



Cultural Center of the Philippines

CITIZEN'S CHARTER



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2024
(1st Edition)





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 publics 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:

- 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



LIST OF SERVICES

PRODUCTION AND EXHIBITION DEPARTMENT	5
External/Internal Services	5
A. Coordination for the Rental of Theater Venues	6
B. Audience Management (Ushering Services)	10
C. Building Tour	11
D. Rental of Equipment	14
E. Rental of Costumes	17
F. Rental of Production Design Center's Facilities	20
MARKETING DEPARTMENT	22
External Services/Internal Services.....	22
A. Selling of Tickets.....	23
ADMINISTRATIVE SERVICES DEPARTMENT	24
External/Internal Services	24
A. Use of CCP Open Space as a venue of Events, Commercial/Film Shooting, Fun Run, Pass Through and Physical Fitness	25
B. Use of Recreational Spaces – Basketball Court and Cricket	30
C. Use of CCP Lamppost Banner for Advertisement	32
D. Lease of CCP Available Properties.....	36
E. Use of CCP Facilities- National Arts Center (NAC) Executive House, CCP Bay Terminal Lounge Area and Helipad Landing	41
ADMINISTRATIVE SERVICES DEPARTMENT.....	46
Internal Services.....	46
A. Installation of Event Banners and Billboards.....	47
B. Provision of Transport Services	50
C. Setup of Venues and Manpower Assistance for Events.....	53
D. Submission of Documents for Safekeeping and Issuance of Certified True Copies	56
E. Serial Numbering of Issuances and Distribution of Copies	58
F. Shipping/Mailing Out of Documents/Parcels	60
HUMAN RESOURCE AND.....	62



MANAGEMENT DEPARTMENT	62
External/Internal Services	62
A. Processing of Certificate of Employment	63
B. Request for Service Record.....	65
C. Request for Philhealth Certificate	67
HUMAN RESOURCE AND.....	68
MANAGEMENT DEPARTMENT	68
Internal Services	68
A. Processing of Pag-IBIG Loan	69
B. Processing of GSIS Loan	71
C. Processing of the Certificate of Clearance	72
Feedback and Complaint Mechanisms	73
List of Offices	75



PRODUCTION AND EXHIBITION DEPARTMENT
External/Internal Services



A. Coordination for the Rental 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. The venues are Tanghalang Nicanor Abelardo (TNA), Tanghalang Aurelio Tolentino (TAT), Tanghalang Huseng Batute (THB), Tanghalang Manuel Conde (TMC), Bulwagang Amado Hernandez (BAH), Bulwagang Francisca Reyes Aquino (BFRA), TNA Lobby, Bulwagang Carlos Francisco (BCF) and Tanghalang Ignacio Gimenez(TIG).

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
<p>a. Pre-Production Meeting Requirements:</p> <ul style="list-style-type: none"> • 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) <p>b. Production Meeting Requirements:</p> <ul style="list-style-type: none"> • Complete set-design (1 photocopy) • Complete lighting layout (1 photocopy) • Sound equipment lay-out, when applicable (1 photocopy) • Technical Riders, when applicable (1 photocopy) • Complete casts and staff list (1 photocopy) 	<p>To be submitted by clients to:</p> <p>CCP Annex/Production and Exhibition Department/Venue Operations Division – Booking Office</p>



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire about the availability of the venue	<ul style="list-style-type: none"> - Check the availability of the venue. If available, discuss the booking procedure and require the client to submit a Letter of Intent 	None	20 minutes	Booking Officer – Venue Operations Division (VOD)
2. Submit a Letter of Intent <i>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.</i>	<ul style="list-style-type: none"> - Prepare a reply letter regarding the details/ requirements and schedule of the pre-production meeting - Set the schedule of the pre-production meeting. 	None	4 days	Booking Officer – VOD
3. Attend the pre-production meeting and discuss the description of the show including the proposed program, sequence treatment, and set design plans which include scale plans, section elevation, and other details.	<ul style="list-style-type: none"> - Assess the technical feasibility of the show. If technically feasible, prepare a recommendation to the Booking and Discounts Committee (BDC). 	None	1 hour	Booking Officer – VOD Technical Assistant – Production Design and Technical Services Division (PDTSD)



<p>4. Wait for the schedule of the BDC meeting</p>	<p>- The BDC deliberates on the booking request. (Approval/ Disapproval of the request).</p>	<p>None</p>	<p>Variable (The BDC meets every first Tuesday of the month). 2-3 weeks</p>	<p>Booking Officer – VOD</p>
<p>5. Await the result of the deliberation</p>	<p>- 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.</p>	<p>TNA Php20,000.00 / show</p> <p>TAT Php15,000.00 / show</p> <p>TIG P15,000.00 / show</p> <p>THB Php10,000.00 / show</p> <p>BAH/BUL FRA Php10,000.00 / show</p> <p>TNA LOBBY Php10,000.00 / show</p> <p>BCF Php5,000.00 / show</p> <p>TMC Php11,200.00 / per 4 hours</p>	<p>1 hour</p>	<p>Booking Officer – VOD</p>



<p>6. Receive a letter on the result of deliberation and pay for the reservation deposit.</p>	<ul style="list-style-type: none"> - Reflect the approved bookings in the Theater Booking Calendar. - Prepare Theater Lease Contract. 	<p>Refer to Step No. 5 for Reservation Deposit per venue</p>	<p>3 days</p>	<p>Booking Officer- VOD</p>
<p>7. Await the Receipt of the Lease Contract, notarize and return it to CCP after signing.</p>	<ul style="list-style-type: none"> - Receive the notarized Theater Lease Contract and distribute a copy of the Contract to the client, Central Records, Ticket Office, and COA 	<p>None</p>	<p>2 days</p>	<p>Booking Officer – VOD</p>
<p>8. Pay 50% of the contract price to the Cashier's Office / Treasury Division</p>	<ul style="list-style-type: none"> - Process payment and issue Official Receipt (OR) 	<p>Depends on the venue requirements:</p> <p>Estimated Total Contract Price per venue:</p> <p>TNA Regular Complement: Weekday – Php241,600.00 per show Weekend – Php249,200.00</p>	<p>30 minutes</p>	<p>Booking Officer- VOD</p>



