEPO V Director General

	1.6. Informs client if their request is approved/disapproved		1 hour	HEPO IV, HEPO III, Training Specialist II
2. Acknowledges receipt of letter of approval/disapproval.	2. If approved, schedules date/s and prepare needed requirements of the orientation/seminar/training;		1 day	HEPO IV, HEPO III, Training Specialist II
3. Conforms to the set schedule and requirements of the orientation/seminar/training.	3. Includes in the SATD Calendar of Activities and provides CSM form.		30 minutes	HEPO IV, HEPO III, Training Specialist II
4. Accomplishes Client Satisfaction Measurement (CSM)	4. Receives, files and encodes CSM		10 minutes	HEPO IV, HEPO III, Training Specialist II
	TOTAL	None	2 working days, 2 hours and 10 minutes	

Purchase of Herbal Products, books and IEC Materials (Walk-in Clients)

The process involves requesting, verifying, and procuring herbal products, books, and IEC materials in accordance with PITAHC's guidelines.

Office / Division	Marketing & Business Development Department			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	Walk-in clients All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CSM Form			1. Public Assistance and Complaints Desk (PACD)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares/Chooses product/s' order	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the received order from client;		10 minutes	Market Specialist IV
2. Pays for order/s	2.1. Receives payment, Issues Sales Invoice 2.2. Requests for stocks from the Supply Officer	Please refer to the Product's price list	10 minutes	Cashier III / Market Specialist IV Supply Officer II
3. Receives goods	3. Releases goods		5 minutes	Market Specialist IV
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form		10 minutes	Market Specialist IV
	TOTAL	Refer to the product's price list	35 minutes	

Purchase of Herbal Products, books and IEC Materials (Online Clients)

The process involves ordering, payment, and delivery of herbal products, books, and IEC materials for online clients following PITAHC's online purchasing guidelines.

Office / Division	Marketing & Business Development Department			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	All Online clients (Retail & Bulk Purchases) within NCR, Regions 3, 4A and 4B			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Online Order Form 2. Proof of payment 3. Online CSM Form			1. PITAHC website 2. Market Specialist IV	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits online order form with complete customer details/address	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the received order form from client;		10 minutes	Market Specialist IV
2. Pays for orders through online banking facility/direct deposit to LBP and sends proof of payment	2.1. Verifies proof of payment if successfully transferred and issues Sales Invoice 2.2. Requests for stocks from the Supply Officer	Refer to the Product's price list	10 minutes PAUSE CLOCK (Depends on transfer scheme chosen by the client (real time for LBP to LBP, 1-3 working days for other online banks transfer))	Cashier III / Market Specialist IV Supply Officer II

3. Receives goods	3.1. Arranges for courier pick up/delivery	Shipping Fee	PAUSE CLOCK (depends on client location and buyer's preference)	Market Specialist IV
	3.2. Releases goods to booked/verified courier		5 minutes	Market Specialist IV
4. Fills out client satisfaction measurement (CSM) form (electronic)	4. Receives, encodes, and files accomplished CSM form		10 minutes	Market Specialist IV
	TOTAL	Refer to the product's price list	35 minutes	

The process involves coordinating, verifying, and processing bulk orders of herbal products, books, and IEC materials in compliance with PITAHC's procurement and sales policies.

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	2.2. Coordinates / requests the issuance of required stocks			
3. Sets schedule of delivery	3.1. Coordinates delivery schedule and prepares delivery receipt 3.2. Delivers goods		1 day Clock stops (Delivery schedule is dependent on the delivery time & date set by the client)	Market Specialist IV
4. Inspects and Accepts goods	4. Prepares billing invoice / statement of account	Depends on the amount of products ordered	1 day	Cashier III / Market Specialist IV
5. Processes payments and pays for the purchase order	5. Issues Sales Invoice	Depends on the amount of products ordered	3 working days	Cashier III / Market Specialist IV
5. Fills out client satisfaction measurement (CSM) form (electronic)	5. Receives, encodes, and files accomplished CSM form		10 minutes	Market Specialist IV
	TOTAL		7 working days and 10 minutes	

Receiving of Documents

The process involves accepting, logging, and forwarding received documents during operating hours, Monday to Friday, 8:00 AM to 5:00 PM, excluding holidays and work suspensions.

Office or Division:	Administrative Division Concerned Division/Office/Herbal Processing Plant (HPP)
Type of Transaction:	Government to Client Government to Government Government to Business
Who may avail:	All
Checklist of Requirements	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document via mail, email, or in-person.	<p>1.1. Receives the document/email:</p> <p>1.1.a. For hard copy, the document will be stamped "Received" and the date, time, and name of the person who received the document will be indicated.</p> <p>1.1.b. For email, an acknowledgment will be sent to confirm its receipt.</p> <p>1.2. Determines if PITAHC is the agency responsible for processing the document or email.</p> <p>1.3. Identifies the concerned Division/Office/H</p>	None	<p>Within 2 hours after the cut-off time for receipt:</p> <ul style="list-style-type: none"> ● If received until 10:00 AM: Routed by 12:00 PM. ● If received from 10:00 AM to 1:00 PM: Routed by 3:00 PM. ● If received from 1:00 PM to 4:00 PM: Routed by 5:00 PM. 	Records Officer

	<p>PP for the routing of the document or forwarding of the email.</p> <p>Note: The Division/Office/HPP shall receive and process the document or email related to direct client transactions.</p> <p>1.4. Creates the Document Tracking Slip (if necessary).</p> <p>1.5. Routes the document or forward the email.</p>			
	1.6. Makes the appropriate action on the document or email.	None	Pause Clock	Concerned Division/Office/HPP/Committee
	1.7. Receives the document/reply from the concerned Division/Office/HPP/Committee.	None	1 working day	Records Officer
2. Receives the document/reply via email, courier, or through the Liaison Officer.	2. Releases the document/reply through the preferred mode of sending, such as email, courier, or through the Liaison Officer.			Records Officer

3. Fills-out the Client Satisfaction Survey or feedback form.	3. Requests the client to fill-out the Client Satisfaction Survey/feedback form.		10 minutes	
	TOTAL	None	1 working day and 3 hours and 10 minutes	

RELEASE OF PAYMENT TO SUPPLIERS AND SERVICE PROVIDERS

Office / Division	CASHIERING UNIT / FINANCE DIVISION			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail	Suppliers, Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. Disbursement Voucher (signed, completed)		Different Divisions signed by DG		
II. Signed checks		ODG		
III. Supplier's Invoice		Suppliers		
IV. Authority to Deposit Form (for account deposits)				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification regarding check payment availability	1. Prepare pertinent documents for releasing of check payment		20 minutes	Cashier
2. Signs pertinent document and issues invoice, if applicable	2. Presents the pertinent documents to the client for issuance of Invoice.		10 minutes	Cashier
3. Receives check from the Cashier	3.1. Releases the check and Creditable Tax Certificate to Supplier upon their signing on the DV and the Check Register.		5 minutes	Cashier
	3.2. For DVs with Authority to Deposit (ATD) Form) 1. Retrieves the Check and Voucher. 2. Deposit to respective bank account.		1 day	Cashier

	3.3. Notify clients through email on the deposited check payments.			
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form		10 minutes	Cashier
	TOTAL	None	1 working day and 45 minutes	

RECEIPT OF PAYMENT FROM CLIENTS

Office / Division	CASHIERING UNIT / FINANCE DIVISION			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2B (Government to Business); or G2G (Government to Government)			
Who may avail	Practitioners, Tenants, Government Agencies, Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment secured from different Divisions concerned.		Standards & Accreditation Division Business Development Division Administrative Division		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Order of Payment to Cashier's Office	1. Check completeness and correctness of Order of Payment for Assessment of fees.		5 minutes	Cashier
2. Pay the stated amount on Order of Payment after Assessment	2. Issue Official Receipt for the payment received	Various	5 minutes	Cashier
3. Coordinates with the concerned Office			Pause Clock	Concerned Office
	3.1. Plot payment to Collection and Deposit Schedule		10 minutes	Cashier
	3.2. Prepare a deposit slip to deposit the collections of the day.		10 minutes	Cashier
	3.3. Deposit to LandBank all collections for the day on the next banking day		8 hours	Cashier
	TOTAL	None	8 hours 30 mins	



CENTRAL OFFICE INTERNAL SERVICES

REQUEST FOR POSTING AND UPDATING WEB CONTENTS

The Information and Communication Technology Unit of Management Services Division provides service on posting and updating web content requested by different divisions to ensure efficient provision of information to the public. It involves receiving, reviewing and posting and deleting web contents of PITAHC website.

