Cultural Center of the Philippines

CITIZEN'S CHARTER

2025

(1st Edition)

CITIZEN'S CHARTER

I. Mandate

The Cultural Center of the Philippines (CCP) was created in 1966 by virtue of Executive Order No. 30 as a trust for the benefit of the Filipino people, for the purpose of preserving and promoting Philippine culture in all its varied aspects. It was envisioned to be a "showcase of Filipino artistic expression and a landmark of architectural beauty."

The CCP is the premiere showcase of the arts in the Philippines. Founded on 8 September 1969, the CCP has been producing and presenting music, dance, theater, visual arts, literary, cinematic, and design events from the Philippines and all over the world for more than fifty (50) years. Its nine resident companies, namely: Ballet Philippines, Philippine Ballet Theater, Tanghalang Pilipino, Ramon Obusan Folkloric Group, the Bayanihan Philippine National Folk Dance Company, Philippine Philharmonic Orchestra, UST Symphony Orchestra, Philippine Madrigal Singers, and the National Competition for Young Artists Foundation (NAMCYA) present a regular season of productions, workshops and outreach performances.

II. Vision

The leading institution for arts and culture in the Philippines recognized globally in promoting artistic excellence and nurturing the broadest public in art making and appreciation, by 2030

III. Mission

To promote and preserve the best of Filipino arts and culture by embodying the values of katotohanan (truth), kagandahan (beauty) and kabutihan (goodness)

IV. Service Pledge

We, the officials and employees of the Cultural Center of the Philippines wholeheartedly commit to the following:

- Always serve the public diligently and efficiently, with the utmost courtesy and the highest degree of integrity, whenever our expertise and services are needed.
- Respond promptly to all inquiries and complaints about our services from arts and culture enthusiasts and the general public.
- Take pride in the continued promotion of artistic excellence, cultural values, Filipino aesthetics, and national identity towards a humanistic global society.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

Cultural Center of the Philippines

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Cultural Center of the Philippines

FRONTLINE SERVICES

PRODUCTION AND EXHIBITION DEPARTMENT

Cultural Center of the Philippines

RESERVATION OF THEATER VENUES

The Cultural Center of the Philippines offers theaters and spaces for lease, subject to availability and event type. The rental of venues should be done at least 2 months to 1 year before the scheduled performances or events. For 2025, only the Tanghalang Ignacio Gimenez (TIG) is open for rental services.

Office or Division	Venue Operations Division
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to rent CCP venues/ facilities
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
NONE	N/A

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the availability of the venue to the VOD Office or through email - ***bookingoffice@culturalcenter.gov.ph***	Check the availability of the venue. If available, discuss the booking procedure and require the client to submit a Letter of Intent to proceed to the Application for Lease of Theater Venues	None	30 minutes	*Senior Culture and Arts Officer–* Venue Operations Division (VOD)
Total Processing Time			**30 minutes**	

END OF THE TRANSACTION

Cultural Center of the Philippines

APPLICATION FOR LEASE OF THEATER VENUES

The Cultural Center of the Philippines offers theaters and spaces for lease, subject to availability and event type. The rental of venues should be done at least 2 months to 1 year before the scheduled performances or events. For 2025, only the Tanghalang Ignacio Gimenez (TIG) is open for rental services.

Office or Division	Venue Operations Division
Classification	Highly Technical
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to rent CCP venues/ facilities
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pre-Production Meeting Requirements: ● Letter of Intent (1 original copy or sent via email) ● SEC Registration or DTI Registration (1 photocopy, if applicable) ● Brief description of the performance/event including proposed program, sequence treatment and/or guide. (1 photocopy) ● Proposed set design plans which include scaled plans, section elevation and other details. (1 photocopy)	**Pre-Production Meeting Requirements:** ● Requesting Party (RP) ● Securities Exchange Commission (Bel-Air, Makati City) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) ● Requesting Party (RP) ● Requesting Party (RP)
Production Meeting Requirements: ● Complete set-design (1 photocopy)	**Production Meeting Requirements:** ● Requesting Party (RP)

• Complete lighting layout (1 photocopy) • Sound equipment lay-out, when applicable (1 photocopy) • Technical Riders, when applicable (1 photocopy)	• Requesting Party (RP) • Requesting Party (RP) • Requesting Party (RP)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a Letter of Intent *N.B. For new / first time clients / lessees shall submit a copy of SEC or DTI registration with Board Resolution authorizing its representative/s to transact with the CCP shall be submitted, along with the letter of request*.	1. Prepare a reply letter regarding the details/ requirements and schedule of the pre-production meeting 2. Set the schedule of the pre-production meeting	None	4 days	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)
Attend the pre-production meeting and discuss the description of the show including the proposed program, sequence treatment, and set design	Assess the technical feasibility of the show. If technically feasible, prepare a recommendation to the Booking and Discounts Committee (BDC).	None	1 hour	*Senior Culture and Arts Officer* – Venue Operations Division (VOD) *Technical Assistant* -Production Design and Technical

plans which include scaled plans, section elevation, and other details.				Services Division (PDTSD)
Wait for the schedule of the BDC meeting	The BDC deliberates on the booking request. (*Approval/ Disapproval of the request*).	None	12 days *(The BDC meets every first Tuesday of the month)*	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)
Await the result of the deliberation	Prepare a letter regarding the result of the deliberation. If approved, the client shall be required to pay the reservation deposit in cash or the manager's check within 10 days from receipt of the letter.	**TIG** P15,000.00 / show	1 hour	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)
Receive a letter on the result of the deliberation and pay for the reservation deposit.	• Reflect the approved bookings in the Theater Booking Calendar. • Prepare Theater Lease Contract.	Refer to Reservation Deposit per venue	3 days	*Senior Culture and Arts Officer – Venue* Operations Division (VOD)
Total Processing Time			**19 days 2 hours**	

END OF THE TRANSACTION

PAYMENT FOR THE RESERVATION OF THEATER VENUES

The Cultural Center of the Philippines offers theaters and spaces for lease, subject to availability and event type. The rental of venues should be done at least 2 months to 1 year before the scheduled performances or events. For 2025, only the Tanghalang Ignacio Gimenez (TIG) is open for rental services.

Office or Division	Venue Operations Division
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to rent CCP venues/ facilities
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pre-Production Meeting Requirements: ● Letter of Intent (1 original copy or sent via email) ● SEC Registration or DTI Registration (1 photocopy, if applicable) ● Brief description of the performance/event including proposed program, sequence treatment and/or guide. (1 photocopy) ● Proposed set design plans which include scaled plans, section elevation and other details. (1 photocopy)	**Pre-Production Meeting Requirements:** ● Requesting Party (RP) ● Securities Exchange Commission (Bel-Air, Makati City) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) ● Requesting Party (RP) ● Requesting Party (RP)
Production Meeting Requirements: ● Complete set-design (1 photocopy)	**Production Meeting Requirements:** ● Requesting Party (RP)

• Complete lighting layout (1 photocopy) • Sound equipment lay-out, when applicable (1 photocopy) • Technical Riders, when applicable (1 photocopy)	• Requesting Party (RP) • Requesting Party (RP) • Requesting Party (RP)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay the reservation fee	Prepare the Order of Payment to be remitted to the CCP Cashier's Office or the client can pay via bank deposit to the CCP's Landbank Account.	**TIG** P15,000.00 / show	20 minutes	*Credit Officer IV*– Financial Services Division (FSD)
Await the Receipt of the Lease Contract, notarize the document, and return it to CCP after signing.	Receive the notarized Theater Lease Contract and distribute a copy of the Contract to the client, Central Records, Ticket Office, and COA	None	2 days	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)
Pay 50% of the contract price to the Cashier's Office / Treasury Division	Process payment and issue Official Receipt (OR)	Estimated Total Contract Price: **TIG**	30 minutes	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)

		Weekday – Php170,000.00 per show **Weekend –** Php180,000.00 per show Depends on the venue requirements		*Credit Officer IV*– Financial Services Division (FSD)
Fill out and submit the Ticket Printing Request Form of the show	Process ticket printing requests for submission to the Sales and Accounts Division (Ticket Office)	None	30 minutes	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)
Wait for the schedule of the production meeting	Set a production meeting 2 weeks before the scheduled event	None	1 hour	*Technical Assistant* - Production Design and Technical Services Division (PDTSD)

Attend the production meeting	Discuss the details of the production	None	2 hours	*Technical Assistant* - Production Design and Technical Services Division (PDTSD)
Pay the 50% balance to the Cashier including the Refundable Violation Deposit (RVD)	Process payment and issue corresponding OR RVD must be paid separately based on the following options: ● Post-dated check (3 working days after the show). ● Refund of RVD is 3 working days after the show. ● Cash or dated check, refund of RVD is 3-4 working weeks.	**RVD PER VENUE:** **TIG** P15,000.00 / show Depends on the venue requirements	5 minutes (*Must be paid at least 10 days before the event*)	*Senior Culture and Arts Officer* – Venue Operations Division (VOD)
Actual use of the venue	● Assist in the technical needs of the client.	None	Following the no. of hours as indicated in	*Senior Culture and Arts Officer* – Venue

	• Assist in the Front-of-House needs of the client.
	