		<p>Full Comple ment: Weekday – Php408, 700.00 Weekend – Php423, 700.00 TAT Regular Comple ment: Weekday – Php97,3 00.00 per show Weekend – Php101, 700.00 per show</p> <p>Full Comple ment: Weekday – Php158, 900.00 per show Weekend – Php166, 700.00 per show</p> <p>TIG Weekday – Php170, 000.00 per show</p>		
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		Weekend – Php180, 000.00 per show THB Weekday – 60,000.0 0 per show Weekend – Php65,0 00.00 per show BAH/BU LFRA Weekday – Php56,3 00.00 per show Weekend – 58,000.0 0 per show TNA LOBBY Weekday – Php181, 000.00 per show Weekend – Php189, 000.00 BCF Weekday –		
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		Php40,600.00 per show Weekend – Php42,800.00 per show TMC Refer to Step No.5		
9. 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	Booking Officer- VOD
10. Wait for the schedule of the production meeting	- Set a production meeting 2 weeks before the scheduled event	None	1 hour	Front-of House Manager - VOD Technical Assistant - PDTSD
11. Attend the production meeting	- Discuss the details of the production	None	45 minutes to 2 hours	VOD, PDTSD, Marketing Department, Asset Management Division, Housekeeping, Engineering, Security



<p>12. Pays 50% balance to the Cashier including the Refundable Violation Deposit (RVD)</p>	<p>- Process payment and issue corresponding OR - RVD must be paid separately based on the following options:</p> <p>a. Post-dated check (3 working days after the show). Refund of RVD is 3 working days after the show.</p> <p>b. Cash or dated check, refund of RVD is 3-4 working weeks.</p>	<p>Variable (depends on the venue requirements, refer to step no. 8 for estimated Total Contract Price)</p> <p>RVD PER VENUE:</p> <p>TNA Php20,000.00 / show</p> <p>TAT Php15,000.00 / show</p> <p>TIG P15,000.00 / show</p> <p>THB Php10,000.00 / show</p> <p>BAH/BULFRA Php10,000.00 / per show</p> <p>TNA LOBBY Php10,000.00 / show</p>	<p>5 minutes (Must be paid at least 10 days before the event)</p>	<p>Booking Officer – VOD Treasury Division – Cashier’s Office</p>
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		BCF Php5,000.00 / show		
		TMC Php2,000.00 / per show		
13. Actual use of the venue	<ul style="list-style-type: none"> - Assist in the technical needs of the client. - 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): <ul style="list-style-type: none"> a. Certification that no violation of theatre rules and terms of the lease was committed; b. Prepare RVD Return Slip 	None	Following the no. of hours as indicated in the Lease Contract The following working day after the performance/show: 30 minutes	VOD PDTSD



14. 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	VOD Treasury Division
	TOTAL:	Refer to Step 8 for the contract price per venue	Before the event: 30 days, 6 hours, 25 mins. Actual event: depends on the contract agreement Post event: 40 mins.	
Coordination for the Rental of Theater Venues qualified for multi-stage processing.				

END OF THE TRANSACTION



B. Audience Management (Ushering Services)

Provide ushering services to ensure the safety, welfare, and convenience of the audience/guests attending performances and events at the CCP.

Office or Division	Venue Operations Division-Front-of-House Section
Classification	Simple
Type of Transaction	G2C- Government to Citizen G2B- Government to Business G2G- Government to Government
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ticket	CCP Box Office/ Ticket world Online Purchase (https://premier.ticketworld.com.ph/)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Before the arrival of audience/ guests	-Check the auditorium	None	15 minutes	Ushering Staff
2. Arrival of audience/ guests at the Lobby	-Open the house for accommodation 30 minutes before the show starts	None	2 minutes	Ushering Staff
3. Present the Ticket to the Assigned Ushers and follow the given instructions/ directions	-Greet the audience/guests and check their ticket -Usher the audience/guests to their designated seats	None	2 minutes	Ushering Staff
4. Watch the show	-Ensure the safety, welfare, and convenience of the audience/guests during the show -Ensure observance of Theater Rules and Regulations	None	Variable (<i>Depends on the running time of the show</i>)	Ushering Staff
5. Leave the theatre venue	Check the auditorium and send off the audience/guests	None	5 minutes	Ushering Staff
TOTAL		None	Variable (Depends on the running time of the show)	

END OF THE TRANSACTION



C. Building Tour

The CCP Building and Theater Tour offers visitors a chance to explore various galleries, performance venues, and other facilities.

Office or Division	Venue Operations Division - Front of House Unit
Classification	Simple
Type of Transaction	G2C- Government to Citizen G2B- Government to Business G2G- Government to Government
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent indicating the date of the tour, no, and profile of tour participants.	To be submitted by clients to: CCP Annex/Production and Exhibition Department/Venue Operations Division – Booking Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send the Letter of Intent	-Check the availability of the venue and coordinate with the concerned departments - Confirm the schedule of the tour via email or call the clients and give instructions on how to pay	None	1 day	Building and Theater Tour Coordinator/
2. Pay the 50% down payment	-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, immediately upon confirmation of the tour or at least four (4) working days before the schedule. The tour deposit shall serve as the final	Variable (depends on the tour package and number of visitors): Big Group Tour – Minimum of 30 participants Tour Fee- P200/Visitor Free two (2) teachers/coord	20 minutes	Building and Theater Tour Coordinator/ Treasury Division



	confirmation.	inator per fifty (50) participants Focused Group Tour – Minimum of		
		10 participants Tour Fee – P300/visitor 50% off per students Prices are inclusive of 12% VAT		
3. Settle the balance of the Tour Fee before the tour begins	- Process payment and issue Official Receipt	Variable (depends on the tour package and number of visitors refer to step 2)	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	None	Big Group Tour- 1 hour. 15 mins Focuse d Group Tour – 1 hour, 45 mins	Tour Guide
Total		Variable (depends on the tour package and number of visitors refer to	Big Group Tour – 1 day, 1 hour, 45 mins	



	step 2)	Focused Group Tour – 1 day, 2 hours, 15 mins	
CCP Building and Theater Tour services qualified for multi-stage processing.			