Office or Division		Management Services Division		
Classification		Simple Transaction		
Type of Transaction		G2G - Government to Government		
Who to avail		PITAHC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely accomplished Service Request Form signed by the Client			1. Download the form from internal PITAHC Internal Network Storage 2. Google drive	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Service Request Form and submits the filled and signed form to the Management Services Division	1.1 Receives and reviews completeness and document format quality	None	10 minutes	Computer Programmer III
	1.2. Draft the change requested by the client		2 working days	Computer Programmer III
	1.3 Forwards the draft output of the change request to the Technical Working Group (TWG) for proof reading and review of content. <i>(if applicable)</i>		1 hour	Technical Working Group
	1.4 Performs the change to the agency website	None	30 minutes	Computer Programmer III

2. Receives the update	2.1 Updates the client through phone or email	None	5 minutes	Computer Programmer III
	2.2 Asks the client to sign the acknowledgment section of the service request form to complete and close the request and ensure the Customer Service Management form is filled out.	None	5 minutes	Computer Programmer III and Client
3. Signs the acknowledgment section of the service request form and Accomplish the Client Satisfaction Measurement Form		None	5 minutes	Client
	TOTAL	None	2 working days and 1 hour 55 minutes	

REQUEST FOR INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)-RELATED ASSISTANCE

The Information, Communication Technology Unit of Management Services Division provides repair and maintenance on all ICT equipment and peripherals in all PITAHC Offices. Service Availability: Mondays-Fridays 8am-5pm, except holidays.

Office or Division		Management Services Division		
Classification		Simple Transaction		
Type of Transaction		G2G – Government to Government		
Who to avail		PITAHC Employees and COA Resident Auditors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely accomplished Service Request Form signed by the End-user		1. Download the form from PITAHC Internal Network Storage 2. Download the form from Google Drive PITAHC Forms repository		
CLIENT STEPS	AGENCY ACTIONS FEES TO BE PAID	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the service request form. These requests are: can't print/scan no internet/Wi-Fi connection user/login problem video conferencing request IP phone problem, website error no power/ display/ video/ sound problem software installation and	1.1. Checks the severity of the ICT problem. If simple, proceed to Step 2. If minor, proceed to Step 3. If major, proceed to Step 4.	None	10 Minutes	Information Systems Analyst II /Computer Programmer III

other simple and minor problems encountered.				
	<p>1.2. Makes a phone call to guide the client on solving the problem.</p> <p>If solved, proceed to Step 12.</p> <p>If not, proceed to Step 3.</p>	None	5 Minutes	Information Systems Analyst II / Computer Programmer III
	<p>1.3. Goes to the concerned office and diagnose/trouble shoot/repair the problem onsite.</p> <p>If solved, proceed to Step 12.</p> <p>If not, proceed to Step 4.</p>	None	1 hour	Information Systems Analyst II / Computer Programmer III
	<p>1.4. Advises the client to pull out and take possession of the equipment. Once done, proceed to Step 5.</p>	None	30 Minutes	Information Systems Analyst II / Computer Programmer III
	<p>1.5. Diagnoses/troubleshoots/repairs the problem. If solved, proceed to Step 12.</p> <p>If the equipment is repaired outside or for the replacement of parts, proceed to Step 6.</p> <p>If not solved due to defective parts, proceed to Step 7.</p>	None	2 Hours	Information Systems Analyst II / Computer Programmer III

	1.6. Checks if the equipment is under warranty. If under warranty, proceed to Step 8. If not, proceed to Step 9.	None	15 Minutes	Information Systems Analyst II / Computer Programmer III
	1.7. Informs the end-user about warranty repair. For a temporary solution, advise the client to coordinate with the supply officer for a possible replacement or substitute of ICT equipment. Proceed to Step 8.	None	15 Minutes	Information Systems Analyst II / Computer Programmer III
	1.8. Prepares Service Report and advise the client that the equipment is for outside repair or procurement of replacement parts. Proceed to Step 9.	None	15 Minutes	Information Systems Analyst II / Computer Programmer III
	1.9. In coordination with the supply officer and client, prepares necessary documents for requesting a third-party service provider for warranty/repair service, schedule pick-up time, confirm retrieval date, prepare Gate Pass for the release of the ICT Equipment, and arrange for the return of the item once repaired.	None	Pause Clock	Information Systems Analyst II / Computer Programmer III/Client/Supply Officer

	Proceed to Step 10.			
	1.10. Installs replacement parts and/or test repaired equipment. Proceed to Step 11.	None	1 Hour	Information Systems Analyst II / Computer Programmer III
	1.11. Updates the client through phone or email. Proceed to Step 12.	None	10 Minutes	Information Systems Analyst II / Computer Programmer III
	1.12. Asks the client to sign the acknowledgment section of the service request form to complete and close the request and ensure the Customer Service Management form is filled out.	None	5 Minutes	Information Systems Analyst II / Computer Programmer III
2. Signs acknowledgment section of the service request form and Accomplish the Client Satisfaction Measurement Form		None	5 Minutes	Client
	TOTAL		5 Hours and 50 Minutes	

Request for HR-related Documents

A formal request for human resources-related documents needed for administrative, employment, or personnel matters.

Office / Division	Administrative Division			
Classification	Complex-			
Type of Transaction	G2G (Government to Government)			
Who may avail	PITAHC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished and signed Document Request Form			Internal PITAHC Internal Network Storage Google drive: Document Request Form	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out the Document Request Form.		None		
2. Submits the duly signed and accomplished form to the Administrative Division.	2. Receives the duly signed and accomplished form from the client.	None		Human Resource Management Officer (HRMO) III / Alternate Officer
3. Provides complete information once requested.	3. Clarifies information with the client, if any.	None	Within 3 working days upon receipt of the document request form	HRMO III / Alternate Officer HRMO III / Alternate Officer
	3.2. Prepares the requested documents.	None		
	3.3. Submits the documents to the concerned signatory, if applicable.	None	Within 1 day upon preparation of the documents	HRMO III / Alternate Officer
4. Receives the requested documents and signs the document request form.	4. Releases the documents to the client.	None	Within 1 day upon receipt of the signed documents	HRMO III / Alternate Officer
5. Accomplishes the Client Satisfaction Measurement (CSM)		None	10 minutes	
	TOTAL	None	5 working days and 10 minutes	

Processing of Payment for Research Projects

The process involves verifying, documenting, and disbursing payments for research projects in accordance with PITAHC's financial and research funding guidelines.

Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2B (Government to Business Entity); or G2G (Government to Government)			
Who may avail	Research Proponents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FIRST PAYMENT <ul style="list-style-type: none"> Budget Utilization Request and Status Research Funding Agreement Duly approved schedule of Fund release Line-Item Budget Certificate of registration with the concerned government agencies, i.e. SEC, CDA, DTI or DOLE (except G2G) Document showing equity equivalent to 20% of the total research project cost (except G2G) Notice to proceed PROGRESS/SUBSEQUENT PAYMENT <ul style="list-style-type: none"> Research project evaluation report Report of check issued Report of disbursement Fund utilization report Financial report duly certified by the Project Accountant Deliverables or research project progress report Disbursement attachments (except G2G) List of equipment procured from the project funds Certified true copy of the procured equipment invoice and warranty certificate 			R&D Division	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher (R&D Division)	1.1. Processes the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	1.2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Request for Payment for Cash Advances to Employees for Local Travel/ Foreign Travel

Office / Division	Finance Division
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LOCAL TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 4 of EO77 Office Order Granting the Cash Advance <ul style="list-style-type: none"> Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Certification from the Supply Officer that PS-DBM <p>Airfare is not available</p> <ul style="list-style-type: none"> Certification from the Accountant that previous cash advance has been liquidated and recorded in the books Letter of invitation of the host/sponsoring agency/organization 	PITAHC Public Drive Administrative Officer III (Records Officer II) Administrative Officer III (Records Officer II) PITAHC Public Drive Special Operations Officer III Accountant III
FOREIGN TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 10 of EO77 Office Order Granting the Cash Advance <ul style="list-style-type: none"> Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Flight itinerary issued by the airline Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination Document to show the dollar to peso exchange rate at the date of grant of cash advance Letter of invitation of the host/sponsoring agency/organization Certification from the Supply Officer that PS-DBM <p>Airfare is not available</p> <ul style="list-style-type: none"> Certification from the Accountant that previous cash advance has been liquidated and recorded in the books <p>In case of Seminar/Training:</p> <ul style="list-style-type: none"> Acceptance of nominee/s as participant (issued by the host country) Program of Activity and Logistics Information 	PITAHC Public Drive Administrative Officer III (Records Officer II) Administrative Officer III (Records Officer II) PITAHC Public Drive UNDP Website BSP Website Special Operations Officer III Accountant III

CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Request for Payment for Cash Advances of Activity / Workshop / Training

Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
Who may avail	PITAHC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Budget Utilization Request and Status Office Order Office Order Granting the Cash Advance Certification from the Accountant that previous cash advance has been liquidated and recorded in the books Approved Budget for COE of the Head of Agency Approved application for bond and/or Fidelity Bond 		PITAHC Public Drive Administrative Officer III (Records Officer II) Administrative Officer III (Records Officer II) Accountant III		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Request for Payment for Employees Reimbursement of Local Travel / Foreign Travel