	• Submit the Stage Manager's (SM) Report
	
	• Prepare the following documents relative to the Refund of Violation Deposit (RVD):
	
	  • Certification that no violation of theatre rules and terms of the lease was committed
	  • Prepare RVD Return Slip
			the Lease Contract, the following working day after the performance / show: 30 minutes	Operations Division (VOD)

Total Processing Time			**2 days 4 hours 55 minutes**	

END OF THE TRANSACTION

REFUND OF RESERVATION DEPOSIT FOR THEATER RENTAL

The Cultural Center of the Philippines offers theaters and spaces for lease, subject to availability and event type. The rental of venues should be done at least 2 months to 1 year before the scheduled performances or events. For 2025, only the Tanghalang Ignacio Gimenez (TIG) is open for rental services.

Office or Division	Venue Operations Division
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to rent CCP venues/ facilities
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
RVD Return Slip	Venue Operations Division (VOD)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Collect RVD, if applicable	• Submit a copy of the RVD Return Slip to the Treasury Division. • Release of deposit by the Treasury Division.	None	10 minutes	*Senior Culture and Arts Officer* – Venue Operations Division (VOD
Total Processing Time			**10 minutes**	

END OF THE TRANSACTION

RENTAL OF EQUIPMENT

CCP's Production and Technical Services Division offers rental equipment services to the public. The procedure shall serve as a reference and knowledge on the rental of light, sound, and other theater equipment.

Office or Division	Production Design & Technical Services Division
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to rent light, sound, and other theater equipment.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Memorandum/Letter of Request	Production Design & Technical Services Division – Annex Building – Technical Office

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the availability of the equipment	Provide information and brief details	None	12 minutes	*Electronic and Communication Equipment Technician III* - Production Design and Technical Services Division (PDTSD)
Send Letter of Request For new clients, scheduling of a	Prepare the Letter of Agreement	Refer to the rental rates	5 minutes	*Electronic and Communication Equipment Technician III - Production Design and*

production meeting is required		below		*Technical Services Division (PDTSD)*
Attend production meeting *(For new clients)*	Discuss the schedule and details of technical equipment and manpower complement/ requirement	None	30 minutes	*Electronic and Communication Equipment Technician III - Production Design and Technical Services Division (PDTSD)*
Pay and receive the Official Receipt	• Prepare Order of Payment • Issue Official Receipt	None	5 minutes	*Treasury Division/Cashier's Office*
Use of equipment	Set-up, operate, and strike (ingress or egress) the equipment	None	Variable	*Electronic and Communication Equipment Technician III - Production Design and Technical Services Division (PDTSD)*
Total Processing Time			**52 minutes**	

END OF THE TRANSACTION

EQUIPMENT RENTAL RATES

EQUIPMENT	RATE (Php)	12% VAT
LIGHTS		
Fine Arts Moving Lights (Per unit/Day)	1,500.00	180.00
Ellipsoidal/Profile Spot (Per unit/Day)		
ETC Source 4	1,000.00	120.00
Fresnel Spots (Per unit/Day)		
Pattern 223	500.00	60.00
PAR Lamps (Per pair/Day)		
PAR 56	500.00	60.00
PAR 64	400.00	48.00
Lighting System Package (Per Day)		

Six Pairs Par 64	7,000.00	840.00
Eight Pairs Par 64	9,000.00	1,080.00
Twelve Pairs Par 64	13,000.00	1,560.00
SOUNDS		
Microphones (Per unit/Day)		
Boundary Crown PCC 160	750.00	90.00
Shure Beta 58 Vocal	750.00	90.00
Behringer C-2 Condenser	750.00	90.00
Sound System Package (Per Day)		
Package I - 2 units JBL Speaker, 1 unit 12 input Sound Mixer, 1-unit Double CD Player, 7 units Microphone (Vocal or Condenser), 7 units Microphone Stand	3,500.00	420.00

Package II - 4 units JBL Speaker, 1 unit 12 input Sound Mixer, 1-unit Double CD Player, 7 units Microphone (Vocal or Condenser), 7 units Microphone Stand	5,500.00	660.00
OTHERS		
Orchestra Riser (Per unit/Day)		
Wood #1, #2, #3 (8'x4'x6"-12"-18")	150.00	18.00
Steel #1, #2, #3 (8'x4'x8.5"-1.4'-2')	250.00	30.00
Choral Riser (Per unit/Day)		
#1, #2, #3, #4, #5 (8'x16"x10"-20"-30"-40"-50")	75.00	9.00
Conductor's Podium (Per unit/Day)	150.00	18.00
Music Stands (Per unit/Day)		
w/o Lights	50.00	6.00
w/ Lights	75.00	9.00

Linoleum (Per roll/Day) exclusive of masking or duct tape	650.00	78.00
Pianos (Per unit/Day)		
Yamaha Upright	10,000.00	1,200.00
3/4 Grand	11,000.00	1,320.00
Full Grand	14,000.00	1,680.00
Fazioli	40,000.00	4,800.00
Steinway	30,000.00	3,600.00
Smoke Machine (Per unit/Day)	750.00	90.00
Black Chrome Chair (Per unit/Day)	30.00	3.60

RENTAL OF COSTUMES

CCP's Production and Technical Services Division offers rental of costume services to the public. The procedure shall serve as reference and knowledge on the rental of costumes.

Office or Division	Production Design & Technical Services Division
Classification	Highly Technical
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to avail CCP's costume services
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request – PDTSD Form 06	Production Design & Technical Services Division – Production Design Center (Costume Shop)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the availability of the costumes	Provide information and brief details Assist the client in fitting the costume	None	1 day	*Culture and Arts Officer III-* Production and Exhibition Department (PDTSD)
Send Letter Request or fill out the Request Form (PDTSD Form 06) and Client Satisfaction Measure (CSM)	Prepare Borrower's Form (PDTSD Form 2)	Refer to rental rates below	10 minutes	*Culture and Arts Officer III- Production Design and Technical Services Division (PDTSD)*

Pay and receive the Official Receipt	Issue Official Receipt and/or Acknowledgement receipt (Form 07)	None	5 minutes	Treasury Division/Cashier's Office
Use of costume	• Prepare PDC Gate Pass (PDTSD Form 03) • Release of costume	None	5 minutes	*Culture and Arts Officer III-* Production Design and Technical Services Division (PDTSD)
Return of costume	• Prepare and cleared the Costume Return Slip (PDTSD Form 05) If applicable, less the losses/ penalties/ violations for costume • Process the Refundable Violation Deposit	None	5 minutes 8-12 days *(CCP working days)*	*Culture and Arts Officer III-* Production Design and Technical Services Division (PDTSD)
A fine of 25% will be deducted from the deposit for each working day the costume/s and/or property are not returned. In case of loss or damage beyond repair, the customer shall pay the costume at a price determined by the PDTSD.				
Total Processing Time			**13 days 25 minutes**	

END OF THE TRANSACTION

COSTUME RENTAL RATES

ITEM	RENTAL (R)	LAUNDRY (L)	VAT 12% (R & L)	RVD (Price x2)	TOTAL (PHP)
Rates for Metro Manila Use					
Pre- 1987	500.00	150.00	78.00	1,000.00	1,728.00
Post-1987	2,500.00	150.00	318.00	5,000.00	7,968.00
Rates for Provincial Use (Rate is 2x Metro Manila rate)					
Pre- 1987	1,000.00	150.00	138.00	2,000.00	2,438.00
Post-1987	5,000.00	150.00	618.00	10,000.00	10,918.00
Rates for Provincial Use (Rate is 2x Metro Manila rate)					
Pre- 1987	1,500.00	150.00	198.00	3,000.00	1,848.00
Post-1987	7,500.00	150.00	918.00	15,000.00	23,569.00

RENTAL OF PRODUCTION DESIGN CENTER'S FACILITIES (PUBLIC)

CCP's Production and Technical Services Division offers rental of the design center's facilities to the public. The procedure shall serve as a reference and knowledge of the rental service.

