



Cultural Center of the Philippines

CITIZEN'S CHARTER



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

Art matters in the life of every Filipino

III. Mission

Be the leading institution for arts and culture in the Philippines by promoting artistic excellence and nurturing the broadest publics to participate in art making and appreciation.

IV. Service Pledge

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

- Always serve the public diligently and efficiently, with 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.



A. LIST OF FRONTLINE SERVICES Page No.

I. Production and Exhibition Department	
A. Coordination for the Rental of Theater Venues.....	6
B. Audience Management (Ushering Services).....	10
C. Building Tour.....	11
D. Rental of Equipment (Public).....	12
II. Cultural Content Department	
A. Reference Services: Accessibility to the Library collection/facilities/services.....	14
B. Reference Services: Provision of Bibliographic Information.....	15
C. Audio-Visual Services: Dubbing of Audio-Video Tapes.....	16
D. Audio-Visual Services: Listening to Audio & Viewing of Video Tapes	17
E. Reproduction Services: Photocopying of Library Materials.....	18
F. Reproduction Services: Scanning of Photos, Negatives and Slides.....	19
III. Marketing Department	
A. Selling of Tickets.....	22
IV. Administrative Services Department	
A. Issuance of Authority to Use Open Spaces for Special Events.....	24
B. Issuance of Permits for the Use of Recreational Spaces (Physical Fitness).....	26
C. Issuance of Permits for the Use of Recreational Spaces (Basketball, Volleyball, Tennis, Badminton, Cricket).....	27
D. Issuance of Permits for the Use of CCP Physical Facilities for Advertisement.....	28
E. Issuance of Contracts for the Use of Office Spaces (CCP Bay Terminal).....	29
F. Issuance of Permits for the Use of Open Spaces.....	30
G. Venues of the National Arts Center (NAC), Los Banos, Laguna.....	32

B. LIST OF INTERNAL SERVICES

V. Human Resource and Management Department	
A. Processing of Certificate of Employment.....	35
B. Request for Service Record.....	37
C. Request for Philhealth Certificate	39
D. Processing of Pag-Ibig Loan.....	40



E.	Processing of GSIS Loan.....	41
F.	Processing of Certificate of Clearance.....	42
VI.	Feedback and Complaints Mechanisms.....	43
VII.	List of Offices	45



I. PRODUCTION AND EXHIBITION DEPARTMENT

A. Coordination for the Rental of Theater Venues

B. Audience Management (Ushering Services)

C. Building Tour

D. Rental of Equipment (Public)



A. Coordination for the Rental of Theater Venues

Office or Division	Venue Operations Division
Classification	Simple to Highly Technical
Type of Transaction	G2C
Who may avail	Client/s who want to rent CCP venues/facilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Production & Exhibition Department	Venue Operations Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire on the availability of the venue	-Check availability of the venue If available, discuss the booking procedure and require the client to submit a Letter of Intent		20 minutes	Booking Officer
2. Submit a Letter of Intent to specify date, description including technical requirement	-Prepare a reply letter regarding the details and schedule of the pre-production meeting -Set the schedule of the pre-production meeting		2 weeks before pre-production meeting	
3. If corporation or partnership, submit a copy of SEC or DTI registration with Board Resolution authorizing representative to transact with CCP	Prepare a reply letter regarding the details and schedule of the pre-production meeting -Set the schedule of the pre-production meeting		2 weeks before pre-production meeting	



<p>4. Attend the pre-production meeting and discuss the description of the show including proposed program, sequence treatment, set design plans which include scaled plans, section elevation and other details.</p>	<p>-Assess the technical feasibility of the show</p> <p>-If technically feasible, prepare recommendation to the Booking Committee.</p> <p>-Set the meeting of the Booking Committee</p>		<p>1 hour</p>	
<p>5. Wait for the schedule of the Booking Committee meeting</p>	<p>-The Booking Committee deliberates on the request for booking. <i>(Approval/ Disapproval of the request)</i></p>		<p>Variable <i>(The Booking Committee meets every first Tuesday of the month).</i></p>	
<p>6. Await result of the deliberation</p>	<p>-Prepare letter regarding the result of the deliberation</p> <p>-If approved, client shall be required to pay the reservation deposit in cash or manager's check within 10 days from receipt of the letter</p>		<p>At least 1 hour</p>	<p>Booking Officer</p>
<p>7. Receives letter on the result of deliberation and pay for the reservation deposit</p>	<p>- Reflect the approved bookings in the Theater Booking Calendar</p> <p>- Prepare Theater Lease Contract</p>	<p>Variable (Depends on the venue requirements)</p>	<p>3 days</p>	
<p>8. Await the Receipt of Lease Contract, notarize and return to CCP</p>	<p>-Receive the notarized Theater Lease Contract and distribute a copy of the Contract to client,</p>		<p>2 days</p>	



