



Cultural Center of the Philippines

**CITIZEN'S CHARTER**

2024

(2<sup>nd</sup> Edition)



## **CITIZEN'S CHARTER**



## **I. Mandate**

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

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

## **II. Vision**

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

## **III. Mission**

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

## **IV. Service Pledge**

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

- 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.



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## **A. FRONTLINE SERVICES**

### **I. PRODUCTION AND EXHIBITION DEPARTMENT**



## A. Reservation of Theater Venues

The Cultural Center of the Philippines offers theaters and spaces for lease, subject to availability and event type. The rental of venues should be done at least 2 months to 1 year before the scheduled performances or events. For 2024, only the Tanghalang Ignacio Gimenez (TIG) is open for rental services.

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

<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the availability of the venue	1.1 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	<i>Senior Culture and Arts Officer– Venue Operations Division (VOD)</i>
<b>Total Processing Time</b>			<b>20 minutes</b>	

**END OF THE TRANSACTION**



## B. Application for Lease of Theater Venues

<b>Office or Division</b>	Venue Operations Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Client/s who want to rent CCP venues/facilities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Pre-Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Letter of Intent (1 original copy or sent via email)</li> <li>• SEC Registration or DTI Registration (1 photocopy, if applicable)</li> <li>• Brief description of the performance/event including proposed program, sequence treatment and/or guide. (1 photocopy)</li> <li>• Proposed set design plans which include scaled plans, section elevation and other details. (1 photocopy)</li> </ul> <p>Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Complete set-design (1 photocopy)</li> <li>• Complete lighting layout (1 photocopy)</li> <li>• Sound equipment lay-out, when applicable (1 photocopy)</li> <li>• Technical Riders, when applicable (1 photocopy)</li> <li>• Complete casts and staff list (1 photocopy)</li> </ul>	<p>Pre-Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Client</li> <li>• Securities Exchange Commission (Bel-Air, Makati City) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City)</li> <li>• Client</li> <li>• Client</li> </ul> <p>Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Client</li> <li>• Client</li> <li>• Client</li> <li>• Client</li> <li>• Client</li> </ul>





CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. 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></p>	<p>1.1 Prepare a reply letter regarding the details/ requirements and schedule of the pre-production meeting</p> <p>1.2 Set the schedule of the pre-production meeting.</p>	None	4 days	<i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i>
<p>2. Attend the pre-production meeting and discuss the description of the show including the proposed program, sequence treatment, and set design plans which include scaled plans, section elevation, and other details.</p>	<p>2.1 Assess the technical feasibility of the show. If technically feasible, prepare a recommendation to the Booking and Discounts Committee (BDC).</p>	None	1 hour	<p><i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i></p> <p><i>Technical Assistant - Production Design and Technical Services Division (PDTSD)</i></p>
<p>3. Wait for the schedule of the BDC meeting</p>	<p>3.1 The BDC deliberates on the booking request. (<i>Approval/ Disapproval of the request</i>).</p>	None	<p>12 days</p> <p>(The BDC meets every first Tuesday of the month).</p>	<i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i>



<p>4. Await the result of the deliberation</p>	<p>1.1 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/BULFRA 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><i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i></p>
<p>2. Receive a letter on the result of deliberation and pay for the reservation deposit.</p>	<p>2.1 Reflect the approved bookings in the Theater Booking Calendar.</p> <p>2.2 Prepare Theater Lease Contract.</p>	<p>Refer to Step No. 5 for Reservation Deposit per venue</p>	<p>3 days</p>	<p><i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i></p>
<p><b>Total Processing Time</b></p>			<p><b>19 days 2 hours</b></p>	

**END OF THE TRANSACTION**



### C. Payment for the Reservation of Theater Venues

<b>Office or Division</b>	Venue Operations Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Client/s who want to rent CCP venues/facilities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Pre-Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Letter of Intent (1 original copy or sent via email)</li> <li>• SEC Registration or DTI Registration (1 photocopy, if applicable)</li> <li>• Brief description of the performance/event including proposed program, sequence treatment and/or guide. (1 photocopy)</li> <li>• Proposed set design plans which include scaled plans, section elevation and other details. (1 photocopy)</li> </ul> <p>Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Complete set-design (1 photocopy)</li> <li>• Complete lighting layout (1 photocopy)</li> <li>• Sound equipment lay-out, when applicable (1 photocopy)</li> <li>• Technical Riders, when applicable (1 photocopy)</li> <li>• Complete casts and staff list (1 photocopy)</li> </ul>	<p>Pre-Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Client</li> <li>• Securities Exchange Commission (Bel-Air, Makati City) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City)</li> <li>• Client</li> <li>• Client</li> </ul> <p>Production Meeting Requirements:</p> <ul style="list-style-type: none"> <li>• Client</li> <li>• Client</li> <li>• Client</li> <li>• Client</li> <li>• Client</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the reservation fee	1.1 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.	<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 / 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>	20 minutes	Cashier
2. Await the Receipt of the Lease Contract, notarize and return it to CCP after signing.	2.1 Receive the notarized Theater Lease Contract and distribute a copy of the Contract to the client, Central Records, Ticket Office, and COA	None	2 days	Senior Culture and Arts Officer – Venue Operations Division (VOD)



<p>3. Pay 50% of the contract price to the Cashier's Office / Treasury Division</p>	<p>3.1 Process payment and issue Official Receipt (OR)</p>	<p>Depends on the venue requirements:</p> <p>Estimated Total Contract Price per venue:</p> <p><b>TNA</b> Regular Complement: Weekday – Php241,600.00 per show Weekend – Php249,200.00</p> <p>Full Complement: Weekday – Php408,700.00 Weekend – Php423,700.00</p> <p><b>TAT</b> Regular Complement: Weekday – Php97,300.00 per show Weekend – Php101,700.00 per show</p> <p>Full Complement: Weekday – Php158,900.00 per show Weekend – Php166,700.00 per show</p> <p><b>TIG</b> Weekday – Php170,000.00 per show Weekend – Php180,000.00 per show</p>	<p>30 minutes</p>	<p><i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i></p> <p><i>Credit Officer IV– Financial Services Division (FSD)</i></p>
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		<p><b>THB</b> Weekday – 60,000.00 per show Weekend – Php65,000.00 per show</p> <p><b>BAH/BULFRA</b> Weekday – Php56,300.00 per show Weekend – 58,000.00 per show</p> <p><b>TNA LOBBY</b> Weekday – Php181,000.00 per show Weekend Php189,000.00</p> <p><b>BCF</b> Weekday – Php40,600.00 per show Weekend – Php42,800.00 per show</p> <p><b>TMC</b> Refer to Step No.5</p>		
4. Fill out and submit the Ticket Printing Request Form of the show	4.1 Process ticket printing requests for submission to the Sales and Accounts Division (Ticket Office)	None	30 minutes	<i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i>
5. Wait for the schedule of the production meeting	5.1 Set a production meeting 2 weeks before the scheduled event	None	1 hour	<i>Technical Assistant - Production Design and Technical Services Division (PDTSD)</i>



6. Attend the production meeting	6.1 Discuss the details of the production	None	2 hours	<i>Technical Assistant - Production Design and Technical Services Division (PDTSD)</i>
7. Pays 50% balance to the Cashier including the Refundable Violation Deposit (RVD)	7.1 Process payment and issue corresponding OR RVD must be paid separately based on the following options: <ul style="list-style-type: none"> <li>• Post-dated check (3 working days after the show).</li> <li>• Refund of RVD is 3 working days after the show.</li> <li>• Cash or dated check, refund of RVD is 3-4 working weeks.</li> </ul>	depends on the venue requirements, refer to step no. 8 for estimated Total Contract Price) <p><b>RVD PER VENUE:</b></p> <p><b>TNA</b> Php20,000.00 / show</p> <p><b>TAT</b> Php15,000.00 / show</p> <p><b>TIG</b> P15,000.00 / show</p> <p><b>THB</b> Php10,000.00 / show</p> <p><b>BAH/BULFRA</b> Php10,000.00 / per show</p> <p><b>TNA LOBBY</b> Php10,000.00 / show</p> <p><b>BCF</b> Php5,000.00 / show</p> <p><b>TMC</b> Php2,000.00 / per show</p>	5 minutes <i>(Must be paid at least 10 days before the event)</i>	<i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i>



