



# **CAREER EXECUTIVE SERVICE BOARD**

## **Citizen's Charter**

## **VISION**

**A CES that provides leadership and continuity in governance, imbues relevance, builds collaboration and inspires trust in achieving national development goals hand in hand with political leaders, the bureaucracy and the citizens.**

## **MISSION**

**We will maintain continuity and stability in the civil service and serve as a critical link between government and the Filipino people.**

**We will infuse our ranks with well-selected and development-oriented leaders and through them, bring change, expertise and leadership for a responsive public service.**

## **CORE VALUES**

**We will be known for:**

**PROFESSIONALISM.** We will serve with the relevant knowledge, skills and attitude.

**INTEGRITY.** We will work with adherence to the highest standards of ethical conduct.

**INNOVATION.** We will continuously seek new ideas, strategies and tools to improve public service.

**COMMITMENT.** We will remain focused in carrying out the CES mission in partnership with stakeholders to respond to emerging challenges.

**EXCELLENCE.** We will nurture our talents and do our best for the Filipino people.

# FEEDBACK AND REDRESS MECHANISMS:

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form and put in the drop box at the Reception Area
- Send your feedback through email ([llbornay@cesboard.gov.ph](mailto:llbornay@cesboard.gov.ph))
- Talk to our Officer of the Day

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Reception Area.

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3	On-Line CESB Executive Profile (Registration)		1 day and 12 minutes	MIS		
4	Database Extraction Query		2 days, 1 hour and 3 minutes	MIS		
5	Reply to Written Queries on Policy and Legal Matters		Within 7 days	PPLD		
6	Counseling/Assistance on Policy and Legal Matters		30 minutes	PPLD		
7	Issuance of Certified True Copy of CESPES Feedback Report (For Requests Sent Through Mail)		1 hour and 45 minutes	PMAD		
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9	Issuance of CESB Referral/Endorsement Letter for its Placement Program		Within 48 hrs	PMAD		
10	Written Examination <ul style="list-style-type: none"> <li>• Processing of Applications</li> <li>• Release of Results</li> </ul>		20 minutes 2 months after conduct	ERAD	1000.00	
11	Assessment Center <ul style="list-style-type: none"> <li>• Release of Results</li> </ul>		2 months after conduct	ERAD	11,500.00	
12	Validation		1 day for RVP/ 3 days for IVP	ERAD	800.00	
13	<ul style="list-style-type: none"> <li>• Issuance of Certification of Eligibility (Walk-in)</li> <li>• Authentication of Certificate of Eligibility (Walk-in)</li> <li>• Response to Inquiries on Exam Results and Concern on Other CES Matters (Phone-in queries)</li> <li>• Response to Inquiries on CES Eligibility Examinations and Other CES Matters (Written queries)</li> <li>• Counseling/Assistance on CES Eligibility and Other CES Matters (Walk-in)</li> </ul>		20 minutes 20 minutes 20 minutes  Minimum of 1 day Maximum of 7 days 30 minutes to 1 hour	ERAD		
14	Request for Accreditation/Equivalency		Minimum of 3 hrs	PDD		

15	Participation in CES Trainings/Seminars/Fora		30 minutes	PDD		
16	Request for Refund of Fees		1 hr	PDD		

**ASSISTANCE ON PUBLIC SERVICE MATTERS**

**Schedule of Availability of Service:**

Monday – Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:** General Public

**What are the Requirements:** Accomplished Feedback Form

**Duration:** 7 minutes

**How to Avail of the Service:**

	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Proceed to Reception Area	Provide and ask client to fill out Feedback Form	2 minutes	Records Officer		Feedback Form
2	Accomplish Feedback Form		5 minutes	Client		
3	Insert Feedback Form in the Suggestion box located at the Reception Area			Client		
4	Summarize all comments indicated in the Feedback Form		3 hours	Personnel Officer		
5	Report to Management results			Personnel Officer		
<b>END OF TRANSACTION</b>						