after signing	Central Records, Ticket Office and COA			
9. Pay 50% of contract price to the Cashier's Office/Treasury Division	-Process payment and issue Official Receipt (OR)	Depends on the venue requirements	At least 30 minutes	
10. Wait for the schedule of the production meeting	-Set a production meeting		2 weeks before the scheduled event	
11. Attend the production meeting	-Discuss the details of the production		45 minutes to 2 hours	PED, Marketing, Asset Management, Housekeeping, Engineering, Security
12. Pays 50% balance to the Cashier including the Refundable Violation Deposit (RVD)	-Process payment and issue corresponding OR	Variable <i>(depends on the venue requirements)</i>	5 minutes <i>(Must be paid at least 10 days before the event)</i>	
13. Actual use of the venue	-Assist in the technical needs of the client -Assist in the Front-of-House needs of the client -Submit Stage Manager's (SM) Report -Prepare the following documents relative to the Refund of Violation Deposit (RVD): 1. Certification that no violation of theatre rules and terms of lease were committed; 2. Prepare RVD Return Slip		Variable (<i>on-duty during set-up and rehearsal</i>) The following working day 30 minutes	



14. Collect RVD, if applicable	1. Submit a copy of the RVD Return Slip to the Treasury Division 2. Release of deposit by the Treasury Division		10 minutes	
--------------------------------	--	--	------------	--

END OF THE TRANSACTION



B.Audience Management (Ushering Services)

Office or Division	Front of House-Ushering
Classification	Simple
Type of Transaction	G2C
Who may avail	Theater patrons/audience
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Production & Exhibition Department	Front of House-Ushering

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Arrival of the theater patrons at the Lobby	-Check the auditorium -Open the house for accommodation		>15 minutes >30 minutes before the show starts	Ushering Staff
2.Present the ticket to the assigned Ushers and follow the given instructions/ directions	-Greet theater patron and check the ticket -Usher the theatre patrons to their designated seats		2 minutes	Ushering Staff
3. Watch the show	-Ensure the safety, welfare and convenience of theater patrons during the show -Ensure observance of Theater Rules and Regulations	Variable <i>(depends on the running time of the show)</i>	Variable <i>(depends on the running time of the show)</i>	Ushering Staff
4. Leave the theatre venue	Check the auditorium and send-off the theatre patrons		5 minutes	Ushering Staff

END OF THE TRANSACTION



C. Building Tour

Office or Division	Front of House- Ushering
Classification	Simple
Type of Transaction	G2C
Who may avail	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Production & Exhibition Department	Front of House-Ushering

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Send the Letter of Intent	-Check availability of the venue and coordinate with concerned departments	None	Variable	Building and Theater Tour Coordinator/
2.Pay the 50% down payment	-Pay the 50% Tour Fee Deposit directly or via bank deposit to the CCP's Landbank Account, immediately upon confirmation of the tour or at least four (4) working days prior to the schedule. Tour deposit shall serve as the final confirmation.	Variable	10 minutes	Building and Theater Tour Coordinator/ Treasury Division
3.Settle the balance of the Tour Fee before the tour begins	-Process payment and issue Official Receipt	Variable	10 minutes	Building and Theater Tour Coordinator/ Treasury Division
4. Actual Tour	Conduct the Building and Theater Tour: >Big Group Tour (museum, galleries, exhibit halls/spaces in the 5 levels of the building) >Focused Group Tour (museum, galleries, exhibit halls/spaces in the 5 levels of the building, theater/s, backstage area/s	Building and Theater Tour Checklists	1 hour and 30 – 45 minutes	CCP Ushering Staff

END OF THE TRANSACTION



D. Rental of Equipment (Public)

Office or Division	Production & Technical Services Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Theatre Practitioners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Production & Exhibition Department	Production & Technical Services Division

Client Steps	Agency Action	Fees to be Paid***	Processing Time	Person Responsible
1. Inquire about the availability of the equipment	-Provide information and brief details		12 minutes	Production & Technical Services Staff
2. Send Letter Request -Regular client -New client *	-Prepare Letter Agreement		5 minutes	Production & Technical Services Staff
3. Attend production meeting *	-Discuss the schedule and details of technical equipment and manpower complement/requirement		30 minutes	Production & Technical Services Staff
4. Pay and receive the Official Receipt	-Prepare Order of Payment -Issue Official Receipt		2 minutes	Treasury Division/Cashier's Office
5. Use of equipment	Set-up, operate and strike (ingress or egress) the equipment		Variable **	Theater Crew