<p>8. Actual use of the venue</p>	<p>8.1 Assist in the technical needs of the client.</p> <p>8.2 Assist in the Front-of-House needs of the client.</p> <p>8.3 Submit the Stage Manager's (SM) Report</p> <p>8.4 Prepare the following documents relative to the Refund of Violation Deposit (RVD):</p> <ul style="list-style-type: none"> <li>• Certification that no violation of theatre rules and terms of the lease was committed</li> <li>• Prepare RVD Return Slip</li> </ul>	<p>None</p>	<p>Following the no. of hours as indicated in the Lease Contract</p> <p>The following working day after the performance/show:</p> <p>30 minutes</p>	<p><i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i></p>
<p><b>Total Processing Time</b></p>			<p><b>2 days 4 hours 55 minutes</b></p>	

**END OF THE TRANSACTION**





## D. Refund of Reservation Deposit

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

<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Collect RVD, if applicable	1.1 Submit a copy of the RVD Return Slip to the Treasury Division.  1.2 Release of deposit by the Treasury Division.	None	10 minutes	<i>Senior Culture and Arts Officer – Venue Operations Division (VOD)</i>
<b>Total Processing Time</b>			<b>10 minutes</b>	

**END OF THE TRANSACTION**



## E. 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.

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Before the arrival of audience/ guests	1.1 Check the auditorium	None	15 minutes	<i>Ushering Staff</i>
2. Arrival of audience/ guests at the Lobby	2.1 Open the house for accommodation 30 minutes before the show starts	None	2 minutes	<i>Ushering Staff</i>
3. Present the Ticket to the Assigned Ushers and follow the given instructions /directions	3.1 Greet the audience/ guests and check their ticket  3.2 Usher the audience/guests to their designated seats	None	2 minutes	<i>Ushering Staff</i>



4. Watch the show	4.1 Ensure the safety, welfare, and convenience of the audience /guests during the show 4.2 Ensure observance of Theater Rules and Regulations	None	Variable (Depends on the running time of the show)	<i>Ushering Staff</i>
5. Leave the theatre venue	5.1 Check the auditorium and send off the audience/ guests	None	5 minutes	<i>Ushering Staff</i>
<b>Total Processing Time</b>			<b>1 day</b>	

***END OF THE TRANSACTION***



## F. Building Tour

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

<b>Office or Division</b>	Venue Operations Division - Front of House Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen G2B- Government to Business G2G- Government to Government
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of Intent indicating the date of the tour, no, and profile of tour participants.	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the Letter of Intent	1.1 Check the availability of the venue and coordinate with the concerned departments 1.2 Confirm the schedule of the tour via email or call the clients and give instructions on how to pay	None	1 day	<i>Culture and Arts Officer III- Venue Operations Division (VOD)</i>
2. Pay the 50% down payment	2.1 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.	Variable (depends on the tour package and number of visitors):  Big Group Tour - Minimum of 30 participants	20 minutes	<i>Culture and Arts Officer III- Venue Operations Division (VOD)</i>



	The tour deposit shall serve as the final confirmation.	<p>Tour Fee- P200/Visitor Free two (2) teachers/coordinator per fifty (50) participants</p> <p>Focused Group Tour – Minimum of 10 participants Tour Fee – P 300/visitor</p> <p>50% of per students</p> <p>Prices are inclusive of 12% VAT</p>		
3. Settle the balance of the Tour Fee before the tour begins	3.1 Process payment and issue Official Receipt	Variable (depends on the tour package and number of visitors refer to step 2)	10 minutes	<i>Culture and Arts Officer III- Venue Operations Division (VOD)</i>
4. Actual Tour	<p>4.1 Conduct the Building and Theater Tour:</p> <ul style="list-style-type: none"> <li>• Big Group Tour (museum, galleries, exhibit halls/spaces in the 5 levels of the building)</li> <li>• Focused Group Tour (Museum, galleries, exhibit halls/spaces in the 5 levels of the building, theater/s, backstage area/</li> </ul>	None	<p>Big Group Tour- 1 hour. 15 mins</p> <p>Focused Group Tour – 1 hour, 45 mins</p>	<i>Culture and Arts Officer III- Venue Operations Division (VOD)</i>



<b>Total Processing Time</b>		<b>Variable (depends on the tour package and number of visitors refer to step 2)</b>	<b>Big Group Tour – 1 day, 1 hour, 45 mins</b>  <b>Focused Group Tour – 1day, 2 hours, 15 mins</b>	
CCP Building and Theater Tour services qualified for multi-stage processing.				

***END OF THE TRANSACTION***



## G. 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.

<b>Office or Division</b>	Production Design & Technical Services Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C, G2G
<b>Who may avail</b>	All, Theatre Practitioners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Memorandum/Letter of Request	Production Design & Technical Services Division – Annex Building – Technical Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID***</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the availability of the equipment	1.1 Provide information and brief details	N/A	12 minutes	<i>Electronic and Communication Equipment Technician III</i> - Production Design and Technical Services Division (PDTSD)
2. Send Letter Request • Regular client • New client *	2.1 Prepare Letter Agreement	Refer to rental rates below	5 minutes	<i>Electronic and Communication Equipment Technician III</i> - Production Design and Technical Services Division (PDTSD)
3. Attend production meeting *	3.1 Discuss the schedule and details of technical equipment and manpower complement/ requirement	N/A	30 minutes	<i>Electronic and Communication Equipment Technician III</i> - Production Design and Technical Services Division (PDTSD)



4. Pay and receive the Official Receipt	4.1 Prepare Order of Payment 4.2 Issue Official Receipt	N/A	5 minutes	Treasury Division/Cashier's Office
5. Use of equipment	5.1 Set-up, operate and strike (ingress or egress) the equipment	N/A	Variable **	<i>Electronic and Communication Equipment Technician III</i> - Production Design and Technical Services Division (PDTSD)
<b>Total Processing Time</b>			<b>52 minutes</b>	

### **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)

### **EQUIPMENT RENTAL RATES**

<b>EQUIPMENT</b>	<b>RATE (Php)</b>	<b>12% VAT</b>
<b>Lights</b>		
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
<b>Sounds</b>		





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
<b>Others</b>		
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	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



## H. Rental of Costumes (Public)

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.

<b>Office or Division</b>	Production Design & Technical Services Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	All; Theatre Practitioners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of Request – PDTSD Form 06	Production Design & Technical Services Division – Production Design Center (Costume Shop)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the availability of the costumes	1.1 Provide information and brief details 1.2 Assist the client in fitting the costume	N/A	1 day	<i>Culture and Arts Officer III- Production and Exhibition Department (PDTSD)</i>
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)	2.1 Prepare Borrower's Form (PDTSD Form 2)	Refer to rental rates below	10 minutes	<i>Culture and Arts Officer III- Production Design and Technical Services Division (PDTSD)</i>
3. Pay and receive the Official Receipt	3.1 Issue Official Receipt and/or Acknowledgement receipt (Form 07)	N/A	5 minutes	Treasury Division/Cashier's Office



4. Use of costume	4.1 Prepare PDC Gate Pass (PDTSD Form 03) 4.2 Release of costume	N/A	5 minutes	<i>Culture and Arts Officer III- Production Design and Technical Services Division (PDTSD)</i>
5. Return of costume	5.1 Prepare and cleared the Costume Return Slip (PDTSD Form 05) If applicable, less the losses/ penalties/ violations for costume  5.2 Process the Refundable Violation Deposit	N/A  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.	5 minutes  8-12 days <i>(CCP working days)</i>	<i>Culture and Arts Officer III- Production Design and Technical Services Division (PDTSD)</i>
<b>Total Processing Time</b>			<b>13 days 20 minutes</b>	

**END OF THE TRANSACTION**



## COSTUME RENTAL RATES

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



## I. Rental of Production Design Center's Facilities (Public)

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

<b>Office or Division</b>	Production Design & Technical Services Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Theatre Practitioners, General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of Request – PDTSD Form 06	Production Design & Technical Services Division – Production Design Center (Costume Shop)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the availability of the PDC facilities	1.1 Provide information and brief details	N/A	1 day	<i>Culture and Arts Officer III- Production Design &amp; Technical Services Division (PDTSD)</i>
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)	2.1 Prepare Booking Confirmation Form (PDTSD Form 01) and Order of Payment	Refer to rental rates below	10 minutes	<i>Culture and Arts Officer III- Production Design &amp; Technical Services Division (PDTSD)</i>
3. Pay and receive the Official Receipt	3.1 Issue Official Receipt	N/A	5 minutes	Treasury Division/Cashier's Office