## RECORDS MANAGEMENT

**Schedule of Availability of Service:**

Monday – Friday  
8:00 am – 5:00 pm

**Who May Avail of the Service:** General Public

**What are the Requirements:** None

**Duration:** 22 mins & 30 secs

**How to Avail of the Service:**

	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Secure visitor's pass	Advise client to proceed to Reception Area	1 minute	Guard on Duty		
2	Submit documents/papers	Receive documents/papers from client	1 minute	Records Officer		
3	Wait for copy of received documents/papers	Give copy of received documents/papers	30 seconds	Records Officer		
4		Record in the logbook documents/papers received  a.) If Query – attach routing slip and forward to ED for comment b.) Documents other than Query (e.g., clearances, occupancy report, etc.) are directly forwarded to concerned divisions	10 minutes	Records Officer		
5		Documents/papers coming from ED's office are distributed to concerned divisions per instruction of ED	10 minutes	Records Officer		
<b>END OF TRANSACTION</b>						

**ON-LINE CESB EXECUTIVE PROFILE**  
**(Registration)**

**Schedule of Availability of Service:**

8:00 AM – 5:00 PM with noon break

**Who May Avail of the Service:**

CESOs and CES Eligibles

**What Are the Requirements:**

none

**Duration:** 1 day and 12 mins

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register on the Online Executive Profile		2 mins			
2	E-mail <a href="mailto:cesbinfo@yahoo.com">cesbinfo@yahoo.com</a> about your intention to be registered on site		2 – 5 mins.			
3		CESB will validate the identity of the applicant based on his/her initial registration and valid ID.	24 hours	CESB MIS Staff		
4		If the identity of the applicant is verified and validated, he/she is advised to key in his / her activation code via formal letter or e-mail.	5 minutes	Systems Administrator		
<b>END OF TRANSACTION</b>						

## DATABASE EXTRACTION QUERY

### Schedule of Availability of Service:

8:00 AM – 5:00 PM with noon break

### Who May Avail of the Service:

All government Departments and Agencies

### What Are the Requirements:

none

**Duration:** 2 days, 1 hour and 3 mins.

### How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Send a formal request via letter or phone call on the type and contents of the report.		3 mins			
2		Conduct a data extraction.	30 mins to 1 hr.	CESB MIS Staff		
3			1 day	Systems Administrator		
4		Reports are attached with the cover letter and send to the requesting Department or Agency.	1 day	Admin. Staff		

**REPLY TO WRITTEN QUERIES ON POLICY AND LEGAL MATTERS**

**Schedule of Availability of Service:**

Monday – Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:** General Public particularly government officials and employees

**What are the Requirements:**

A client presents his/her written query

**Duration:** Within 7 days

**How to Avail of the Service:**

**Phone-In-Clients**

	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	The client writes the CESB and presents his/her concern or issue	The Records Officer receives the written query	1 Minute	Records Officer		
2		The Records Officer logs the written query in the log book.	10 Minutes	Records Officer		
3		The written query is forwarded to the Executive Director for appropriate direction.	2 Minutes	Records Officer		
4		The Executive Director indicates her instruction to PPLD	5 minutes	Executive Director		
5		The Records Officer notes the instruction in the log book and refers the query to PPLD.	3 Minutes	Records Officer		
6		The PPLD Chief assigns the query to the staff in charge	1 Minute	PPLD Chief		
7		The PPLD Chief or staff will answer the issue or concern	Within 7 days	PPLD Personnel		

8		The PPLD Chief reviews the written reply	30 minutes	PPLD Chief		
9		The written reply is forwarded to the Director for PPLD and ERAD Cluster for review.	30 minutes	Director for PPLD and ERAD Cluster		
10		The written reply is forwarded to the Executive Director for review.	30 minutes	Executive Director		
11		The written query is finalized and signed by the Executive Director.	10 minutes	Executive Director		
END OF TRANSACTION						

**COUNSELING/ASSISTANCE ON POLICY AND LEGAL MATTERS**

**Schedule of Availability of Service:**

Monday – Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:** General Public particularly government officials and employees

**What are the Requirements:**

**Phone-in Client**

A client identifies himself/herself in the phone and presents his/her issue or concern

**Walk-in Client**

A client proceeds to the CESB office and presents his/her issue or concern to the Officer-on-Duty (OD)