Office or Division	Production Design & Technical Services Division
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who want to rent the design center's facilities
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request – PDTSD Form 06	Production Design & Technical Services Division – Production Design Center (Costume Shop)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the availability of the PDC facilities	Provide information and brief details	None	1 day	*Culture and Arts Officer III*- Production Design & Technical Services Division (PDTSD)
Send Letter Request or fill out the request form (PDTSD Form 06) and Client Satisfaction Measure (CSM)	Prepare Booking Confirmation Form (PDTSD Form 01) and Order of Payment	Refer to rental rates below	10 minutes	*Culture and Arts Officer III- Production Design & Technical Services Division (PDTSD)*

Pay and receive the Official Receipt	Issue Official Receipt	None	5 minutes	Treasury Division/Cashier's Office
Use of PDC facilities	Building Guard-on-Duty checks the completeness of the request.	None	5 minutes	*Culture and Arts Officer III*- Production Design & Technical Services Division (PDTSD)
Total Processing Time			**1 day 20 minutes**	

END OF THE TRANSACTION

PDC FACILITIES RENTAL RATES

AREA	RENTAL FEE	VAT 12%	RVD	TOTAL COST (PHP)
Scene Shop				
Daily	6,000.00	720.00	None	6,720.00
Weekly	35,000.00	4,200.00	5, 000.00	44,200.00
Costume Shop Facilities (per project)				
Simple	5,000.00	600.00	None	5, 600.00
Elaborate	15,000.00	1,800.00	3,000.00	19,800.00
Design and Technical Studio (per project)				
Simple (manual drafting & block scale model)	5,000.00	600.00	None	5,600.00
Elaborate (CAD, full color scale model)	15,000.00	1,800.00	3,000.00	19,800.00
Laundry Facilities (per project)				
Simple (up to max 5kgs)	2,500.00	300.00	None	2,800.00
Elaborate (more than 5kgs)	5,000.00	600.00	None	5,600.00

Cultural Center of the Philippines

FRONTLINE SERVICES

MARKETING DEPARTMENT

SELLING OF TICKETS

CCP's Sales and Promotions Division offers tickets and reservations for various shows, productions, and events by CCP to the public. The procedure shall serve as a reference and knowledge on the purchase of tickets.

Office or Division	Sales and Promotion Division
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who would like to purchase tickets to shows, productions and events
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
NONE	N/A

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform/Inquire Box Office staff on the title and date of the show he/she is buying.	Check the title of the show/ and availability of seats.	Variable *(Depends on the show/ production/ event)*	5 minutes	*Marketing Specialist III/ Sales Representative IV/ Administrative Assistant IV* – Box Office, Sales and Promotion Division

Confirm the seat/s and the number of tickets to be bought.	Transact and print the tickets	Variable *(Depends on the show/ production/ event)*	2 minutes for single transaction. 5 minutes for multiple transactions .	*Marketing Specialist III/ Sales Representative IV/ Administrative Assistant IV – Box Office, Sales and Promotion Division*
Pay and receive the ticket/s.	Receive payment and issue the ticket/s.	Variable *(Depends on the seat of the show/ production/ event)*	2 minutes (Cash transaction); 5 minutes (Card transaction)	*Marketing Specialist III/ Sales Representative IV/ Administrative Assistant IV – Box Office, Sales and Promotion Division*
Total Processing Time			**15 minutes**	

END OF THE TRANSACTION

FRONTLINE SERVICES

ADMINISTRATIVE SERVICES DEPARTMENT

USE OF CCP OPEN SPACES AS A VENUE FOR EVENTS, COMMERCIAL/FILM SHOOTING, FUN RUN, PASS THROUGH, AND PHYSICAL FITNESS

Processing of applications for the use of CCP open spaces as dynamic venues for a wide range of events, commercial/film shooting locations, fun runs, and physical fitness activities.

Office or Division	Asset Management Division (AMD)
Classification	Highly Technical
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who would like to use CCP's open spaces
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request indicating the kind of the event to be undertaken, proposed location, size of the area, date, and number of expected attendees with the following attachments: **Events:** 1. Event Program, Layout, and Security Plan. 2. Photocopy of valid government-issued ID 3. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable) 4. BIR Certificate of Registration	Requesting Party (RP) **Events:** 1. Requesting Party (RP) 2. Requesting Party (RP) 3. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable) 4. Bureau of Internal Revenue (RP's Revenue District Office)

Commercial/Film Shooting: 1. Concept and Story Board 2. Photocopy of valid government issued ID 3.Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable) 4. BIR Certificate of Registration **Fun Run and Pass Through:** 1. Event Program, Race Route, and Security Plan 2. Photocopy of valid government-issued ID 3. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable) 4. BIR Certificate of Registration **Physical Fitness:** 1. Photocopy of valid government-issued ID	**Commercial/Film Shooting:** 1. Requesting Party (RP) 2. Requesting Party (RP) 3. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable) 4. Bureau of Internal Revenue (RP's Revenue District Office) **Fun Run and Pass Through:** 1. Requesting Party (RP) 2. Requesting Party (RP) 3. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable) 4. Bureau of Internal Revenue (RP's Revenue District Office) **Physical Fitness:** 1. Requesting Party (RP)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a formal letter of intent/proposal complete with detailed information to the AMD Office or through email ***asset.management@culturalcenter.gov.ph***	Acknowledge the letter of intent/proposal.	None	2 minutes	*Junior Clerk III* – Asset Management Division
	Check the availability of the proposed event date to AMD calendar of event. If **Available:** Pencil booked the requested event date and notifies the RP. **Not Available:** Notify the RP	None	5 minutes	*Marketing Specialist II* –Asset Management Division
	Forwards the Request Letter either to the Office of the President (OP) or Vice President (OVP), Administrative Services Department, Department Manager (ASD DM). Depending on the nature of the event, with the attachment of the rental quotation.	None	20 minutes	<u>Routing</u> *Junior Clerk III* –Asset Management Division <u>Rental Quotation</u> *Marketing Specialist II* –Asset Management Division

	Approval/ Disapproval of the Request Letter.	None	2 days	*Department Manager III* –Administrative Services Department
	AMD Staff notifies the RP of the approval /Disapproval of its request. **Approved:** Meeting with RP to discuss its proposal. **Disapproved:** Notify the RP of the disapproval of its request through writing	None None None	10 minutes 1 Hour 2 Hours	*Marketing Specialist II* –Asset Management Division *Asset Management Division/ Department Manager III/Vice President for Administration* *Division Chief III – Asset Management Division*
	Drafting of Letter of Agreement	None	1 Hour	*Marketing Specialist II* – Asset Management Division
	Initial review of the draft agreement	None	30 minutes	*Division Chief III* – Asset Management Division

	Forward the Draft Letter of Agreement to the Legal Office for final review.	None	30 minutes	*Junior Clerk III* –Asset Management Division
	Final Review of the Draft Letter of Agreement	None	10 days	*Attorney V* – Legal Office
	Transmits the reviewed Agreement back to AMD	None	15 minutes	*Junior Clerk III* – Legal Office
	Finalization of Letter Agreement	None	15 minutes	*Marketing Specialist II* – Asset Management Division
	Forwards the Agreement to AMD Division Chief OVP/ASD DM for initial signature and signature of OP	None	2 days	*Junior Clerk III* –Asset Management Division
	Notifies the RP to sign and notarize the agreement	None	1 day	*Marketing Specialist II* – Asset Management Division
Return the signed and notarized agreement to	AMD likewise notarize the agreement	None	30 minutes	*Marketing Specialist II* – Asset Management Division

AMD and pay the total rental fees	Prepares and transmits the Order of Payment to ASD DM for signature	None	10 minutes	*Marketing Specialist II* – Asset Management Division
	Informed RP to present the Order of Payment to the Cashier's Office	See Rental Rates below	10 minutes	*Marketing Specialist II* – Asset Management Division
	Issuance of Official Receipt	None	15 minutes	Treasury Division/ Cashier's Office
Presents the Official Receipt to AMD Office	Release of Permit and Prepares Notice of Activity	None	20 minutes	*Marketing Specialist II* – Asset Management Division
CTC of Letter of Agreements	Request for a certified true copy of the fully signed Letter Agreements to the Central Records Office	None	10 minutes	*Junior Clerk III* –Asset Management Division
	Certifying the Letter of Agreement	None	15 minutes	Central Records Office
Total Processing Time			**15 Days and 8 Hours**	

END OF THE TRANSACTION

CCP OPEN SPACES RENTAL RATES

EVENT	RENTAL FEE
Events, Shooting, Fun Run ● Minimum of 1,000/ sq. m. at Php50.00/ sq. m. ● Free one (1) Hour Ingress	First 2 Hours - **Php50,000.00** Succeeding Hours - **Php6,250.00** Garbage Disposal Fee - Php4,500.00 RVD - Php10,000 or 10% of the Total Rental fee whichever is higher
Pass Through	Rental - **Php25,000.00 per one-way** Garbage Disposal - Php1,500.00
Physical Fitness	Rental - **Php2,075.00** Garbage Fee - Php157.50
All amounts are **exclusive** of 12% VAT	
***if Contract Rates exceed Php50,000** Documentary Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6)	

USE OF CCP RECREATIONAL SPACES - BASKETBALL COURT AND CRICKET

Processing of client permits for the use of CCP recreational spaces for basketball and cricket.