4. Use of PDC facilities	4.1 Building Guard-on-Duty checks the completeness of the request.	N/A	5 minutes	<i>Culture and Arts Officer III- Production Design &amp; Technical Services Division (PDTSD)</i>
<b>Total Processing Time</b>			<b>1 day 20 minutes</b>	

**END OF THE TRANSACTION**

**PDC FACILITIES RENTAL RATES**

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



## **II. MARKETING DEPARTMENT**



## A. Selling of Tickets

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

<b>Office or Division</b>	Sales and Promotion Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Clients who would like to purchase tickets to shows, productions and events
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	N/A

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform/Inquire Box Office staff on the title and date of the show he/she is buying.	1.1 Check the title of the show/ and availability of seats.		5 minutes	<i>Sales Representative III/ Administrative Assistant IV – Box Office, Sales and Promotion Division</i>
2. Confirm the seat/s and the number of tickets to be bought.	2.1 Transact and print the tickets		2 minutes for single transaction.  5 minutes for multiple transactions.	<i>Sales Representative III/ Administrative Assistant IV – Box Office, Sales and Promotion Division</i>
3. Pay and receive the ticket/s.	3.1 Receive payment and issue the ticket/s.	Variable <i>(Depends on the seat of the show/production/event)</i>	2 minutes (Cash transaction);  5 minutes (Card transaction)	<i>Sales Representative III/ Administrative Assistant IV – Box Office, Sales and Promotion Division</i>
<b>Total Processing Time</b>			<b>15 minutes</b>	

**END OF TRANSACTION**





## **IV. ADMINISTRATIVE SERVICES DEPARTMENT (EXTERNAL SERVICES)**



## A. Use of CCP Open Spaces 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.

<b>Office or Division</b>	Asset Management Division (AMD)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C; G2B
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<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><b>Events:</b></p> <ol style="list-style-type: none"> <li>1. Event Program, Layout and Security Plan.</li> <li>2. Photocopy of valid government issued ID</li> <li>3. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)</li> <li>4. BIR Certificate of Registration</li> </ol> <p><b>Commercial/Film Shooting:</b></p> <ol style="list-style-type: none"> <li>1. Concept and Story Board</li> <li>2. Photocopy of valid government issued ID</li> <li>3. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)</li> <li>4. BIR Certificate of Registration</li> </ol> <p><b>Fun Run and Pass Through:</b></p> <ol style="list-style-type: none"> <li>1. Event Program, Race Route and Security Plan</li> <li>2. Photocopy of valid government issued ID</li> <li>3. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)</li> <li>4. BIR Certificate of Registration</li> </ol> <p><b>Physical Fitness:</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of valid government issued ID</li> </ol>	<p>Requesting Party (RP)</p> <p><b>Events:</b></p> <ol style="list-style-type: none"> <li>1. Requesting Party (RP)</li> <li>2. Requesting Party (RP)</li> <li>3. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)</li> <li>4. Bureau of Internal Revenue (RP's Revenue District Office)</li> </ol> <p><b>Commercial/Film Shooting:</b></p> <ol style="list-style-type: none"> <li>1. Requesting Party (RP)</li> <li>2. Requesting Party (RP)</li> <li>3. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)</li> <li>4. Bureau of Internal Revenue (RP's Revenue District Office)</li> </ol> <p><b>Fun Run and Pass Through:</b></p> <ol style="list-style-type: none"> <li>1. Requesting Party (RP)</li> <li>2. Requesting Party (RP)</li> <li>3. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)</li> <li>4. Bureau of Internal Revenue (RP's Revenue District Office)</li> </ol> <p><b>Physical Fitness:</b></p> <ol style="list-style-type: none"> <li>1. Requesting Party (RP)</li> </ol>



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 (asset.management@culturalcenter.gov.ph)	1.1 Acknowledge the letter of intent/proposal.	None	2 minutes	<i>Junior Clerk III – Asset Management Division</i>
	1.2 Check the availability of the proposed event date to AMD calendar of event.	None	5 minutes	<i>Marketing Specialist II –Asset Management Division</i>
	If <b>Available:</b> Pencil booked the requested event date and notifies the RP.	None	5 minutes	<i>Marketing Specialist II –Asset Management Division</i>
	<b>Not Available:</b> Notify the RP			
	1.3 Forwards the Request Letter either to the Office of the President (OP) or Vice President (OVP), Administrative Services Department, Department Manager (ASD DM). Depending on the nature of event, with the attachment of rental quotation.	None	20 minutes	Routing <i>Junior Clerk III – Asset Management Division</i> Rental Quotation <i>Marketing Specialist II –Asset Management Division</i>
1.4 Approval/ Disapproval of the Request Letter.	None	2 Days	<i>Department Manager III – Administrative Services Department</i>	



1.5 AMD Staff notifies the RP on the approval /Disapproval of its request.	None	10 minutes	<i>Marketing Specialist II – Asset Management Division</i>
<b>Approved:</b> Meeting with RP to discuss its proposal.	None	Hour	Asset Management Division/ Department Manager III/Vice President for Administration
<b>Disapproved:</b> Notify the RP on the disapproval of its request thru writing	None	2 Hours	<i>Division Chief III – Asset Management Division</i>
1.6 Drafting of Letter of Agreement	None	1 Hour	<i>Marketing Specialist II – Asset Management Division</i>
1.7 Initial review of the draft agreement	None	30 minutes	<i>Division Chief III – Asset Management Division</i>
1.8 Forwards the Draft Letter of Agreement to Legal Office for final review.	None	30 minutes	<i>Junior Clerk III – Asset Management Division</i>
1.9 Final Review of the Draft Letter of Agreement	None	3 Days	<i>Attorney V – Legal Office</i>
1.10 Transmits the reviewed Agreement back to AMD	None	30 minutes	<i>Junior Clerk III – Legal Office</i>
1.11 Finalization of Letter Agreement	None	15 minutes	<i>Marketing Specialist II – Asset Management Division</i>
1.12 Forwards the Agreement to AMD Division Chief	None	2 Days	<i>Junior Clerk III – Asset Management Division</i>



	OVP/ASD DM for initial signature and signature of OP			<i>Marketing Specialist II – Asset Management Division</i>
	1.13 Notifies the RP to sign and notarize the agreement	None	1Day	
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	<i>Marketing Specialist II – Asset Management Division</i>
	2.2 Prepares and transmit the Order of Payment to ASD DM for signature	None	10 minutes	<i>Marketing Specialist II – Asset Management Division</i>
	2.3 Informed RP to present the Order of Payment to the Cashier's Office	<p><b>Events, Shooting, Fun Run</b></p> <p>Minimum of 1,000/ sq. m. at Php50.00/ sq. m.</p> <p>Free one (1) Hour Ingress</p> <p>1<sup>st</sup> 2 Hours - Php50,000.00</p> <p>Succeeding Hours (Php6,250.00)</p> <p>Garbage Disposal Fee - Php4,500.00</p> <p>RVD -</p>	1Day	<i>Marketing Specialist II – Asset Management Division</i>



		<p>Php10,000 or 10% of the Total Rental fee whichever is higher</p> <p><b>Pass Through</b></p> <p>Rental (Php25,000.00 per one way)</p> <p>Garbage Disposal - Php1,500.00</p> <p><b>Physical Fitness</b></p> <p>Rental Php2,075.00</p> <p>Garbage Fee - 157.50</p> <p>All amounts are exclusive of 12% VAT</p> <p><b>*if Contract Rates exceeds Php50,000</b></p> <p>Documentary Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6)</p>		
	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	<i>Marketing Specialist II – Asset Management Division</i>
4.CTC of Letter of Agreements	4.1 Request for a certified true copy of the fully signed Letter Agreements to Central Records Office	None	10 Minutes	<i>Junior Clerk III – Asset Management Division</i>
	4.2 Certifying the Letter of Agreement	None	15 Minutes	Central Records Office
<b>Total Processing Time</b>			<b>9 Days and 4 Hours</b>	