**How to Avail of the Service:**

**Phone-In-Clients**

	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	The client calls the CESB and presents his/her concern or issue	The Officer of the Day receives the phone in query and determines his/her issue or concern	3 Minutes	Officer of the Day		
2		The Officer of the Day refers the client's issue or concern to PPLD	3 Minutes	Officer of the Day		
3	The client presents his/her issue or concern to PPLD	The PPLD Chief or staff will answer the issue or concern	24 Minutes	PPLD Personnel		
END OF TRANSACTION						

**Walk-In-Clients**

	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	The client goes to the CESB	The Officer of the Day receives the client and determines his/her issue or concern.	3 Minutes	Officer of the Day		
2		The Officer of the Day refers the client's issue or concern to PPLD	3 Minutes	Officer of the Day		
2	The client presents his/her issue or concern to PPLD	The PPLD Chief or staff answers the issue or concern	24 minutes	PPLD Personnel		
END OF TRANSACTION						

**ISSUANCE OF CERTIFIED TRUE COPY OF CESPES FEEDBACK REPORT**  
**(FOR REQUESTS SENT THROUGH MAIL)**

**Schedule of Availability of Service:**

Monday – Friday  
 8:00 am – 5:00 pm

**Who May Avail of the Service:**

CES Incumbents, CESOs, Eligibles and HR Officials. The request shall be facilitated only when CESPES ratings of concerned CES Officials have been complete and processed and the corresponding Feedback Report furnished the CES Official and the HR Official of his respective Agency.

**What are the Requirements:**

Written request of concerned Official should indicate the following information 1) name of the person to whom the Report shall be sent if other than the concerned CES Official;

2) the contact telephone number if the Report shall be sent through fax or 3) postal address if the Report shall be sent through snail mail.

**Duration:** Within 24 hours from receipt of the written request

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File written request with the CESB Records Unit	CESB Records Unit logs in the request, prepares routing slip and sends to the Office of the Executive Director to identify the division concerned for the request.	11 minutes & 30 seconds	Records Unit		
2		Person-in-charge logs in the request.	2 minutes	PMAD Personnel		
3		Person-in-charge validates in the RIS database the existence of the record, retrieves file copy of CESPES Feedback Report, photocopies it and stamps "Certified true copy" on the photocopy for signature of the division head.	26 minutes	PMAD Personnel		

4		Person-in-charge packages the Report in an envelope and logs the release in the record book.	2 minutes & 30 seconds	PMAD Personnel		
5		Person-in-charge prepares a request for mailing and transmits the packaged Report and request to FAD	3 minutes	PMAD Personnel		
6		FAD mails the letter	60 minutes	FAD Personnel		
<b>END OF TRANSACTION</b>						

**ISSUANCE OF CERTIFIED TRUE COPY OF CESPES FEEDBACK REPORT  
(FOR WALK-IN REQUESTS)**

**Schedule of Availability of Service:**

Monday – Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:**

CES Incumbents, CESOs, Eligibles and HR Officials. The request shall be facilitated only when CESPES ratings of concerned CES Officials have been complete and processed and the corresponding Feedback Report furnished the CES Official and the HR Official of his respective Agency.

**What are the Requirements:**

Written request of concerned Official. If the bearer of the request is not the concerned CES official, the request should indicate the name of the person authorized to receive the Report.

**Duration:** Within 30 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File written request with the CESB PMAD	Person-in-charge records the request In the logbook	2 minutes	PMAD Personnel		
2		Person-in-charge then validates in the RIS database the existence of the record, retrieves file copy CESPES Feedback Report, photocopies it and stamps "Certified true copy" on the photocopy for signature of the division head.	26 minutes	PMAD Personnel		
3	Client signs in the release portion of the request logbook.	Person-in-charge logs the Report and releases it to requesting party.	2 minutes	PMAD Personnel		
<b>END OF TRANSACTION</b>						

**ISSUANCE OF CESB REFERRAL/ENDORSEMENT LETTER FOR ITS PLACEMENT PROGRAM**

**Schedule of Availability of Service:**

Monday - Friday  
8:00 am - 5:00 pm

**Who may avail of the Service:**

CESOs and Eligibles

**What are the requirements:**

Written request from the concerned CES Official

**Duration:**

Within 48 hours from receipt of the request.

