



SMALL BUSINESS CORPORATION

CITIZEN'S CHARTER
2020 (2nd Edition)

Approved by:


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President & CEO 



SMALL BUSINESS CORPORATION

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I. Mandate:

The Small Business Corporation (SB Corporation) is a government corporation created on January 24, 1991 by virtue of Section 11 of Republic Act (RA) No. 6977, amended on May 6, 1997 by RA No. 8289, otherwise known as Magna Carta for Small and Medium Enterprises (SMEs).

On May 23, 2008, the President of the Philippines signed into law RA No. 9501, entitled “An Act to Promote Entrepreneurship by Strengthening Development and Assistance Programs to Micro, Small and Medium Scale Enterprises Amending for the Purpose Republic Act No. 6977, as amended, otherwise known as the ‘Magna Carta for Small and Medium Enterprises’ and for other purposes”. Under Section 13 thereof, amending Section 11 of RA No. 6977, states that:

”Creation of Small Business Guarantee and Finance Corporation – There is hereby created a body corporate to be known as the Small Business Guarantee and Finance Corporation, hereinafter referred to as the Small Business Corporation (SB Corporation), which shall be charged with the primary responsibility of implementing comprehensive policies and programs to assist MSMEs in all areas, including but not limited to finance and information services, training and marketing.”

II. Vision:

By 2025, we will be the leader in building financing alternatives for Philippine MSMEs, putting them at the forefront of inclusive economic growth.

III. Mission:

Our Mission is to relentlessly champion the neglected business segments of the country to get them to access the capital needed to grow successfully.

IV. Service Pledge:

We the officials and employees of the Small Business Corporation pledge and commit to deliver quality public service and shall:

1. Serve with utmost integrity, efficiency and courtesy;
2. Demonstrate sensitivity and professionalism when dealing with clients;
3. Provide adequate and accurate information;
4. Comply with best banking and industry practices;
5. Respond to complaints and feedbacks promptly;
6. Observe strict government office hours, Mondays to Fridays without noon breaks;
7. Treat everyone equally and value every citizen’s needs.

All these we pledge, because YOU deserve no less.

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**All Lending Offices
(South Luzon Group, North Luzon Group,
Central Luzon Lending Unit, Visayas Group
and Mindanao Group)**

External Services

1. Microfinance Loans (P3 Retail Lending)

Loan application, approval and release

Office or Division:	All Regional Lending Offices (South Luzon Group, North Luzon Group, Central Luzon Lending Unit, Visayas Group and Mindanao Group)			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	<p>Microenterprises who will meet the following criteria:</p> <ol style="list-style-type: none"> 1. Engaged in legitimate livelihood or business activity for at least one year; 2. With a government-issued ID; 3. With a Barangay Clearance issued in the past 3 months 4. With evidence of microenterprise activity for at least one year (Certification by LGU and/or other government office is acceptable, among others) 5. With asset size of up to P15.0 Million 6. No negative credit track record; and 7. With proof of at least one (1) year residence. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents to support qualification to the minimum criteria (items # 3, 4 and 6) (1 photocopy each)		LGU/Barangay Office		
2. Duly accomplished P3 Application Form (1 original copy)		SB Corporation Regional Lending Offices		
3. Barangay/Municipal Business Permit (1 photocopy)		LGU/Barangay Office		
4. Government-issued ID (1 photocopy)		To be provided by the borrower		
5. ID picture (1 original copy)		To be provided by the borrower		
6. DTI Business Name Registration (for loans P 50,000.00 up to P100,000.00) (1 photocopy)		Department of Trade and Industry (DTI) Negosyo Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit loan application to at the nearest Regional Lending Office <i>(may be done via SB Corporation's online loan application portal)</i>	1.1. Conduct documents verification; Ensure completeness of submitted requirements	None	1 day	<i>Account Officer or Account Officer Assistant Regional Lending Office</i>
	1.2. Record loan application in SB			<i>Account Officer or Account Officer Assistant Regional Lending</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Corporation loan database; Prequalify loan application (assessment vis-à-vis eligibility criteria)			<i>Office</i>
	1.3. Conduct CI/ background checking	None	1 day	<i>Credit Investigator Regional Lending Office</i>
	1.4. Conduct business verification (via client interview and/or project visit) and loan evaluation	None	1 day	<i>Loan Officer Regional Lending Office</i>
	1.5. Decide on loan application	None	1 day	<i>Group Head Regional Lending Office Financing Sector Head or Credit Committee Head Office</i>
2. Sign Loan Documents	2.1. Prepare loan release documents and loan drawdown sheet (LDS)	None	2 days	<i>Loan Releasing Officer Regional Lending Office</i>
	2.2. Facilitate loan documentation and signing	<u>Financing Cost:</u> 2.5% per month interest fee <u>DST:</u> P 1.50 per P 200.00 of loan amount		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<u>If release is thru LBP</u> <u>Cash Card:</u> P150.00 (one-time payment)		
	2.3. Accounting Processes – 1) Prepare Accounting Entries and Journal Entry Vouchers, 2) Review journal entries and validate computation, 3) Signs accounting entries	None	1 day	<i>Senior Financial Specialist / Accountant Controllership Group</i> <i>Department Manager Controllership Group</i> <i>Group Head Controllership Group</i>
	2.4. Treasury Processes – 1) Encode the details in the appropriate Oracle modules, 2) Prepare and review check, debit advice and fund transfer following the process for the mode of release, 3) Release checks to payee and transmits debit advice and fund transfer to bank	None		<i>Cashier Treasury Group</i> <i>Department Manager and CASA bank signatory Treasury Group</i> <i>Cashier Treasury Group</i>
	2.4. Inform client of loan release	None		<i>Loan Releasing Officer Regional Lending Office</i>
	TOTAL:	<u>Financing Cost:</u> 2.5% per month	7 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		interest fee <u>DST:</u> P 1.50 per P 200.00 of loan amount <u>If release is thru LBP</u> <u>Cash Card:</u> P150.00 (<i>one-time payment</i>)		

Note: All fees/finance and non-finance charges are deducted from the proceeds of the loan