***END OF THE TRANSACTION***



## B. Use of CCP Recreational Spaces -Basketball Court and Cricket

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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Marketing Specialist II</i> – Asset Management Division
	1.2 Prepare Court Reservation and Permit Slip and Order of Payment for signature of ASD DM	None	20 minutes	
	1.3 Inform the requesting party to proceed to the Cashier's Office for payment	None	5 minutes	
2. Pays the total fees for indicated in the Order of Payment	2.1 Issuance of Official Receipt	<b>Basketball</b> Php300.00 / Hour (Daytime) Php600.00 / Hour (Nighttime) <b>Cricket</b>	15 minutes	Treasury Division / Cashier's Office





		Php600.00 / Hour 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  3.2 Monitor the activity		5 minutes	Security Guard on Duty  Security Guard on Duty
<b>Total Processing Time</b>			<b>1 Hour and 20 minutes</b>	

***END OF THE 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.

<b>Office or Division</b>	Asset Management Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C; G2B
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Letter request indicating the number, proposed location of the lamppost, date and of display duration with the attached layout of the event/product to be advertised with the following attachments:             <ol style="list-style-type: none"> <li>Photocopy of valid government issued ID</li> <li>Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)</li> <li>BIR Certificate of Registration</li> </ol> </li> </ul>	<p>Requesting Party (RP)</p> <ol style="list-style-type: none"> <li>Requesting Party (RP)</li> <li>Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)</li> <li>Bureau of Internal Revenue (RP's Revenue District Office)</li> </ol>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROSCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter of intent/proposal complete with detailed information to AMD Office or through electronic email (asset.management@culturalcenter.gov.ph)	1.1 Acknowledge the letter of intent/proposal.	None	2 minutes	<i>Junior Clerk III – Asset Management Division</i>
	1.2 Check the availability of the proposed event date to AMD calendar of event.	None	5 minutes	<i>Marketing Specialist II – Asset Management Division</i>
	If <b>Available:</b> Pencil booked the requested event date and notifies the RP.  <b>Not Available:</b> Notify the RP	None	5 minutes	<i>Marketing Specialist II – Asset Management Division</i>



	1.3 Forwards the Request Letter either to the Office of the President (OP) or Vice President (OVP), Administrative Services Department, Department Manager (ASD DM). Depending on the nature of event, with the attachment of rental quotation.	None	20 minutes	Routing <i>Junior Clerk III</i> – Asset Management Division Rental Quotation <i>Marketing Specialist II</i> – Asset Management Division
	1.4 Approval/ Disapproval of the Request Letter	None	2 Days	<i>Department Manager III</i> – Administrative Services Department
	1.5 AMD Staff notifies the RP for the approval /Disapproval of its request.	None	15 minutes	<i>Marketing Specialist II</i> – Asset Management Division
	<b>Approved:</b> Meeting with RP to discuss its Proposal	None	1 Hour	Asset Management Division/ Department Manager III/Vice President for Administration
	<b>Disapproved:</b> Notify the RP on the disapproval of its request thru writing	None	2 Hours	<i>Division Chief III</i> – Asset Management Division
	1.6 Drafting of Letter of Agreement	None	1 Hour	<i>Marketing Specialist II</i> – Asset Management Division
	1.7 Initial review of the draft agreement	None	30 minutes	<i>Division Chief III</i> – Asset Management Division  <i>Junior Clerk III</i> –



	1.8 Forwards the Draft Letter of Agreement to Legal Office for final review.	None	30 minutes	Asset Management Division  <i>Attorney V – Legal Office</i>
	1.9 Final Review of the Draft Letter of Agreement	None	3 Days	<i>Junior Clerk III – Legal Office</i>
	1.10 Transmits the reviewed Agreement back to AMD	None	30 minutes	<i>Marketing Specialist II – Asset Management Division</i>
	1.11 Finalization of Letter Agreement	None	15 minutes	<i>Junior Clerk III – Asset Management Division</i>
	1.12 Forwards the Agreement to AMD Division Chief for OP/ OVP/ ASD DM initial signature and signature of OP	None	2 Days	<i>Marketing Specialist II – Asset Management Division</i>
	1.13 Notifies the RP to sign and notarize the agreement	None	1Day	<i>Marketing Specialist II – Asset Management Division</i>
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	<i>Marketing Specialist II – Asset Management Division</i>
	2.2 Prepares and transmit the Order of Payment to ASD DM for signature	None	10 minutes	<i>Marketing Specialist II – Asset Management Division</i>
	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 /	1 Day	<i>Marketing Specialist II – Asset Management Division</i>



		<p>banner</p> <p>Product Banner Php500.00 / banner / day</p> <p>Installation &amp; Dismantling Fee - Php100.00 / banner</p> <p><b>*if Contract Rates exceeds Php50,000</b> 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</p>		
	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	<i>Marketing Specialist II</i> – Asset Management Division
4.CTC of Letter of Agreements	4.1 Request for a certified true copy of the fully signed Letter Agreements to Central Records Office	None	10 Minutes	<i>Junior Clerk III</i> – Asset Management Division
	4.2 Certifying the Letter of Agreement	None	15 Minutes	Central Records Office
<b>Total Processing Time</b>			<b>9 Days and 4 Hours</b>	

**END OF THE TRANSACTION**



## D. Lease of CCP Available Properties

Processing of Offers for the lease of CCP available property.

<b>Office or Division</b>	Asset Management Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C; G2B
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>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:</p> <ol style="list-style-type: none"> <li>1. Photocopy of valid government issued ID</li> <li>2. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)</li> <li>3. BIR Registration</li> <li>4. Company Profile</li> <li>5. Business Permits</li> <li>6. Audited Financial Statements</li> <li>7. Authority to Print</li> <li>8. Layout and Perspective</li> <li>9. Certificate of Incorporation/Partnership</li> <li>10. SEC Registration</li> </ol>	<p>Requesting Party (RP)</p> <ol style="list-style-type: none"> <li>1. Requesting Party (RP)</li> <li>2. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)</li> <li>3. Bureau of Internal Revenue (RP's Revenue District Office)</li> <li>4. Requesting Party (RP)</li> <li>5. Requesting Party (RP)</li> <li>6. Requesting Party (RP)</li> <li>7. Requesting Party (RP)</li> <li>8. Requesting Party (RP)</li> <li>9. Requesting Party (RP)</li> <li>10. Securities Exchange Commission (Bel-Air, Makati City)</li> </ol>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a formal letter of intent/ proposal complete with detailed information to AMD Office or through electronic email (asset.management@culturalcenter.gov.ph)	1.1 Acknowledge the letter of intent/proposal.	None	2 minutes	<i>Junior Clerk III – Asset Management Division</i>
	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	<i>Junior Clerk III – Asset Management Division</i>



	1.3 Approval/Disapproval of the Proposal Letter	None	2 Days	<i>Department Manager III – Administrative Services Department</i>
	1.4 AMD Staff notifies the RP on the approval /Disapproval of its request.	None	5 minutes	<i>Property Officer II – Asset Management Division</i>
	<b>Approved:</b> Meeting with RP to discuss its proposal accompanied by Ocular Inspection on the proposed area	None	1 Hour	<i>Administrative Officer V – Asset Management Division</i>  CCP Management OP,OVP, ASD DM and AMD
	<b>Disapproved:</b> Drafting of Letter of Disapproval/Regret	None	1 Hour	<i>Division Chief III – Asset Management Division</i>
	1.5 Drafting of Contract of Lease	None	1 Hour	<i>Property Officer II – Asset Management Division</i>  <i>Administrative Officer V – Asset Management Division</i>
	1.6 Initial review of the Contract of Lease	None	1 Hour	<i>Division Chief III – Asset Management Division</i>
	1.7 Forwards the Draft Contract of Lease to the Legal Office for final review.	None	30 minutes	<i>Junior Clerk III – Asset Management Division</i>
	1.8 Final Review of the Draft Contract of Lease	None	5 Days	<i>Attorney V – Legal Office</i>