Office / Division	Finance Division
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LOCAL TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office order/Travel order approved in accordance with section 4 of EO77 Quotation of Plane fare from at least 3 Airline Companies Approved Certificate of Travel Completed Duly Approved Itinerary of Travel Certification from the Supply Officer that PS-DBM <p>Airfare is not available</p> <ul style="list-style-type: none"> Flight Itinerary issued by the Airline Letter of invitation of the host/sponsoring agency/organization Certificate of Appearance or Attendance Post Activity / Travel Report Manual or Electronic Invoice Paper/electronic plane, boat or bus/train tickets, <p>terminal fee receipts, paper/electronic boarding passes</p> <ul style="list-style-type: none"> Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) 	PITAHC Public Drive Administrative Officer III (Records Officer II) PITAHC Public Drive PITAHC Public Drive Special Operations Officer III PITAHC Public Drive PITAHC Public Drive Administrative Officer III (Records Officer II) PITAHC Public Drive PITAHC Public Drive Special Operations Officer III
FOREIGN TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 10 of EO77 Quotation of Plane fare from at least 3 Airline Companies Approved Certificate of Travel Completed Duly Approved Itinerary of Travel Certification from the Supply Officer that PS-DBM <p>Airfare is not available</p> <ul style="list-style-type: none"> Flight itinerary issued by the airline Certificate of Appearance or Attendance Post Activity/Travel Report Manual or Electronic Invoice Paper/electronic plane, boat or bus/train tickets, <p>terminal fee receipts, paper/electronic boarding passes</p> <ul style="list-style-type: none"> Reimbursement Expense Receipt (more than 	PITAHC Public Drive PITAHC Public Drive UNDP Website BSP Website

<p>P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less)</p> <ul style="list-style-type: none"> Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination Document to show the dollar to peso exchange rate at the date of grant of cash advance Letter of invitation of the host/sponsoring agency/organization <p>In case of Seminar/Training:</p> <ul style="list-style-type: none"> Acceptance of nominee/s as participant (issued by the host country) Program of activity and Logistics Information 				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Request for Payment for Employees Reimbursement of Activity/Workshop/Training/Meeting/Purchased of Goods

Office / Division	Finance Division
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ACTIVITY/WORKSHOP/TRAINING/MEETING <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Notice of Meeting Report of Cash Disbursement (RCDisb) Manual or Electronic Invoice Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) <ul style="list-style-type: none"> Program of activity or course outline Attendance Sheet or Zoom Photo Minutes of the meeting PURCHASED OF GOODS <ul style="list-style-type: none"> Budget Utilization Request and Status Certified copy of the page of the Approved Annual Procurement Plan (App) or Supplemental APP Purchase Request Abstract of Canvass of Articles Price Quotations / Canvass Sheet Report of Cash Disbursement (RCDisb) Manual or Electronic Invoice Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) <ul style="list-style-type: none"> Inventory Custodian Slip (ICS) for semi-expendable Warranty security for a minimum period of one year 	PITAHC Public Drive Administrative Officer III (Records Officer II) PITAHC Public Drive PITAHC Public Drive PITAHC Public Drive BAC Secretariat PITAHC Public Drive PITAHC Public Drive PITAHC Public Drive PITAHC Public Drive PITAHC Public Drive Administrative Officer III (Supply Officer)

CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Processing of Payment for Purchase of Goods/Services

Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2B (Government to Business)			
Who may avail	Service Providers/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Budget Utilization Request and Status Certified true copy of the page of the Approved Annual Procurement Plant (APP) or Supplemental APP Certified true copy of the submitted Contract or Purchase Order stamped "Received" by COA Purchase Request Purchase Order Abstract of Quotations/Abstract of Canvass of Articles/Abstract of Proposals Price Quotations/Price Proposal/Canvass Sheet Evaluation of Eligibility Requirements Evaluation of Eligibility Requirements for Technical and Financial BAC Resolution Notice of Award Notice to Proceed Performance Security Invoice Approval for production Delivery Receipt Letter request of extension with approval from the Head of Agency Inspection and Acceptance Report Warranty Security Property Acknowledgement Receipt (PAR) Inventory Custodian Slip (ICS) 			End-User / BAC Secretariat Supply Officer Internal Storage Network	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher (End-user)	1. Process the Disbursement Voucher with complete supporting documents and forwarded to the Office of the Director General (ODG)	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Processing Payment for Cash Advances to Employees for Local Travel

Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
Who may avail	PITAHC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Budget Utilization Request and Status Office order/Travel order approved in accordance with section 4 of EO77 Office order Granting the Cash Advance Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Certification from the Supply Officer that PS-DBM <p>Airfare is not available</p> <ul style="list-style-type: none"> Certification from the Accountant that previous cash advance has been liquidated and recorded in the books Letter of invitation of the host/sponsoring agency/organization 		End-User		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (End-user) Submits Disbursement Voucher	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Processing of Payment for Cash Advances to Employees for Foreign Travel

Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
Who may avail	PITAHC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Budget Utilization Request and Status Office order/Travel order approved in accordance with section 10 of EO77 Office order Granting the Cash Advance Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Flight itinerary issued by the airline Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination Document to show the dollar to peso exchange rate at the date of grant of cash advance Letter if invitation of the host/sponsoring agency/organization Certification from the Accountant that previous cash advance has been liquidated and recorded in the books <p>In case of Seminar/Training:</p> <ul style="list-style-type: none"> Acceptance of nominee/s as participant (issued by the host country) Programme Agenda and Logistics Information 		End-User		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher (End-user)	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

Processing of Payment for Research Projects

Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2B (Government to Business Entity); or G2G (Government to Government)			
Who may avail	Research Proponents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> FIRST PAYMENT Budget Utilization Request and Status Research Funding Agreement Duly approved schedule of Fund release Line Item Budget Certificate of registration with the concerned government agencies, i.e. SEC, CDA, DTI or DOLE (except G2G) <ul style="list-style-type: none"> Document showing equity equivalent to 20% of the total research project cost (except G2G) Notice to proceed PROGRESS/SUBSEQUENT PAYMENT Research project evaluation report Report of check issued Report of disbursement Fund utilization report Financial report duly certified by the Project Accountant <ul style="list-style-type: none"> Deliverables or research project progress report Disbursement attachments (except G2G) List of equipment procured from the project funds <ul style="list-style-type: none"> Certified true copy of the procured equipment invoice and warranty certificate 			R&D Division	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher (R&D Division)	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	



Office / Division	Finance Division			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2G (Government to Government)			
Who may avail	Research Proponents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • NCC MEMBER • Budget Utilization Request and Status • Office Order / Notice of meeting • Attendance Sheet • Minutes of the meeting • Appointment/Designation as Member of the Committee (Newly-appointed member) • RESOURCE PERSONS • Budget Utilization Request and Status • Office Order • Curriculum Vitae • Program of activities • Invitation Letter • Contract of Agreement/Conforme • TECHNICAL REVIEWER • Budget Utilization Request and Status • Letter of invitation • Curriculum Vitae • Notarized Non-Disclosure Agreement • Technical Evaluation 		Standards and Accreditation Division		
		End-User		
		R&D Division		
CLIENT STEPS	AGENCY/ ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Disbursement Voucher (End-User)	1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer III / Accountant III
	2. Forwards the processed DV to ODG for approval			
	TOTAL	None	1 working day	

HERBAL PROCESSING PLANTS EXTERNAL SERVICES

Cagayan Valley Herbal Processing Plant

Procedure for complaints/recommendations/inquiries/suggestions

a. Simple Complaints

This service is available for clients who lodged their simple concerns on PITAHC-related matters. These simple concerns may be in the form of complaints, suggestions, requests for assistance, inquiry, recommendation, and commendation. Clients may file their complaints/concerns through any of these complaint's centers: Hotline 8888, Presidential Action Center, Contact Center ng Bayan (CCB), and PITAHC Public Assistance and Complaints Desk (PACD), or through direct email to the PITAHC email addresses at contact@pitahc.gov.ph or cart@pitahc.gov.ph.

Simple concerns refer to concerns which only require ministerial actions on the part of the PITAHC officer or employee, or that present only inconsequential issues for resolution by the PITAHC officer or employee.

Operating hours: Monday to Friday, 08:00 am to 5:00 pm, excluding holidays and work suspension.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter, Email				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of complaint, recommendation, inquiry or suggestion via person or by fax, email or mail.	1. Receives a letter of complaint, recommendation, inquiry or suggestion in person or by fax, email or mail, and attaches a tracking slip on the letter.	None	5 minutes	Records Officer / Administrative Officer (if in person or by fax and mail)
2. Receives an acknowledgement letter.	2.1. Acknowledges receipt of the complaint in any form.	None	1 hour	Records Officer / Administrative Officer
	2.2. Forwards letter to the Plant Manager	None	1 hour	Records Officer / Administrative Officer
	2.3. Evaluates and makes necessary actions on issues / concerns raised.			Plant Manager

3. Receives notice on actions taken	3. Issues notice to the person concerned on the action taken.	None	1 day	Plant Manager
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	Plant Manager
	TOTAL	None	1 working day, 2 hours, 15 minutes	

Procedure for complaints/recommendations/inquiries/suggestions

b. Complex Complaints (To be patterned under Central Office-Admin)

This service is available for clients who lodged their complex concerns on PITAHC-related matters. These complex concerns may be in the form of complaints, suggestions, requests for assistance, inquiry, recommendation, and commendation. Clients may file their complaints/concerns through any of these complaint's centers: Hotline 8888, Presidential Action Center, Contact Center ng Bayan (CCB), and PITAHC Public Assistance and Complaints Desk (PACD), or through direct email to the PITAHC email addresses at contact@pitahc.gov.ph or cart@pitahc.gov.ph.

Complex concerns refer to concerns which necessitate an evaluation by the PITAHC officer or employee for the resolution of complicated issues.