END OF THE TRANSACTION

* Schedule a production meeting

** Depends on the duration of the event

*** Available upon request (including the checklist of equipment and rates)



II. CULTURAL CONTENT DEPARTMENT

- A. Reference Services: Accessibility to the Library Collection/Facilities/Services**
- B. Reference Services: Provision of Bibliographic Information**
- C. Audio-Visual Services: Dubbing of Audio-Video Tapes**
- D. Audio-Visual Services: Listening to Audio and Viewing of Video Tapes**
- E. Reproduction Services: Photocopying of Library Materials**
- F. Reproduction Services: Scanning of Photos, Negatives and Slides**



A. Reference Services: Accessibility to the Library Collection/Facilities/Services

Office or Division	Library and Archives Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Library Clientele consisting of artists, students, teachers, professionals & the general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cultural Content Department	Library and Archives Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Register in the CCP Library and Archives' guest book	Request the library user to register in the library guest book		1 minute	Security Personnel on-duty (library)
2.Surrender all baggage/ personal belongings at the security counter upon entering the library premises	Inform the library user about the library policy of surrendering his/her baggage/ personal belongings; only pen or pencil are allowed to be brought inside the library premises		1 minute	Production & Technical Services Staff
3.Request the librarian on the reference desk for assistance in availing of the library's services	Assist the library user in locating desired information/ materials on his/ her topic of research and study		Variable	Culture & Arts Officer III

END OF THE TRANSACTION



B. References Services: Provision of Bibliographic Information

Office or Division	Library and Archives Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Library Clientele consisting of artists, students, teachers, professionals and the general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cultural Content Department	Library and Archives Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Consult the CCP Library's Online Public Access Catalogue	Assist library users with the use of the CCP Library's Online Public Access Catalogue		3 minutes	Culture & Arts Officer III
2. Retrieve needed books from the shelves (open shelves system)	Assist library users in locating the books		2 minutes	Culture & Arts Officer III

END OF THE TRANSACTION



C. Audio-Visual Services: Dubbing of Audio-Video Tapes

Office or Division	Library and Archives Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Library Clientele consisting mostly of artists, students, teachers, professionals and the general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cultural Content Department	Library and Archives Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Consult the CCP Library's Online Public Access Catalogue for audio-visual materials	Assists library users in the use of CCP Library's Online Public Access Catalogue for audio-visual materials.		3 minutes	Culture & Arts Officer II Culture & Arts Assistant II
2.Accomplish Request Form No.002.	Issue Request Form No.002.		5 minutes	Culture & Arts Officer II Culture & Arts Assistant II
3.Secure the approval of the Library Director	Prepare requested materials for dubbing and issue Payment Form No.003 in four (4) copies		5 minutes	Culture & Arts Officer II Culture & Arts Assistant II
4. Pay the corresponding dubbing fee at the Cashier's Office	Issue official receipts		5 minutes	Treasury Division/ Cashier's Office
5.Provide the librarian one (1) copy of payment form and get dubbed audio-visual materials	Check the official receipts and release the requested dubbed audio-visual materials		3 minutes	Culture & Arts Officer II

END OF THE TRANSACTION



D. Audio-Visual Services: Listening to Audio and Viewing of Video Tapes

Office or Division	Library and Archives Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Library Clientele consisting mostly of artists, students, teachers, professionals and the general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cultural Content Department	Library and Archives Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Make necessary reservation prior to listening and viewing of audio-visual materials	Schedule the day and time of viewing listening		3 minutes	Culture & Arts Officer II Culture & Arts Assistant II
2. Consult the CCP Library's Online Public Access Catalogue for audio-visual materials	Assist library users on the use of CCP Library's Online Public Access Catalogue for audio-visual		5 minutes	Culture & Arts Officer II Culture & Arts Assistant II
3. Request for reservation of audio-visual materials and venue	Prepare the audio-visual materials and venue		5 minutes	Culture & Arts Officer II Culture & Arts Assistant II
4. Pay the corresponding listening/viewing fees and receive official receipt	Issue official receipts	Php 11.00 per tape/ material per person	1 minute	Treasury Division/ Cashier's Office

END OF THE TRANSACTION



E. Reproduction Services: Photocopying of Library Materials

Office or Division	Library and Archives Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Library Clientele consisting mostly of artists, students, teachers, professionals and the general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cultural Content Department	Library and Archives Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Identify and request the book or periodical to be reproduced	Check and verify if the requested book/ periodical can be duplicated in accordance with the copyright law. If applicable, secure necessary approval from the Library Director		2 minutes	Culture and Arts Officer III Library Director
2. Indicate the pages to be reproduced and request the photocopying machine operator to do the reproduction	Indicate the amount to be paid.	Php 1.75/ short Php 2.25/ long	Depending upon the number of pages to be reproduced.	Library Assistant
3. Register in the photocopying logbook and pay the corresponding photocopying charges	Issue Photocopying Form No.003 indicating the amount paid		3 minutes	Culture and Arts Officer III