Office or Division	Asset Management Division (AMD)
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who would like to use CCP's recreational spaces
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Court Reservation and Permit Slip	Asset Management Division

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notify the Asset Management Division of the intent to use the CCP Recreational Spaces (basketball, cricket)	Check the availability of the facility on the client's desired schedule	None	5 minutes	*Marketing Specialist II* – Asset Management Division
	Prepare Court Reservation and Permit Slip and Order of Payment for signature of ASD DM	None	20 minutes	*Marketing Specialist II* – Asset Management Division
	Inform the requesting party to proceed to the Cashier's Office for payment	None	5 minutes	*Marketing Specialist II* – Asset Management Division

Pays the total fees for indicated in the Order of Payment	Issuance of Official Receipt	**Basketball** Php300.00 / Hour (**Daytime**) Php600.00 / Hour (**Nighttime**) **Cricket** Php600.00 / Hour **Amount is exclusive of 12% VAT**	15 minutes	Treasury Division / Cashier's Office
Present a copy of the Official Receipt and Court Reservation and Permit Slip to the Guard on Duty	Check Official Receipt and get a copy of the Court Reservation and Permit Slip before allowing client to use the facility	None	5 minutes	Security Guard on Duty
Total Processing Time			**1 Hour and 20 minutes**	

END OF THE TRANSACTION

USE OF LAMPPOST BANNER FOR ADVERTISEMENT

Processing of application for the use of CCP lamppost banner within CCP complex to display event and product banners.

Office or Division	Asset Management Division (AMD)
Classification	Highly Technical
Type of Transaction	G2C, G2B
Who may avail	Client/s who would like to advertise their events and products
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request indicating the number, proposed location of the lamppost, date, and display duration with the attached layout of the event/product to be advertised	Requesting Party (RP)
Photocopy of valid government-issued ID	Requesting Party (RP)
Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)	Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)
BIR Certificate of Registration	Bureau of Internal Revenue (RP's Revenue District Office)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a formal letter of intent/proposal complete with detailed information to the AMD Office or through email ***asset.management@culturalcenter.gov.ph***	Acknowledge the letter of intent/proposal.	None	2 minutes	*Junior Clerk III* – Asset Management Division
	Check the availability of the proposed event date to AMD calendar of event. If **Available:** Pencil booked the requested event date and notifies the RP. **Not Available:** Notify the RP	None	10 minutes	*Marketing Specialist II –Asset Management Division*
	Forwards the Request Letter either to the Office of the President (OP) or Vice President (OVP), Administrative Services Department, Department Manager (ASD DM). Depending on the nature of event, with the attachment of rental quotation.	None	20 minutes	*Routing* *Junior Clerk III* – Asset Management Division *Rental Quotation* *Marketing Specialist II* – Asset Management Division

	Approval/Disapproval of the Request Letter	None	2 days	*Department Manager III* – Administrative Services Department
	AMD Staff notifies the RP for the approval /Disapproval of its request. **Approved:** Meeting with RP to discuss its Proposal **Disapproved:** Notify the RP on the disapproval of its request thru writing	None None None	10 minutes 1 Hour 2 Hours	*Marketing Specialist II* –Asset Management Division *Asset Management Division/ Department Manager III/Vice President for Administration* *Division Chief III* – Asset Management Division
	Drafting of Letter of Agreement	None	1 Hour	*Marketing Specialist II* –Asset Management Division
	Initial review of the draft agreement	None	30 minutes	*Division Chief III* – Asset Management Division

	Forwards the Draft Letter of Agreement to Legal Office for final review.	None	30 minutes	*Marketing Specialist II* –Asset Management Division
	Final Review of the Draft Letter of Agreement	None	10 days	*Attorney V* – Legal Office
	Transmits the reviewed Agreement back to AMD	None	30 minutes	*Junior Clerk III* – Legal Office
	Finalization of Letter Agreement	None	15 minutes	*Marketing Specialist II* – Asset Management Division
	Forwards the Agreement to AMD Division Chief for OP/ OVP/ ASD DM initial signature and signature of OP	None	2 days	*Junior Clerk III* – Asset Management Division
	Notifies the RP to sign and notarize the agreement	None	1 day	*Marketing Specialist II* – Asset Management Division
Return the signed and notarized agreement to	AMD likewise notarize the agreement	None	30 minutes	*Marketing Specialist II* – Asset Management Division

AMD and pays the total rental fees				
	Prepares and transmit the Order of Payment to ASD DM for signature	None	10 minutes	*Marketing Specialist II* – Asset Management Division
	Informed RP to present the Order of Payment to the Cashier's Office	Please refer to the rates below	1 day	*Marketing Specialist II* – Asset Management Division
	Issuance of Official Receipt	None	15 minutes	Treasury Division/ Cashier's Office
Presents the Official Receipt to AMD Office	Release of Permit and Prepares Notice of Activity	None	20 minutes	*Marketing Specialist II* – Asset Management Division
CTC of Letter of Agreements	Request for a certified true copy of the fully signed Letter Agreements to Central Records Office	None	10 Minutes	*Junior Clerk III* – Asset Management Division
	Certifying the Letter of Agreement	None	15 minutes	Central Records Office
Total Processing Time			**16 Days, 9 Hours, 7 Minutes**	

END OF THE TRANSACTION

RATES OF BANNER ADVERTISEMENT

BANNER	RATE
Event Banner	Php150.00 / banner /day Installation & Dismantling Fee - Php100.00 / banner
Product Banner	Php500.00 / banner / day Installation & Dismantling Fee - Php100.00 / banner
*All amounts are exclusive of 12% VAT	
if Contract Rates exceeds Php50,000 Documentary Stamp Tax - Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6	

LEASE OF CCP AVAILABLE PROPERTIES

Processing of offers for the lease of CCP available property.

Office or Division	Asset Management Division (AMD)
Classification	Highly Technical
Type of Transaction	G2C, G2B
Who may avail	Client/s who would like to lease any of CCP's available properties.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished letter of Intent to lease indicating the details of the proposal to be undertaken, proposed location, and size of the area.	Requesting Party (RP)
Photocopy of a valid government-issued ID	Requesting Party (RP)
Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)	Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)
BIR Certificate of Registration	Bureau of Internal Revenue (RP's Revenue District Office)
Company Profile	Requesting Party (RP)
Business Permits	Requesting Party (RP)

Audited Financial Statements	Requesting Party (RP)
Authority to Print	Requesting Party (RP)
Layout and Perspective	Requesting Party (RP)
Certificate of Incorporation/Partnership	Requesting Party (RP)
SEC Registration	Securities Exchange Commission (Bel-Air, Makati City)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a formal letter of intent/proposal complete with detailed information to the AMD Office or through email ***asset.management@culturalcenter.gov.ph***	Acknowledge the letter of intent/proposal.	None	2 minutes	*Junior Clerk III* – Asset Management Division
	Forwards the Proposal Letter to the Office of the President (OP) / Vice President (OVP)/ Administrative Services Department, Department Manager (ASD DM)	None	20 minutes	*Junior Clerk III* – Asset Management Division
	Approval/Disapproval of the Proposal Letter	None	20 minutes	*Department Manager III* – Administrative Services Department

	AMD Staff notifies the RP for the approval /Disapproval of its request. **Approved:** Meeting with RP to discuss its Proposal **Disapproved:** Notify the RP on the disapproval of its request thru writing	None None None	5 minutes 1 Hour 1 Hour	*Property Officer II* – Asset Management Division *Administrative Officer V* – Asset Management Division *Asset Management Division/ Department Manager III/Vice President for Administration* *Division Chief III* – Asset Management Division
	Drafting of Contract of Lease	None	1 Hour	*Property Officer II* – Asset Management Division *Administrative Officer V* – Asset Management Division
	Initial review of the Contract of Lease	None	1 Hour	*Division Chief III* – Asset Management Division
	Forwards the Draft Contract of Lease to the Legal Office for final review.	None	30 minutes	*Junior Clerk III* – Asset Management Division