END OF THE TRANSACTION



D. Rental of Equipment

CCP's Production and Technical Services Division offers rental equipment services to the public. The procedure shall serve as 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
Who may avail	All, Theatre Practitioners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum/Letter of Request	Production Design & Technical Services Division – Annex Building – Technical Office

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	N/A	12 minutes	Technical Services Staff
2. Send Letter Request -Regular client -New client *	Prepare Letter Agreement	Refer to rental rates	5 minutes	Technical Services Staff
3. Attend production meeting *	Discuss the schedule and details of technical equipment and manpower complement/requirement	N/A	30 minutes	Technical Services Staff
4. Pay and receive the Official Receipt	Prepare Order of Payment 1.1. Issue Official Receipt	N/A	2 minutes	Treasury Division/Cashier's Office
5. Use of equipment	Set-up, operate and strike (ingress or egress) the equipment	N/A	Variable *	Theater Crew



- * Schedule a production meeting
- ** Depends on the duration of the event
- *** Available upon request (including the checklist of equipment and 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)		
Upright	15	6,000.00
		720.00



3/4 Grand	11,000.00	1,320.00
Full Grand	14,000.00	1,680.00
Smoke Machine (Per unit/Day)	750.00	90.00
Black Chrome Chair (Per unit/Day)	30.00	3.60



E. Rental of Costumes

CCP's Production and Technical Services Division offers rental of costumes 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	Simple
Type of Transaction	G2C
Who may avail	All; Theatre Practitioners
Schedule	Tuesday – Friday / 9:00 AM – 4:00 PM
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request – PDTSD Form 06	Production Design & Technical Services Division – Production Design Center (Costume Shop)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire about the availability of the costumes	1. Provide information and brief details 2. Assist the client in fitting the costume	N/A	Variable	Production Design Staff
2. Send Letter Request or fill-out the request form (PDTSD Form 06) and Costumer Feedback Form (PDTSD Form 08) and Client Satisfaction Measure (CSM)	1. Prepare Borrower's Form (PDTSD Form 2)	Refer to rental rates below	10 minutes	Production Design Staff
3. Pay and receive the Official Receipt	1. Issue Official Receipt and/or Acknowledgement receipt (Form 07)	N/A	2 minutes	Treasury Division/ Cashier's Office



4. Use of costume	1. Prepare PDC Gate Pass (PDTSD Form 03) 2. Release of costume	N/A	2 minutes	Production Design Staff
5. Return of costume	- Prepare and cleared the Costume Return Slip (PDTSD Form 05) If applicable, less the losses/ penalties/ violations for costume	N/A	3 minutes	Production Design Staff
	-I-Process the Refundable Violation Deposit	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.	8-12 days (CCP working days)	Processing Section

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 International Use (rate is 3x 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



F. Rental of Production Design Center's Facilities

Office or Division	Production Design & Technical Services Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Theatre Practitioners, General Public
Schedule	Tuesday – Friday / 9:00 AM – 4:00 PM
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request – PDTSD Form 06	Production Design & Technical Services Division – Production Design Center (Costume Shop)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire about the availability of the PDC facilities	- Provide information and brief details	Not Applicable	Variable	Production Design Staff
2. Send Letter Request or fill-out the request form (PDTSD Form 06) and Costumer Feedback Form (PDTSD Form 08) and Client Satisfaction Measure (CSM)	- Prepare Booking Confirmation Form (PDTSD Form 01) and Order of Payment	Refer to rental rates below	10 minutes	Production Design Staff
3. Pay and receive the Official Receipt	-Issue Official Receipt	Not Applicable	2 minutes	Treasury Division/Cashier's Office
4. Use of PDC facilities	-Building Guard-on-Duty checks completeness of the request.	Not Applicable	3 minutes	Security Guard-on-duty / General Services Division

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	
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

END OF THE TRANSACTION



MARKETING DEPARTMENT
External Services/Internal Services



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/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.		3-5 minutes	Box Office Staff
2. Confirm the seat/s and the number of tickets to be bought.	Transact and print the tickets		2 minutes for single transaction ; 5 minutes for multiple transactions.	Box Office Staff
3. Pay and receive the ticket/s.	Receive payment and issue the ticket/s.	Variable <i>(Depends on the mode of payment Cash/Credit Card or Debit Card)</i>	1 minute (Cash transaction) ; 3 minutes (Card transaction)	Box Office Staff

END OF TRANSACTION



ADMINISTRATIVE SERVICES DEPARTMENT
External/Internal Services



A. Use of CCP Open Space as a venue of Events, Commercial/Film Shooting, Fun Run, Pass Through and Physical Fitness

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

Office or Division	Asset Management Division (AMD)
Classification	Simple
Type of Transaction	G2C; G2B
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>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:</p> <p>Events:</p> <ol style="list-style-type: none"> 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 <p>Commercial/Film Shooting:</p> <ol style="list-style-type: none"> 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 <p>Fun Run and Pass Through:</p> <ol style="list-style-type: none"> 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 <p>Physical Fitness:</p> <ol style="list-style-type: none"> 1. Photocopy of valid government issued ID 	<p>Requesting Party (RP)</p>



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a formal letter of intent/proposal complete with detailed information to AMD Office or through electronic email	.1 Acknowledge the letter of intent/proposal.	None	2 minutes	AMD – Junior Clerk III
	.2 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.	None	20 minutes	AMD – Junior Clerk III
	.3 Approval/Disapproval of the Request letter.	None	2 Days	OP/OVP/ASD DM
	1.4 AMD Staff notifies the RP on the approval /Disapproval of its request.	None	1 Day	AMD Staff
	Approved: Meeting with RP to discuss its proposal.			
	1.5 Drafting of Letter of Agreement	None	30 minutes	AMD – Marketing Specialist II
	1.6 Initial review of the draft agreement	None	15 minutes	AMD - Division Chief III
	1.7 Forwards the Draft Letter of Agreement to Legal Office for final review.	None	30 minutes	AMD – Junior Clerk III
	1.8 Final Review of the Draft Letter of Agreement	None	3 Days	Head of Legal Office
1.9 Transmits the reviewed Agreement	None	30 minutes	Legal – Junior Clerk III	