	1.9 Transmits the reviewed Agreement back to AMD	None	30 minutes	<i>Junior Clerk III – Legal Office</i>
	1.10 Finalization of Contract of Lease	None	20 minutes	<i>Property Officer II – Asset Management Division</i>
	1.11 Forwards the Agreement to AMD Division Chief for signature, OP/OVP/ASD DM	None	3 Days	<i>Junior Clerk III – Asset Management Division</i>  <i>Division Chief III – Asset Management Division (initial)</i>  <i>Property Officer II – Asset Management Division</i>
	1.12 Notifies the RP to sign and notarize the Contract – Transmittal Letter	None	1 Day	<i>Administrative Officer V – Asset Management Division</i>
2. Return the signed and notarized agreement to AMD and pays the corresponding rental fees	2.1 AMD likewise notarize the Contract	None	30 minutes	<i>Marketing Specialist II – Asset Management Division</i>
	2.2 Transmittal of copy of signed and notarized Contract to CRDD for certifying the Contract of Lease as True Copy	None	10 minutes	<i>Junior Clerk III – Asset Management Division</i>
	2.3 CRDD certified the Contract as True Copy	None	15 minutes	Central Records Office
	2.4. Transmittal of Certified True Copy of Contract to COA, Accounting, Treasury and Lessee	None	30 minutes	<i>Junior Clerk III – Asset Management Division</i>
	2.5 Transmits client	Rental Fee:	30 minutes	<i>Property Officer II – Asset Management</i>





	postdated checks to Treasury Office for custody	<p>Please refer to Rental Rates (Annex A)</p> <p>Three months Rental Deposit - Based on the Contract Price)</p> <p>Performance Bond (Five percent of the Total Annual Contract Rate)</p> <p>Documentary Stamp Tax - (Contract Price exclusive of 12% VAT - 2,000.00 / 1,000.00 X 2 + 6</p>		Division
3 .Utilization of Lease Premises	3.1 Turn Over of the leased area to Lessee	None	1 Day	<i>Division Chief III – Asset Management Division</i>
<b>Total Processing Time</b>			<b>12 Days and 8 Hours</b>	

**END OF THE 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.

<b>Office or Division</b>	Asset Management Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>National Arts Center, Executive House</b> Letter request indicating the proposed date and total number of persons staying.</p> <p><b>Bay Terminal</b> Letter Request indicating the kind of the event to be undertaken, proposed date and number of expected attendees.</p> <p><b>CCP Helipad</b> Letter request indicating the landing date and time, with details of all passengers in the helicopter.</p> <p>With attachment of:</p> <ol style="list-style-type: none"> <li>1. Photocopy of valid government issued ID</li> <li>2. Notarized Secretary Certificate / DTI Registration / Partnership Resolution (whichever is applicable)</li> </ol>	<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <ol style="list-style-type: none"> <li>1. Requesting Party</li> <li>2. Requesting Party (RP) or Department of Trade and Industry (Sen. Gil J. Puyat Ave., Makati City) (whichever is applicable)</li> </ol>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire the availability of the NAC Executive house/ CCP Bay Terminal Lounge Area and Helipad	<p><b>CCP Bay Terminal Lounge Area , Helipad Landing and NAC Executive House</b></p> <p>1.1 Verify the availability of CCP Bay</p>	None	5 minutes	<i>Marketing Specialist II –</i>



	Terminal Lounge Area Helipad Landing and NAC Executive House to AMD Booking Schedule			Asset Management Division NAC Administrator
	1.2 Once available, require Requesting Party to submit Letter of Intent	None	5 minutes	<i>Marketing Specialist II</i> – Asset Management Division NAC Administrator
2. Submit Letter of Intent AMD Office or through electronic email	2.1 Acknowledge the letter of intent/proposal.	None	2 minutes	<i>Junior Clerk III</i> – Asset Management Division
	2.2 Forwards the Request Letter to the Administrative Services Department, Department Manager (ASD DM)	None	2 minutes	<i>Junior Clerk III</i> – Asset Management Division
	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	1 Hour	<i>Marketing Specialist II</i> – Asset Management Division NAC Administrator
	2.4 Initial review of the draft agreement/ Permit	None	30 minutes	<i>Division Chief III</i> – Asset Management Division
	2.5 Forwards the Draft Letter of	None	30 minutes	<i>Junior Clerk III</i> –



	Agreement to Legal Office for final review.			Asset Management Division
	2.6 Final Review of the Draft Letter of Agreement	None	3 Days	<i>Attorney V – Legal Office</i>
	2.7 Transmits the reviewed Agreement back to AMD	None	30 minutes	<i>Junior Clerk III – Legal Office</i>
	2.8 Finalization of Letter Agreement	None	15 minutes	<i>Marketing Specialist II – Asset Management Division</i>
	2.9 Forwards the Agreement to AMD Division Chief , OVP/ASD DM for initial signature and for signature of OP	None	2 Days	<i>Junior Clerk III – Asset Management Division</i>
	2.10 Notifies the RP to sign the agreement	None	1 Day	<i>Marketing Specialist II – Asset Management Division</i>
3. Receive; sign the Letter Agreement and pays for the corresponding rental fees.	3.1 Prepare and Transmits Order of Payment - Lounge Area/ NAC Executive House/ Helipad to ASD DM for signature	None	10 minutes	<i>Marketing Specialist II – Asset Management Division</i>  NAC Administrator
	3.3 Inform RP to present the	<b>National Arts Center (NAC) Executive</b>	1 Day	<i>Marketing Specialist II – Asset</i>



	Order of Payment to the Cashier's Office	<p><b>House</b></p> <p>Minimum number of required 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 for Non-CCP employee and No RVD for CCP Employee</p> <p><b>CCP Bay Terminal Lounge Area</b></p> <p>Rental Fee: 1<sup>st</sup> 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>		Management Division  NAC Administrator
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		<p><b>Helipad Landing</b></p> <p>Maintenance Fee: Php1,500.00 <b>*if Contract Rates exceeds Php50,000</b></p> <p>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 None</p>		
	3.4 Issuance of Official Receipt		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	<i>Marketing Specialist II – Asset Management Division</i>
4.CTC of Letter of Agreements	4.1 Request for a certified true copy of the fully signed Letter Agreements to Central Records Office	None	10 Minutes	<i>Junior Clerk III – Asset Management Division</i>
	4.2 Certifying the Letter of Agreement	None	15 Minutes	Central Records Office
<b>Total Processing Time</b>			<b>7 Days and 4 Hours</b>	

**END OF THE TRANSACTION**



## RENTAL RATES CCP FACILITIES

Cluster	Rental Rate / Sq.M. (Php)
1 – The Promenade	1,300
2 – The Arts Sanctuary	1,500
3 – The Green Zone	1,500
4 – The Creative Hub	1,500
5 – The Arts Living Room	1,500
6 – The Breezeway	1,500

*\*With 7% Annual Rental Escalati*



## **B. INTERNAL SERVICES**

# **IV. 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.

<b>Office or Division</b>	General Services Division /Outdoor Janitorial Office
<b>Classification</b>	Simple
<b>Category</b>	Internal
<b>Type of Transaction</b>	G2G
<b>Who may avail</b>	CCP offices needing installation of banners/billboards for events
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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
3. Materials for installation (GI Wire, wood, nails, etc. -as needed)	Requesting office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare memo request to be approved by DC/DM, indicating the schedule of installation, duration of banner display, and date of removal.	1.1 Provide template copy of memo request	None	2 minutes	<i>Clerk III – General Services Division (GSD)</i>
2. Bring approved request to GSD office for approval	2.1 Receive and check the request and if in order forward it to GSD DC/ASD DM's Office for approval	None	10 minutes	<i>Clerk III – General Services Division (GSD)</i>



	2.2 Approval of the request		5 minutes	<i>Division Chief - General Services Division (GSD)</i>
	2.3 Once approved inform the concerned unit of the approval and schedule the pickup of the materials for installation		5 minutes	<i>Clerk III – General Services Division (GSD)</i>
	2.4 Inform and provide a copy to the outdoor janitorial supervisor/coordinator on the scheduled installation		5 minutes	<i>Clerk III – General Services Division (GSD)</i>
3. Release the materials for installation to the outdoor janitorial personnel on the scheduled date.	3.1 Pick up the materials for installation and install the banners as requested	None	3 hours	<i>Outdoor Janitorial Supervisor - General Services Division (GSD)</i>
4. Check installation of banners if according to request	4.1 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	<i>Outdoor Janitorial Supervisor – General Services Division (GSD)</i>
<b>Total Processing Time</b>			<b>6 hours 27 minutes</b>	