	Final Review of the Draft Contract of Lease	None	10 days	*Attorney V* – Legal Office
	Transmits the reviewed Agreement back to AMD	None	30 minutes	*Junior Clerk III* – Legal Office
	Finalization of Contract of Lease	None	20 minutes	*Property Officer II* – Asset Management Division
	Forwards the Agreement to AMD Division Chief for signature, OP/OVP/ASD DM	None	3 days	*Junior Clerk III* – Asset Management Division *Division Chief III* – Asset Management Division (initial)
	Notifies the RP to sign and notarize the Contract – Transmittal Letter	None	1 day	*Property Officer II* – Asset Management Division *Administrative Officer V* – Asset Management Division
Return the signed and notarized agreement to AMD and pays the	AMD likewise notarize the agreement	None	30 minutes	*Marketing Specialist II* – Asset Management Division
	Transmittal of copy of signed and notarized Contract to CRDD for	None	10 minutes	*Junior Clerk III* – Asset Management Division

corresponding rental fees	certifying the Contract of Lease as True Copy			
	CRDD certified the Contract as a True Copy	None	15 minutes	Central Records Office
	Transmittal of Certified True Copy of Contract to COA, Accounting, Treasury, and Lessee	None	30 minutes	*Junior Clerk III* – Asset Management Division
	Transmits client postdated checks to Treasury Office for custody	Please refer to Rental Rates	30 minutes	*Property Officer II* – Asset Management Division
Utilization of Lease Premises	Turnover of the leased area to Lessee	None	1 Day	*Division Chief III* – Asset Management Division
Total Processing Time			**15 Days, 8 Hours, and 2 Minutes**	

END OF THE TRANSACTION

RENTAL RATES CCP PROPERTIES

CLUSTER	RENTAL RATE / Sq.M. (Php)
The Promenade	1,300
The Arts Sanctuary	1,500
The Green Zone	1,500
The Creative Hub	1,500
The Arts Living Room	1,500
The Breezeway	1,500
*With 7% Annual Rental Escalati	
Three months' Rental Deposit (based on the Contract Price)	
Performance Bond (5% of the Total Annual Contract Rate)	
Documentary Stamp Tax (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6)	

USE OF CCP FACILITIES – NATIONAL ARTS CENTER (NAC) EXECUTIVE HOUSE, CCP BAY TERMINAL LOUNGE AREA, AND HELIPAD LANDING

Processing permits for the use of CCP Facilities, National Arts Center Executive House, Helipad Landing, and CCP Bay Terminal for a venue of event gathering.

Office or Division	Asset Management Division (AMD)
Classification	Highly Technical
Type of Transaction	G2C, G2G, G2B
Who may avail	Client/s who would like to use CCP's available facilities.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
National Arts Center, Executive House Letter request indicating the proposed date and total number of persons staying.	Requesting Party (RP)
Bay Terminal Letter Request indicating the kind of the event to be undertaken, proposed date, and number of expected attendees.	Requesting Party (RP)
CCP Helipad Letter request indicating the landing date and time, with details of all passengers in the helicopter.	Requesting Party (RP)

All with attachments of: 1. Photocopy of valid government-issued ID 2. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)	1. Requesting Party (RP) 2. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the availability of the NAC Executive house/ CCP Bay Terminal Lounge Area and Helipad ***asset.management@culturalcenter.gov.ph***	Verify the availability of CCP Bay Terminal Lounge Area Helipad Landing and NAC Executive House to AMD Booking Schedule	None	5 minutes	*Marketing Specialist II* – Asset Management Division NAC Administrator
	Once available, require Requesting Party to submit Letter of Intent	None	5 minutes	*Marketing Specialist II* – Asset Management Division NAC Administrator
Submit Letter of Intent AMD Office or through email	Acknowledge the letter of intent/proposal.	None	2 minutes	*Junior Clerk III* – *Asset Management Division*

asset.management@culturalcenter.gov.ph	Forwards the Request Letter to the Administrative Services Department, Department Manager (ASD DM)	None	2 minutes	*Junior Clerk III* – *Asset Management Division*
	Drafting of Letter Agreement for the use of NAC Executive House/ CCP Bay Terminal Lounge area/Permit for Use of Helipad Landing	None	1 Hour	*Marketing Specialist II* – Asset Management Division NAC Administrator
	Initial review of the draft agreement/ Permit	None	30 minutes	*Division Chief III* – Asset Management Division
	Forwards the Draft Letter of Agreement to the Legal Office for final review.	None	30 minutes	*Junior Clerk III* – Asset Management Division
	Final Review of the Draft Letter of Agreement	None	10 days	*Attorney V* – Legal Office
	Transmits the reviewed Agreement back to AMD	None	30 minutes	*Junior Clerk III* – Legal Office
	Finalization of Contract of Lease	None	15 minutes	*Marketing Specialist II* – Asset Management

				Division
	Forwards the Agreement to AMD Division Chief , OVP/ASD DM for initial signature and for signature of OP	None	2 days	*Junior Clerk III* – Asset Management Division *Division Chief III* – Asset Management Division (initial)
	Notify the RP to sign the Agreement	None	1 day	*Marketing Specialist II* – Asset Management Division
Receive; sign the Letter Agreement and pay for the corresponding rental fees.	Prepare and Transmits Order of Payment - Lounge Area/ NAC Executive House/ Helipad to ASD DM for signature	None	10 minutes	*Marketing Specialist II* – Asset Management Division NAC Administrator
	Inform RP to present the Order of Payment to the Cashier's Office	See rates below	1 day	*Marketing Specialist II* – Asset Management Division NAC Administrator

	Issuance of Official Receipt	None	15 minutes	Treasury Division/ Cashier's Office
Presents the Official Receipt to AMD Office	Release of Permit and prepares the Notice of Activity	None	20 minutes	*Marketing Specialist II* – Asset Management Division
CTC of Letter of Agreements	Request for a true certified copy of the fully signed Letter Agreements to Central Records Office	None	10 Minutes	*Junior Clerk III* – Asset Management Division
	Certifying the Letter of Agreement	None	15 Minutes	Central Records Office
Total Processing Time			**14 Days and 4 Hours**	

END OF THE TRANSACTION

NATIONAL ARTS CENTER (NAC) EXECUTIVE HOUSE, CCP BAY TERMINAL LOUNGE AREA, AND HELIPAD LANDING RENTAL RATES

VENUE	RATE
National Arts Center (NAC) Executive House Minimum number of required persons for exclusive reservation - 20 Pax	**RENT** - Php825.00 / pax / day **KITCHEN FEE** - Php1,000.00 / day **REFUNDABLE VIOLATION DEPOSIT** - Php3,000.00
CCP Bay Terminal Lounge Area	**RENT -** Php 4,995.16 (First 2 hours) Succeeding Hours - Php 624.38 **GARBAGE DISPOSAL FEE -** Php 1,500.00 **REFUNDABLE VIOLATION DEPOSIT** - Php 10,000 or 10% of the Total Rental fee, whichever is higher
Helipad Landing	**MAINTENANCE FEE -** Php1,500.00
All amounts are **exclusive** of 12% VAT	
***if Contract Rates exceeds Php50,000** Documentary Stamp Tax **-** Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6	

Cultural Center of the Philippines

FRONTLINE SERVICES

HUMAN RESOURCE SERVICES DEPARTMENT

PROCESSING OF CERTIFICATE OF EMPLOYMENT

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Complex
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who needs a Certificate of Employment
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Identify the requesting party.	None	1 day	*Human Resource Management Officer II (HRMO II) – Human Resources Services*

document/s you wish to request. ● COE with Compensation; ● COE without Compensation; ● COE for Visa purposes; ● COE of No LWOP; ● COE of No Pending Case	Search from the database if the name of employee is active. If the record still active, proceed to the updating and printing of certification. If located, encoding of the data shall be done			*Division (HRSD)*
Submit to the receiving clerk.	Endorsement to the Division Chief for review and initials; if no corrections, proceed to the Department Manager for final signature	None	2 days	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD) *Division Chief III* – Human Resources Services Division (HRSD) *Department Manager III* –

				Human Resources Services Division (HRSD)
	Advise the requesting party for the release of the document ● If the requesting party is not available, authorization must be secured before releasing the document.	None	1 day	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)
	If the Requesting Party's Records are not included in the active pool. Records will be checked and searched in the stockroom where the inactive records are filed. ● If located, encoding of data and printing of the Service Record shall be done ● Endorsement to the Division Chief for review and initial ● If no corrections, proceed to the Department Manager for Signature ● Advise the Requesting	None	Variable	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)

	Party that the documents requested are ready for release ● If not available, authorization letter signed by the requesting party must be secured.			
Total Processing Time			**4 days**	

END OF THE TRANSACTION

REQUEST FOR SERVICE RECORD

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Highly Technical
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who needs a copy of their service record
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Identify the requesting party.	None	1 day	*Human Resource Management Officer II (HRMO II) – Human Resources Services*

document/s you wish to request				*Division (HRSD)*
	Search from the database if the name of employee is active.	None	2 days	*Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)*
	If the record is still active, proceed to the updating and printing of certification.	None	1 day	*Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)*
Submit to the frontline desk officer	Endorsement to the Division Chief for review and initials; if no corrections, proceed to the Department Manager for final signature	None	3 days	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD) *Division Chief III* – Human Resources Services Division (HRSD) *Department Manager III* – Human Resources Services Division (HRSD)