END OF TRANSACTION



F. Reproduction Services: Scanning of Photos, Negatives and Slides

Office or Division	Library and Archives Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Library Clientele consisting mostly of artists, students, teachers, professionals and the general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cultural Content Department	Library and Archives Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request assistance from the audio-visual librarian for desired photos/ negatives/ slides	Provide photos/negatives/slides files.		5 minutes	Culture and Arts Officer II
2. Select the needed photos/negatives/slides and request for scanning.	Issue Request Form No.001.		10 minutes	Culture and Arts Assistant II
3. Accomplish the form and secure the approval of the Library Director	Scan the requested and approved photos/negatives/slides; and issue Order of Payment in four (4) copies.		10 minutes	Culture and Arts Assistant II
4. Pay the corresponding scanning/printing fees and receive official receipt	Issue official receipts.	SCANNING Students: Php 10.00 per material Non-students: Php 20.00 per material	1 minute	Treasury Division/ Cashier's Office
5. Provide the librarian one (1) copy of payment form and get photos/negatives/slides.	Check the official receipts and release the requested photos/negatives/slides.	PRINTING: Black and White: <i>For students:</i> P8.00 (text) P10.00 (text)	5 minutes	Culture and Arts Officer II



		<p>& image) <i>For non-student:</i> P10.00 (text) P12.00 (text & image) Colored: <i>For students:</i> P15.00 (text) P25.00 (text & image) <i>For non-students:</i> P20.00 (text) P30.00 (text & image)</p>		
--	--	---	--	--

END OF TRANSACTION





III. MARKETING DEPARTMENT

A. Selling of Tickets



A. Selling of Tickets

Office or Division	Sales and Promotion Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Clients who would like to purchase tickets to shows, productions and events
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marketing Department	Sales and Promotion Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inform Box Office staff on the title and date of event	Enter information on the ticketing system		5-10 minutes	Box Office Staff
2. Pay and receive the ticket	Receive payment and issue the ticket	Variable (<i>depends on the price</i>)	1 minute	Box Office Staff

END OF TRANSACTION



IV. ADMINISTRATIVE SERVICES DEPARTMENT

- A. Issuance of Authority for the Use Open Space for Special Events**
- B. Issuance of Permits for the Use of Recreational Spaces (Physical Fitness)**
- C. Issuance of Permits for the Use of Recreational Spaces (Basketball, Volleyball, Tennis, Badminton, Cricket)**
- D. Issuance of Permits for the Use of CCP Physical Facilities for Advertisement**
- E. Issuance of Contracts for the Use of Office Spaces (CCP Bay Terminal)**
- F. Issuance of Permits for the Use of Open Spaces**
- G. Venues of the National Arts Center (NAC), Los Baños, Laguna**



A. Issuance of Authority for the Use Open Space for Special Events

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Lessees and concessionaires, event organizers, film/TV outfits, walk-in clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a letter of intent/proposal	Acknowledge letter of intent/proposal Prepare cost estimate or income	Variable	5-minutes 10-minutes	Asset Management Division/ Concessions
2. Wait for the decision of CCP Management Committee	Discuss in Management Committee (MANCOM) if deemed necessary i.e. big events Send acceptance letter		Every other week	Management Committee (MANCOM)
3. Review and sign the contract	-Prepare Contract / Letter Agreement -Prepare Order of Payment and instruct client to proceed to the Cashier's Office		-30 minutes -5 minutes	Asset Management Division (AMD)
4. Submit Order of Payment, pay in full including Refundable Violation Deposit and receive the Official Receipt	Issue an Official Receipt	Variable	2 minutes	Treasury Division/ Cashier's Office
5. Actual use of the venue	-Inform the security of the activity/ event -Roving/Monitor the vicinity		-5 minutes -Variable	AMD /Security



6. Send request of Refundable Violation Deposit, if applicable	Prepare the following documents relative to the Refund of Violation Deposit: -Submit a Report of Activity/Event if the terms and conditions on lease of space were followed/ observed -Prepare Disbursement Voucher		10 minutes	Asset Management Division Security Personnel
7. Collect Refundable Violation Deposit	Release check of Refundable Violation Deposit	Check	1 minute	Treasury Division/ Cashier's Office