2. MSME Loans (Retail Lending Program)

Loan application, approval and release

Office or Division:	All Regional Lending Offices (South Luzon Group, North Luzon Group, Central Luzon Lending Unit, Visayas Group and Mindanao Group)	
Classification:	Highly Technical	
Type of Transaction:	G2B	
Who may avail:	<p>Microenterprises and lower-level small enterprises that have survived the enterprise-gestation stage (<i>strictly within one hour public commute radius from SB Corporation main/area office or half-hour from any provincial desk offices</i>).</p> <p>OWNERSHIP: Must be at least 60% Filipino-owned</p> <p>ASSET SIZE: Business asset size should not exceed P10.0 million (medium enterprises excluded)</p> <p>BUSINESS TRACK RECORD:</p> <ol style="list-style-type: none"> 1. At least 36 months; 2. No negative credit track record; 3. With at least two full time workers with statutory benefits (preferably with SSS at the very least); 4. Existing loans outside of SB Corp should not exceed one transaction; and 5. With BIR accreditation and ability to issue official receipt. 	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Duly Accomplished Loan Application Form and Personal Information Sheet (1 original copy)	SB Corporation Regional Lending Offices
	2. DTI or SEC business registration (1 photocopy)	Department of Trade and Industry (DTI)-Negosyo Centers or Security and Exchange Commission (SEC)
	3. Sales record for at least 36 months (1 photocopy)	To be provided by the borrower
	4. Mayor's Permit (1 photocopy)	Municipal/Mayor's Office
	5. Statutory documents for at least two workers (1 photocopy) <ul style="list-style-type: none"> - At least SSS contribution must be complied. - Full time worker being referred to excludes the spouse of the registered owner. 	Social Security System (SSS)
	6. BIR accreditation and sample Official Receipt (1 photocopy each)	Bureau of Internal Revenue (BIR)
	7. Mayor's Permit for business site or equivalent document (1 photocopy)	Municipal/Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit loan application documents at the nearest Regional Lending Office.	1.1. Ensure completeness of submitted requirements	None	1 day	<i>Account Officer Assistant Regional Lending Office</i>
	1.2. Record loan application in SB Corporation loan database and prequalify loan application (Assessment vis-à vis eligibility criteria and identification of financing program suited to the borrower's loan application)	None		<i>Loan Officer Regional Lending Office</i>
	1.3. Conduct CI/background checking and appraisal of collateral property, if applicable	None	6 days	<i>Credit Investigator Regional Lending Office</i> <i>Collateral Appraiser Regional Lending Office</i>
	1.4. Conduct initial financial assessment	P 4,000.00 Commitment fee via issuance of check	1 day	<i>Loan Officer Regional Lending Office</i>
	1.5. Conduct project visit	(See notes below)*	1 day	<i>Loan Officer Regional Lending Office</i>
	1.7. Conduct credit evaluation and financial analysis based on validated information; Prepare	None	2 days	<i>Loan Officer Regional Lending Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Loan Approval Memo and BRR Scorecard.			
	1.8. Check completeness of documents Issues certificate of compliance	None	1 day	<i>Document Examiner Regional Lending Office</i>
	1.9. Credit Review and Loan Decision	None	5 days	<i>Department Manager and Group Head Regional Lending Office</i>
	1.10. Notify client on loan decision and discusses approved loan terms	None		
2. Sign loan release documents and submit other pre-loan release requirements at the Regional Lending Office or provincial desk office.	2.1. Pre-Release Loan Documentation; Prepare pre-loan release documents and facilitate its signing by the client. Prepare Loan Drawdown Sheet	<u>Evaluation Fee:</u> ½ of 1% based on approved loan amount <u>Availment Processing Fee:</u> ½ of 1% of the amount of loan release <u>Documentary Stamp Tax (DST):</u> P 1.50 for every P 200.00 of the loan amount released	2 days	<i>Loan Releasing Officer Regional Lending Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<u>Out-of-town Processing Fee:</u> up to P4,000.00 (See notes below)*		
	2.2. Accounting Processes – 1) Prepare Accounting Entries and Journal Entry Vouchers, 2) Review journal entries and validate computation, 3) Signs accounting entries	None	1 day	<i>Senior Financial Specialist / Accountant Controllership Group</i> <i>Department Manager Controllership Group</i> <i>Group Head Controllership Group</i>
	2.3. Treasury Processes – 1) Encode the details in the appropriate Oracle modules, 2) Prepare and review check, debit advice and fund transfer following the process for the mode of release, 3) Release checks to payee and transmits debit advice and fund transfer to bank	None		<i>Cashier Treasury Group</i> <i>Department Manager and CASA bank signatory Treasury Group</i> <i>Cashier Treasury Group</i>
	TOTAL	Approx. 1.5% up-front fees based on loan amount	20 days	

*Notes on the Fees to be Paid:

All fees/finance and non-finance charges are deducted from the proceeds of the loan.

- Commitment fee (P 4,000.00):
 - Loan applicant to issue a dated check payable to Small Business Corporation and will be deposited once loan application is approved. Upon release of the loan, the P4,000 is deductible from the total finance/non-finance charges, hence not an additional cost to the client

- Out-of-town processing fee:
 - No charge: Metro Manila, Cebu and Davao
 - P 2,000.00: Calabarzon and Region III
 - P 4,000.00 or actual airfare: rest of the Philippines
 - One-time, deducted in full from initial loan release

- Evaluation fee:
 - $\frac{1}{2}$ of 1% of approved loan amount or minimum of P3,000, whichever is higher (e.g. P 5,000.00 for every P 1.0 Million approved loan)
 - One-time, deducted in full from initial loan release

- Availment processing:
 - $\frac{1}{2}$ of 1% of loan release amount (e.g. P 5,000.00 for every P 1.0 Million approved loan)
 - Deducted from every loan release

- Interest fees/charges
 - Ranging from 8% to 15% per annum
 - Not deducted up-front from the loan proceeds but amortized monthly or quarterly over the term of the loan

3. MSME Wholesale Loans (Regular and P3)

Accreditation, approval and release

Office or Division:	All Regional Lending Offices (South Luzon Group, North Luzon Group, Central Luzon Lending Unit, Visayas Group and Mindanao Group)	
Classification:	Highly Technical	
Type of Transaction:	G2B	
Who may avail:	<p>Banks, Cooperatives, Microfinance NGOs, Private Finance Companies and other registered financial institutions who will meet the following criteria:</p> <ol style="list-style-type: none"> 1. Must be either a corporation, cooperative or bank (with license to engage in lending) 2. Must be registered either with Securities and Exchange Commission (SEC), Cooperative Development Association (CDA) or Bangko Sentral ng Pilipinas (BSP) 3. At least one year in operations 4. With Board of Directors and Management Team 5. With minimum capitalization of at least P500.0 Thousand 6. With asset size of not more than P5.0 Billion 7. Must meet financial ratios such as Past Due Ratio or Microfinance Portfolio at Risk (MF-PAR), Liquid Asset to Deposit Ratio, Capital Adequacy ratio (CAR) 8. Positive Net Income for latest 12 months 9. Borrower Risk Rating of "5" or better per SBC evaluation 	
CHECKLIST OF REQUIREMENTS		
		WHERE TO SECURE
1. Letter of Intent to participate in SBC's Wholesale Lending Program (or Board Resolution to Borrow from SBC and on authorized signatory/ies) (1 original copy)	To be provided by the borrower	
2. Business registration papers (1 photocopy)		
<ul style="list-style-type: none"> • For banks/NGOs/Other Lending Institutions – SEC Registration, Articles of Incorporation and By-Laws, BSP Authorization to Operate (for banks); Authority to operate from SEC (other lending institutions) 	Security and Exchange Commission (SEC), Bangko Sentral ng Pilipinas (BSP)	
<ul style="list-style-type: none"> • For Cooperatives – CDA Registration, Articles of Cooperation and By-Laws, Certificate of Compliance 	Cooperative Development Authority (CDA)	
3. Notarized Personal Information Sheet of BOD and Key Officers w/	For banks - To be provided by the borrower	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
recent 2x2 photo (for banks – as submitted to BSP; for nonbanks – completely filled out SB Corporation Personal Information Sheet) (1 original copy)	For non-banks – SB Corporation Personal Information Sheet to be accomplished by the borrower
4. Corporate Information on the following (1 original copy each): <ul style="list-style-type: none"> • Profile of MSME and/or MF lending unit • Schedule of borrowings including details on terms of payment, collateral cover and credit status • List of Creditors w/ contact persons & their respective position and telephone/fax numbers • Latest status on DOSRI loans, if applicable 	To be provided by the borrower
5. Certificate of good standing from creditors & BSP (if availing of BSP's rediscounting line) (1 original copy)	Bangko Sentral ng Pilipinas and other creditors as applicable
6. Authorization to conduct credit inquiry with other creditors/ funders (1 original copy)	To be provided by the borrower
7. Audited Financial Statements w/ Notes (last 3 years) (1 photocopy)	To be provided by the borrower
8. Latest Interim Financial Statements w/ attachments (not more than 3 months old) (1 photocopy)	To be provided by the borrower
9. Latest Risk-based CAR as submitted to BSP (for banks) (1 photocopy)	To be provided by the borrower
10. Certification on Latest BSP CAMELS Rating (for banks) (1 original copy)	To be provided by the borrower
11. Operational Highlights (same cut-off date as interim FS): Areas of operation (province/municipality) Breakdown of Total Loans (Current/Past Due/ITL) Aging of Past Due Loans Breakdown of MF Loan Portfolio (current/PAR) Aging of MF PAR (1 photocopy)	To be provided by the borrower
12. Loan Loss Provisioning Schedule (latest year-end and interim FS) (1 photocopy)	To be provided by the borrower
13. Business Plan indicating the following: Areas of expansion, Estimated	To be provided by the borrower