	back to AMD 1.10 Finalization of Letter Agreement 1.11 Forwards the Agreement to AMD Division Chief for initial signature, OP/OVP/ASD DM for signature (whichever is applicable as indicated in the Contract)	None None	15 minutes 2 Days	AMD – Marketing Specialist II Routing AMD – Junior Clerk III AMD - Division Chief III (initial) ASD DM Contract Amount (up to Php20,000.00) VP for Administration Contract Amount (up to Php20,001.00 to Php200,000.00) President Contract Amount (above Php201,000.00)
	1.12 Notifies the RP to sign and notarize the agreement	None	1 Day	AMD – Marketing Specialist II
2. Return the signed and notarized agreement to AMD and pays the total rental fees	2.1 AMD likewise notarize the agreement 2.2 Prepares and transmit the Order of Payment to ASD DM for signature 2.3 Informed RP to present the Order of Payment to the Cashier's Office	None None Events, Shooting, Fun Run Minimum of 1,000/ sq. m.	30 minutes 10 minutes 1 Day	AMD – Marketing Specialist II AMD – Marketing Specialist II AMD – Marketing Specialist II



		<p>at Php15.00/ sq. m.</p> <p>Free one (1) Hour Ingress</p> <p>1st 2 Hours - Php15,000.00</p> <p>Succeeding Hours (Php1,875.00)</p> <p>Garbage Disposal Fee - Php4,500.00</p> <p>RVD - Php10,000 or 10% of the Total Rental fee whichever is higher</p> <p>Pass Through</p> <p>Rental (Php7,500.00 per way)</p> <p>Garbage Disposal - Php1,500.00</p> <p>Physical Fitness</p> <p>Rental Php2,075.00</p> <p>Garbage Fee - 157.50</p> <p>All amounts are exclusive of 12% VAT</p>		
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		<p>*if Contract Rates exceeds Php50,000 Documentary Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6)</p> <p>None</p>	15 minutes	Treasury Division/ Cashier's Office
3.Presents the Official Receipt to AMD Office	3.1 Release of Permit and Prepares Notice of Activity	None	20 minutes	AMD – Marketing Specialist II
Total Processing Time			10 Days and 4 Hours	

END OF TRANSACTION



B. Use of Recreational Spaces – Basketball Court and Cricket

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

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Reservation and Permit Slip	Asset Management Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Notify the Asset Management Division of one's intent to use the CCP Recreational Spaces (basketball, cricket)	1.1 Check the availability of the facility on the client's desired schedule	None	5 minutes	AMD - Marketing Specialist II
	1.2 Prepare Court Reservation and Permit Slip and Order of Payment for signature of ASD DM	None	20 minutes	AMD - Marketing Specialist II
	1.3 Inform the requesting party to proceed to the Cashier's Office for payment	None	5 minutes	AMD - Marketing Specialist II
2. Pays the total fees for indicated in the Order of Payment	2.1 Issuance of Official Receipt	Basketball Php300.00 / Hour (Daytime) Php600.00 / Hour (Nighttime) Cricket Php600.00 / Hour	15 minutes	Treasury Division / Cashier's Office



		Amounts are exclusive of 12% VAT		
3. Present the copy of Official Receipt and Submit a copy of Court Reservation and Permit Slip to the Guard on Duty	3.1 Check Official Receipt and get a Copy of Court Reservation and Permit Slip and allow Client to use the facility		5 minutes	Security Guard on Duty
	3.2 Monitor the activity		30 minutes	Security Guard on Duty
Total Processing Time			1 Hour and 20 minutes	

END OF TRANSACTION



C. Use of CCP Lamppost Banner for Advertisement

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

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C; G2B
Who may avail	Lessees and concessionaires, event organizers, film/TV outfits, walk-in clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request indicating the number, proposed location of the lamppost, date and of display duration with the the attached layout of the event/product to be advertised with the following attachments: 1. Photocopy of valid government issued ID 2. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable) 3. BIR Certificate of Registration	Requesting Party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a formal letter of intent/proposal complete with detailed information to AMD Office or through electronic email	1.1 Acknowledge the letter of intent/proposal.	None	2 minutes	AMD – Junior Clerk III
	1.2 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.	None	20 minutes	AMD – Junior Clerk III
	1.3 Approval/Disapproval of the Request Letter	None	2 Days	OP/OVP/ASD DM
	1.4 AMD Staff notifies the RP for the approval/Disapproval of its	None	1 Day	AMD Staff



	<p>request. Approved: Meeting with RP to discuss its proposal.</p> <p>1.5 Drafting of Letter of Agreement</p> <p>1.6 Initial review of the draft agreement</p> <p>1.7 Forwards the Draft Letter of Agreement to Legal Office for final review.</p> <p>1.8 Final Review of the Draft Letter of Agreement</p> <p>1.9 Transmits the reviewed Agreement back to AMD</p> <p>1.10 Finalization of Letter Agreement</p> <p>1.11 Forwards the Agreement to AMD Division Chief for initial signature, OP/OVP/ASD DM for signature (whichever is applicable as indicated in the Contract)</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>15 minutes</p> <p>30 minutes</p> <p>3 Days</p> <p>30 minutes</p> <p>15 minutes</p> <p>2 Days</p>	<p>AMD – Marketing Specialist II</p> <p>AMD - Division Chief III</p> <p>AMD – Junior Clerk III</p> <p>Head of Legal Office</p> <p>Legal – Junior Clerk III</p> <p>AMD – Marketing Specialist II</p> <p>Routing AMD – Junior Clerk III</p> <p>AMD - Division Chief III (initial)</p> <p>ASD DM Contract Amount (up to Php20,000.00)</p> <p>VP for Administration Contract Amount (up to Php20,001.00 to Php200,000.00)</p> <p>President Contract Amount (above</p>
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	1.12 Notifies the RP to sign and notarize the agreement	None	1 Day	Php201,000.00) AMD – Marketing Specialist II
2. Return the signed and notarized agreement to AMD and pays the total rental fees	2.1 AMD likewise notarize the agreement	None	30 minutes	AMD – Marketing Specialist II
	2.2 Prepares and transmit the Order of Payment to ASD DM for signature	None	10 minutes	AMD – Marketing Specialist II
	2.3 Informed RP to present the Order of Payment to the Cashier's Office	Rental Fee Event Banner: Php150.00 / banner / day Installation & Dismantling Fee - Php100.00 / banner Product Banner Php500.00 / banner / day Installation & Dismantling Fee - Php100.00 / banner *if Contract Rates exceeds Php50,000 Documentar	1 Day	AMD – Marketing Specialist II



		y Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6) All amounts are exclusive of 12% VAT None		
	2.4 Issuance of Official Receipt	None	15 minutes	Treasury Division/ Cashier's Office
3. Presents the Official Receipt to AMD Office	3.1 Release of Permit and Prepares Notice of Activity	None	20 minutes	AMD – Marketing Specialist II
Total Processing Time			10 Days and 4 Hours	

END OF TRANSACTION



D. Lease of CCP Available Properties

Processing of Offers for the lease of CCP available property.