Operating hours: Monday to Friday, 08:00 am to 5:00 pm, excluding holidays and work suspension.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter, Email				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of complaint, recommendation, inquiry or suggestion via email, SMS, message, call or referral / endorsement from Contact Center ng Bayan (CCB) or 8888	1. Receives letter of complaint, recommendation, inquiry or suggestion via email, SMS, message, call or referral / endorsement from Contact Center ng Bayan (CCB) or 8888 and attaches a tracking slip on the letter.	None	5 minutes	Records Officer / Administrative Officer (if in person or by fax and mail)
2. Receives an acknowledgment letter.	2.1. Acknowledge receipt of the complaint in any form. 2.2. Forwards letter to the Office of the Director General.	None	20 minutes	Records Officer / Administrative Officer
	2.3. Office of the Director General forwards the	None	Pause Clock	Executive Assistant

	letter to concerned Division / Unit			
	2.4. Concerned Division or Unit evaluates and makes necessary actions on issues / concerns raised.	None	1 hour	Plant Manager
	2.5. Creates Investigation Committee and conducts preliminary investigations	None	15 working days	Investigation Committee, Chairman
3. Receives notice on actions taken	3. Notifies the complainant about the results of the investigation / action taken.			Plant Manager
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	
	TOTAL	None	15 working days, 1 hour, 35 minutes	

REQUEST FOR TRAINING/SEMINAR/ORIENTATION ON TRADITIONAL, COMPLEMENTARY, AND INTEGRATIVE MEDICINE PRACTICES

The process involves receiving, evaluating, and coordinating requests for training, seminars, or orientations on Traditional, Complementary, and Integrative Medicine Practices

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2G (Government to Government); G2C (Government to Citizen)			
Who may avail	Offices/Facilities within Regions 01, 02, and Cordillera Administrative Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for the conduct of orientation seminar/training preferred.	1.1. Receives letter of request for the conduct of orientation seminar/training preferred.	None	30 minutes	Special Operations Officer III
	1.2. Forward letter to the Plant Manager (PM).	None	2 working days	Special Operations Officer III
	1.3. Conducts coordination with the proponents.			
	1.4. Approves/ disapproves request.	None	1 hours	Plant Manager
2. Acknowledges receipt of letter of approval / disapproval.	2. Informs client on the status of the request	None	1 hour	Special Operations Officer III
3. If approved, it conforms to the set schedule and requirements of the training.	3. If approved, schedule date/s and prepare needed requirements of the training.	None	2 hours	Special Operations Officer III
4. Fills out Client Satisfaction Measurement (CSM)	4. Receives, files and encodes CSM	None	10 minutes	Special Operations Officer III
	TOTAL		2 working days, 4 hours, 40 minutes	

Request for Bioassay Services (Animal Handling, Drug administration, Specimen Extraction)

The process involves receiving, evaluating, and facilitating requests for bioassay services, including animal handling, drug administration, and specimen extraction, in compliance with PITAHC's research protocols.

****The duration of bioassay activities at the CVHPP Animal Laboratory will depend on the research methodology/protocol of each researcher.*

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Undergraduate students Postgraduate students Research grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent Application for authorization <ul style="list-style-type: none"> <i>(For the conduct of scientific Procedures Using Animals (Annex B); and</i> <i>Appendix 1. ANIMAL CARE AND USE STATEMENT (Protocol review Form) In compliance with AO 40; RULES AND REGULATION ON THE CONDUCT OF SCIENTIFIC PROCEDURES USING ANIMALS</i> 		CVHPP (soft copy) Department of Agriculture - RFO II		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent / request for bio-assay services and other requirements	1.1. Receives letter of intent 1.2. Conducts orientation on the bio-assay services and protocols	2,000.00 per study per week	30 minutes	Plant Manager
2. Submits accomplished Annex B and Appendix 1 of AO 40	2. Reviews and evaluates Annex B and Appendix 1 of AO 40 for recommendation to the DA	None	30 minutes	Veterinarian III, Plant Manager
3. Receives signed Annex B and Appendix 1 of AO 40	3. Records released documents to the students	None	10 minutes	Plant Manager

4. Submits received copy of Annex B and Appendix 1 of AO 40	4. Provides Research Monitoring Form to the client	None	10 minutes	Plant Manager
5. Initiates bioassay activity	5. Facilitates/ monitors bioassay services		19 Working days (may vary depending on the research protocol)	Veterinarian III / Animal Keeper/ Plant Manager
6. Completes the research activity	6. Collects monitoring forms Issues Order of Payment		30 minutes	Plant Manager Accountant
7. Pays calculated fees	7. Issues invoice 7.2. Releases Completion Certificate		30 minutes	Cashier
8. Receives Completion Certificate	8. Provides CSM Form		5 minutes	Plant Manager
9. Fills out client satisfaction measurement (CSM) form (printed or electronic)	9. Receives, encodes, and files accomplished CSM form		10 minutes	Plant Manager
	TOTAL	2,000.00 per study per week	19 working days, 2 hours, 35 minutes	

Request for Consultation on Research Protocol and Research Design

The process involves receiving, evaluating, and facilitating requests for consultation on research protocol and research design in accordance with PITAHC's research guidelines.

Office / Division		Cagayan Valley Herbal Processing Plant		
Classification		Simple		
Type of Transaction		G2C (Government to Citizen)		
Who may avail		Undergraduate students Postgraduate students Research grantees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of intent				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent/request for research consultation.	1.1. Receives letter of intent / request 1.2. Discusses research design, methodologies and data collections	534.00 per study	1 hour	Plant Manager or Veterinarian III
2. Fills out client satisfaction measurement (CSM) form (printed or electronic)	2. Receives, encodes, and files accomplished CSM form	None	10 minutes	Plant Manager
	TOTAL	534.00 per study	1 hour, 10 minutes	

Sale of Experimental Animals

The process involves receiving, verifying, and processing requests for the sale of experimental animals.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Undergraduate Postgraduate Research grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Test Request (LTR) 		Cagayan Valley Herbal Processing Plant		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits purchase letter request	1. Receives purchase letter request	None	10 minutes	Plant Manager
2. Evaluates laboratory animal specifications	2.1. Checks availability of laboratory animals based on specifications. 2.2. Presents laboratory animals to researchers.	None	30 minutes	Animal Keeper / Veterinarian III
3. Pays corresponding Fee	3. Issues Order of Payment	P 250 / Rat P 150 / mice	20 minutes	Accountant / Cashier
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	Plant Manager
	TOTAL	P 250 / Rat P 150 / mice	1 hour, 10 minutes	

Request for Internship/OJT/Work Immersion

The process involves receiving, evaluating, and processing requests for internship, OJT, or work immersion

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Interested Parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Test Request (LTR) MOU/MOA				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter of Internship/OJT/Work Immersion request	1. Receives letter of Internship / OJT / Work Immersion request	None	10 minutes	Plant Manager
2. Receives response to request letter	2.1. Notifies requesting party to accept interns for Internship / OJT / Work Immersion	None	10 minutes	Plant Manager / Production Pharmacist
	2.2. Transmits draft MOA to Central Office Attorney V for review 2.3. Requests Authority to enter and sign local MOU/MOA to Central Office	None	30 minutes	Plant Manager
	2.4. Reviews and approves Authority to enter and sign local MOU/MOA	None	PAUSE CLOCK	Attorney V / ODG
3. Receives response on the approved MOU/MOA	3. Notifies requesting party on the approval of Internship MOU/MOA	None	30 minutes	Plant Manager
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	Plant Manager
	TOTAL		1 hour, 30 minutes	

Internship/OJT/Work Immersion

The duration of the Internship / OJT /Work Immersion Program will depend on the number of hours to complete as requested by interested parties and coordinated by the school Internship Coordinator/s.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Interested Parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Syllabus for Internship/OJT/Work Immersion Program Medical Certificate of Intern/s Parents' Consent Waiver 			School RHU, Government Hospitals	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Internship/OJT/ Work Immersion Documents	1. Receives and Reviews Internship / OJT / Work Immersion Documents	None	30 minutes	Plant Manager
2. Attends and participates in the Orientation Program	2. Conducts Orientation Seminars, Objectives, and Program Expectations	None	2 hours	Plant Manager / Production Pharmacist
3. Attends and completes Internship Program	3. Holds Internship / OJT / Work Immersion Program	P 3,000 / Intern	PAUSE CLOCK *Depends on the number of HOURS to complete the Internship / OJT / Work Immersion Program as requested.	Plant Manager / Production Pharmacist
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	Plant Manager
	TOTAL	P 3,000 / Intern	2 hours, 40 minutes	

Purchase of herbal products, books and IEC materials

The process involves assisting walk-in clients with the selection, payment, and release of herbal products, books, and IEC materials.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	Walk-in clients All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CSM Form			Public Assistance and Complaints Desk (PACD)	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares/Chooses product/s' order	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the received order from client;	None	10 minutes	Sales and Promotion Supervisor IV
2. Pays for order/s	2.1. Receives payment, Issues Sales Invoice 2.2. Requests stocks from the Supply Officer	Please refer to the Product's price list	10 minutes	Sales and Promotion Supervisor IV
3. Receives goods	3. Releases goods	None	5 minutes	Sales and Promotion Supervisor IV
4. Fills out Client Satisfaction Measurement (CSM)	4. Receives, files and encodes CSM	None	10 minutes	Sales and Promotion Supervisor IV
	TOTAL		35 minutes	