**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.

<b>Office or Division</b>	General Services Division /Motorpool Office
<b>Classification</b>	Simple
<b>Category</b>	Internal
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	CCP personnel/units needing transport services
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Vehicle Reservation Slip (3 copies)	Motor pool Office ASD Department Head/Head of Agency  Assigned driver for the trip
2. If applicable, approved requests for use of vehicles or authority to travel (2 copies)	
3. Trip tickets (4 copies)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get copy of Vehicle Reservation Slip (VRS).	1.1 Provide hard/soft copy of request form	None	2 minutes	<i>Motorpool Supervisor – Motorpool Office</i>
2. Fill out and sign request form; Submit form with the requirements	2.2 Receive and check the request and attachments	None	2 minutes	<i>Motorpool Supervisor – Motorpool Office</i>
	2.3 Check vehicle availability and indicate in the VRS if requested vehicle is available or not <ul style="list-style-type: none"> <li>• If available, assign driver and add the request to the monthly/weekly schedule</li> </ul>	None	2 minutes	



	<ul style="list-style-type: none"> <li>If not available, indicate the non-availability in the VRS and return VRS to requesting unit</li> </ul>			
3. Receive filled up VRS	3.1 Release filled up VRS and advise requesting unit on other matters that may be needed to be done before, during and after the trip	None	5 minutes	<i>Motorpool Supervisor – Motorpool Office</i>
4. Use the vehicle as scheduled, signing the corresponding trip tickets	4.1 Ensure that the trip is conducted as scheduled, or updated as necessary	None	7 minutes	<i>Motorpool Supervisor – Motorpool Office</i>
	4.2 Complete and compile the trip tickets and other documents for the trip, as attachment to DVs.	None		<i>Motorpool Supervisor – Motorpool Office</i>
<b>Total Processing Time</b>			<b>18 minutes</b>	

**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.

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get copy of Request for Setup Form; Fill out and sign request form.	1.1 Provide hard/soft copy of request form	None	2 minutes	<i>Housekeeping OIC – General Services Division (GSD)</i>
2. Submit form with the requirements	2.1 Receive and check the request and attachments	None	2 minutes	<i>Housekeeping OIC – (GSD)</i>
	2.2 Check availability of materials and manpower requested; if not available recommend other options	None	5 minutes	<i>Housekeeping OIC – (GSD)</i>
		None	5 minutes	



	2.3 If available, assign janitorial staff and add the request to the monthly/weekly schedule.  2.4 Forward request to the GSD/ASD office for approval	None	5 minutes	<i>Housekeeping OIC – (GSD)</i>  <i>Housekeeping OIC – (GSD)</i>
<b>Total Processing Time</b>			<b>19 minutes</b>	

***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.

<b>Office or Division</b>	General Services Office/ Central Records Office (CRO)
<b>Classification</b>	Simple
<b>Category</b>	Internal
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	CCP personnel/units needing certified true copies and safekeeping of documents.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Records Request Form (2 copies)	Central Records Office (CRO)
2. Original copy of document for submission, with complete attachments indicated in the document	ASD Department Head/ VOD Booking Office
3. Photocopies of documents as needed	Requesting office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get copy of request form.	1.1 Provide hard/soft copy of request form	None	2 minutes	<i>Clerk</i> - Central Records Office (CRO)
2. Fill out and sign request form; Submit form with the requirements	2.1 Receive and check the request and attachments	None	2 minutes	<i>Clerk</i> - Central Records Office (CRO)
	2.2 Stamp the documents as needed	None	5 minutes*	<i>Clerk</i> - Central Records Office (CRO)
	2.3 Verify submitted documents and	None	5 minutes*	<i>Records Officer III</i> - Central Records Office (CRO)



	signed certified copies			
3. Receive requested documents/ CTCs. Acknowledge receipt and fill-up feedback form.	3.1 Release documents to authorized staff of requesting unit	None	2 minutes	<i>Clerk - Central Records Office (CRO)</i>
	3.2 Ensure that copy of the request form and feedback form are accomplished	None	2 minutes	<i>Clerk - Central Records Office (CRO)</i>
<b>Total Processing Time</b>			<b>19 minutes</b>	

***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.

<b>Office or Division</b>	General Services Division/Central Records Office (CRO)
<b>Classification</b>	Simple
<b>Category</b>	Internal
<b>Type of transaction</b>	G2G
<b>Who may avail</b>	CCP personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Records Request Form (2 copies)	Central Records Office
2. Original copy of issuances for numbering	Requesting office
3. Photocopies of documents as needed	Requesting office

<b>CLIENT STEPS</b>	<b>OFFICE ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get copy of request form	1.1 Provide hard/soft copy of request form	None	2 minutes	<i>Clerk</i> - Central Records Office (CRO)
2. Fill out and sign request form; Submit form with the requirements	2.1 Receive and check the request and issuance for numbering	None	2 minutes	Records Officer III- Central Records Office (CRO)
	2.3 Number the documents as needed	None	2 minutes	Records Officer III- (CRO)
	2.4 Indicate distribution list for each issuance	None	2 minutes	Records Officer III- (CRO)
3. Distribute the numbered	3.1 Release documents to	None	2 minutes	<i>Clerk</i> - Central Records Office (CRO)



issuances to indicated recipients	authorized staff of requesting unit 3.2 File original copy of issuance and include in the master list	None	2 minutes	Records Officer III- Central Records Office (CRO)
<b>Total Processing Time</b>			<b>12 minutes</b>	

***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.

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

<b>CLIENT STEPS</b>	<b>OFFICE ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Mailing/Courier Service Requisition Form	1.1 Provide hard/soft copy of Mailing/Courier Service Requisition Form	None	2 minutes	<i>Clerk</i> - Central Records Office (CRO)
2. Fill out and sign Mailing/Courier Service Requisition Form; Submit form with the items for mailing/shipment	2.1 Receive and check the request and attachments	None	2 minutes	<i>Records Officer III</i> - Central Records Office (CRO)



	2.5 Weigh and measure dimensions of package/ envelop for shipping/ mailing cost estimation	None	2 minutes	Records Officer III- Central Records Office (CRO)
	2.3 Inquire thru app/website/call /email on the estimated cost of mailing	None	3 days	Records Officer III- Central Records Office (CRO)
3. Get printed copy of mailing/ courier service price estimate for BUR processing	3.1 Print copy of mailing/ courier service price estimate	None	5 minutes	Records Officer III- Central Records Office (CRO)
4. Process BUR for the shipment/ mailing	4.1 Wait for BUR processing	None	4 days	Records Officer III- Central Records Office (CRO)
5. Submit signed BUR and attachments to CRO	5.1 Receive and check the submitted documents	None	2 minutes	Records Officer III- Central Records Office (CRO)
	5.2 If BUR is in order, initiate mailing or booking of the courier service	None	1 day	Records Officer III- (CRO)
	5.3 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 III- (CRO)
<b>Total Processing Time</b>			<b>8 days + Delivery period</b>	

\*not applicable to mailed matters

**END OF TRANSACTION**



## **V. HUMAN RESOURCE AND MANAGEMENT DEPARTMENT**



## A. Processing of Certificate of Employment

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

<b>Office or Division</b>	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
<b>Classification:</b>	Complex
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Retired/Resigned/Incumbent Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request for Official Documents Form Customer Feedback Form	Human Resource Services Division

<b>CLIENT STEPS</b>	<b>OFFICE ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the request form and check the particular document/s you wish to request. <ul style="list-style-type: none"> <li>• COE with Compensation;</li> <li>• COE without Compensation;</li> <li>• COE for Visa purposes;</li> <li>• COE of No LWOP;</li> <li>• COE of No Pending Case</li> </ul>	1.1 Identify the requesting party.  1.2 Search from the database if the name of employee is active.  1.3 If the record still active, proceed to the updating and printing of certification.  1.4 If located, encoding of the data shall be done	N/A	3 days	<i>Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)</i>
2. Submit to the receiving clerk.	2.1 Endorsement to the Division Chief for review and initials, if no	N/A	1 day	<i>HRMO II – Human Resources</i>





	<ul style="list-style-type: none"><li>• Advise the requesting party that the documents requested is ready for release</li><li>• If not available, authorization letter signed by the requesting party must be secured.</li></ul>			
<b>Total Processing Time</b>			<b>4 days</b>	