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
Duly accomplished letter of Intent to lease indicating the details of the proposal to be undertaken, proposed location, size of the area, with the following attachments 1. Photocopy of valid government issued ID 2. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable) 3. BIR Registration 4. Company Profile 5. Business Permits 6. Audited Financial Statements 7. Authority to Print 8. Layout and Perspective 9. Certificate of Incorporation/Partnership	Proponent

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send a formal letter of intent/proposal complete with detailed information to AMD Office or through electronic email	1.1 Acknowledge the letter of intent/proposal.	None	2 minutes	AMD - Clerk III
	1.2 Forwards the Proposal Letter to the Office of the President (OP) / Vice President (OVP)/ Administrative Services Department, Department Manager (ASD DM).	None	20 minutes	AMD - Clerk III
	1.3 Approval/Disapproval of the Proposal Letter	None	2 Days	OP/OVP/ASD DM
	1.4 AMD Staff notifies the RP on the approval	None	2 Days	AMD - Property Officer II



	<p>/Disapproval of its request.</p> <p>Approved: Meeting with RP to discuss its proposal accompanied by Ocular Inspection on the proposed area</p> <p>Disapproved: Letter of Disapproval/Regret</p> <p>1.5 Drafting of Contract of Lease</p> <p>1.6 Initial review of the Contract of Lease</p> <p>1.7 Forwards the Draft Contract of Lease to the Legal Office for final review.</p> <p>1.8 Final Review of the Draft Contract of Lease</p> <p>1.9 Transmits the reviewed Agreement back to AMD</p> <p>1.10 Finalization of Contract of Lease</p> <p>1.11 Forwards the Agreement to AMD Division Chief for initial signature, OP/OVP/ASD DM for signature (whichever is applicable as indicated in the Contract)</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>30 minutes</p> <p>30 minutes</p> <p>30 minutes</p> <p>5 Days</p> <p>30 minutes</p> <p>20 minutes</p> <p>3 Days</p>	<p>CCP Management OP,OVP, ASD DM and AMD</p> <p>AMD - Division Chief II</p> <p>AMD - Property Officer II</p> <p>AMD - Division Chief III</p> <p>AMD - Clerk III</p> <p>Head of Legal Office</p> <p>Legal - Clerk III</p> <p>AMD - Property Officer II</p> <p>Routing AMD – Junior Clerk III</p> <p>AMD - Division Chief III (initial)</p> <p>ASD DM Contract Amount (up to Php20,000.00)</p>
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	1.12 Notifies the RP to sign and notarize the Contract	None	2 Days	VP for Administration Contract Amount (up to Php20,001.00 to Php200,000.00) President Contract Amount (above Php201,000.00) AMD - Property Officer II
2. Return the signed and notarized agreement to AMD and pays the corresponding rental fees	2.1 AMD likewise notarize the Contract 2.2 Transmittal of copy of signed and notarized Contract to CRDD for certifying the Contract of Lease as True Copy 2.3 CRDD certified the Contract as True Copy 2.4. Transmittal of Certified True Copy of Contract to COA, Accounting, Treasury and Lessee	None None None None	30 minutes 20 minutes 1 Hour 30 minutes	AMD - Marketing Specialist II AMD - Clerk III CRDD - Clerk II AMD - Clerk III



	2.5 Transmits client postdated checks to Treasury Office for custody	Rental Fee: (Php450.00 per sq.m. / month) Lessee shall issuance of twelve (12) postdated checks Three months Rental Deposit - Based on the Contract Price) Performance Bond (Five percent of the Total Annual Contract Rate) Documentary Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6	30 minutes	AMD - Property Officer II
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3. Utilization of Lease Premises	3.1 Turn Over of the leased area to Lessee	None	1 Day	AMD Division Chief III
Total Processing Time			15 Days and 7 Hours	

END OF TRANSACTION



E. Use of CCP Facilities- National Arts Center (NAC) Executive House, CCP Bay Terminal Lounge Area and Helipad Landing

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

Office or Division	Asset Management Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Citizen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request indicating the proposed date and total number of persons staying at National Arts Center, Executive House.	Requesting Party
Letter Request indicating the kind of the event to be undertaken, proposed date and number of expected attendees.	Requesting Party
With attachment of: 1. Photocopy of valid government issued ID	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire the availability of the NAC Executive house/ CCP Bay Terminal Lounge Area	CCP Bay Terminal Lounge Area and Helipad Landing 1.1 Verify the availability of CCP Bay Terminal Lounge Area and Helipad Landing to AMD Booking Schedule	None	10 minutes	AMD - Marketing Specialist II
	NAC Executive House Booking 1.1.2 Coordinate with NAC Office on the availability of the venue	None	10 minutes	NAC Administrator
	1.2 Once available, require Requesting Party to submit Letter of Intent	None	5 minutes	AMD - Marketing Specialist II



				NAC Administrator
2. Submit Letter of Intent AMD Office or through electronic email	2.1 Acknowledge the letter of intent/proposal.	None	2 minutes	AMD - Clerk III
	2.2 Forwards the Request Letter to the Administrative Services Department , Department Manager (ASD DM)	None	2 minutes	AMD - Clerk III
	2.3 Drafting of Letter Agreement for the use of NAC Executive House/ CCP Bay Terminal Lounge area/Permit for Use of Helipad Landing	None	30 minutes	AMD - Marketing Specialist II
	2.4 Initial review of the draft agreement/Permit	None	15 minutes	AMD - Division Chief III
	2.5 Forwards the Draft Letter of Agreement to Legal Office for final review.	None	30 minutes	AMD – Junior Clerk III
	2.6 Final Review of the Draft Letter of Agreement	None	3 Days	Head of Legal Office
	2.7 Transmits the reviewed Agreement back to AMD	None	30 minutes	Legal – Junior Clerk III
	2.8 Finalization of Letter Agreement	None		AMD – Marketing Specialist II