**How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Files request with the CESB	CESB Records Unit logs in the request, prepares routing slip and sends to the Office of the Executive Director to identify the division concerned for the request.	11 mins & 30 sec	Records Officer		
2		The division concerned logs in the request and assigns it to the person-in-charge (Placement Program Officer)		PMAD Personnel		
3		Person-in-charge validates the name of the concerned official requesting for referral and or endorsement in the Database		PMAD Personnel		

4		Person-in-charge then gathers information regarding the Official and prepares draft of the referral/endorsement letter for review by the Division Cluster Head and then by the Executive Director		PMAD Personnel		
5		Person-in-charge finalizes the draft for signature of the said CESB Officials.		PMAD Personnel		
6		Person-in-charge then packages the signed letter addressed to the Department Secretary/Agency Head, copy furnished the concerned CES Official and accomplishes the mailing request form and transmit the same to FAD		PMAD Personnel		
7		FAD mails the letter		FAD Personnel		
8		Person-in-charge records the transmittal in the logbook		PMAD Personnel		
<b>END OF TRANSACTION</b>						

Type of Frontline Service	Fees*	Forms**	Processing Time (Under Normal Circumstances per transaction)	Responsible Office
<b>EXAMINATIONS &amp; ELIGIBILITIES</b>				
<b>Written Examination</b>				
Processing of examination application (walk-in applications)	P1000.00	Written Examination Form (Revised Form.2008)	20 minutes	Action Officer/ERAD
Processing of examination results and issuance of Notice of results			2 months after conduct	Action Officer/ERAD
<b>Assessment Center</b>				
Processing of results and issuance of Notice of Results	P11,500.00		2 months after conduct	Action Officer/ERAD
<b>Validation</b>				
Conduct of validation of performance on- the-job	P800.00		1 day for RVP/3 days for IVP	Action Officer/ERAD/CESB Certified Validator
Issuance of Certification of eligibility (walk-in)			20 minutes	Action Officer/ERAD
Authentication of certificate of eligibility (walk-in)			20 minutes	Action Officer/ERAD

\* Fees are subject to change by 2009 and periodically thereafter.

\*\* Forms are available FREE OF CHARGE

## **PROCESSING OF EXAMINATION APPLICATION**

### **(WRITTEN EXAMINATION)**

#### **Schedule of Availability of Service:**

Upon announcement of ERAD through the CESB Website

8:30 AM – 5:30 PM

1. An applicant must be a Filipino Citizen of good moral character and possesses the following requirements:

#### **A. Government Sector, Career Service**

A.1 He/she must have been appointed to a CES position; or

A.2 He/she must have been designated in an Acting Capacity or Officer-In-Charge (OIC) of a CES position for at least six (6) months; or

A.3 He/she must have been appointed to at least a Division Chief position (SG-24) and possesses at least three (3) years managerial experience.

#### **B. Government Sector, Non Career Service**

He/she must have been appointed to a non-career position whether under coterminous or contractual status in any department or agency of the government with at least three (3) years managerial experience, and has served the government for the same period at the time of his/her application; provided he/she must have been occupying a position equivalent or higher than a Division Chief (SG-24).

#### **C. Private Sector**

Outstanding men/women from outside the government maybe allowed to take the written examination; provided he/she falls under any of the following categories:

C.1 A proprietor who is performing managerial/supervisory functions for at least three (3) years; and,

C.2 An incumbent of a managerial position exercising supervisory functions, as defined under these rules, for a minimum period of three (3) years.

2. The following documents shall accompany the application form upon filing:
  - A. **Copy of appointment paper** to present position authenticated by the office personnel / administrative officer;
  - B. **Service record** authenticated by the office personnel/administrative officer;
  - C. **Copy of the designation order** duly authenticated by the office personnel/administrative officer in case the applicant is presently designated in an acting capacity or officer-in-charge of a CES position for at least six (6) months;
  - D. Three (3) identical photographs, (size 2" x 2") with full name tag that includes the first name, surname and middle initial taken not more than six (6) months before the filing of the application. Only two (2) of the three (3) 2" x 2" photographs shall be submitted upon filing of the application. The applicant shall keep the third 2" x 2" photograph and shall bring the same on the day of the examination for posting in the examinee seat plan. Pictures that are scanned, photocopied or computer-enhanced will not be accepted.
  - E. **Admission fee** of ONE THOUSAND PESOS (~~₱1,000.00~~) either in CASH or in POSTAL MONEY ORDER payable to the CAREER EXECUTIVE SERVICE BOARD. **PERSONAL CHECKS WILL NOT BE ACCEPTED;** and,
  - F. Photocopy of a valid Identification Card (ID) containing the applicant's picture, signature, birth date and signed by the authorized Official.
3. Accomplished application forms must be filed directly with the **Career Executive Service Board**, No. 3 Marcelino St., Holy Spirit Drive, Diliman, Quezon City either personally or by mail.