Purchase of herbal products, books and IEC material

The process involves receiving, verifying, and processing bulk orders of herbal products, books, and IEC materials

Office / Division		Cagayan Valley Herbal Processing Plant		
Classification		Complex		
Type of Transaction		G2C (Government to Citizen); G2G (Government to Government); G2B (Government to Business)		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Quotation	1. Receives request for quotation, verifies availability of stocks, prepares and sends signed quotation;		1 day	Sales and Promotion Supervisor IV
2. Prepares and sends Purchase Order (PO)	2.1. Receives/signs Purchase Order and prepares documentary requirements 2.2. Coordinates / requests the issuance of required stocks		1 day	Sales and Promotion Supervisor IV
3. Sets schedule of delivery	3. Coordinates delivery schedule and prepares delivery receipt 3.2. Delivers goods		1 day Pause Clock (Delivery schedule is dependent on the delivery time & date set by the client)	Sales and Promotion Supervisor IV
4. Inspects and Accepts goods	4. Prepares billing invoice / statement of account	Depends on the amount of products ordered	1 day	Sales and Promotion Supervisor IV

5. Processes payments and pays for the purchase order	5. Issues Sales Invoice	Depends on the amount of products ordered	3 working days	Cashier III / Marketing staff
6. Fills out Client Satisfaction Measurement (CSM)	6. Receives, files and encodes CSM	None	10 minutes	Marketing staff
	TOTAL		7 working days and 10 minutes	

PAYMENT TO SUPPLIERS AND SERVICE PROVIDERS

The process involves verifying, processing, and disbursing payments to suppliers and service providers.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail	Suppliers, Service Providers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
I. Disbursement Voucher (signed, completed) II. Signed checks III. Supplier's Invoice IV. Authority to Deposit Form (for account deposits)			Supply Officer/Accountant/Plant Manager Suppliers	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification regarding check payment availability	1. Prepare pertinent documents for releasing of check payment		20 minutes	Cashier
2. Signs pertinent document and issues invoice, if applicable	2. Presents the pertinent documents to the client for the issuance of Invoice.		10 minutes	Cashier
3. Receives check from the Cashier	3.1. Releases the check and Creditable Tax Certificate to Supplier upon their signing on the DV and the Check Register.		5 minutes	Cashier
	3.2. For DVs with Authority to Deposit (ATD) Form) 3.3. Retrieves the Check and Voucher.		1 day	Cashier

	<p>3.4. Deposit to respective bank account.</p> <p>3.5. Notify clients through email on the deposited check payments.</p>			
4. Fills out the client satisfaction measurement (CSM)	4. Receives, files and encodes CSM		10 minutes	Cashier
	TOTAL	None	1 working day and 45 minutes	

Tacloban Herbal Processing Plant

Procedure for complaints/recommendations/inquiries/suggestions

a. Simple Complaints

The process involves receiving, assessing, and addressing simple complaints, recommendations, inquiries, and suggestions in accordance with PITAHC's feedback and grievance mechanisms.

Office / Division		Tacloban Herbal Processing Plant		
Classification		Simple		
Type of Transaction		G2C (Government to Citizen)		
Who may avail		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter, Email				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files/submits complaint/recommendation/inquiry/suggestion, through a letter, email, SMS, message, call or referral/endorsement from Contact Center ng Bayan (CCB) or 8888	1. Receives letter of complaint, recommendation, inquiry or suggestion in person or by fax, email or mail, and attaches a tracking slip on the letter.	None	5 minutes	Records Officer/Administrative Officer (if in person or by fax and mail)
2. Public or client receives an acknowledgment letter.	2. Acknowledges receipt of the complaint in any form.	None	1 hour	HPP Staff
	3. Forwards letter to the Plant manager.	None	1 hour	HPP Staff
3. Client receives feedback on the action taken by the Institute.	4. Notifies the person concerned about the action taken.	None	1 day	Plant manager
4. Fills out Client Satisfaction Measurement (CSM)	5. Receives, files and encodes CSM	None	10 minutes	HPP Staff
	TOTAL	None	1 day, 2 hours and 15 minutes	

b. Complex Complaints (Please refer to the Central office process)

REQUEST FOR TRAINING/SEMINAR/ORIENTATION ON TRADITIONAL, COMPLEMENTARY, AND INTEGRATIVE MEDICINE PRACTICES

Client-Initiated

The process involves receiving, evaluating, and coordinating client-initiated requests for training, seminars, or orientations on Traditional, Complementary, and Integrative Medicine Practices.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2G (Government to Government); G2C (Government to Citizen)			
Who may avail	Offices/Facilities within Regions VI, VII, and VIII			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for conduct of orientation seminar/training preferred.	1.1. Receives letter of request for conduct of orientation seminar/training preferred.	None	30 minutes	Special Operations Officer III
	1.2. Forwards letter to the Plant Manager (PM). Conducts coordination with the proponents.	None	2 working days	Special Operations Officer III
	1.3. Approves/disapproves request.	None	1 hours	Plant Manager
2. Acknowledges receipt of letter of approval/disapproval.	2. Informs client of the status of the request	None	1 hour	Special Operations Officer III
3. If approved, conforms to the set schedule and requirements of the training.	3. If approved, schedule date/s and prepare needed requirements of the training.	None	2 hours	Special Operations Officer III
4. Fills out Client Satisfaction	4. Receives, files and encodes CSM	None	10 minutes	Special Operations Officer III
Measurement (CSM)				
	TOTAL		2 working days, 4 hours, 40 minutes	

Purchase of herbal products, books and IEC materials

The process involves receiving, verifying, and processing orders for herbal products, books, and IEC materials.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	Walk-in clients All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CSM Form			Public Assistance and Complaints Desk (PACD)	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares/Chooses product/s' order	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the received order from client;	None	10 minutes	Marketing Staff
2. Pays for order/s	2.1. Receives payment, Issues Sales Invoice 2.2. Requests for stocks from the Supply Officer	Depends on the amount of product/s ordered	10 minutes	Marketing Staff
3. Receives goods	3. Releases goods	None	5 minutes	Marketing Staff
4. Fills out Client Satisfaction Measurement (CSM)	4. Receives, files and encodes CSM	None	10 minutes	HPP Staff
	TOTAL		35 minutes	

Purchase of herbal products, books and IEC materials

The process involves receiving, verifying, and processing orders for herbal products, books, and IEC materials.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	All Online clients (Retail & Bulk Purchases)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Online CSM Form			1. PITAHC website 2. Market Specialist IV	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails order details with complete customer details/address	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the received order form from client;		10 minutes	Marketing Staff
2. Pays for orders through online banking facility/direct deposit to LBP and sends proof of payment	2. Verifies proof of payment if successfully transferred and issues Sales Invoice 2.2. Requests for stocks from the Supply Officer	Depends on the amount of product/s ordered	10 minutes Pause Clock (Depends on transfer scheme chosen by the client (real time for LBP to LBP, 1-3 working days for other online bank transfer))	Cashier III / Marketing Staff Supply Officer II
3. Receives goods	3. Arranges for courier pick up/delivery	Shipping Fee	Clock Stops (Depends on client location)	Marketing Staff

	3.2. Releases goods to booked/verified courier		5 Minutes	Market Specialist IV
4. Fills out Client Satisfaction Measurement (CSM)	4. Receives, files and encodes CSM	None	10 minutes	HPP Staff
	TOTAL		35 minutes	

Purchase of herbal products, books and IEC materials

The process involves receiving, verifying, and processing orders for herbal products, books, and IEC materials.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government); G2B (Government to Business)			
Who may avail	Bulk Orders (Herbal products/books/IEC materials) Government/private hospitals DOH retained hospitals/ Government Agencies Non-government Agencies Drug distributors/retailers/drugstores Private businesses (hotels, restaurants, pharmacies, TAHC facilities and training centers, wellness centers)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. RFQ Form 2. FDA License to Operate 3. Mayor's Permit 4. Certificate of Exclusive Manufacturer/Distributorship 5. Memorandum on Standard Pricing 6. Certificate of Product Registration (CPR) or Notification (herbal soap) 7. License to Operate (LTO) of the origin HPP 8. BIR Certificate of Registration			Marketing Staff	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Quotation	1. Receives request for quotation, verifies availability of stocks, prepares and sends signed quotation;		1 day	Marketing Staff
2. Prepares and sends Purchase Order (PO)	2.1. Receives/signs Purchase Order and prepares documentary requirements		1 day	Marketing staff

	2.2. Coordinates / requests the issuance of required stocks			
3. Sets schedule of delivery	3.1. Coordinates delivery schedule and prepares delivery receipt 3.2. Delivers goods		1 day Pause Clock (Delivery schedule is dependent on the delivery time & date set by the client)	Marketing staff
4. Inspects and Accepts goods	4. Prepares billing invoice / statement of account	Depends on the amount of products ordered	1 day	Marketing staff
5. Processes payments and pays for the purchase order	5. Issues Sales Invoice	Depends on the amount of products ordered	3 working days	Cashier III / Marketing staff
6. Fills out Client Satisfaction Measurement (CSM)	6. Receives, files and encodes CSM	None	10 minutes	Marketing staff
	TOTAL		7 working days and 10 minutes	