END OF TRANSACTION



B. Issuance of Permits for the Use of Recreational Spaces – (Physical Fitness)

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Lessees and concessionaires, event organizers, film/TV outfits, walk-in clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Send letter of request to use the CCP facility	-Acknowledge request and check the availability of the facility on the client's desired schedule	Variable	2 minutes	Asset Management Division
2.Review and sign Letter Agreement	-Prepare Letter Agreement -Prepare Order of Payment and instruct client to proceed to the Cashier's Office		-15 minutes - 5 minutes	Asset Management Division
3.Submit Order of Payment, pay in full and receive the Official Receipt	-Issue an Official Receipt	Variable	1 minute	Treasury Division/ Cashier's Office
4.Present copy of Letter Agreement and Official Receipt to the Guard on Duty and utilize the facility	-Check Letter Agreement, Official Receipt and allow client to use the facility -Roving/Monitor the activity		Variable	Security Guard on Duty

END OF TRANSACTION



C. Issuance of Permits for the Use of Recreational Spaces - Basketball, Volleyball, Tennis, Badminton, Cricket

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Lessees and concessionaires, event organizers, film/TV outfits, walk-in clients, general public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Notify the Concessions Division of one's intent to use the CCP facility	-Check the availability of the facility on the client's desired schedule -Prepare Court Reservation and Permit Slip and Order of Payment and instruct client to proceed to the Cashier's Office		-2 minutes -5 minutes	Asset Management Division
2. Submit Court Reservation and Permit Slip and Order of Payment, pay in full and receive the Official Receipt	-Fill up the Court Reservation and Permit Slip of the amount paid and number and date of Official Receipt -Return the Court Reservation and Permit Slip and issue the Official Receipt to the client		2 minutes	Treasury Division/ Cashier's Office
3. Present copy of Official Receipt and submit a copy of Court Reservation and Permit Slip to the Guard on Duty and utilize the facility	-Check Official Receipt and get a copy of Court Reservation and Permit Slip and allow client to use the facility -Monitor the activity		Variable	Security Guard on Duty

END OF TRANSACTION



D. Issuance of Permits for the Use of CCP Physical Facilities for Advertisement

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Lessees and concessionaires, event organizers, film/TV outfits, walk-in clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a letter of intent/ proposal	-Acknowledge letter of intent/proposal -Prepare cost estimate	Variable	- 2 minutes -10 minutes	Asset Management Division
2. Review and sign the contract	-Prepare Contract / Letter Agreement -Prepare Order of Payment and instruct client to proceed to the Cashier's Office		-15 minutes -5 minutes	Asset Management Division
3. Submit Order of Payment, pay in full including Refundable Violation Deposit and receive the Official Receipt	-Issue an Official Receipt		1 minute	Treasury Division/ Cashier's Office
4. Actual use of the venue	-Inform the authorized staff for the use of facility	Inform the authorized staff for the use of facility	Variable	Outdoor Janitorial Personnel
5. Send request of Refundable Violation Deposit, if applicable	-Prepare Disbursement Voucher		10 minutes	Treasury Division/ Cashier's Office
6. Collect Refundable Violation Deposit	-Release check of Refundable Violation Deposit		1 minute	Treasury Division/ Cashier's Office

END OF TRANSACTION



E. Issuance of Contracts for the Use of Office Spaces – CCP Bay Terminal

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client/s who want to use Office Spaces at CCP Bay Terminal
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a letter of intent/ proposal	-Acknowledge letter of intent/proposal -Prepare cost estimate		2 minutes 10 minutes	Asset Management Division
2. Review and sign the contract	-Prepare Contract / Letter Agreement -Prepare Order of Payment for Advance Rental -Give a copy of Contract to Credit and Collection		30 minutes 5 minutes	Asset Management Division
3. Submit Order of Payment, pay Advance Rental and receive the Official Receipt	-Issue an Official Receipt	Variable	1 minute	Treasury Division/ Cashier's Office
4. Utilize the facility	-Monitor the use of facility		Variable	Asset Management Division
5. Pay monthly rental and receive the Official Receipt	-Prepare Monthly Billing Statement as per Contract of Lease -Issue an Official Receipt		-5 minutes -1 minute	Credit & Collection/ Cashier's Office