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
number of borrowers per area (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to participate in SB Corporation's Wholesale Lending Programs and required accreditation documents.	1.1. Check completeness of submitted documents.	None	1 day	<i>Account Officer or Account Officer Assistant Regional Lending Office</i>
	1.2. Process Pre-qualification check if passed or failed	None		<i>Account Officer or Account Officer Assistant Regional Lending Office</i>
2. Issue authorization to conduct credit checking	2.1. Conduct credit investigation/ background checking	None	3 days	<i>Credit Investigator Regional Lending Office</i>
3. Prepare/ submit additional accreditation requirements to assigned AO and ensures availability of key officers of the organizations	3.1. Conduct bank/institution visit to validate documents and interviews key officers	None	3 days	<i>Account Officer Regional Lending Office</i>
	3.2. Conduct operations and financial evaluation on the bank/ institution and prepare the following: BRR Scorecard, Loan Approval Memorandum, Call Report.	None		<i>Account Officer Regional Lending Office</i>
	3.3. Review the FI accreditation proposal submitted by	None	1 day	<i>Department Manager Regional Lending Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Account Officer.			
	3.4. Recommend/endorse FI accreditation proposal to SB Corporation approving authority	None	2 days	<i>Group Head Regional Lending Office Financing Sector Head or Credit Committee Head Office</i>
	3.5. Decide on FI accreditation recommendation.	None	5 days	<i>Credit Committee or Board of Directors Head Office</i>
	3.6. Inform the bank/institution of action taken on application and prepare Approval Letter and Omnibus Credit Line (OCL) Agreement.	None	1 day	<i>Account Officer Regional Lending Office</i>
4. Request for loan availment; Sign/Submit signed Approval Letter and OCL Agreement and other pre-loan release requirements at the Regional Lending Office or provincial desk office.	4.1. Pre-Release Loan Documentation; Prepare pre-loan release documents and facilitate its signing by the bank/FI Prepare Loan Drawdown Sheet	<u>Evaluation Fee:</u> 0.05% to 0.5% of approved line (for non-banks only) <u>Availment Processing Fee:</u> 0.5% of loan release amount <u>DST:</u> P 1.50 per P 200.00 of the Loan amount	3 days	<i>Loan Releasing Officer Regional Lending Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Accounting Processes – 1) Prepare Accounting Entries and Journal Entry Vouchers, 2) Review journal entries and validate computation, 3) Signs accounting entries	None	1 day	<i>Senior Financial Specialist / Accountant Controllership Group</i> <i>Department Manager Controllership Group</i> <i>Group Head Controllership Group</i>
	4.3. Treasury Processes – 1) Encode the details in the appropriate Oracle modules, 2) Prepare and review check, debit advice and fund transfer following the process for the mode of release, 3) Release checks to payee and transmits debit advice and fund transfer to bank	None		<i>Cashier Treasury Group</i> <i>Department Manager and CASA bank signatory Treasury Group</i> <i>Cashier Treasury Group</i>
	Total	0.05% to 1.0% of loan amount (varies on the PFI type)*	20 days	

*Note: All fees/finance and non-finance charges are deducted from the proceeds of the loan

Head Office

External Services

**Certification, Capacity Building and Risk-Based
Lending Programs (Venture Capital and Financial
Institution Development Group)**

1. Account Officer (AO) Certification Program

Training on Module 1 – SME Business Specialist

Office or Division:	Venture Capital and Financial Institution Development Group (VC & FIDG)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Participants from other banks: - Account Assistant/Officer - Loan Assistant/Officer - Credit Assistant/Officer - Risk Management Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Registration Form (1 copy)		SB Corporation VC & FIDG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished registration form and pays the registration fee	1.1. Identify the names of the participants and prepare the Capacity Building Account Approval Memorandum (CBAAM)	P 25,000.00 to P 30,000.00 <i>*depending on the number of participants</i>	1 day	<i>Group Head/Capacity Building Officer Venture Capital and Financial Institution Development Group (VC & FIDG)</i>
	1.2. Review/ approve the CBAAM	None	1 day	<i>VCFI Committee</i>
	1.3. Select the Consultant and the venue of the training	None	7 days (includes posting in PhilGEPS)	<i>Group Head VC & FIDG Administrative Services Unit Head of the Agency</i>
	1.4. Assist the consultant in the conduct of the training	None	8 days	<i>Consultant Capacity Building Officer VC & FIDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Administer the final written exam	None	0.5 days	<i>Capacity Building Officer VC & FIDG</i>
	1.6. Facilitate the graduation/awarding of certificates to the participants	None	0.5 days	<i>Group Head/Capacity Building Officer VC & FIDG</i>
	TOTAL	P 25,000.00- P 30,000.00 <i>*depending on the number of participants</i>	18 days	

2. Capacity Building for Microfinance Institutions

Training for Microfinance Institutions (MFI)

Office or Division:	Venture Capital and Financial Institution Development Group (VC & FIDG)			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Partner Financial Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Capacity Building Registration Form (1 copy)		SB Corporation c/o Capacity Building Officer		
2. Pre-training Assessment Questionnaire (1 copy)		SB Corporation c/o Capacity Building Officer		
3. Participant's Training Evaluation Form (1 copy)		SB Corporation c/o Capacity Building Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completed Capacity Building Registration Form for the scheduled training	1.1. Encode the data in the masterlist.	None	20 mins.	<i>Capacity Building Officer Venture Capital and Financial Institution Development Group (VC & FIDG)</i>
	1.2. E-mail the pre-training assessment questionnaire for completion of the MFI.	None	5 mins.	<i>Capacity Building Officer VC & FIDG</i>
2. Submit through e-mail the Pre-training Assessment Questionnaire prior to the training	2.1. Record the data.	None	20 mins.	<i>Capacity Building Officer VC & FIDG</i>
3. Attend the training and completes at least 80% attendance rating	3.1. Conduct training and prepare training report; Record the attendance data.	None	3 days	<i>Consultant Capacity Building Officer VC & FIDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Complete the Participant's Training Evaluation Form	4.1. Tabulate and summarize the result of participants' evaluation.	None	2 days	<i>Capacity Building Officer VC & FIDG</i>
	4.2. Issue Certificate of Completion to qualified participants.	None	1 day	<i>Group Head VC & FIDG Head of the Agency</i>
TOTAL		None	6 days and 45 mins.	