***END OF TRANSACTION***





## B. Request for Service Record

<b>Office or Division</b>	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Retired/Resigned/Incumbent Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request for Official Documents Form Customer Feedback Form	Human Resource Services Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the request form and check the particular document/s you wish to request	1.1 Identify the requesting party  1.2 Search from the name of the employee in the data base  1.3 If the record still active, proceed to the updating and printing of Service Record	None	3 days	<i>Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)</i>
2. Submit to the frontline desk officer	2.1 Endorsement to the Division Chief for review and initials, if no corrections, proceed to the Department Manager for final signature  2.2 Advise the requesting party for the release of the document  2.3 If the requesting party is not available,		5 days	<i>HRMO III – Human Resources Services Division (HRSD)</i>



	authorization must be secured before releasing the document.			
	<p>2.4 If the requesting party Records are not included in active pool. Records will be checked and search in the stockroom where the inactive records are filed.</p> <ul style="list-style-type: none"> <li>• If located, encoding of data and printing of the Service Record shall be done</li> <li>• Endorsement to the Division Chief for review and initial</li> <li>• If no corrections, proceed to the Department Manager for Signature</li> <li>• Advise the requesting party that the documents requested is ready for release</li> <li>• If not available, authorization letter signed by the requesting party must be secured.</li> </ul>			<p><i>HRMO III –</i> Human Resources Services Division (HRSD)</p>
<b>Total Processing Time</b>			<b>8 days</b>	

***END OF TRANSACTION***



### C. Request for Philhealth Certificate

<b>Office or Division</b>	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Retired/Resigned/Incumbent Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request for Official Documents Form Customer Feedback Form	Human Resource Services Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the request form and check the particular document/s you wish to request.	1.1 Identify the requesting party. 1.2 Search from the data base if the name of employee is active. 1.3 If the record still active, proceed to the updating and printing of Philhealth Certificate	None	1 day	<i>Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)</i>
2. Submit to the frontline desk officer.	2.1 Endorsement to the Division Chief for review and signature, 2.3 Advise the requesting party for the release of the document 2.3 If the requesting party is not available, authorization must		1 day	<i>HRMO II – Human Resources Services Division (HRSD)</i>



	be secured before releasing the document.			
<b>Total Processing Time</b>			<b>2 days</b>	

***END OF TRANSACTION***



## D. Processing of Pag-IBIG Loan

<b>Office or Division</b>	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Incumbent Employees (Regular and Casual)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request for Official Documents Form Customer Feedback Form	Human Resource Services Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the request form and check the particular document/s you wish to request.	<p>1.1 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>1.2 Check and validate the data base as to the contribution and premium as per remittance.</p> <p>1.3 Validated the record and assess the remaining loan if applicable.</p>	None	1 day	<i>Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)</i>



<p>2. Submit to the frontline desk officer.</p>	<p>2.1 If qualified, proceed to the signatory.</p> <p>2.2 Submit to the Division Chief for approval.</p> <p>2.3 If approved, advise the requesting party for the release of the document.</p> <p>2.4 Personal appearance is required. No authorization is allowed.</p>	<p>None</p>	<p>1 day</p>	<p><i>HRMO II – Human Resources Services Division (HRSD)</i></p>
<p><b>Total Processing Time</b></p>			<p><b>2 days</b></p>	

***END OF TRANSACTION***



## E. Processing of GSIS Loan

<b>Office or Division</b>	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Incumbent Employees (Regular and Casual)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
GSIS UMID Card	Government Service Insurance System (GSIS) Complex, Roxas Blvd, Pasay
Customer Feedback Form	Human Resource Services Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring GSIS UMID card  <ul style="list-style-type: none"> <li>Go to the GSIS kiosk office and file a loan such as:               <ol style="list-style-type: none"> <li>Consoloan/ MPL</li> <li>Policy Loans</li> <li>And other loans</li> </ol> </li> <li>Follow the instructions and proceed to the next steps as stated in the monitor</li> </ul>	1.1 Advise the HRSD staff regarding the approved filed loan.  1.2 Wait for the approval of the Approving Administrative Officer (AAO)  1.3 Once Approved, the requesting party will be advised.	None	3 days depending on the advice of GSIS Main Office	<i>Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)</i>
2. If loan has been approved. Proceed to the CCP HRSD or you may call thru the landline.		None	5 minutes	<i>Human Resource Management Officer III (HRMO III) – Human Resources Services Division (HRSD)</i>
<b>Total Processing Time</b>			<b>2 days 5 minutes</b>	

**END OF TRANSACTION**



## F. Processing of the Certificate of Clearance

<b>Office or Division</b>	HUMAN RESOURCE SERVICE DIVISION Human Resource Management Department
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2G, G2C
<b>Who may avail</b>	Retired/Resigned/Incumbent Employees (Regular, Casual, Contract-of-service, Project hire)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Clearance Form Customer Feedback Form	Timekeeping Section Human Resource Services Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the window located at the Timekeeping Section  <ul style="list-style-type: none"> <li>• Ask for a copy of blank Certificate of Clearance</li> <li>• Accomplish form with the necessary data.</li> </ul>	1.1 Fill-up the clearance and state the reason of leaving  1.2 Have it signed by the Immediate Supervisors/ Department Manager for Recommending Approval  1.3 Route the clearance according to the sequence and requirements/compliance of each department  1.4 After completing the certificate, proceed to the HRSD and surrender the Identification Card issued during her or his tenure.	None	3 days	<i>Human Resource Management Officer II (HRMO II) – Human Resources Services Division (HRSD)</i>





	1.5 If lost, secure and submit the Notarized Affidavit of Lost together with the clearance . 1.6 If completely submitted, proceed to next step.			
<b>Total Processing Time</b>			<b>3 days</b>	

***END OF TRANSACTION***



## VI. FEEDBACK AND COMPLAINT MECHANISMS

We value your Comments/Suggestions.

As the premiere institution of arts and culture in the Philippines, 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?	<ol style="list-style-type: none"><li>1. Accomplish the Client Satisfaction Measurement (CSM) Form available in the Public Assistance and Complaints Desk (PACD) and all CCP transacting offices in the CCP Annex, Tanghalang Ignacio Gimenez (TIG) Lobby, Philippine Design Center (PDC) Building, and Administrative Services Department (ASD) Building</li><li>2. Submit the form to the CCP transacting offices responsible or to our Public Assistance and Complaints Desk (PACD) at the CCP Annex, Tanghalang Ignacio Gimenez (TIG) Lobby, or Administrative Services Department (ASD) Building; or</li><li>3. You may email us at <a href="mailto:ccp.pacd@culturalcenter.gov.ph">ccp.pacd@culturalcenter.gov.ph</a> or call 8831-0123.</li></ol>
How are the feedback forms processed?	<ol style="list-style-type: none"><li>1. All submitted Client Satisfaction Measurement (CSM) Forms are compiled and evaluated by the Corporate Planning Office.</li><li>2. Feedback requiring a response is forwarded to the relevant offices and they are required to answer within five (5) days of receiving the feedback.</li><li>3. If applicable, clients shall be updated through the provided contact information regarding any update and/or additional information needed.</li></ol>
How to file complaints?	<ol style="list-style-type: none"><li>1. You may approach our Public Assistance and Complaints Desk (PACD) and scan the provided QR code to send your complaint via the Online Public Assistance and Complaints Desk (OPACD) or by pen and paper via our Incident Form;</li><li>2. You can also email us at <a href="mailto:ccp.pacd@culturalcenter.gov.ph">ccp.pacd@culturalcenter.gov.ph</a> or call 8831-0123; or</li><li>3. Complaints can also be filed through the following channels: 8888 Citizen's Complaint Hotline, Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA), and Civil Service Commission-Contact Center ng Bayan.</li></ol>