	Advise the requesting party for the release of the document ● If the requesting party is not available, authorization must be secured before releasing the document.	None	1 day	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)
	If the Requesting Party's Records are not included in the active pool. Records will be checked and searched in the stockroom where the inactive records are filed. ● If located, encoding of data and printing of the Service Record shall be done ● Endorsement to the Division Chief for review and initial ● If no corrections, proceed to the Department Manager for Signature ● Advise the Requesting Party that the documents requested are ready for release ● If not available,	None	Variable	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)

	authorization letter signed by the requesting party must be secured.			
Total Processing Time			**8 days**	

END OF THE TRANSACTION

REQUEST FOR PHILHEALTH CERTIFICATE

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' benefits and employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Simple
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who need their PhilHealth Certificate
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Identify the requesting party.	None	30 minutes	*Human Resource Management Officer III (HRMO III) – Human Resources Services*

document/s you wish to request				*Division (HRSD)*
	Search from the database if the name of employee is active.	None	30 minutes	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
	If the record still active, proceed to the updating and printing of Philhealth Certificate	None	1 hour	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
Submit to the frontline desk officer	Endorsement to the Division Chief for review and signature	None	2 days	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)* *Division Chief III* – Human Resources Services Division (HRSD)
	Advise the requesting party for the release of the document	None	1 hour	*Human Resource Management Officer III (HRMO III) – Human*

	• If the requesting party is not available, authorization must be secured before releasing the document.			*Resources Services Division (HRSD)*
Total Processing Time			**2 days 3 hours**	

END OF THE TRANSACTION

INTERNAL SERVICES

ADMINISTRATIVE SERVICES DEPARTMENT

INSTALLATION OF EVENT BANNERS AND BILLBOARDS

This service is provided to CCP offices or units that need to install banners and billboards around the CCP Complex for CCP or lessee events.

Office or Division	General Services Division /Outdoor Janitorial Office
Classification	Simple
Category	Internal
Type of Transaction	G2G
Who may avail	CCP offices needing installation of banners/billboards for events
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Memo request addressed to/approved by ASD Department Manager (from own office of requesting unit) (1 copy)	Requesting Office (RO)
Tarpaulin banners for installation (as needed)	Requesting Office (RO)
Materials for installation (GI Wire, wood, nails, etc. -as needed)	Requesting Office (RO)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare memo request approved by DC/DM, indicating the schedule of installation, duration of banner display, and date of removal.	Provide template copy of memo request	None	2 minutes	*Clerk III* – General Services Division (GSD)
Bring approved request to GSD office for approval	Receive and check the request and if in order forward it to GSD DC/ASD DM's Office for approval	None	10 minutes	*Clerk III* – General Services Division (GSD)
	Approval of the request	None	5 minutes	*Division Chief* - General Services Division (GSD)
	Once approved, inform the concerned unit of the approval and schedule the pickup of the materials for installation	None	5 minutes	*Clerk III* – General Services Division (GSD)
	Inform and provide a copy to the outdoor janitorial	None	5 minutes	*Clerk III* – General Services Division (GSD)

	supervisor/coordinator on the scheduled installation			
Release the materials for installation to the outdoor janitorial personnel on the scheduled date.	Pick up the materials for installation and install the banners as requested	None	3 hours	*Outdoor Janitorial Supervisor* - General Services Division (GSD)
Check installation of banners if according to request	At the end of the scheduled display period, remove the installed banners and billboards and store used materials according to standard procedures.	None	3 hours	*Outdoor Janitorial Supervisor* - General Services Division (GSD)
Total Processing Time			**6 hours 27 minutes**	

END OF THE TRANSACTION

PROVISION OF TRANSPORT SERVICES

This service is provided to CCP offices or units that needs to transport personnel, materials, and/or equipment, from one office to another or other locations outside of CCP.

Office or Division	General Services Division /Motorpool Office
Classification	Simple
Category	Internal
Type of Transaction	G2G
Who may avail	CCP personnel/units needing transport services
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Vehicle Reservation Slip (3 copies)	Motorpool Office
If applicable, approved requests for use of vehicles or authority to travel (2 copies)	ASD Department Manager
Trip tickets (4 copies)	Assigned driver for the trip

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get copy of Vehicle Reservation Slip (VRS)	Provide hard/soft copy of request form	None	2 minutes	*Motorpool Supervisor* – Motorpool Office
Fill out and sign request form; Submit form with the requirements	Receive and check the request and attachments	None	2 minutes	*Motorpool Supervisor* – Motorpool Office
	Check vehicle availability and indicate in the VRS if requested vehicle is available or not ● If available, assign driver and add the request to the monthly/weekly schedule. ● If not available, indicate the non-availability in the VRS and return VRS to requesting unit	None	2 minutes	*Motorpool Supervisor* – Motorpool Office
Receive filled-up VRS	Release filled up VRS and advise requesting unit on other matters that may be needed to be done before, during, and after the trip	None	5 minutes	*Motorpool Supervisor* – Motorpool Office

Use the vehicle as scheduled, signing the corresponding trip tickets	Ensure that the trip is conducted as scheduled or updated as necessary	None	Variable	*Motorpool Supervisor* – Motorpool Office
	Complete and compile the trip tickets and other documents for the trip, as attachment to DVs.	None	7 minutes	*Motorpool Supervisor* – Motorpool Office
Total Processing Time			**18 minutes**	

END OF THE TRANSACTION

SETUP OF VENUES AND MANPOWER ASSISTANCE FOR EVENTS

This service is provided to CCP offices or units that need setup of venues for CCP activities and events in CCP premises or other venues.

Office or Division	General Services Division/ Housekeeping Office
Classification	Simple
Category	Internal
Type of Transaction	G2G
Who may avail	CCP personnel/units needing assistance for set up of events
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Setup Form (2 copies)	Housekeeping Office
If applicable, approved requests for use of venues (2 copies)	ASD Department Manager/ VOD Booking Office
Request for overtime (if applicable- 2 copies)	Requesting Office (RO)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get copy of Request for Setup Form; Fill out and sign request form.	Provide hard/soft copy of request form	None	2 minutes	*Housekeeping OIC* – General Services Division (GSD)

Submit form with the requirements	Receive and check the request and attachments	None	2 minutes	*Housekeeping OIC* – General Services Division (GSD)
	Check availability of materials and manpower requested; if not available, recommend other options	None	5 minutes	*Housekeeping OIC* – General Services Division (GSD)
	If available, assign janitorial staff and add the request to the monthly/weekly schedule.	None	5 minutes	*Housekeeping OIC* – General Services Division (GSD)
	Forward request to the GSD/ASD office for approval	None	5 minutes	*Housekeeping OIC* – General Services Division (GSD)
Receive approved request form	Upon approval, release approved request and advise requesting unit on other matters that may be needed to be done before, during and after the event, such as processing overtime claims, if applicable	None	5 minutes	*Housekeeping OIC* – General Services Division (GSD
	Ensure that the setup request is done as scheduled, or updated as necessary.	None	2 minutes	*Housekeeping OIC* – General Services Division (GSD) / Janitorial Personnel
Total Processing Time			**26 minutes**	

END OF THE TRANSACTION

SUBMISSION OF DOCUMENTS FOR SAFEKEEPING AND ISSUANCE OF CERTIFIED TRUE COPIES

In compliance with RA 9470, the Central Records Office is mandated to maintain a sound system of documentation, preservation, dissemination, and disposition of institutional records.

Office or Division	General Services Office/ Central Records Office (CRO)
Classification	Simple
Category	Internal
Type of Transaction	G2G
Who may avail	CCP personnel/units needing certified true copies and safekeeping of documents.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Records Request Form (2 copies)	Central Records Office (CRO)
Original copy of document for submission, with complete attachments indicated in the document	Requesting Office (RO)
Photocopies of documents as needed	Requesting Office (RO)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get copy of Request for Setup Form; Fill out and sign request form.	Provide hard/soft copy of request form	None	2 minutes	*Clerk* - Central Records Office (CRO)
Fill out and sign request form; Submit form with the requirements	Receive and check the request and attachments	None	2 minutes	*Clerk* - Central Records Office (CRO)
	Stamp the documents as needed	None	5 minutes	*Clerk* - Central Records Office (CRO)
	Verify submitted documents and signed certified copies	None	5 minutes	*Records Officer III* - Central Records Office (CRO)
Receive requested documents/ CTCs. Acknowledge receipt and fill-up feedback form.	Release documents to authorized staff of requesting unit	None	2 minutes	*Clerk* - Central Records Office (CRO)
	Ensure that copy of the request form and feedback form are accomplished	None	2 minutes	*Clerk* - Central Records Office (CRO)
Total Processing Time			**18 minutes**	

END OF THE TRANSACTION

SERIAL NUMBERING OF ISSUANCES AND DISTRIBUTION OF COPIES

In compliance with RA 9470, the Central Records Office is mandated to maintain a sound system of documentation, preservation, dissemination, and disposition of institutional records.