3. Risk-Based Lending Program

Risk-Based Lending Program for Financial Institutions

Office or Division:	Venture Capital and Financial Institution Development Group (VC & FIDG)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Financial Institutions (FI) - Rural Banks and Thrift Banks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Condition and Statement of Income and Expenses for the past 2 years		Provided by the FI		
2. Schedule of Gross Loan Portfolio for the past 2 years		Provided by the FI		
3. Accomplished SME Lending Baseline Statistics Form		SB Corporation VC & FIDG		
4. Camels Rating of "3" based on the latest BSP Examination Report		Provided by the Bangko Sentral ng Pilipinas (BSP) to the FI		
5. Board Resolution authorizing the bank to participate in the program		Provided by the FI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the prequalifying requirements (Composed of 5 banks in a batch chosen from those who signified interest during the presentation to the federation)	1.1. Pre-qualify the FIs and prepares a Capacity Building Account Approval Memorandum (CBAAM)	None	2 days	<i>Group Head/Capacity Building Officer VC & FIDG</i>
	1.2. Review/ approve the CBAAM	None	1 day	<i>VCFI Committee</i>
	1.3. Select the Consultant	None	7 days (includes posting in PhilGEPS)	<i>Group Head VC & FIDG</i> <i>Administrative Services Unit</i> <i>Head of the Agency</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Prepare Contract of Service, Performance Contract and work schedule.	None	1 day	<i>Capacity Building Officer VC & FIDG</i>
	1.5. Prepare and/or Review the terms and enforceability of the Contract of Service and/or Performance Contract	None	3-4 days	<i>Attorney V/ Attorney VI Legal Services Group</i>
	1.6. Reviews and Finalizes the Contract of Service and/or Performance Contract.	None	2 days	<i>Group Head/ OIC Group Head Legal Services Group</i>
2. Sign the contracts	2.1 Consultant and Agency's President & CEO sign contract. Contract forwarded for notarization.	None	1 day	<i>Consultant Head of the Agency Capacity Building Officer VC & FIDG</i>
	2.2. Endorse the banks to the Consultant for the implementation of the Risk-Based Lending Program (5 banks in a batch)	None	1 day	<i>Group Head/Capacity Building Officer VC & FIDG</i>
3. Pay the participation fee	3.1. Implement the Risk-Based Lending Program	P 50,000.00	Broken down as follows:	<i>Consultant</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.1. Diagnostic Phase		7 days per bank (35 days total for 5 banks)	<i>Consultant</i>
	3.1.2. Transfer of Technology (cluster basis)		10 days	<i>Consultant</i>
	3.1.3. Institutionalization of RBL/ review of credit manual			
	3.1.3.1 Cluster basis		5 days	<i>Consultant</i>
	3.1.3.2. Solo basis		3 days per bank (15 days total for 5 banks)	<i>Consultant</i>
	3.2. Exit Conference		1 day per bank (5 days total for 5 banks)	<i>Consultant</i>
	3.3. Mid-term Technical Assessment		1 day per bank (5 days total for 5 banks)	<i>Consultant</i> <i>Group Head VC & FIDG</i>
	3.4. End-term Technical Assessment		1 day per bank (5 days total for 5 banks)	<i>Consultant</i> <i>Group Head VC & FIDG</i>
	TOTAL	P 50,000.00	46-47 days per bank 98-99 days total for all 5 banks	

Head Office

External Services

Administrative Services Unit

1. Procurement (Public Bidding) for consulting services

Purchase of consulting services amounting to more than P1,000,000.00

Office or Division:	Administrative Unit (ASU)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Any Filipino enterprise that is registered with PhilGEPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
As indicated in the Bid Documents		<ul style="list-style-type: none"> List of Bid Documents – BAC Secretariat Submission of Bid Documents – to be provided by the interested bidder 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested bidder submits Expression of Interest and submits documents for Eligibility Check.	1.1. Conduct Eligibility Check and Shortlisting.	None	1-20 days	<i>Bids and Awards Committee (BAC)</i>
2. Shortlisted bidders may attend Pre-Bid Conference.	2.1. Conduct Pre-Bid Conference not earlier than 7 calendar days from determination of shortlisted consultants and 12 calendar days before submission and receipt of bids.	None	1 day	<i>BAC</i>
3. Shortlisted bidders to purchase Bid Documents and submit Bid.	3.1. Conduct Bid Opening	P 500.00 to P 75,000.00 based on the Approved Budget for the Contract (ABC)*	1-75 days	<i>BAC)</i>
	3.2. Bid Evaluation	None	1-21 days	<i>BAC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Approval Ranking	None	1-2 days	<i>Head of the Procuring Entity (HOPE)</i>
	3.4. Notification for Negotiation	None	1-3 days	<i>BAC</i>
4. Bidder with the Highest Rated Bid (HRB) undergoes negotiation with the agency	4.1. After successful negotiation, SB Corporation requires submission of Post-Qualification Requirements.	None	5 days (upon receipt of notice as bidder with HRB)	<i>BAC</i>
5. Bidder with Highest Calculated Bid (HCB) submits post-qualification requirements within 5 calendar days from receipt of notice.	5.1. Post-Qualification	None	2-30 days	<i>BAC</i>
	5.2. Issuance of Notice of Award (NOA)	None	1-15 days	<i>BAC/HOPE</i>
6. Bidder with HCB signs conforme on NOA and posts performance bond within 10 days upon receipt of the same.	6.1. Contract preparation and signing. If necessary, submit contract for approval by higher authority.	Performance Security**	1-10 days If submitted to higher authority, additional 1-30 days	<i>BAC</i> <i>HOPE</i>
7. Bidder with HCB signs contract.	7.1. Issuances of Notice to Proceed (NTP)	None	1-7 days	<i>BAC/HOPE</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Cost of the Bidding Documents* plus the Amount of Performance Security**	16-183 days/ 16-213 days <i>(6.1. If contract is submitted to higher authority)</i>	

**Cost of the Bidding Documents is based on the Standard Rates of Bidding Documents as stipulated in the Government Procurement Policy Board (GPPB) Resolution No. 04-2012*

***Amount of Performance Security is based on percentage stipulated in Section 39 of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.*