PAYMENT TO SUPPLIERS AND SERVICE PROVIDERS

The process involves verifying, processing, and disbursing payments to suppliers and service providers.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail	Suppliers, Service Providers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
I. Disbursement Voucher (signed, completed) II. Signed checks III. Supplier's Invoice IV. Authority to Deposit Form (for account deposits)			Supply Officer/Accountant/Plant Manager Suppliers	
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification regarding check payment availability	1. Prepare pertinent documents for releasing of check payment		20 minutes	Cashier
2. Signs pertinent document and issues invoice, if applicable	2. Presents the pertinent documents to the client for the issuance of Invoice.		10 minutes	Cashier
3. Receives check from the Cashier	3.1. Releases the check and Creditable Tax Certificate to Supplier upon their signing on the DV and the Check Register.		5 minutes	Cashier
	3.2. For DVs with Authority to Deposit (ATD) Form) 1. Retrieves the Check and Voucher. 2. Deposit to respective bank account. 3. Notify clients through email on the deposited check payments.		1 day	Cashier
4. Fills out the client satisfaction measurement (CSM)	4. Receives, files and encodes CSM		10 minutes	Cashier
	TOTAL	None	1 working day and 45 minutes	

Receipt of Payment from Clients

The process involves receiving, verifying, and recording payments from clients in accordance with PITAHC's financial policies and procedures.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2B (Government to Business); or G2G (Government to Government)			
Who may avail	Practitioners, Government Agencies, Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Request of Issuance Slip/Delivery Receipt secured from different units concerned.		Standards & Accreditation Unit Business Development Unit Administrative Unit Production Unit		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order of Payment/Request of Issuance Slip/Delivery Receipt to Cashier's Office	1. Check completeness and correctness of Order of Payment for Assessment of fees.		5 minutes	Cashier
2. Pay the stated amount on Order of Payment after Assessment	2. Issue Official Receipt for the payment received	Various	5 minutes	Cashier
3. Proceed to concerned Office	Pause Clock			Concerned Office
	3. Plot payment to Collection and Deposit Schedule		10 minutes	Cashier
	3.2. Prepare a deposit slip to deposit the collections of the day.		10 minutes	Cashier
	3.3. Deposit to Landbank all collections for the day on the next banking day		8 hours	Cashier
	TOTAL	None	8 hours 30 mins	

Request for Internship Affiliation

The process involves receiving, evaluating, and processing requests for internship affiliation.

Office / Division	Tacloban Herbal Processing Plant			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Institutions with Students for Internship			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to participate in internship	1.1. Receives letter request and notifies school/university/institution on the preparation of Memorandum of Agreement (MOA)		1 day	Administrative Office/Internship Coordinator/Plant Manager
	1.2. Seeks clearance on signing of MOA from PITAHC Office of the Director General		Pause Clock (for the approval of the Director General)	Plant Manager
	1.3. Prepares Memorandum of Agreement/Contract of Affiliation once approval is secured		5 working days	Administrative Office/Internship Coordinator/Plant Manager
2. Signs and notarized MOA	2. Signs MOA/Contract of Affiliation		5 working days	Administrative Office/Internship Coordinator/Plant Manager
3. Fills out the client satisfaction measurement (CSM)	3. Receives, files and encodes CSM		10 minutes	Internship Coordinator
	TOTAL		11 working days and 10 minutes	

Davao Herbal Processing Plant

PROCEDURE FOR COMPLAINTS/RECOMMENDATIONS/INQUIRIES/SUGGESTIONS

Simple Complaints

The process involves receiving, assessing, and resolving simple complaints, recommendations, inquiries, and suggestions in accordance with PITAHC's feedback and grievance procedures.

Office / Division	Field Office-Davao Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter, Email				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Public or client files/submits complaint/recommendation/inquiry/suggestion, through a letter, email, SMS, message, call or referral/endorsement from Contact Center ng Bayan (CCB) or 8888	1. Receives letter of complaint, recommendation, inquiry or suggestion in person or by fax, email or mail. Records Officer attaches a tracking slip on the letter.	None	5 minutes	Records Officer/ Administrative Officer (if in person or by fax and mail)
2. Public or client receives an acknowledgement letter.	2.1. Acknowledges receipt of the complaint in any form.	None	1 hour	Record Officer II
	2.2. Forwards letter to the Plant manager.	None	1 hour	Record Officer II
3. Client receives feedback on the action taken by the Institute.	3. Notifies the person concerned about the action taken.	None	1 day	Plant manager
4. Client fills up a satisfaction monitoring or feedback form	4. Requests client/complainant to fill up client satisfaction survey/feedback form	None	10 minutes	Record Officer II
	TOTAL	None	1 working day, 2 hours and 10 minutes	

Complex Complaints (Please refer to the Central office process)

Office / Division	Davao Herbal Processing Plant			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	Government agencies Private Organizations Non-Government Organizations SUCs and other academic Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Cover Letter ● 4 hard copies of complete research proposal using the prescribed PITAHC research proposal template with attachments: line item budget; certification that the project was not submitted to any funding agency; endorsement of the head of the institution 		R&D Division / PITAHC Website		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent submits protocol and other required documents.	1.1. Receives cover letter and mandatory documents (Protocol and other required documents)	None	5 minutes	HPP Designate R&D staff
	1.2. Prepares the acknowledgment letter re: Protocol submission	None	1 day	Central Office
	1.3. Preliminary Assessment	None	5 working days	HPP Designate R&D staff
	1.4. Transmits the complete protocol to Central Office for evaluation	None	3 hours	HPP Designate R&D staff
	TOTAL	None	6 working days, 3 hours and 5 minutes	

REQUEST FOR TRAINING/SEMINAR/ORIENTATION ON TRADITIONAL, COMPLEMENTARY, AND INTEGRATIVE MEDICINE PRACTICES

The process involves receiving, evaluating, and coordinating requests for training, seminars, or orientations on Traditional, Complementary, and Integrative Medicine Practices in accordance with PITAHC's training guidelines.

Office / Division	Field Office-Davao Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2G (Government to Government); G2C (Government to Citizen)			
Who may avail	DOH Retained hospitals in region 9, 10, 11, 12, BARMM, CARAGA.... DOH Regional Health Offices in Region 9, 10, 11, 12, BARMM, CARAGA.... Local Government Units Schools/Universities Non-Govt. Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request for conduct of orientation seminar/training preferred.	1.1. Receives letter of request for conduct of orientation seminar/trainin g preferred.	None	30 minutes	HPP staff
	1.2. Forwards letter to the Plant Manager (PM);	None	1 hour	HPP staff
	1.3. Approves/ disapproves request;	None	2 working days	Plant Manager
2. Client acknowledges receipt of letter of approval/disapproval.	2. If approved, sends/forwards approval letter to client	None	1 hour	HPP staff
3. If approved, conforms to the set schedule and requirements of the training.	3. If approved, schedule date/s and prepare needed requirements of the training.	None	2 hours	HPP staff
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form		10 minutes	HPP staff
	TOTAL		2 working days, 4 hours, 40 minutes	

Purchase of Herbal Products, Books and IEC Materials

The process involves receiving, verifying, and processing orders for herbal products, books, and IEC materials in accordance with PITAHC's sales and procurement policies.

Office / Division	Davao Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	Walk-in clients All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSM Form		1. Public Assistance and Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares/Chooses product/s' order	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the order received from client;		10 minutes	Market Specialist IV
2. Pays for order/s	2.1. Receives payment, Issues Sales Invoice 2.2. Requests stocks from the Supply Officer	Depends on the amount of product/s ordered	10 minutes	Cashier III / Market Specialist IV Market Specialist IV
3. Receives goods	3. Releases goods		5 minutes	Market Specialist IV
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form		10 minutes	Market Specialist IV
	TOTAL		35 minutes	

Client-Initiated

Purchase of Herbal Products, Books and IEC Materials

The process involves receiving, verifying, and processing client-initiated purchases of herbal products, books, and IEC materials in accordance with PITAHC's sales policies and procedures.

Office / Division	Davao Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government)			
Who may avail	All Online clients (Retail & Bulk Purchases)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Order Form		1. PITAHC website		
2. Online CSM Form		2. Market Specialist IV		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits online order form with complete customer details/address	1. Verifies availability of stocks and prepares requisition and Issue Slip based on the received order form from client;		10 minutes	Market Specialist IV
2. Pays for orders through online banking facility/direct deposit to LBP and sends proof of payment	2.1. Verifies proof of payment if successfully transferred and issues Sales Invoice	Depends on the amount of product/s ordered	10 minutes	Cashier III / Market Specialist IV
	2.2. Requests for stocks from the Supply Officer		Clock Stops (depends on transfer scheme chosen by the client (real time for LBP to LBP, 1-3 working days for other online bank transfer)	Market Specialist IV
3. Receives goods	3.1. Arranges for courier pick up/delivery	Shipping Fee	PAUSE CLOCK (depends on client location)	Market Specialist IV

	3.2. Releases goods to booked/verified courier		5 Minutes	Market Specialist IV
4. Fills out client satisfaction measurement (CSM) form (electronic)	4. Receives, encodes, and files accomplished CSM form		10 minutes	Market Specialist IV
	TOTAL		35 minutes	

Purchase of Herbal Products, Books and IEC Materials

The process involves receiving, verifying, and processing client-initiated purchases of herbal products, books, and IEC materials in accordance with PITAHC's sales policies and procedures.