Office or Division	General Services Office/ Central Records Office (CRO)
Classification	Simple
Category	Internal
Type of Transaction	G2G
Who may avail	CCP personnel/units needing copies of issuances and office orders
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Records Request Form (2 copies)	Central Records Office (CRO)
Original copy of document for submission, with complete attachments indicated in the document	Requesting Office (RO)
Photocopies of documents as needed	Requesting Office (RO)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get copy of Request for Setup Form; Fill out and sign request form.	Provide hard/soft copy of request form	None	2 minutes	*Clerk* - Central Records Office (CRO)

Fill out and sign request form; Submit form with the requirements	Receive and check the request and issuance for numbering	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
	Number the documents as needed	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
	Indicate distribution list for each issuance	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
Distribute the numbered issuances to indicated recipients	Release documents to authorized staff of requesting unit	None	2 minutes	*Clerk* - Central Records Office (CRO)
	File original copy of issuance and include in the master list	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
Total Processing Time			**12 minutes**	

END OF THE TRANSACTION

SHIPPING/MAILING OUT OF DOCUMENTS/PARCELS

This service is provided to CCP offices or units that need to send official mails or parcels within the country or abroad, using the postal system, private courier services or Transport Network Vehicle Services.

Office or Division	General Services Office/ Central Records Office (CRO)
Classification	Complex
Category	Internal
Type of Transaction	G2G
Who may avail	CCP personnel who needs to officially shipped out documents or parcels
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Mailing/Courier Service Requisition Form (2 copies)	Central Records Office (CRO)
Document/parcel for mailing/ shipment, with complete address and contact information and proper wrapping/envelope	Requesting Office (RO)
Estimated cost of shipment	Central Records Office (CRO)
Budget Utilization Request (2 copies)	Budget Division, Financial Services Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get Mailing/Courier Service Requisition Form	Provide hard/soft copy of Mailing/Courier Service Requisition Form	None	2 minutes	*Clerk* - Central Records Office (CRO)
Fill out and sign Mailing/Courier Service Requisition Form; Submit form with the items for mailing/shipment	Receive and check the request and attachments	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
	Weigh and measure dimensions of package/ envelop for shipping/mailing cost estimation	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
	Inquire through app/website/call /email on the estimated cost of mailing	None	3 days	*Records Officer III* - Central Records Office (CRO)
Get printed copy of mailing/ courier service price estimate for BUR processing	Print copy of mailing/ courier service price estimate	None	5 minutes	*Records Officer III* - Central Records Office (CRO)

Process BUR for the shipment/ mailing	Wait for BUR processing	None	4 days	*Records Officer III* - Central Records Office (CRO)
Submit signed BUR and attachments to CRO	Receive and check the submitted documents	None	2 minutes	*Records Officer III* - Central Records Office (CRO)
	If BUR is in order, initiate mailing or booking of the courier service	None	1 day	*Records Officer III* - Central Records Office (CRO)
	Wait for shipment to be completed, then update requesting office of the status of the shipment* *not applicable to mailed matters	None	Variable	*Records Officer III* - Central Records Office (CRO)
Total Processing Time			**8 days + delivery period**	

END OF THE TRANSACTION

INTERNAL SERVICES

HUMAN RESOURCE SERVICES DEPARTMENT

PROCESSING OF CERTIFICATE OF EMPLOYMENT

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Complex
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who needs a Certificate of Employment
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Identify the requesting party.	None	1 day	*Human Resource Management Officer II (HRMO II) – Human Resources Services*

document/s you wish to request. ● COE with Compensation; ● COE without Compensation; ● COE for Visa purposes; ● COE of No LWOP; ● COE of No Pending Case	Search from the database if the name of employee is active. If the record still active, proceed to the updating and printing of certification. If located, encoding of the data shall be done			*Division (HRSD)*
Submit to the receiving clerk.	Endorsement to the Division Chief for review and initials; if no corrections, proceed to the Department Manager for final signature	None	2 days	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD) *Division Chief III* – Human Resources Services Division (HRSD) *Department Manager III* –

				Human Resources Services Division (HRSD)
	Advise the requesting party for the release of the document ● If the requesting party is not available, authorization must be secured before releasing the document.	None	1 day	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)
Total Processing Time			**4 days**	

END OF THE TRANSACTION

REQUEST FOR SERVICE RECORD

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Highly Technical
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who needs a copy of their service record
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Identify the requesting party.	None	1 day	*Human Resource Management Officer III (HRMO III) – Human Resources Services*

document/s you wish to request				*Division (HRSD)*
	Search from the database if the name of employee is active.	None	2 days	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
	If the record is still active, proceed to the updating and printing of certification.	None	1 day	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
Submit to the frontline desk officer	Endorsement to the Division Chief for review and initials; if no corrections, proceed to the Department Manager for final signature	None	3 days	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)* *Division Chief III* – Human Resources Services Division (HRSD) *Department Manager III* – Human Resources Services Division (HRSD)

	Advise the requesting party for the release of the document • If the requesting party is not available, authorization must be secured before releasing the document.	None	1 day	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
Total Processing Time			**8 days**	

END OF THE TRANSACTION

REQUEST FOR PHILHEALTH CERTIFICATE

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' benefits and employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Simple
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who need their PhilHealth Certificate
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Identify the requesting party.	None	30 minutes	*Human Resource Management Officer III (HRMO III) – Human Resources Services*

document/s you wish to request				*Division (HRSD)*
	Search from the database if the name of employee is active.	None	30 minutes	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
	If the record still active, proceed to the updating and printing of Philhealth Certificate	None	1 hour	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)*
Submit to the frontline desk officer	Endorsement to the Division Chief for review and signature	None	2 days	*Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)* *Division Chief III* – Human Resources Services Division (HRSD)
	Advise the requesting party for the release of the document	None	1 hour	*Human Resource Management Officer III (HRMO III) – Human*

	• If the requesting party is not available, authorization must be secured before releasing the document.			*Resources Services Division (HRSD)*
Total Processing Time			**2 days 3 hours**	

END OF THE TRANSACTION

PROCESSING OF PAG-IBIG LOAN

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' benefits and employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Simple
Type of Transaction	G2G
Who may avail	CCP incumbent employees who need to apply for Pag-IBIG Loan
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Official Documents Form	Human Resource Services Division, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form and check the particular	Check if the Application for Loan is properly filled- up and with corresponding attachments such	None	1 hour	*Human Resource Management Officer II (HRMO II) – Human Resources Services*

document/s you wish to request	as a photocopy of the Company ID and LBP ATM Card.			*Division (HRSD)*
	Check and validate the database as to the contribution and premium as per remittance.	None	1 hour	*Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)*
	Validated the record and assess the remaining loan if applicable.	None	3 hours	*Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)*
Submit to the frontline desk officer	If qualified, proceed to the signatory.	None	3 hours	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)
	Submit to the Division Chief for approval.	None	1 day	*Human Resource Management Officer II (HRMO II)* – Human Resources Services Division (HRSD)

				Division Chief III – Human Resources Services Division (HRSD)
	If approved, advise the requesting party for the release of the document.	None	2 hours	
Personal appearance is required. No authorization is allowed.				
Total Processing Time			**2 days**	

END OF THE TRANSACTION

PROCESSING OF GSIS LOAN

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' benefits and employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Simple
Type of Transaction	G2G
Who may avail	CCP incumbent employees who need to apply for GSIS Loan
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
GSIS UMID Card	Government Service Insurance System (GSIS) Complex, Roxas Blvd, Pasay
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring GSIS UMID card	Advise the HRSD staff regarding the approved loan.	None	3 days depending on the advice of GSIS Main	*Human Resource Management Officer III (HRMO III)* – Human Resources Services Division (HRSD)

Go to the GSIS kiosk office and file a loan such as: 1. Consoloan/ MPL 2. Policy Loans 3. And other loans Follow the instructions and proceed to the next steps as stated in the monitor	Wait for the approval of the Approving Administrative Officer (AAO)	None	Office	
	Once approved, the requesting party will be advised.	None		
If loan has been approved. Proceed to the CCP HRSD or you may email at **hrsd-hrmd@culturalcenter.gov.ph**	If approved, advise the requesting party.	None	5 minutes	*Human Resource Management Officer III (HRMO III)* – Human Resources Services Division (HRSD)
Total Processing Time			**3 days 5 minutes**	

END OF THE TRANSACTION

PROCESSING OF THE CERTIFICATE OF CLEARANCE

The Human Resource Management Department (HRMD) issues various certifications pertaining to individuals' benefits and employment status at the Cultural Center of the Philippines.