2. Procurement (Public Bidding) for goods and services

Purchase of good and services amounting to more than P1,000,000.00

Office or Division:	Administrative Unit (ASU)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Any Filipino enterprise that is registered with PhilGEPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
As indicated in the Bid Documents		<ul style="list-style-type: none"> List of Bid Documents – BAC Secretariat Submission of Bid Documents – to be provided by the interested bidder 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested bidder reads bidding documents and Invitation to Bid in PhilGEPS website and attends Pre-bid conference.	1.1. Conduct pre-bid conference not earlier than 7 calendar days from posting and 12 calendar days before deadline of submission and receipt of Bids.	None	7 days	<i>Bids and Awards Committee (BAC)</i>
2. Interested bidder purchases Bidding Documents and submits his Bid.	2.1. Conduct Bid Evaluation and requires bidder with lowest calculated bid (LCB) to submit all post-qualification requirements within 5 calendar days.	P 500.00 to P 75,000.00 based on the Approved Budget for the Contract (ABC)*	7 days	<i>BAC</i>
3. Bidder with Lowest Calculated Bid (LCB) submits post-qualification requirements within deadline.	3.1. Evaluate post-qualification requirements submitted by Bidder with LCB.	None	2-45 days	<i>BAC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Upon favorable evaluation, issue Notice of Award (NOA) to winning Bidder.	None	1-15 days	<i>BAC/ Head of the Procuring Entity (HOPE)</i>
4. Winning bidder signs conforme on Notice of Award, and posts performance bond within 10 days upon receipt of NOA.	4.1. Contract to be signed by President/CEO. If necessary, submit contract for approval by higher authority.	Performance Security**	1-10 days If submitted to higher authority, additional 1-30 days	<i>BAC/HOPE</i>
5. Winning bidder signs contract.	5.1. Issue Notice to Proceed (NTP)	None	1-7 days	<i>HOPE</i>
TOTAL		Cost of the Bidding Documents plus Performance Security	19-77 days/ 19-107 days <i>(4.1. If contract is submitted to higher authority)</i>	

**Cost of the Bidding Documents is based on the Standard Rates of Bidding Documents as stipulated in the Government Procurement Policy Board (GPPB) Resolution No. 04-2012*

***Amount of Performance Security is based on percentage stipulated in Section 39 of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.*

3. Procurement (Small Value) for property, supplies and materials

Centralized purchase of property, supplies and materials P1M or less

Office or Division:	Administrative Services Unit			
Classification:	Simple to Complex			
Type of Transaction:	G2B			
Who may avail:	Any Filipino enterprise that is registered with PhilGEPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilGEPS Number (for first time suppliers)		To be provided by the supplier		
Proposal Letter with quotation (1 copy)		To be provided by the supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested supplier to submit proposal letter with quotation.	1.1. Choose the lowest calculated and responsive bid and issue Purchase Order to selected supplier.	None	3 days	<i>Procurement Officer Administrative Services Unit</i>
2. Deliver item/s purchased together with Delivery Receipt and Sales Invoice within 15 days.	2.1. Turn over the delivered item/s and the documents (Purchase Request, Purchase Order and other attachments) to requesting Group.	None	½ - 1 day	<i>Procurement Officer Administrative Services Unit</i>
	2.2. Sign Certificate of Acceptance (for MOOE) or Memorandum Receipt (for CAPEX) and prepare Disbursement Voucher (DV) for the payment.	None		<i>Requesting Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Accounting Processes – 1) Charge budget to requesting group and certify budget availability; 2) Prepare and review accounting and journal entries; 3) Authorized and approving signatories to sign documents.	None	30 minutes	<i>Senior Financial Specialist / Accountant, Department Manager, Group Head Controllership Group</i>
	2.3. Treasury Group processes – 1) Encode details in the appropriate Oracle module; 2) Review check details; 3) Review the DV and sign check.	None	30 minutes	<i>Cashier and Department Manager Treasury Group CASA Bank Signatory</i>
	2.3 Inform supplier of availability of check.	None	5 minutes	<i>Procurement Officer Administrative Services Unit</i>
3. Bring Official Receipt (OR) and claim check.	3.1. Release check for payment.	None	5 minutes	<i>Cashier Treasury Group</i>
	TOTAL	None	3 ½ days, 1 hour and 10 minutes/ 4 days, 1 hour and 10 minutes	

Head Office

External Services

Communications Department

1. Complaints Handling - Telephone

Filing of complaints through telephone

Office or Division:	Communications Department			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	All existing and future clients which include existing borrowers (MSME or wholesale), credit delivery partners, service providers, vendors/suppliers and consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete details of the complainant <ul style="list-style-type: none"> Name Address Contact details (Phone Number, Mobile Number, email address) 		To be provided by the complainant		
2. Complete details of the complaint <ul style="list-style-type: none"> Person/s involved Date Place 		To be provided by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the SB Corporation Hotline (8 651-3333, 1-800-10-8651-3333)	1.1. Ensure completeness of gathered information from the complainant	None	10 minutes maximum	<i>Call Center Agent Curo Teknika (Outsourced Service Provider)</i>
	1.2. Record all concerns and pertinent information in a daily monitoring report	None	1 day	<i>Call Center Agent Curo Teknika (Outsourced Service Provider)</i>
	1.3. Submit monitoring report to Communications Department	None	1 hour	<i>Call Center Agent Curo Teknika (Outsourced Service Provider)</i>
	1.4. Accept report and validate content	None	1 hour	<i>Communications Officer Communications Department</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Conducts initial assessment	None	1 hour	<i>Communications Officer Communications Department</i>
	1.6. Forward and endorse valid complaints to concerned Group	None	1 hour	<i>Communications Officer Communications Department</i>
	1.7. Record details of complaint to Consumer Assistance Management System (CAMS)	None	1 hour	<i>Communications Officer Communications Department</i>
	1.8. Perform necessary corrective action and make appropriate response to the complainant	None	1 day	<i>Concerned Group</i>
	1.9. Record Resolution on the Consumer Assistance Management System (CAMS)	None	1 hour	<i>Document Examiner</i>
	TOTAL	Phone call cost for non-toll-free number/None for toll-free number	2 days, 6 hours and 10 minutes	

2. Complaints Handling - Email

Filing of complaints through email

Office or Division:	Communications Department			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	All existing and future clients which include existing borrowers (MSME or wholesale), credit delivery partners, service providers, vendors/suppliers and consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete details of the complainant <ul style="list-style-type: none"> Name Address Contact details (Phone Number, Mobile Number, email address) 		To be provided by the complainant		
2. Complete details of the complaint <ul style="list-style-type: none"> Person/s involved Date Place 		To be provided by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email for the complaint to consumerprotection@sbgfc.org.ph	1.1. Acknowledge and validates the complaint received via email	None	10 minutes	<i>Consumer Protection Officer Communications Department</i>
	1.2. Record the details of the complaint in the Consumer Assistance Management System (CAMS)	None	1 day	<i>Consumer Protection Officer Communications Department</i>
	1.3. Assigns the validate complaint to concerned group	None	10 minutes	<i>Consumer Protection Officer Communications Department</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Generate and submit the Customer Complaint Summary Report daily to the Consumer Protection Head	None	1 day	<i>Consumer Protection Officer Communications Department</i>
	1.5. Concerned Group retrieve the complaint and perform necessary corrective actions based on the nature of the complaint	None	1 day	<i>Concerned Group</i>
	1.6. Records the resolution made accordingly in the CAMS or reply via email as applicable		1 hour	<i>Concerned Group, Consumer Protection Officer Communications Department</i>
	TOTAL	None	3 days, 1 hour and 20 minutes	