	<p>2.9 Forwards the Agreement to AMD Division Chief for initial signature, OVP/ASD DM for signature (whichever is applicable as indicated in the Contract)</p> <p>2.10 Notifies the RP to sign the agreement</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>1 Day</p> <p>1 Day</p>	<p>Routing AMD – Junior Clerk III</p> <p>AMD - Division Chief III (initial)</p> <p>ASD DM Contract Amount (up to Php20,000.00)</p> <p>VP for Administration Contract Amount (up to Php20,001.00 to Php200,000.00)</p> <p>AMD – Marketing Specialist II</p>
<p>3.Receive, sign the Letter Agreement and pays for the corresponding rental fees.</p>	<p>3.1 Prepare and Transmits Order of Payment - Lounge Area to ASD DM for signature</p> <p>Prepare and Transmits the Order of Payment - NAC Executive House to ASD DM for signature</p> <p>3.3 Inform RP to present the Order of Payment to the Cashier's Office</p>	<p>None</p> <p>None</p> <p>National Arts Center (NAC) Executive House</p> <p>Minimum number of required</p>	<p>10minutes</p> <p>10 minutes</p> <p>1 Day</p>	<p>AMD - Marketing Specialist II</p> <p>NAC Administrator</p> <p>AMD - Marketing Specialist II</p> <p>NAC Administrator</p>



		<p>person for exclusive reservation - 20 Pax</p> <p>Rental Fee: Php825.00 / pax / day</p> <p>Kitchen Fee: Php1,000.00 / day</p> <p>Refundable Violation Deposit Php3,000.00</p> <p>CCP Bay Terminal Lounge Area</p> <p>Rental Fee: 1st 2 Hours (Php4,995.16)</p> <p>Succeeding Hours - Php624.38)</p> <p>Garbage Disposal Fee - Php1,500.00</p> <p>RVD - Php10,000 or 10% of the Total Rental fee whichever is higher</p> <p>Helipad Landing</p> <p>Maintenance Fee: Php1,500.00</p>		
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		<p>*if Contract Rates exceeds Php50,000 Documentary Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6)</p> <p>All amounts are exclusive of 12% VAT except for RVD</p>		
	3.4 Issuance of Official Receipt	None	15 minutes	Treasury Division/ Cashier's Office
4. Presents the Official Receipt to AMD Office	4.1 Release of Permit and Prepares Notice of Activity	None	20 minutes	AMD - Marketing Specialist II
Total Processing Time			6 Days and 4 Hours	

END OF TRANSACTION



ADMINISTRATIVE SERVICES DEPARTMENT
Internal Services



A. 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 Office/ Outdoor Janitorial Office
Classification	Simple
Category	Internal
Type of Transaction	G2C
Who may avail	CCP offices needing installation of banners/billboards for events
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memo request addressed to/approved by ASD Dept. Manager (from own office of requesting unit) (1 copy)	Requesting office
2. Tarpaulin banners for installation (as needed)	Requesting office Requesting office
3. Materials for installation (GI Wire, wood, nails, etc. -as needed)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Prepare memo request to be approved by DC/DM, indicating the schedule of installation, duration of banner display, and date of removal.	Provide template copy of memo request	None	1 minute	GSD clerk



<p>2. Bring approved request to GSD office for approval.</p>	<p>Receive and check the request and if in order forward it to GSD DC/ASD DM's Office for approval</p> <p>Approval of the request</p> <p>Once approved inform the concerned unit of the approval and schedule the pickup of the materials for installation</p> <p>Inform and provide a copy to the outdoor janitorial supervisor/ordinator on the scheduled installation</p>	<p>None</p>	<p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>GSD clerk</p> <p>GSD DC/ASD DM</p> <p>GSD Clerk</p> <p>GSD Clerk</p>
<p>3. Release the materials for installation to the outdoor janitorial personnel on the scheduled date.</p>	<p>Pick-up the materials for installation and install the banners as requested</p>	<p>None</p>	<p>3 hours</p>	<p>Outdoor supervisor with outdoor janitorial personnel</p>



4. Check installation of banners if according to request	Upon 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 supervisor with outdoor janitorial personnel
	TOTAL	None	6 hours 18 minutes	

END OF TRANSACTION



B. Provision of Transport Services

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

Office or Division		General Services Office/Motor pool Office		
Classification		Simple		
Category		Internal		
Type of Transaction		G2C		
Who may avail		CCP personnel/units needing transport services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Vehicle Reservation Slip (3 copies) 2. If applicable, approved requests for use of vehicles or authority to travel (2 copies) 3. Trip tickets (4 copies) 		Motor pool Office ASD Department Head/Head of Agency Assigned driver for the trip		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get copy of Vehicle Reservation Slip (VRS).	Provide hard/soft copy of request form	None	2 minutes	Motor pool clerk



<p>2. Fill out and sign request form; Submit form with the requirements</p>	<p>Receive and check the request and attachments 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</p>	<p>None None</p>	<p>2 minutes 2 minutes 2 minutes</p>	<p>Motor pool clerk Motor pool Supervisor Motor pool Supervisor</p>
<p>3. Receive filled up VRS</p>	<p>Release filled up VRS and advise requesting unit on other matters that may be needed to be done before, during and after the trip</p>	<p>None</p>	<p>5 minutes</p>	<p>Motor pool Supervisor</p>



4. Use the vehicle as scheduled, signing the corresponding trip tickets	Ensure that the trip is conducted as scheduled, or updated as necessary. Complete and compile the trip tickets and other documents for the trip, as attachment to DVs.	None	2 minutes	Motor pool Supervisor/assigned driver
		None	5 minutes	Motor pool Supervisor/assigned driver
	TOTAL	None	20 minutes	