Office / Division	Davao Herbal Processing Plant			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen); G2G (Government to Government); G2B (Government to Business)			
Who may avail	Government/private hospitals DOH retained hospitals/ Government Agencies Non-government Agencies Drug distributors/retailers/drugstores Private businesses (hotels, restaurants, pharmacies, TAHC facilities and training centers, wellness centers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RFQ Form		MBDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Quotation	1. Receives request for quotation, verifies availability of stocks, prepares and sends signed quotation;		1 day	Marketing Specialist IV
2. Prepares and sends Purchase Order (PO)	2.1. Receives/signs Purchase Order and prepares documentary requirements 2.2. Coordinates / requests the issuance of required stocks		1 day	Marketing Specialist IV / Supply Officer II / HPPs
3. Sets schedule of delivery	3.1. Coordinates delivery schedule and prepares delivery receipt		1 day	

	3.2. Delivers goods		Clock stops (Delivery schedule is dependent on the delivery time & date set by the client)	Market Specialist IV
4. Inspects and Accepts goods	4. Prepares billing invoice/statement of account	Depends on the amount of products ordered	1 day	Cashier III/Market Specialist IV
5. Processes payments and pays for the purchase order	5. Issues Sales Invoice	Depends on the amount of products ordered	3 working days	Cashier III / Market Specialist IV
6. Fills out client satisfaction measurement (CSM) form (electronic)	6. Receives, encodes, and files accomplished CSM form		10 minutes	Market Specialist IV
	TOTAL		7 working days and 10 minutes	

PAYMENT TO SUPPLIERS PROCESS

The process involves verifying, processing, and disbursing payments to suppliers in compliance with PITAHC's financial and procurement guidelines.

Office / Division	Davao Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. Disbursement Voucher (signed, completed) II. Signed checks III. Supplier's Invoice IV. Authority to Deposit Form (for account deposits)		Different Unit Suppliers		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receives approved checks 1.2. Notifies the concerned unit on the availability of the checks.		20 minutes	Cashier
2. Suppliers/ Representatives Claim Check Payment	2.1. Retrieves the Check and Voucher. 2.2. Presents to the supplier for issuance of their Invoice. 2.3. Releases the check and Creditable Tax Certificate to Supplier upon their signing on the DV		10 minutes	Cashier
	2.4. For DVs with Authority to Deposit (ATD) Form 2.5. Retrieves the Check and Voucher. 2.6. Deposits to respective bank accounts. 2.7. Notifies clients through email on the deposited check payments.		1 day	
3. Accomplish the client satisfaction measurement (CSM)	3. Receives, files and encodes CSM		10 minutes	Cashier
	TOTAL	None	1 working day and 40 minutes	

COLLECTIONS PROCESS

The process involves receiving, recording, and reconciling payments from clients in accordance with PITAHC's financial policies and procedures.

Office / Division	Davao Herbal Processing Plant			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen); or G2B (Government to Business); or G2G (Government to Government)			
Who may avail	Practitioners, Tenants, Government Agencies, Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Request of Issuance Slip/Delivery Receipt secured from different units concerned.		Standards & Accreditation Unit Business Development Unit Administrative Unit Production Unit		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order of Payment/Request of Issuance Slip/Delivery Receipt to Cashier's Office	1. Check completeness and correctness of the Order of Payment for Assessment of fees.		5 minutes	Cashier
2. Pay the stated amount on Order of Payment after Assessment	2. Issues Official Receipt for the payment received	Various	5 minutes	Cashier
3. Proceed to concerned Office	Pause Clock			Concerned Office
	3.1. Plot payment to Collection and Deposit Schedule		10 minutes	Cashier
	3.2. Prepare a deposit slip to deposit the collections for the day.		10 minutes	Cashier
	3.3. Deposit to Landbank all collections for the day on the next banking day		8 hours	Cashier
	TOTAL	None	1 working day and 30 mins	

Request for Internship Affiliation

The process involves receiving, evaluating, and processing requests for internship affiliation.

Office / Division	Davao Herbal Processing Plant			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Institutions with Pharmacy Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Memorandum of Agreement between PITAHC and School/University • Contract of Affiliation 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to participate in internship	1.1. Receives Letter Request and notifies the school on the preparation of MOA			
	1.2. Prepares Memorandum of Agreement/Contract of Affiliation			
	1.3. Signing and notarization of Memorandum of Agreement/Contract of Affiliation	Php 3,000.00	10 working days	Plant Manager Administrative Office
2. Accomplishes Client Satisfaction Measurement	2. Collects, files and encodes CSM		10 minutes	Administrative Office
	TOTAL	Php3,000.00	10 working days and 10 minutes	

HERBAL PROCESSING PLANTS INTERNAL SERVICES

Cagayan Valley Herbal Processing Plant

Request for Bioassay Services (Conduct of Bioassay Tests)

The process involves receiving, evaluating, and facilitating requests for bioassay services, including the conduct of bioassay tests, in compliance with PITAHC's research and laboratory protocols.

Office / Division	Cagayan Valley Herbal Processing Plant			
Classification	Highly Technical			
Type of Transaction	G2B (Government to Business Entity); G2G (Government to Government)			
Who may avail	Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Test Request (LTR) Product sample with specifications Specific test protocol of interest 				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of test request	1. Receives letter of test request		10 minutes	Plant Manager
2. Pays Testing Fee	2.1. Issues Order of Payment	P15,000.00	10 minutes	Accountant / Cashier
	2.2. Performs requested Analysis / Test		16 working days *Depending on the test/s request	Veterinarian III
	2.3. Prepares technical report on the results of test performed		2 working days	Veterinarian III
3 Receives copy of the technical report	3. Send a copy of the technical report to the client.		1 working days	Veterinarian III
4. Fills out client satisfaction measurement (CSM) form (printed or electronic)	4. Receives, encodes, and files accomplished CSM form	None	10 minutes	Plant Manager
	TOTAL	15,000.00	19 working days, 30 minutes	

Tacloban Herbal Processing Plant

Request for Payment for Cash Advances to Employees for Local Travel/ Foreign Travel

The process involves receiving, verifying, and processing requests for payment of cash advances to employees for local or foreign travel in accordance with PITAHC's financial and travel guidelines.

Office / Division	THPP	
Classification	Simple	
Type of Transaction	G2G (Government to Government)	
Who may avail	PITAHC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
LOCAL TRAVEL		
<ul style="list-style-type: none">Budget Utilization Request and Status		Google Drive
<ul style="list-style-type: none">Office Order/Travel Order approved in accordance with section 4 of E077		Administrative Officer V
<ul style="list-style-type: none">Office Order Granting the Cash Advance		Administrative Officer V
<ul style="list-style-type: none">Quotation of Plane fare from at least 3 Airline companies		PITAHC Employees (Client)
<ul style="list-style-type: none">Duly Approved Itinerary of Travel		PITAHC Employees (Client)
<ul style="list-style-type: none">Certification from the employee that the plane flight schedule and fare are necessary for the travel		Accountant II
<ul style="list-style-type: none">Certification from the Accountant that previous cash advance has been liquidated and recorded in the books		Administrative Officer V
<ul style="list-style-type: none">Letter of invitation of the host/sponsoring agency/organization		Google Drive
FOREIGN TRAVEL		Administrative Officer V
<ul style="list-style-type: none">Budget Utilization Request and Status		
<ul style="list-style-type: none">Office Order/Travel Order approved in accordance with section 10 of E077		Administrative Officer V
<ul style="list-style-type: none">Office Order Granting the Cash Advance		PITAHC Employees (Client)

<ul style="list-style-type: none"> Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Flight itinerary issued by the airline Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination Document to show the dollar to peso exchange rate at the date of grant of cash advance Letter of invitation of the host/sponsoring agency/organization Certification from the employee that the plane flight schedule and fare are necessary for the travel Certification from the Accountant that previous cash advance has been liquidated and recorded in the books <p><i>In case of Seminar/Training:</i></p> <ul style="list-style-type: none"> Acceptance of nominee/s as participant (issued by the host country) <p>Program of Activity and Logistics Information</p>		PITAHC Employees (Client) PITAHC Employees (Client) UNDP Website BSP Website Administrative Officer V PITAHC Employees (Client) Accountant II		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier

3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL	None	1 working day and 32 minutes	

Request for Payment for Cash Advances of Activity / Workshop / Training

The process involves receiving, verifying, and processing requests for payment of cash advances for activities, workshops, or training in accordance with PITAHC's financial and administrative guidelines.