Head Office

External Services

Controllership Group

1. Certificate of Full Payment

Issuance of Certification of Full Payment to clients with collateral mortgaged

Office or Division:	Controllership Group			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	MSME Borrowers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request release of collateral document.	1.1. Review Branch Accountants' validated Statement of Account (SOA).	None	1-2 days depending on the mode of payment	<i>Senior Financial Specialist Controllership Group</i>
	1.2. Prepare Certificate of Full Payment.	None	15 minutes	<i>Senior Financial Specialist Controllership Group</i>
	1.3. Sign the Certificate of Full Payment and the certified correct SOA.	None	15 minutes	<i>Group Head Controllership Group</i>
	1.4. Release signed SOA and Certificate of Full Payment to requesting party.	None	15 minutes	<i>Administrative Assistant Controllership Group</i>
TOTAL		None	1 day and 45 minutes/ 2 days and 45 minutes	

2. Certificate of Loan Repayments and Premium Contributions

Issuance of Certification of premium contributions and loan repayments made in behalf of the employees to various government agencies

Office or Division:	Controllership Group			
Classification:	Simple to Complex			
Type of Transaction:	G2C			
Who may avail:	Former employees of SB Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Certification		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for certification.	1.1. Check coverage period of certification being requested.	None	30 minutes	<i>Senior Financial Specialist Controllership Group</i>
	1.2. Process certification where available data ranges: <ul style="list-style-type: none"> From Year 2016 and above Year 2001 to 2015 Year 2000 and below 	None	1-6 days depending on the year of data requested Within the day 1-3 days 4-6 days	<i>Senior Financial Specialist Controllership Group</i>
	1.3. Sign the Certification.	None	15 minutes	<i>Group Head Controllership Group</i>
	1.4. Release Certification to requesting party.	None	15 minutes	<i>Administrative Assistant Controllership Group</i>
TOTAL		None	1 day and 1 hour/ 1-3 days and 1 hour/ 4-6 days and 1 hour	

Head Office

External Services

Credit and Asset Recovery Support Group

1. Issuance of Statement of Account (SOA)

Processing and Issuance of Statement of Account (SOA)

Office or Division:	Credit and Asset Recovery Support Group (CARSG)			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	MSME Borrowers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru the Financing Sector		To be provided by the requesting party		
Borrower's Promissory Note (PN) Number		Financing Sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for SOA thru the Financing Sector.	1.1. Ensure correct borrower's information	None	30 minutes	<i>Account Officer Financing Sector</i>
	1.2. Prepare Statement of Account (SOA)	None	1 or 3 days depending on the type of SOA 1 day (simple SOA) 3 days (complex SOA)	<i>Collection Officer Credit and Asset Recovery Support Group (CARSG)</i>
	1.3. Review and approval of SOA for release	None	30 minutes	<i>Group Head CARSG</i>
TOTAL		None	1 day and 1 hour/ 3 days and 1 hour	

2. Disposal of Real and Other Properties (ROPA) – Public Bidding

Processing of the Disposal of Real and Other Properties through Public Bidding

Office or Division:	Credit and Asset Recovery Support Group (CARSG)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to Purchase		To be provided by the interested buyer		
2. Buyer's Information Sheet (1 copy)		ROPA Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit bid price during public bidding.	1.1. Conduct public bidding of ROPA available for sale.	None	2 hours	<i>Bids and Awards Committee (BAC)</i>
2. Pay the corresponding Bid deposit.	1.2. Issue Official Receipt (OR).	Depending on the amount for public bidding	30 mins.	<i>Cashier Treasury Group</i>
3. Participate during the opening of Bid Documents.	3.1. Open all submitted Bid Price.	None	2 hours	<i>BAC</i>
4. Wait for result of the winning party during the public bidding.	4.1. Open documents and announce the winning bidders.	None	1 hour	<i>BAC</i>
	4.2. Prepare Notice of Award.	None	1 day	<i>Credit and Asset Recovery Support Group (CARSG) and Legal Services Group (LSG)</i>
	4.3. Sign Notice of Award			<i>Head of the Agency Office of the President</i>
TOTAL		Amount for public bidding	1 day, 5 hours and 30 mins.	

3. Disposal of Real and Other Properties (ROPA) – Negotiated Sale

Processing of the Disposal of Real and Other Properties through Negotiated Sale

Office or Division:	Credit and Asset Recovery Support Group (CARSG)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to Purchase		To be provided by the interested buyer		
2. Buyer's Information Sheet (1 copy)		ROPA Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent for the Negotiated Sale.	1.1. Evaluate Buyer's offer, endorse to AARCO and endorse to ManCom (for less than P 3 Million in ROPA value) or Board (for above P 3 Million in ROPA value) for approval.	None	5 hours (2 hours for evaluation and endorsement and at least 3 hours for Committee meeting)	<i>ROPA Officer Credit and Asset Recovery Support Group (CARSG)</i>
	1.2. Issue Notice of Award (NOA) signed by the Head of the Agency.	None	2 hours	<i>Credit and Asset Recovery Support Group (CARSG) and Legal Services Group (LSG)</i>
2. Pay the Negotiated Price as approved.	2.1. Issue Official Receipt (OR)	Negotiated Price	30 minutes	<i>Cashier Treasury Group</i>
	2.2. Issue Deed of Absolute Sale in favor of the buyer	None	2 days	<i>CARSG and LSG</i>
	2.3. Memo request to AARCO for release of TCTs	None	2 days	<i>ROPA Officer CARSG</i>
TOTAL		Negotiated Price	4 days, 7 hours and 30 mins.	