END OF TRANSACTION



F. Issuance of Permits for the Use of Open Spaces – Shooting, Fun Run, Motorcade, Fireworks Display, Etc.

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Lessees and concessionaires, event organizers, film/TV outfits, walk-in clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send letter of intent/proposal	-Acknowledge letter of intent/proposal -Prepare cost/ income estimate	Variable	-2 minutes -10 minutes	Asset Management Division
2. Review and sign the contract	-Prepare Contract / Letter Agreement -Prepare Order of Payment and instruct client to proceed to the Cashier's Office		-15 minutes -5 minutes	Asset Management Division
3. Submit Order of Payment, pay in full including Refundable Violation Deposit and receive the Official Receipt	-Issue an Official Receipt		1 minute	Treasury Division/ Cashier's Office
4. Actual use of the venue	-Inform the security of the activity/ event -Roving/Monitor the vicinity		Variable	Asset Management Division / Security Personnel
5. Send request of Refundable Violation Deposit, if applicable	Prepare the following documents relative to the Refund of Violation Deposit: <ul style="list-style-type: none"> • Submit a Report of Activity/Event if the terms and conditions on 		5 minutes	Security Personnel Asset Management Division



	lease of space were followed/ observed <ul style="list-style-type: none">• Prepare Disbursement Voucher			
6. Collect Refundable Violation Deposit	-Release check of Refundable Violation Deposit		1 minute	Treasury Division/ Cashier's Office

END OF TRANSACTION



G. Venues at the National Arts Center (NAC), Los Baños, Laguna

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Clients who would like to rent NAC venues and facilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Services Department	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Check the availability and rental of the NAC facilities	-Coordinate with NAC Office on the availability of the venue before accepting booking & vice versa -Once available, require client/lessee to submit Letter of Intent		1 hour	Asset Management Division (AMD) staff/ NAC Administrator
2. Submit Letter of Intent	-Compute the total charges and notify client about the full payment required -Prepare Letter Agreement		-1 hour -1 hour	Asset Management Division staff NAC Administrator
3. -Receive and sign the Letter Agreement - Pay rental fees and charges to Cashier's Office	-Prepare Order of Payment -Record in the NAC Booking Calendar		20 minutes	Asset Management Division staff NAC Administrator Treasury Division/ Cashier's Office
4. Actual use of the venue(s)	-Assist in the needs of the client		Variable (depending on the no. of days requested)	NAC Staff
5. Request for refund of RVD (if not forfeited due to violations)	-Prepare Disbursement Voucher to process the refund (if no violations)		3 weeks processing time	NAC Administrator



committed or damages incurred)	/damages committed/incurred)		(from submission of request to refund)	
6.Claim RVD	Release of payment by the Treasury Division/ Cashier's Office		5 minutes	Cashier's Office

END OF TRANSACTION



INTERNAL SERVICES

V. HUMAN RESOURCE AND MANAGEMENT DEPARTMENT

A. Processing of Certificate of Employment

B. Request for Service Record

C. Request for Philhealth Certificate

D. Processing of Pag-Ibig Loan

E. Processing of GSIS Loan

F. Processing of Certificate of Clearance



A. Processing of Certificate of Employment:

Office or Division	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
Classification:	Simple
Type of Transaction	G2C
Who may avail	Retired/Resigned/Incumbent Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Human Resource Management Department	Human Resource Services Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>Fill-up the request form and check the particular document/s you wish to request.</p> <p>Submit to the frontline desk officer.</p> <p>Wait for 5 minutes for instructions.</p>	<p>*Identify the requesting party.</p> <p>*Search from the data base if the name of employee is active.</p> <p>* If the record still active, proceed to the updating and printing of certification</p> <p>* Endorsement to the Division Chief for review and initials, if no corrections, proceed to the Department Manager for final signature</p> <p>* Advise the requesting party for the release of the document</p> <p>* if the requesting party is not available, authorization must be secured before releasing the document.</p> <p>* If the requesting party</p>	None	2-3 working days	<p>Senior Clerk</p> <p>Division Chief</p> <p>Department Manager</p>



	is retired/resigned. Records are not included in active pool * Records will be checked and search in the stockroom where the inactive records are filed.			
Office or Division		HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department	Senior Clerk	
	* If located, encoding of data 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 is ready for release * If not available, authorization letter signed by the requesting party must be secured.	None	3-4 Working days	Division Chief Department Manager

END OF TRANSACTION

B. Request for Service Record



Classification:	Simple
Type of Transaction	G2C
Who may avail	Retired/Resigned/Incumbent Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Human Resource Management Department	Human Resource Services Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>Fill-up the request form and check the particular document/s you wish to request.</p> <p>Submit to the frontline desk officer.</p> <p>Wait for 5 minutes for instructions.</p>	<p>*Identify the requesting party.</p> <p>*Search from the data base if the name of employee is active.</p> <p>* If the record still active, proceed to the updating and printing of Service Record</p> <p>* Endorsement to the Division Chief for review and initials, if no corrections, proceed to the Department Manager for final signature</p> <p>* Advise the requesting party for the release of the document</p> <p>* if the requesting party is not available, authorization must be secured before releasing the document.</p> <p>* If the requesting party</p>	None	2-3 working days	<p>Senior Clerk</p> <p>Division Chief</p> <p>Department Manager</p>