Office or Division	Human Resource Services Division / Human Resource Management Department
Classification	Simple
Type of Transaction	G2G, G2C
Who may avail	CCP resigned, retired, or incumbent employees who wants to request a Certificate of Clearance
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Clearance Form	Timekeeping Section, Human Resource Management Department
Customer Feedback Form	Human Resource Services Division, Human Resource Management Department

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the window located at the Timekeeping Section	Fill-up the clearance and state the reason of leaving	None	3 days	*Human Resource Management Officer I (HRMO I)* – Human Resources Services

• Ask for a copy of blank Certificate of Clearance • Accomplish form with the necessary data.				Division (HRSD)
	Have it signed by the Immediate Supervisors/ Department Manager for their Recommending Approval	None		Requesting Party (RP)
	Route the clearance according to the sequence and requirements/compliance of each department	None		Requesting Party (RP)
	After completing the certificate, proceed to the HRSD and surrender the Identification Card issued during her or his tenure.	None		*Human Resource Management Officer I (HRMO I)* – Human Resources Services Division (HRSD)
	If lost, secure and submit the Notarized Affidavit of Lost together with the clearance.	None		Requesting Party (RP)
Total Processing Time			**3 days**	

END OF THE TRANSACTION

V. Service Pledge

Your feedback is invaluable to us!

As the leading institution for arts and culture in the Philippines, we are committed to providing exceptional service to the public. We invite you to share your overall experience and specific suggestions for how we can further enhance the quality of our services.

How to send feedback?	1. Accomplish the Client Satisfaction Measurement (CSM) Form available in the Public Assistance and Complaints Desk (PACD) and all CCP transacting offices in the CCP Annex, Tanghalang Ignacio Gimenez (TIG) Lobby, Philippine Design Center (PDC) Building, and Administrative Services Department (ASD) Building 2. Submit the form to the CCP transacting offices responsible or to our Public Assistance and Complaints Desk (PACD) at the CCP Annex, Tanghalang Ignacio Gimenez (TIG) Lobby, or Administrative Services Department (ASD) Building; or 3. You may email us at ccp.pacd@culturalcenter.gov.ph or call 8832-1125.
How are the feedback forms processed?	1. All submitted Client Satisfaction Measurement (CSM) Forms are compiled and evaluated by the Corporate Planning Office. 2. Feedback requiring a response is forwarded to the relevant offices and they are required to answer within five (5) days of receiving the feedback. 3. If applicable, clients shall be updated through the provided contact information regarding any update and/or additional information needed.
How to file complaints?	1. You may approach our Public Assistance and Complaints Desk (PACD) and scan the provided QR code to send your complaint via the Online Public

	Assistance and Complaints Desk (OPACD) or by pen and paper via our Incident Form; 2. You can also email us at ccp.pacd@culturalcenter.gov.ph or call 8831-0123; or 3. Complaints can also be filed through the following channels: 8888 Citizen's Complaint Hotline, Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA), and Civil Service Commission-Contact Center ng Bayan.
How are the complaints processed?	1. The Corporate Planning Office compiles and records all submitted complaints to be forwarded to the CCP Committee on Anti-Red Tape (CART). 2. Upon thorough evaluation, the CCP CART shall start the investigation and forward the complaint to the relevant office, in which they will be required to answer within five (5) days of receiving the complaint. 3. A report of the incident will be submitted by CART to the Legal Office and Head of Agency for appropriate action. 4. A preliminary conference between the complainant and respondent will be scheduled. 5. The complainant shall be updated through the provided contact information regarding any update and/or additional information needed.
Contact Information of CCP	• Landline: 832-1125- 39 loc. 1116/1127 • Email: ccp.pacd@culturalcenter.gov.ph
Anti-Red Tape Authority (ARTA)	• Landline: (02) 8478-5091 • (02) 8478-5093 • (02)8478-5099 • Email: info@arta.gov.ph • Website: www.arta.gov.ph • Facebook: Anti-Red Tape Authority • Twitter: @ARTAgovph • Instagram: @ARTAgovph
Presidential Complaints Center (PCC)	• +63(2)-8736-8645 • +63(2)-8736-8603 • +63(2)-8736-8629 • +63(2)-8736-8621

Civil Service Commission (CSC) Contact Center ng Bayan	• Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph • Facebook page: www.facebook.com/contactcenterngbayan

We are grateful for your patronage of CCP!

Together, we can strengthen and continually improve the Center's commitment to serving the Filipino people.

VI. List of Offices

Office	Address	Contact
Office of the Board of Trustees	Cultural Center of the Philippines Annex, CCP Complex	ccp.bot.ea@culturalcenter.gov.ph ccpcorpsec@culturalcenter.gov.ph
Office of the President ● Legal Office	Cultural Center of the Philippines Annex, CCP Complex	president@culturalcenter.gov.ph legaloffice@culturalcenter.gov.ph
Office of the Vice President for the Administrative Sector	L.A. Building, CCP Complex	ovp@culturalcenter.gov.ph 8551-3737 8551-7248
Office of the Vice President for the Artistic Sector **Office of the Artistic Director**	Cultural Center of the Philippines Annex, CCP Complex	oad@culturalcenter.gov.ph
Corporate Affairs Department ● Management Services Division	Cultural Center of the Philippines Annex, CCP Complex	cad@culturalcenter.gov.ph 8832-1125 loc 1118 msdcorplan.cad@culturalcenter.gov.ph

		mis@culturalcenter.gov.ph
Internal Audit Department	Cultural Center of the Philippines Annex, CCP Complex L.A. Building, CCP Complex	internal.audit@culturalcenter.gov.ph 8834-1668 8832-3876
Marketing Department • Corporate Communications Division • Market Development Division • Creative Services Unit • Sales and Promotions Division / Box Office	Cultural Center of the Philippines Annex, CCP Complex Tanghalang Ignacio Gimenez (TIG), CCP Complex	8832-3704 marketing@culturalcenter.gov.ph 8832-1125 loc.1800/1807 8832-1125 loc. 1801/1808 8832-1125 loc.1802 0931 0330 880 salesandpromotions@culturalcenter.gov.ph
Arts Education Department • Artist Training Division • Audience Development Division • Cultural Management Division	Cultural Center of the Philippines Annex, CCP Complex	8832-1125 local 1703 artseducation@culturalcenter.gov.ph artist.training@culturalcenter.gov.ph 8832-1125 local 1703 cultural.management@culturalcenter.gov.ph

Cultural Exchange Department	Cultural Center of the Philippines Annex, CCP Complex	883-3674
Production and Exhibition Department ● Venue Operations Division / Booking Office ● Film Broadcast and New Media Division ● Production Management Services Division ● Visual Arts and Museum Division ● Production Design and Technical Services Division	Cultural Center of the Philippines Annex, CCP Complex Philippine Design Center, CCP Complex	8832-1125 loc.1404 bookingoffice@culturalcenter.gov.ph vamd@culturalcenter.gov.ph
Cultural Content Department ● Library & Archives Division ● Cultural Research & Development Division ● Intertextual Division	 Harbor Square, CCP Complex Cultural Center of the Philippines Annex, CCP Complex	content@culturalcenter.gov.ph 8832-1125 loc. 1153 8832-1125 loc.1511/1500 8551-5959 8832-1125 loc. 1706 ccpintertextualdivision@gmail.com
Administrative Services Department ● General Services Division	L.A. Building, CCP Complex	8832-3677/8551-0323

• Maintenance & Engineering Services Division • Property and Supply Division • Asset Management Division • Procurement Management Division		8832-5117 8551-0039 8832-3659 8832-3656
Financial Services Department • Budget Division • Accounting Division • Treasury Division	L.A. Building, CCP Complex Cultural Center of the Philippines Annex, CCP Complex	8832-3709 budget@culturalcenter.gov.ph 8832-3708 8832-1125 loc. 1310, 1306
Human Resource Management Department • Office of the Department Manager • Human Resource Services Division • Training and Development Division	Cultural Center of the Philippines Annex, CCP Complex Manila City	8834-0137 hrmd.dm@culturalcenter.gov.ph 8834-0137 8832-1125 loc. 1903 hrsd-hrmd@culturalcenter.gov.ph 8834-0137 8832-1125 loc. 1902 Training@culturalcenter.gov.ph

Cultural Center of the Philippines