4. Success Fees for accounts collected through Collection Agencies

Payment of success fees to Collection Agencies

Office or Division:	Credit and Asset Recovery Support Group (CARSG)			
Classification:	Simple to Complex			
Type of Transaction:	G2B			
Who may avail:	Accredited Collection Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement		To be provided by the accredited collection agency		
Official Receipt		To be provided by the accredited collection agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Billing Statement and request mode of release (check, credit advice or any other mode of release)	1.1. Validate the Billing Statement, prepare the Disbursement Voucher (DV) and Fund Allocation Request (FAR) and indicate mode of release.	None	1 hour and 30 minutes	<i>Collection Officer Credit and Asset Recovery Support Group (CARSG)</i>
	1.2. Accounting processes – 1) Charging of appropriate budget allocated to the transaction of requesting party and certify budget availability of the requested payment, 2) Prepare and review accounting entries and prints Journal Entry Voucher, 3) Signing and Certification of	None	Within 1-5 days	<i>Budget Officer, Senior Financial Specialist / Accountant, Department Manager, Group Head Controllership Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Authorized Signatory			
	1.3. Treasury Processes – 1) Encode the details in the appropriate Oracle modules, 2) Prepare and review check, debit advice or fund transfer following the process for the mode of release		30 mins.	<i>Cashier Treasury Group Department Manager Treasury Group CASA bank signatory</i>
2. Claim proceeds of Success Fees and issue Official Receipt (OR)	2.1. Release payment for the Success Fees: <ul style="list-style-type: none"> • Credit proceeds to Collection Agency's nominated bank account (if mode of release is thru bank transfer) • Release check 		10 mins.	<i>Cashier Treasury Group</i>
TOTAL		None	1 day, 2 hours and 10 mins to 5 days, 2 hours and 10 mins	

Head Office

External Services

**Human Resource Management and Development
Group**

1. Recruitment and Selection Process

In this service, the Recruitment Team screens the applications in the advertised positions and chooses and places the right person for the job.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Filipino Citizen who meet the Qualification Standards required by the vacant position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and updated Personal Data Sheet (PDS) (1 copy)		CSC Website - http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html		
2. Resume (1 copy)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished Personal Data Sheet (PDS) and updated resume.	1.1. Screen and evaluate candidates a) Initial evaluation b) Technical exam and interview c) Psychological exam d) Background and credit checking	None	30-63 days (for SG 8-25) 30-72 days (for Account Officer) 30-90 days (for SG 26-29)	<i>Requisitioning Officer/HRMO HR Management and Development Group (HRMDG)</i>
2. Upon passing the screening and evaluation, undergo the selection process by the HR Merit Promotion and Selection Board (HRMPSB)	2.1. Evaluate the application.	None	2-4 days (for SG 8-25 and Account Officer) 3-5 days (for SG 26-29)	<i>CGC Members/ HRMPSB Members/ HRMO</i>
	2.2. Confirm the appointment.	None	1-3 days (for SG 8-25) 2-4 days (for Account	<i>Appointing Authority (President & CEO)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Officer) 3-5 days (for SG 26-29)	
TOTAL		None	33-70 days (for SG 8-25) 34-80 days (for Account Officer) 36-100 days (for SG 26-29)	

2. Request for HR-related documents

Requests for Certificate of Employment, Copy of Clearance, Service Record

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Former employees of SB Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the HRMDG Head		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for the release of HR-related documents addressed to the HRMDG Head, specifying the needed document.	1.1. Prepare the requested document.	None	1 day	<i>HRMO HR Management and Development Group (HRMDG)</i>
	2.1. Review and sign the document for release.	None	1 day	<i>Group Head HRMDG</i>
TOTAL		None	2 days	

Head Office

External Services

Treasury Group

1. Official Receipt Issuance

This service covers the issuance of Official Receipt for all collections received.

Office or Division:	Treasury Group (TG)			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All SB Corporation clients regardless on the nature of payment transaction			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA)		Collection Officer		
2. Collection Report from Collection Service Provider		Email submitted report		
3. Bank Statement generated from LBP WeAccess		Online Banking thru LBP WeAccess		
4. Other Supporting documents		Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay cash/check based on SOA/ collection report/bank statement and other supporting documents.	1.1. Receive payment and validates amount based on supporting documents	None	2 minutes	<i>Regular Cashier / P3 Cashier Treasury Group</i>
	1.2. Record payment in the Cash Receipt Book via the Oracle-based OR Issuance Module.	None	5 minutes	<i>Regular Cashier / P3 Cashier Treasury Group</i>
	1.3. Issue Official Receipt to acknowledge receipt of payment.	None	3 minutes	<i>Regular Cashier / P3 Cashier Treasury Group</i>
TOTAL		None	10 minutes	

Head Office

Internal Services

Administrative Services Unit

1. Outgoing Documents and Messengerial/Courier Services

Recording and dispatch of outgoing documents

Office or Division:	Administrative Services Unit (ASU)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip (1 copy)		Document Recording and Tracking System (DRTS) Oracle Module		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned group transmit the accomplished and signed request slip along with the outgoing documents to ASU before 2:00 p.m.	1.1. Register documents in DRTS Oracle System.	None	1 hour	<i>Administrative Staff Administrative Services Unit</i>
	1.2. Dispatch documents <ul style="list-style-type: none"> • For Metro Manila documents – dispatch messenger • For documents outside of Metro Manila – release documents to courier and encode tracking number in DRTS 	None	1 day	<i>Administrative Staff Administrative Services Unit</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Return receiving copy to originating group after encoding date of delivery and recipient in DRTS.	None	1 day	<i>Administrative Staff Administrative Services Unit</i>
TOTAL		None	2 days and 1 hour	

2. Transport Services

Provision of vehicles with drivers for official trips

Office or Division:	Administrative Services Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle Reservation Slip (VRS) (1 copy)		Administrative Services Unit (ASU)		
2. Travel Authority (TA) (1 copy)		HR Management and Development Group (HRMDG)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting group transmits approved VRS for local trips (1 day before the trip) and TA for out-of-town trips (at least 2 days before the trip).	1.1. Check availability of vehicle and driver	None	1 day	<i>Dispatch Officer Administrative Services Unit</i>
	1.2. Inform requesting group and driver	None	½ day	<i>Dispatch Officer Administrative Services Unit</i>
	1.3. On the day of trip/travel, driver ensures vehicle is clean and safety-checked and with sufficient fuel.	None	½ day	<i>Driver, Dispatch Officer Administrative Services Unit</i>
TOTAL		None	2 days	

Head Office

Internal Services

Controllership Group

1. Certificate of Loan Repayments and Premium Contributions

Issuance of Certification of premium contributions and loan repayments made in behalf of the employees to various government agencies

Office or Division:	Controllership Group			
Classification:	Simple to Complex			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo Request for Certification		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo for request for certification.	1.1. Check coverage period of certification being requested.	None	30 minutes	<i>Senior Financial Specialist Controllership Group</i>
	1.2. Process certification where available data ranges: <ul style="list-style-type: none"> From Year 2016 and above Year 2001 to 2015 Year 2000 and below 	None	1-6 days depending on the year of data requested Within the day 1-3 days 4-6 days	<i>Senior Financial Specialist Controllership Group</i>
	1.3. Sign the Certification.	None	15 minutes	<i>Group Head Controllership Group</i>
	1.4. Release Certification to requesting party.	None	15 minutes	<i>Administrative Assistant Controllership Group</i>
TOTAL		None	1 day and 1 hour/ 1-3 days and 1 hour/ 4-6 days and 1 hour	

Head Office

Internal Services

**Human Resource Management and Development
Group**

1. Application for Leave, Official Business (OB), Travel Authority (TA), Overtime (OT) and Compensatory Time Off (CTO)

Processing and Approval of application of Leave, Official Business, Travel Authority, Overtime and Compensatory Time Off

Office or Division:	HR Management and Development Group			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished and signed Leave Form/Official Business (OB) Form/Travel Authority (TA) Form/Overtime (OT) Form/Compensatory Time Off (CTO) Form (1 copy)		My Oracle Module		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed application form for leave/OB/TA/OT/CTO once approved by the Group Secretary in My Oracle module.	1.1. Check tagged approved application for leave, OB, TA, OT and/or CTO and file the form.	None	1 day	<i>HRMO HR Management and Development Group</i>
TOTAL		None	1 day	