END OF TRANSACTION



C. 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 Office/ Housekeeping Office		
Classification		Simple		
Category		Internal		
Type of Transaction		G2C		
Who may avail		CCP personnel/units needing transport services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Setup Form (2 copies) If applicable, approved requests for use of venues (2 copies) Request for overtime (if applicable- 2 copies)		Housekeeping Office ASD Department Head/ VOD Booking Office Requesting office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get copy of Request for Setup Form; Fill out and sign request form.	Provide hard/soft copy of request for	None	2 minutes	Housekeeping Supervisor



2. Submit form with the requirements	Receive and check the request and attachments	None	2 minutes	Housekeeping Supervisor
	Check availability of materials and manpower requested; if not available recommend other options	None	5 minutes	Housekeeping Supervisor
	If available, assign janitorial staff and add the request to the monthly/weekly schedule.	None	5 minutes	Housekeeping Supervisor
	Forward request to the GSD/ASD office for approval	None	5 minutes	Division Chief/Dept. Manager



<p>3. Receive approved request form</p>	<p>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 Ensure that the setup request is done as scheduled, or updated as necessary.</p>	<p>None</p>	<p>5 minutes</p>	<p>Housekeeping Supervisor</p>
		<p>None</p>	<p>2 minutes</p>	<p>Housekeeping Supervisor/ Janitorial personnel</p>
	<p>TOTAL</p>	<p>None</p>	<p>26 minutes</p>	

END OF TRANSACTION



D. 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	G2C
Who may avail	CCP personnel/units needing transport services
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Records Request Form (2 copies) 2. Original copy of document for submission, with complete attachments indicated in the document 3. Photocopies of documents as needed 	Housekeeping Office ASD Department Head/ VOD Booking Office Requesting office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get copy of request form.	Provide hard/soft copy of request form	None	2 minutes	CRO Clerk/Messenger
2. Fill out and sign request form; Submit form with the requirements	Receive and check the request and attachments	None	2 minutes	CRO Clerk/Messenger
	Stamp the documents as needed	None	5 minutes*	Records Officer
	Verify submitted documents and signed certified copies	None	5 minutes*	Records Officer
3. Receive requested documents/CTCs. Acknowledge receipt and fill-up feedback form.	Release documents to authorized staff of requesting unit	None	2 minutes	CRO Clerk/Messenger
	Ensure that copy of the request form and	None	2 minutes	CRO Clerk/Messenger



	feedback form are accomplished			
	Total	None	18 minutes	

**For requests less than twenty pages/copies*

END OF TRANSACTION



E. 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
Checklist of requirements 1. Records Request Form (2 copies) 2. Original copy of issuances for numbering 3. Photocopies of documents as needed	Where to secure Central Records Office Requesting office Requesting office

Client Steps	Office Action	Fees to be paid	Processing Time	Person Responsible
1. Get copy of request form	1. Provide hard/soft copy of request form	None	2 minutes	CRO Clerk/Messenger
2. Fill out and sign request form; Submit form with the requirements	2. Receive and check the request and issuance for numbering	None	2 minutes	CRO Clerk/Messenger
	3. Number the documents as needed	None	2 minutes	Records Officer
	4. Indicate distribution list for each issuance	None	2 minutes	Records Officer
3. Distribute the numbered issuances to indicated recipients	5. Release documents to authorized staff of requesting unit	None	2 minutes	CRO Clerk/Messenger



	6. File original copy of issuance and include in the master list	None	2 minutes	CRO Clerk/Messenger
	TOTAL	None	12 mins	

END OF TRANSACTION



F. 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 1. Mailing/Courier Service Requisition Form (2 copies) 2. Document/parcel for mailing/shipment, with complete address and contact information and proper wrapping/envelop 3. Estimated cost of shipment 4. Budget Utilization Request (2 copies)	Where to secure Central Records Office Requesting office Central Records Office Budget Division

Client Steps	Office Action	Fees to be paid	Processing Time	Person Responsible
1. Get Mailing/Courier Service Requisition Form	1. Provide hard/soft copy of Mailing/Courier Service Requisition Form	None	2 minutes	CRO Clerk/Messenger
2. Fill out and sign Mailing/Courier Service Requisition Form; Submit form with the items for mailing/shipment	2. Receive and check the request and attachments	None	2 minutes	CRO Clerk/Messenger
	3. Weigh and measure dimensions of package/ envelop for shipping/ mailing cost estimation	None	2 minutes	CRO Clerk/Messenger



	4. Inquire thru app/website/call / email on the estimated cost of mailing	None	3 days	Records Officer
3. Get printed copy of mailing/courier service price estimate for BUR processing	5. Print copy of mailing/ courier service price estimate	None	5 minutes	Records Officer
4. Process BUR for the shipment/ mailing	6.Wait for BUR processing	None	4 days	Records Officer
5. Submit signed BUR and attachments to CRO	7.Receive and check the submitted documents	None	2 minutes	Records Officer
	If BUR is in order, initiate mailing or booking of the courier service	None	1 day	Records Officer
	8.Wait for shipment to be completed, then update requesting office of the status of the shipment*	None	Depending on destination and shipping option availed of	Records Officer
	TOTAL	None	8 days + Delivery period	

*not applicable to mailed matters

END OF TRANSACTION



**HUMAN RESOURCE AND
MANAGEMENT DEPARTMENT
External/Internal Services**



A. Processing of Certificate of Employment

The process of releasing COE for current, former, retired employees.

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
1. Fill-up the request form and check the particular document/s you wish to Request. a. COE with Compensation; b. COE without Compensation; c. COE for Visa purposes; d. COE of No LWOP; e. COE of No Pending Case	*Identify the requesting party. *Search from the database if the name of employee is active. *If the record still active, proceed to the updating and printing of certification.	None	2-3 working days.	Senior Clerk (HRSD)
2. 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.			Division Chief (HRSD)
3. Wait for 5 minutes for instructions.	Advise the requesting party for the release of the document. *If the requesting party is not available, authorization must		5 working days	Department Manager Senior Clerk (HRSD)



	<p>be secured before releasing of the document.</p> <p>If the requesting party is retired/resigned. Records are not included in the active pool. Records will be checked and searched in the stockroom where inactive records are filed.</p> <p>*If located, encoding of the data shall be done.</p> <p>*Forwarded to the Division Chief for review and initial.</p> <p>*If no corrections, the Division Chief will endorse to the Department Manager for Signature.</p> <p>*Advise the requesting party that the documents requested is ready for release.</p> <p>*If not available, authorization letter signed by the requesting party must be secured.</p>			<p>Division Chief (HRSD)</p> <p>Department Manager</p>
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END OF TRANSACTION



B. Request for Service Record

The process of releasing Service Record for current, former, retired employees.