How are the complaints processed?	<ol style="list-style-type: none"><li>1. The Corporate Planning Office compiles and records all submitted complaints to be forwarded to the CCP Committee on Anti-Red Tape (CART).</li><li>2. Upon thorough evaluation, the CCP CART shall start the investigation and forward the complaint to the relevant office, in which they will be required to answer within five (5) days of receiving the complaint.</li><li>3. A report of the incident will be submitted by CART to the Legal Office and Head of Agency for appropriate action.</li><li>4. A preliminary conference between the complainant and respondent will be scheduled.</li><li>5. The complainant shall be updated through the provided contact information regarding any update and/or additional information needed.</li></ol>
Contact Information of CCP	832-1125- 39 loc. 1116/1127
ARTA	<ul style="list-style-type: none"><li>• Landline: (02) 8478-5091 • (02) 8478-5093 • (02)8478-5099</li><li>• Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a></li><li>• Website: <a href="http://www.arta.gov.ph">www.arta.gov.ph</a></li><li>• Facebook: Anti-Red Tape Authority</li><li>• Twitter: @ARTAgovph</li><li>• Instagram: @ARTAgovph</li></ul>
Presidential Complaints Center (PCC)	<ul style="list-style-type: none"><li>• +63(2)-8736-8645</li><li>• +63(2)-8736-8603</li><li>• +63(2)-8736-8629</li><li>• +63(2)-8736-8621</li></ul>
Civil Service Commission Contact Center ng Bayan	<ul style="list-style-type: none"><li>• Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</li><li>• SMS/Text Access: 0908-8816565</li><li>• Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li><li>• Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></li><li>• Facebook page: <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></li></ul>

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
<b>Office of the Board of Trustees</b>	4 <sup>th</sup> Floor, Ramon Magsaysay Center (RMC), Quintos St., Manila City	<a href="mailto:ccp.bot.ea@culturalcenter.gov.ph">ccp.bot.ea@culturalcenter.gov.ph</a> <a href="mailto:ccpcorpsec@culturalcenter.gov.ph">ccpcorpsec@culturalcenter.gov.ph</a>
<b>Office of the President</b>  <ul style="list-style-type: none"> <li>• Legal Office</li> </ul>	Cultural Center of the Philippines Annex, CCP Complex  15 <sup>th</sup> Floor, Ramon Magsaysay Center (RMC), Quintos St., Manila City	<a href="mailto:president@culturalcenter.gov.ph">president@culturalcenter.gov.ph</a>  <a href="mailto:legaloffice@culturalcenter.gov.ph">legaloffice@culturalcenter.gov.ph</a>
<b>Office of the Vice President for the Administrative Sector</b>	L.A. Building, CCP Complex	8551-3737 8551-7248
<b>Office of the Vice President for the Artistic Sector</b>  <b>Office of the Artistic Director</b>	Cultural Center of the Philippines Annex, CCP Complex	<a href="mailto:oad@culturalcenter.gov.ph">oad@culturalcenter.gov.ph</a>
<b>Corporate Affairs Department</b>  <ul style="list-style-type: none"> <li>• Corporate Communications Division</li> </ul>	7 <sup>th</sup> Floor, Ramon Magsaysay Center (RMC), Quintos St., Manila City	



<ul style="list-style-type: none"> <li>• Management Services Division</li> </ul>	<p>4<sup>th</sup> Floor, Ramon Magsaysay Center (RMC), Quintos St., Manila City</p> <p>Cultural Center of the Philippines Annex, CCP Complex</p>	<p>8831-0123  <a href="mailto:msdcorplan.cad@culturalcenter.gov.ph">msdcorplan.cad@culturalcenter.gov.ph</a></p> <p>8832-1125 loc 1118  <a href="mailto:mis@culturalcenter.gov.ph">mis@culturalcenter.gov.ph</a></p>
<p><b>Internal Audit Department</b></p>	<p>Cultural Center of the Philippines Annex, CCP Complex</p> <p>L.A. Building, CCP Complex</p>	<p>8834-1668  8832-3876</p>
<p><b>Marketing Department</b></p> <ul style="list-style-type: none"> <li>• Office of the Marketing Manager</li> <li>• Market Development Division</li> <li>• Creative Services Unit</li> <li>• Sales and Promotions Division / Box Office</li> </ul>	<p>7<sup>th</sup> Floor, Ramon Magsaysay Center (RMC), Quintos St., Manila City</p> <p>Tanghalang Ignacio Gimenez (TIG), CCP Complex</p>	<p>8832-3704</p> <p>8832-1125 loc.1800/1807</p> <p>8832-1125 loc. 1801/1808</p> <p>8832-1125 loc.1802</p> <p>0931 0330 880  <a href="mailto:salesandpromotions@culturalcenter.gov.ph">salesandpromotions@culturalcenter.gov.ph</a></p>
<p><b>Arts Education Department</b></p> <ul style="list-style-type: none"> <li>• Artist Training Division</li> </ul>	<p>Cultural Center of the Philippines Annex, CCP Complex</p>	<p>8832-1125 local 1703  <a href="mailto:artseducation@culturalcenter.gov.ph">artseducation@culturalcenter.gov.ph</a></p> <p><a href="mailto:artist.training@culturalcenter.gov.ph">artist.training@culturalcenter.gov.ph</a></p>



<ul style="list-style-type: none"> <li>• Audience Development Division</li> <li>• Cultural Management Division</li> </ul>		<p>8832-1125 local 1703</p> <p><a href="mailto:cultural.management@culturalcenter.gov.ph">cultural.management@culturalcenter.gov.ph</a></p>
<p><b>Cultural Exchange Department</b></p>	<p>Cultural Center of the Philippines Annex, CCP Complex</p>	<p>883-3674</p>
<p><b>Production and Exhibition Department</b></p> <ul style="list-style-type: none"> <li>• Venue Operations Division / Booking Office</li> <li>• Film Broadcast and New Media Division</li> <li>• Production Management Services Division</li> <li>• Visual Arts and Museum Division</li> <li>• Production Design and Technical Services Division</li> </ul>	<p>Cultural Center of the Philippines Annex, CCP Complex</p> <p>Philippine Design Center, CCP Complex</p>	<p>8832-1125 loc.1404</p> <p><a href="mailto:bookingoffice@culturalcenter.gov.ph">bookingoffice@culturalcenter.gov.ph</a></p> <p><a href="mailto:vamd@culturalcenter.gov.ph">vamd@culturalcenter.gov.ph</a></p>
<p><b>Cultural Content Department</b></p> <ul style="list-style-type: none"> <li>• Library &amp; Archives Division</li> </ul>	<p>Harbor Square, CCP Complex</p>	<p>8832-1125 loc. 1153</p>



<ul style="list-style-type: none"> <li>• Cultural Research &amp; Development Division</li> <li>• Intertextual Division</li> </ul>	CCP Annex, CCP Complex	8832-1125 loc.1511/1500  8551-5959 8832-1125 loc. 1706 <a href="mailto:ccpintertextualdivision@gmail.com">ccpintertextualdivision@gmail.com</a>
<b>Administrative Services Department</b> <ul style="list-style-type: none"> <li>• General Services Division</li> <li>• Maintenance &amp; Engineering Services Division</li> <li>• Property and Supply Division</li> <li>• Asset Management Division</li> <li>• Procurement Management Division</li> </ul>	L.A. Building, CCP Complex	8832-3677/8551-0323  8832-5117  8551-0039  8832-3659  8832-3656
<b>Financial Services Department</b> <ul style="list-style-type: none"> <li>• Budget Division</li> <li>• Accounting Division</li> <li>• Treasury Division</li> </ul>	L.A. Building, CCP Complex  CCP Annex, CCP Complex	8832-3709 <a href="mailto:budget@culturalcenter.gov.ph">budget@culturalcenter.gov.ph</a> 8832-3708  8832-1125 loc. 1310, 1306



<p><b>Human Resource Management Department</b></p> <ul style="list-style-type: none"><li>• Office of the Department Manager</li><li>• Human Resource Services Division</li><li>• Training and Development Division</li></ul>	<p>5<sup>th</sup> Floor, Ramon Magsaysay Center (RMC), Quintos St., Manila City</p>	<p>8834-0137 <a href="mailto:hrmd.dm@culturalcenter.gov.ph">hrmd.dm@culturalcenter.gov.ph</a></p> <p>8834-0137 8832-1125 loc. 1903 <a href="mailto:hrsd-hrmd@culturalcenter.gov.ph">hrsd-hrmd@culturalcenter.gov.ph</a></p> <p>8834-0137 8832-1125 loc. 1902 <a href="mailto:Training@culturalcenter.gov.ph">Training@culturalcenter.gov.ph</a></p>
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