	<p>is retired/resigned. Records are not included in active pool * Records will be checked and search 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 is ready for release * If not available, authorization letter signed by the requesting party must be secured.</p>	None	3-5 working days	Senior Clerk Division Chief Department Manager

END OF TRANSACTION

C. Request for Philhealth Certificate



Office or Division		HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department		
Classification:		Simple		
Type of Transaction		G2C		
Who may avail		Retired/Resigned/Incumbent Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Human Resource Management Department		Human Resource Services Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>Fill-up the request form and check the particular document/s you wish to request.</p> <p>Submit to the frontline desk officer.</p> <p>Wait for 5 minutes for instructions.</p>	<p>*Identify the requesting party.</p> <p>*Search from the data base if the name of employee is active.</p> <p>* If the record still active, proceed to the updating and printing of Philhealth Certificate</p> <p>* Endorsement to the Division Chief for review and signature,</p> <p>* Advise the requesting party for the release of the document</p> <p>* if the requesting party is not available, authorization must be secured before releasing the document.</p>	None	1 day	<p>Senior Clerk</p> <p>Division Chief</p>

END OF TRANSACTION



D. Processing of Pag-Ibig Loan

Office or Division	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
Classification:	Simple
Type of Transaction	G2C
Who may avail	Incumbent Employees (Regular and Casual)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Human Resource Management Department	Human Resource Services Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>Fill-up the request form and check the particular document/s you wish to request.</p> <p>Submit to the frontline desk officer.</p> <p>Wait for 5 minutes for instructions.</p>	<p>*Check if the Application for Loan is properly filled-up and with corresponding attachments such as : Photo copy of Company ID and LBP ATM Card .</p> <p>* Check and validate the data base as to the contribution and premium as per remittance.</p> <p>* Validated the record and assess the remaining loan if applicable.</p> <p>* If qualified, proceed to the signatory.</p> <p>* Submit to the Division Chief for approval.</p> <p>* If approved, advise the requesting party for the release of the document.</p> <p>* personal appearance is required. No authorization is allowed.</p>	None	Within the day	Senior Clerk Division Chief

END OF TRANSACTION



E. Processing of GSIS Loan

Office of Division	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
Classification:	Simple
Type of Transaction	G2C
Who may avail	Incumbent Employees (Regular and Casual)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Human Resource Management Department	Human Resource Services Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
*Bring GSIS UMID card *Go to the GSIS kiosk office and file a loan such as: 1. Consoloan/MPL 2. F) Policy Loans 3. And other loans *Follow the instructions and proceed to the next steps as stated in the monitor. *If loan has been approved. Proceed to the CCP HRSD or you may call thru the landline.	*Advise the HRSD staff regarding the approved filed loan. *Wait for the approval of the Approving Administrative Officer (AAO) *Once Approved, the requesting party will be advised.	None	2-3 days depending on the advise of GSIS Main Office	HRMO III Division Chief
	END OF TRANSACTION			



Classification:	Simple
Type of Transaction	G2C
Who may avail	Retired/Resigned/Incumbent Employees (Regular, Casual, Contract-of-service , Project hire
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Human Resource Management Department	Human Resource Services Division

F. Processing of the Certificate of Clearance

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>Approach the window located at the Timekeeping Section</p> <p>Ask for a copy of blank Certificate of Clearance</p> <p>Wait for 2 minutes for instructions.</p> <p>Accomplish form with the necessary data.</p>	<p>*Fill-up the clearance and state the reason of leaving</p> <p>*Have it signed by the Immediate Supervisors/Department Manager for Recommending Approval</p> <p>*Route the clearance according to the sequence and requirements/compliance of each department</p> <p>*After completing the certificate, proceed to the HRSD and surrender the Identification Card issued during her or his tenure.</p> <p>*if lost, secure and submit the Notarized Affidavit of Lost together with the clearance.</p> <p>*If completely submitted, proceed to next step.</p>	None	2-3 working days	<p>Senior Clerk</p> <p>Division Chief</p> <p>Department Manager</p>



VI. FEEDBACK AND COMPLAINT MECHANISMS

We value your Comments/Suggestions.

As the premiere institution of arts and culture in the Philippines, we are committed to serve the general public with outmost efficiency and effectiveness.

Please let us know your over-all experience and what you think about the quality of our service.