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
1. Fill-up the request form and check the particular employee is active.	*Identify the requesting party.	None	2-3 working	Senior Clerk
2. Document/s you wish to request.	*Search from the data base if the name of		days	Division Chief
3. Submit to the frontline desk officer.	* If the record still active, proceed to the updating and printing of Service Record			Department
4. Wait for 5 minutes for instructions.	* Endorsement to the Division Chief for review and initials, if no corrections, proceed to the Department Manager for final signature * Advise the requesting party for			Manager



	<p>is retired/resigned. Records are not included in active pool checked and search in the stockroom where inactive records are filed. 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
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END OF TRANSACTION



C. Request for Philhealth Certificate

The process of releasing certification for current, former, retired employees.

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
<ol style="list-style-type: none"> 1. Fill-up the request form and check the particular document/s you wish to request. 2. Submit to the frontline desk officer. 3. Wait for 5 minutes for instructions. 	<ul style="list-style-type: none"> *Identify the requesting party. *Search from the data base if the name of employee is active. * If the record still active, proceed to the updating and printing of Philhealth Certificate * Endorsement to the Division Chief for review and signature, * 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	<p>Senior Clerk</p> <p>Division Chief</p>

END OF TRANSACTION



**HUMAN RESOURCE AND
MANAGEMENT DEPARTMENT**
Internal Services



A. Processing of Pag-IBIG Loan

The process of loan availment of current employees.

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 Paid	Processin Time	Person Responsibl
1. Fill-up the request form and check the particular document/s you wish to request.	<ul style="list-style-type: none"> *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. * Check and validate the data base as to the contribution and premium as per remittance. * Validated the record and assess the remaining loan if applicable. * If qualified, proceed to the signatory. * Submit to the Division Chief for approval. * If approved, advise the requesting party for the release of the document. 	None	Within the day	Senior Clerk
2. Submit to the frontline desk officer.				Division Chief



3. Wait for 5 minutes for instructions.

* Personal appearance is required. No authorization is allowed.

END OF TRANSACTION



B. Processing of GSIS Loan

The process of loan availment of current employees.

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
1. Bring GSIS UMID card 2. Go to the GSIS kiosk office and file a loan such as: 2.1. Consoloan / MPL 2.2. Policy Loans 2.3. And other loans	*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 advice of GSIS Main Office	HRMO III Division Chief
3. Follow the instructions and proceed to the next steps as stated in the monitor. 4. If loan has been approved. Proceed to the CCP HRSD or you may call thru the landline.				

END OF TRANSACTION



C. Processing of the Certificate of Clearance

The process of releasing COC to outgoing employees.

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

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>1. Approach the window located at the Timekeeping Section</p> <p>2. Ask for a copy of blank Certificate of Clearance</p> <p>Wait for 2 minutes for instructions.</p> <p>3. 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>	None	2-3 working days	<p>Senior Clerk</p> <p>Division Chief</p> <p>Department Manager</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>	<p>*After completing the certificate, proceed to the HRSD and surrender the Identification Card issued during her or his tenure.</p>			



Feedback and Complaint Mechanisms

We value your Comments/Suggestion

As the premiere institution of arts and culture in the Philippines, are committed to we 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 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- 39 loc. 1116/1127</p>
Contact Information of CCP	832-1125- 39 loc. 1116/1127
ARTA	<p>Landline: (02) 8478-5091 • (02) 8478-5093 • (02) 8478-5099</p> <p>Email: info@arta.gov.ph Website: www.arta.gov.ph Facebook: Anti-Red Tape Authority</p> <p>Twitter: @ARTAgovph</p> <p>Instagram: @ARTAgovph</p>
Presidential Complaints Center (PCC)	+63(2)-8736-8645 • +63(2)-8736-8603 • +63(2)-8736-8629 • +63(2)-8736-8621
Civil Service Commission Contact Center ng Bayan	<ul style="list-style-type: none"> • 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:

Thank you for patronizing the products and services of our Center.
Help us sustain and continually improve the “CCP brand of public service.



List of Offices

Office	Address	Contact Information
Office of the President	3rd floor, Executive Office, CCP Main Building	8834-0468
Office of the Vice President for Administrative Sector	L.A. Building, CCP Complex	8551-3737
Office of the Vice President for the Artistic Sector	3 rd floor, Executive Office CCP Main Building	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	8832-3876
Marketing Department <ul style="list-style-type: none"> • Office of the Marketing Director • 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	4th floor, CCP Main Building	8833-0267
Cultural Exchange Department	4th floor, CCP Main Building	883-3674



<p>Production and Exhibition Department</p> <p>Booking Office</p> <p>Performing Arts Division</p> <p>Visual Arts and Design Division</p> <p>Film Broadcast and New Media Division</p> <p>Technical Services Division</p> <p>Costume</p> <p>Scenery</p>	<p>2nd floor, CCP Main Building</p> <p>Upper Basement, CCP Main Building (4th floor, CCP Main Building)</p> <p>2nd floor, CCP Main Building</p> <p>(Production & Design Building, CCP Complex)</p>	<p>8833-2125 or 8832-1125 loc 1400/1402</p> <p>8832-1125 loc. 1404</p> <p>88322314</p> <p>8823702</p> <p>88325094</p> <p>8832-1125 loc.1414/1415</p>
<p>Administrative Services Department</p> <p>General Services Division</p> <p>Maintenance & Engineering Services Division</p> <p>Property and Supply Division</p> <p>Asset Management Division</p>	<p>L.A. Building, CCP Complex</p>	<p>8832-3677/8551-0323</p> <p>8832-5117</p> <p>8551-0039</p> <p>8832-3659</p>
<p>Financial Services Department</p>	<p>L.A. Building, CCP Complex</p>	<p>8832-3708</p>



Human Resource Management Department Department Manager Human Resource Services Division Training and Development Division	Upper Basement, CCP Main Building	8832-1125 loc. 1907 8832-1125 loc. 1900/1901/1906/1908 8832 1125 loc. 1904/1905/1909
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