**Duration:** 20 minutes

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register with the guard (Lobby) and get priority service number	Give client Application Form with corresponding number		Guard on Duty		Written Examination Form (Revised Form.2008) May be downloaded from CESB website( <a href="http://www.cesboard.gov.ph">www.cesboard.gov.ph</a> )

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
2	Go to ERAD, fill-out the application form, attach picture and photocopy of valid ID, and wait for the number to be called.	Call priority service number		Processor		
3	Submit to Processor the fully accomplished application form with pictures and photocopy of valid ID.	Screen the application form and the requirements.	10 minutes	Processor		
4	Wait to be called by the Processor	If applicant is qualified to take the examination, process the application form and advise client to pay the examination fee to the cashier.		Processor		
5	Pay to the Cashier	Process payment and issue O.R.	5 minutes	Cashier	P1,000.00	
6	Go back to ERAD and present to Processor the O.R. with the processed application form	Indicate the schedule of examination in the application form and application receipt; detach and give application receipt to applicant.	5 minutes	Processor		
<b>END OF TRANSACTION</b>						

## **ISSUANCE OF CERTIFICATION OF ELIGIBILITY (WALK-IN)**

### **Schedule of Availability of Service:**

Monday - Friday  
8:30 am - 5:30 pm

### **Who may avail of the Service:**

Those who passed the examination but lost their certificate of eligibility/simply wish to secure a certification of eligibility.

### **What are the requirements:**

1. Two valid IDs
2. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one valid ID of the representative should be presented together with the other requirements.

**Duration:** 20 minutes

## **AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)**

### **Schedule of Availability of Service:**

Monday – Friday  
8:30 am – 5:30 pm

### **Who May Avail of the Service:**

Eligibles who want to have their certificate(s) of eligibility authenticated

### **What are the Requirements:**

- 1) Original Certificate of Eligibility.
- 2) Two valid IDs.
- 3) If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one valid ID of the representative should be presented together with the other requirements.

**Duration:** 20 minutes

**RESPONSE TO INQUIRIES ON EXAMINATION RESULTS AND CONCERN ON OTHER CES MATTERS**  
**(Phone-In)**

**Schedule of Availability of Service:**

Monday – Friday  
8:30 am – 5:30 pm

**Who May Avail of the Service:** General Public

**Duration:** 20 minutes

**RESPONSE TO INQUIRIES ON CES ELIGIBILITY EXAMINATIONS AND OTHER CES MATTERS**  
**(written queries)**

**Schedule of Availability of Service:**

Monday – Friday  
8:30 am – 5:30 pm

**Who May Avail of the Service:** General Public

**Duration:** minimum of 1day  
maximum of 7 days

**COUNSELING/ASSISTANCE ON CES ELIGIBILITY AND OTHER CES MATTERS**

**Schedule of Availability of Service:**

Monday – Friday  
8:30 am – 5:30 pm

**Who May Avail of the Service:** General Public

**Duration:** 30 minutes 1 hour

## REQUEST FOR ACCREDITATION/EQUIVALENCY

### Schedule of Availability of Service:

8:00 AM – 5:00 PM without noon break

### Who May Avail of the Service:

All CESOs and CES Eligibles  
Training Institutions

### What Are the Requirements:

#### a. For CESOs/CES Eligibles:

1. a letter addressed to the Executive Director requesting for the accreditation of the training program/s he/she attended.
2. documents describing the training for accreditation i.e. course description and design, learning objectives, learning outcomes, methodology, duration, etc.