How to send a feedback?	Answer the client feedback form located at the designated drop boxes at the Little Theater Entrance, Booking Unit of the Venue Operations Division, Library and Archives Division, Artists' Entrance and at the Finance and Administration Building (L.A.) Building. An Audience Survey Link is also available at CCP website: https://systems.culturalcenter.gov.ph/survey-audience/ Contact: Corporate Planning Office at 832-1125 loc. 1127
How feedback is processed?	Every Friday, the Corplan Officer opens the drop boxes and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within five(5) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file complaints?	Answer the client Feedback and Complaint Form and drop to the designated boxes located at CCP entrances. The Complaints officer will forward to relevant offices/ responsible staff who is required to answer within five (5) days of the receipt of the feedback. Complaints can also be filed via telephone or audience survey. Make sure to provide the following information: -Name of Person who file the complaint and contact number; - Name of person being complained -Incident – Evidence



	For inquiries and follow-ups, clients may contact the following telephone number: 832-1125 loc. 1127
How complaints are processed?	<p>The Corplan or Complaints Officer opens the complaints drop box on a weekly basis and evaluates each complaint.</p> <p>Upon evaluation, the Corplan/Complaints Officer shall start the investigation and forward the complaint to the relevant office for proper action.</p> <p>The Corplan/Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 832-1125 loc. 1127</p>
Contact Information of CCP	832-1125- 39 loc. 1116/1127

Thank you for patronizing the products and services of our Center.

Help us sustain and continually improve the “CCP brand of public service.”

VII. LIST OF OFFICES



Office	Address	Contact Information
Office of the President	3 rd floor, Executive Office, CCP Main Building	<ul style="list-style-type: none"> • 8834-0468
Office of the Vice President for Administration	L.A. Building, CCP Complex	<ul style="list-style-type: none"> • 8551-3737
Office of the Artistic Director	3 rd floor, Executive Office CCP Main Building	<ul style="list-style-type: none"> • 8832-1125 loc. 1121 – 1122
Corporate Affairs Department <ul style="list-style-type: none"> ○ Corporate Communications Division ○ Management Services Division 	3 rd floor, Executive Office CCP Main Building	<ul style="list-style-type: none"> • 8832-1125 loc. 1115/1129 • 8832-1125 loc. 1118/1116/1127
Internal Audit Department	Lower Basement CCP Main Building	<ul style="list-style-type: none"> • 8832-3876
Marketing Department Office of the Marketing Director <ul style="list-style-type: none"> ○ Market Development Division ○ Sales and Promotions Division ○ Creative Services Unit ○ Box Office 	3 rd floor, Executive Office CCP Main Building [Upper Basement, CCP]	<ul style="list-style-type: none"> • 8832-1125 loc. 1800/1807 • 8832-1125 loc. 1801/1808 • 8832-1125 loc. 1405/1803 • 8832-1125 loc. 1802 • 8832-3704
Arts Education Department	4 th floor, CCP Main Building	<ul style="list-style-type: none"> • 8833-0267
Cultural Exchange Department	4 th floor, CCP Main Building	<ul style="list-style-type: none"> • 883-3674



<p>Production and Exhibition Department</p> <ul style="list-style-type: none"> ○ Booking Office ○ Performing Arts Division ○ Visual Arts and Design Division ○ Film Broadcast and New Media Division ○ Technical Services Division ○ Costume ○ Scenery 	<p>2nd floor, CCP Main Building</p> <p>Upper Basement, CCP Main Building</p> <p>{4th floor, CCP Main Building}</p> <p>2nd floor, CCP Main Building</p> <p>[Production & Design Building, CCP Complex]</p>	<ul style="list-style-type: none"> • 8833-2125 or 8832-1125 loc. 1400/1402 • 8832-1125 loc. 1404 • 88322314 • 8823702 • 88325094 • 8832-1125 loc. 1414/1415
--	---	---

<p>Cultural Content Department</p> <ul style="list-style-type: none"> ○ Library & Archives Division ○ Cultural Research & Dev. Division ○ Intertextual Division 	<p>3rd floor, CCP Main Building</p> <p>Upper Basement, CCP Main Building</p> <p>4th floor, CCP Main Building</p>	<ul style="list-style-type: none"> • 8832-1125 local 1153 • 8832-1125 loc. 1511/1500 • 8832-1125 loc. 1706
---	--	---



Administrative Services Department <ul style="list-style-type: none">○ General Services Division○ Maintenance & Engineering Svcs. Div.○ Property and Supply Division○ Asset Management Division	L.A. Building, CCP Complex	<ul style="list-style-type: none">• 8832-3677/8551-0323• 8832-5117• 8832-5117• 8551-0039• 8832-3659
Financial Services Department	L.A. Building, CCP Complex	<ul style="list-style-type: none">• 8832-3708
Human Resource Management Department <ul style="list-style-type: none">• Department Manager• Human Resource Services Division• Training and Development Division	Upper Basement, CCP Main Building	<ul style="list-style-type: none">• 8832-1125 loc. 19078832-1125 loc.1900/1901/1906/1908▪ 8832-1125loc.1904/1905/1909