Office / Division	THPP			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
Who may avail	PITAHC THPPMP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Budget Utilization Request and Status Office Order Office Order Granting the Cash Advance Certification from the Accountant that previous cash advance has been liquidated and recorded in the books Approved Budget for COE of the Head of Agency Approved application for bond and/or Fidelity Bond 		PITAHC Central Office THPP Administrative Unit		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier
3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL		1 working day, 32 minutes	



Request for Payment for Employees Reimbursement of Local Travel / Foreign Travel

Office / Division	THPP
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC THPPMP Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LOCAL TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office order/Travel order approved in accordance with section 4 of EO77 Quotation of Plane fare from at least 3 Airline Companies Approved Certificate of Travel Completed Certification from the employee that the plane flight schedule and fare are necessary for the travel Flight Itinerary issued by the Airline Letter of invitation of the host/sponsoring agency/organization Certificate of Appearance or Attendance Post Activity / Travel Report Manual or Electronic Invoice Paper/electronic plane, boat or bus/train tickets,terminal fee receipts, paper/electronic boarding passes Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) 	Google Drive Administrative Officer V PITAHC Employees (Client) PITAHC Employees (Client) Google Drive Administrative Officer V
FOREIGN TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 10 of EO77 Quotation of Plane fare from at least 3 Airline Companies Approved Certificate of Travel Completed 	PITAHC Employees (Client)

<ul style="list-style-type: none"> • Duly Approved Itinerary of Travel • Certification from the employee that the plane flight schedule and fare are necessary for the travel • Flight itinerary issued by the airline • Certificate of Appearance or Attendance • Post Activity/Travel Report • Manual or Electronic Invoice • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes • Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) • Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination • Document to show the dollar to peso exchange rate at the date of grant of cash advance • Letter of invitation of the host/sponsoring agency/organization <p><i>In case of Seminar/Training:</i></p> <ul style="list-style-type: none"> • Acceptance of nominee/s as participant (issued by the host country) • Program of activity and Logistics Information 		UNDP Website BSP Website		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager

2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier
3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL		1 working day, 32 minutes	

Request for Payment for Cash Advances of Activity / Workshop / Training

The process involves receiving, verifying, and processing requests for employee reimbursement of expenses related to activities, workshops, training, meetings, or purchased goods in accordance with PITAHC's financial policies and guidelines.

Office / Division	THPP
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC THPPMP Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Budget Utilization Request and Status <p>ACTIVITY/WORKSHOP/TRAINING/MEETING</p> <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Notice of Meeting Report of Cash Disbursement (RCDisb) Manual or Electronic Invoice Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) <p>Program of activity or course outline</p> <ul style="list-style-type: none"> Attendance Sheet or Zoom Photo Minutes of the meeting <p>PURCHASED OF GOODS</p> <ul style="list-style-type: none"> Budget Utilization Request and Status Certified copy of the page of the Approved Annual Procurement Plan (App) or Supplemental APP <ul style="list-style-type: none"> Purchase Request Abstract of Canvass of Articles Price Quotations / Canvass Sheet Report of Cash Disbursement (RCDisb) Manual or Electronic Invoice Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) Inventory Custodian Slip (ICS) for semi- 	<p>PITAHC Central Office/ THPP Administrative Unit</p>

expendable <ul style="list-style-type: none"> Warranty security for a minimum period of one year 				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier
3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL		1 working day, 32 minutes	

Davao Herbal Processing Plant

Request for Payment for Cash Advances to Employees for Local Travel/ Foreign Travel

The process involves receiving, verifying, and processing requests for cash advance payments to employees for local or foreign travel in accordance with PITAHC's financial and travel policies.

Office / Division	DHPP
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
LOCAL TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 4 of EO77 Office Order Granting the Cash Advance Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Certification from the employee that the plane flight schedule and fare are necessary for the travel Certification from the Accountant that previous cash advance has been liquidated and recorded in the books Letter of invitation of the host/sponsoring agency/organization FOREIGN TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 10 of EO77 Office Order Granting the Cash Advance 	Google Drive Administrative Officer V Administrative Officer V PITAHC Employees (Client) PITAHC Employees (Client) Accountant II Administrative Officer V Google Drive Administrative Officer V Administrative Officer V PITAHC Employees (Client)

<ul style="list-style-type: none"> Quotation of Plane fare from at least 3 Airline companies Duly Approved Itinerary of Travel Flight itinerary issued by the airline Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination Document to show the dollar to peso exchange rate at the date of grant of cash advance Letter of invitation of the host/sponsoring agency/organization Certification from the employee that the plane flight schedule and fare are necessary for the travel Certification from the Accountant that previous cash advance has been liquidated and recorded in the books <p><i>In case of Seminar/Training:</i></p> <ul style="list-style-type: none"> Acceptance of nominee/s as participant (issued by the host country) <p>Program of Activity and Logistics Information</p>		PITAHC Employees (Client) PITAHC Employees (Client) UNDP Website BSP Website Administrative Officer V PITAHC Employees (Client) Accountant II		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier

3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL	None	1 working day, 32 minutes	

Request for Payment for Cash Advances of Activity / Workshop / Training

The process involves receiving, verifying, and processing requests for cash advance payments for activities, workshops, or training in accordance with PITAHC's financial and administrative policies.

Office / Division	DHPP			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
Who may avail	PITAHC THPPMP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Budget Utilization Request and Status Office Order Office Order Granting the Cash Advance Certification from the Accountant that previous cash advance has been liquidated and recorded in the books Approved Budget for COE of the Head of Agency Approved application for bond and/or Fidelity Bond 		PITAHC Central Office THPP Administrative Unit		
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier
3. Fills out client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL		1 working day, 32 minutes	

Request for Payment for Employees Reimbursement of Local Travel / Foreign Travel

The process involves receiving, verifying, and processing requests for employee reimbursement of expenses incurred during local or foreign travel in accordance with PITAHC's financial and travel policies.

Office / Division	DHPP
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC THPPMP Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LOCAL TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office order/Travel order approved in accordance with section 4 of EO77 Quotation of Plane fare from at least 3 Airline Companies Approved Certificate of Travel Completed Certification from the employee that the plane flight schedule and fare are necessary for the travel Flight Itinerary issued by the Airline Letter of invitation of the host/sponsoring agency/organization Certificate of Appearance or Attendance Post Activity / Travel Report Manual or Electronic Invoice Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) 	Google Drive Administrative Officer V PITAHC Employees (Client) PITAHC Employees (Client)
FOREIGN TRAVEL <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Travel Order approved in accordance with section 10 of EO77 	Google Drive Administrative Officer V PITAHC Employees (Client)

<ul style="list-style-type: none"> • Quotation of Plane fare from at least 3 Airline Companies • Approved Certificate of Travel Completed • Duly Approved Itinerary of Travel • Certification from the employee that the plane flight schedule and fare are necessary for the travel • Flight itinerary issued by the airline • Certificate of Appearance or Attendance • Post Activity/Travel Report • Manual or Electronic Invoice • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes • Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) • Copy of the UNDP rate for the Daily Subsistence Allowance for the country of destination • Document to show the dollar to peso exchange rate at the date of grant of cash advance • Letter of invitation of the host/sponsoring agency/organization <p><i>In case of Seminar/Training:</i></p> <ul style="list-style-type: none"> • Acceptance of nominee/s as participant (issued by the host country) • Program of activity and Logistics Information 				
<div>UNDP Website</div> <div>BSP Website</div>				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II

	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier
3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL		1 working day, 32 minutes	

Request for Payment for Employees Reimbursement of Activity/Workshop/Training/Meeting/Purchased of Goods

The process involves receiving, verifying, and processing requests for employee reimbursement of expenses related to activities, workshops, training, meetings, or purchased goods in accordance with PITAHC's financial policies and guidelines.

Office / Division	DHPP
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who may avail	PITAHC THPPMP Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Budget Utilization Request and Status <p>ACTIVITY/WORKSHOP/TRAINING/MEETING</p> <ul style="list-style-type: none"> Budget Utilization Request and Status Office Order/Notice of Meeting Report of Cash Disbursement (RCDIsb) Manual or Electronic Invoice Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) <p>Program of activity or course outline</p> <ul style="list-style-type: none"> Attendance Sheet or Zoom Photo Minutes of the meeting <p>PURCHASED OF GOODS</p> <ul style="list-style-type: none"> Budget Utilization Request and Status Certified copy of the page of the Approved Annual Procurement Plan (App) or Supplemental APP <ul style="list-style-type: none"> Purchase Request Abstract of Canvass of Articles Price Quotations / Canvass Sheet Report of Cash Disbursement (RCDIsb) Manual or Electronic Invoice Reimbursement Expense Receipt (more than P300 but not exceeding P1,000) or Certification of Expenses not requiring Receipts (P300 or less) 	<p>PITAHC Central Office/ THPP Administrative Unit</p>

<ul style="list-style-type: none"> Inventory Custodian Slip (ICS) for semi-expendable Warranty security for a minimum period of one year 				
CLIENT STEPS	AGENCY/ ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Disbursement Vouchers with complete supporting documents	1.1. Process the Disbursement Voucher with complete supporting documents	None	1 day	Budget Officer / Accountant II
	1.2. Forwards the processed DV to Plant Manager for approval	None	2 minutes	Accountant II
	1.3. Approves Disbursement Voucher	None	30 minutes	Plant Manager
2. Receives check	2. Prepares and Releases check	None	30 minutes	Cashier
3. Fills out Client Satisfaction Measurement	3. Receives, files and encodes CSM		10 minutes	Administrative Officer V
	TOTAL		1 working day, 32 minutes	