**Duration:** 2 hours and 30 mins. (PDD action only)

### How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Client submits letter to the Executive Director requesting for accreditation of trainings he attended, attaching all pertinent documents					
2	FAD receives letter and forwards it to the Office of the Executive Director		11 mins & 30 sec			
3	Executive Director forwards letter to PDD					
4	PDD evaluates the request		1 hour	Project Officer, Division Chief		
5	PDD prepares recommendation for approval		1 hour	Project Officer, Division Chief		

	of management, sends to the cluster director					
6	Cluster director acts on the recommendation and forwards to the Executive Director					
7	Executive Director acts on the recommendation and returns document to PDD					
8	PDD prepares letter informing the client on the action on his/her request for accreditation, forwards it to the cluster director for review		30 mins	Project Officer, Division Chief		
9	Cluster director reviews and initials on the letter and forwards to the Executive Director for signature					
10	Executive Director signs letter and returns to PDD for release					
<b>END OF TRANSACTION</b>						

**b. FOR TRAINING INSTITUTIONS:**

1. a letter addressed to the Executive Director requesting for the accreditation of their training program/s
2. documents describing the training for accreditation i.e. course description and design, learning objectives, learning outcomes, methodology, duration.
3. company portfolio, SEC registration, list and curriculum vitae of resource persons, sample course materials, etc.

**Duration:** Minimum of 3 hours

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Client submits letter to the Executive Director requesting for accreditation of trainings he attended, attaching all pertinent documents					
2	FAD receives letter and forwards it to the Office of the Executive Director					
3	Executive Director forwards letter to PDD					
4	PDD evaluates the request		1 hour	Project Officer, Division Chief		
5	PDD schedules training institution for an actual presentation/run-down of the training					
6	Presentation by the training institution		Variable	Project Officer, Division Chief		
7	PDD prepares recommendation/agenda for Board's approval, submits to the cluster director		1 hour	Project Officer, Division Chief		
8	Cluster director reviews and					

	forwards to the Executive Director					
9	Executive Director acts on the recommendation/ agenda, returns to PDD					
10	PDD prepares final agenda and forwards to the Board Secretary		30 mins.	Project Officer, Division Chief		
11	The Board acts on the recommendation					
12	PDD prepares action document for signature of the Executive Director, forwards to the cluster director for review		30 mins.	Project Officer, Division Chief		
13	Cluster director reviews and initials on the letter and forwards to the Executive Director for signature					
14	Executive Director signs letter and returns to PDD for release					
<b>END OF TRANSACTION</b>						

**PARTICIPATION IN CES TRAININGS/SEMINARS/FORA**

**Schedule of Availability of Service:**

8:00 AM – 5:00 PM without noon break

**Who May Avail of the Service:**

All CESOs and CES Eligibles/CSEEs

**What Are the Requirements:**

1. A letter addressed to Executive Director specifying intent to join in CES trainings or
2. A verbal request from the CES Official to attend CES trainings
3. Accomplished PDD prescribed training registration forms

**Duration:** 30 minutes (PDD Action only)

**How to Avail of the Service:**

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Client submits letter to the Executive Director indicating his/her intent to join CES trainings					
2	FAD receives letter and forwards it to the Office of the Executive Director		11 mins & 30 sec			
3	Executive Director forwards letter to PDD					
4	PDD acts on the request, requests client to accomplish		15 minutes	Project Officer		

	training registration form					
5	Client submits accomplished registration form					
6	PDD includes client's name in the list of participants for the training and prepares confirmation notice		15 minutes			
7	Client goes to the FAD (cashier) to pay training fee					
<b>END OF TRANSACTION</b>						

## **REQUEST FOR REFUND OF FEES**

### **Schedule of Availability of Service:**

8:00 AM – 5:00 PM without noon break

### **Who May Avail of the Service:**

All CESOs and CES Eligibles/CSEEs

### **What Are the Requirements:**

1. A letter addressed to Executive Director requesting for refund of training fee

**Duration:** 1 hour (PDD Action only)

### **How to Avail of the Service:**

<b>Step</b>	<b>Applicant / Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Client submits letter to the Executive Director requesting refund of payment made					
2	FAD receives letter and forwards it to the Office of the Executive Director		11 mins & 30 sec			
3	Executive Director forwards letter to PDD					
4	PDD reviews request and prepares voucher and supporting documents		1 hour (if no discrepancy)			
5	PDD forwards documents to FAD					
6	FAD prepares check and releases to client					
<b>END OF TRANSACTION</b>						