2. First Pay, Maternity Pay and Overtime Pay

Processing of First Pay, Maternity Pay, Overtime Pay

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For First Pay: <ol style="list-style-type: none"> 1. Appointment Paper 2. Oath of Office 3. Certificate of Assumption 4. Attendance Sheet 5. SALN 6. BIR Forms 7. Checklist of Requirements, certified complete by Recruitment Personnel 		HR Recruitment Personnel		
For Maternity Pay <ol style="list-style-type: none"> 1. Approved SB Corporation Clearance (1 copy) 2. Approved Leave Form (1 copy) 		<ol style="list-style-type: none"> 1. HR Personnel 2. Requesting personnel 		
For Overtime Pay <ol style="list-style-type: none"> 1. Approved Overtime Authorization Form (1 copy) 2. Attendance Sheet (1 copy) 		<ol style="list-style-type: none"> 1. My Oracle 2. HR Personnel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements to HR.	1.1. Review and validate the completeness of documents	None	2 hours	HRMO HR Management and Development Group (HRMDG)
	1.2. Prepare the computation of pay.	None	1-2 days	HRMO HRMDG
	1.3. Initial review of computation and supporting documents.	None	1 day	HRMO/ Department Manager HRMDG
	1.4. Prepare tax computation return to HRMO once done.	None	1 day	Controllership Group

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Finalize computation and prepare DV, BURS and PACS (if necessary).	None	½ day	<i>HRMO HRMDG</i>
	1.6. Final review of computation and sign DV and BURS.	None	1 day	<i>HRMO, Department Manager, Group Head HRMDG</i>
	1.7. Accounting processes – 1) Charging of appropriate budget allocated to the transaction of requesting party and certify budget availability of the requested payment, 2) Prepare and review accounting entries and prints Journal Entry Voucher, 3) Signing and Certification of the Authorized Signatory	None	Within 1 day	<i>Budget Officer Controllership Group Senior Financial Specialist / Accountant Controllership Group Department Manager Controllership Group Group Head Controllership Group</i>
	1.9. Treasury Processes – 1) Encode the details in the appropriate Oracle modules, 2) Prepare and review debit advice, 3) Transmits debit	None	30 minutes	<i>Cashier, Department Manager, CASA Bank Signatory Treasury Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	advice and fund transfer to bank			
	TOTAL	None	5 ½ days, 2 hours and 30 minutes/ 6 ½ days, 2 hours and 30 minutes	

3. GSIS Claims Transactions

Application to avail of various GSIS Programs

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Retirement Benefits (at least 1 month before the retirement): <ol style="list-style-type: none"> Duly accomplished GSIS Application Form (1 copy) Service Record with Leave Without Pay (LWOP) Certification GSIS - Declaration of Pendency / Non-pendency of Case (DPNPC) Form <i>(date administered / notarized should be on or after receipt of notification from GSIS)</i> 		<ol style="list-style-type: none"> Downloadable at GSIS Website HRMDG HRMDG/GSIS Website 		
For Policy Maturity Benefits and Cash Surrender Value: <ol style="list-style-type: none"> Duly accomplished GSIS Application Form Service Record with Leave Without Pay (LWOP) Certification 		<ol style="list-style-type: none"> Downloadable at GSIS Website HRMDG 		
For Availment of College Education Benefits (Edu-child): <ol style="list-style-type: none"> Duly accomplished GSIS Application Form Supporting Documentary Requirements indicate in the application form (i.e., Edu-Plan Policy, School Records and Official Receipts) 		<ol style="list-style-type: none"> Downloadable at GSIS Website Requesting personnel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form and other documents as listed in the checklist.	1.1. Review and ensure that the form is properly filled out and verify the completeness of submitted documentary requirements.	None	5 minutes	<i>Designated Liaison Officer HR Management and Development Group (HRMDG)</i>
2. Wait for the	1.2. Receive /			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
confirmation of the Designated Liaison Officer.	accept the properly filled-out form and complete documents.			
	1.3. Request Service Record with LWOP details from Authorized HR Personnel.	None	1 day	<i>Designated Liaison Officer HRMDG</i>
	1.4. Accomplish the endorsement portion of the form. Forward to the Authorized Endorsing Officer (<i>except for Policy Maturity & Edu-child application form</i>)	None	10 minutes	<i>Designated Liaison Officer HRMDG</i>
	1.5. Sign the Endorsement portion of GSIS Application Form	None	1 day	<i>Group Head HRMDG</i>
	1.6. Prepare Liaison Officer (LO) Transmittal Form and submit to the GSIS Office.	None	13 days (Submission to GSIS is done in batches)	<i>Designated Liaison Officer HRMDG</i>
TOTAL		None	15 days and 15 minutes	

4. GSIS Member's Request

Submission of GSIS Member's Request Form (i.e., reconciliation of records, printing of GSIS records), changes in their personal data (i.e., change of marital status, address, contact details) and other employees' GSIS concerns.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Members Request Form (1 copy)		Designated Liaison Officer / HRMDG GSIS Website (Downloadable Forms)		
2. Supporting Documents, if applicable		Requesting personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished GSIS Members Request Form and applicable supporting documents.	1.1. Review and ensure that the form is properly filled out and verify the completeness of submitted supporting documents.	None	5 minutes	<i>Designated Liaison Officer HR Management and Development Group (HRMDG)</i>
2. Wait for the confirmation of the Designated Liaison Officer.	1.2. Receive / accept the properly filled-out form and complete documents.			
	1.3. Process request as indicated in the Member's Request Form. a. For change of employees' information (i.e, change / correction of name, marital status, birthdate, etc.) • Logs in to	None	1-3 days or 15 days depending on type of request 1-3 days	<i>Agency Authorized Officer (AAO) or Designated Liaison Officer HRMDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>GSIS Web MSP.</p> <ul style="list-style-type: none"> • Downloads and accomplishes GSIS Form E. • Uploads the duly accomplished GSIS Form E and attaches supporting documents, if applicable. <p>b. For other request / employees' concerns - prepares Liaison Officer (LO) Transmittal Form and submits to the GSIS Office.</p>		<p>15 days</p> <p>(Submission to GSIS is done in batches)</p>	
	TOTAL	None	<p>1-3 days and 5 minutes/ 15 days and 5 minutes</p>	

5. GSIS Loan Applications for Certification

Certification of employees' GSIS loan applications (*i.e., conso loan, policy loan, emergency loan*)

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for confirmation of loan application (Email)		Requesting personnel		
2. Employees' Latest Payslip (1 copy)		My Oracle		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request for confirmation of loan application.	1.1. Verify the request and validate paying capacity. Coordinate with SEPI & SEAI to determine pending loan applications and/or deductions not yet reflected in the latest employee's pay slip.	None	30 minutes	<i>Designated Agency Authorized Officer (AAO) HR Management and Development Group (HRMDG)</i>
	1.2. Verify other employee's qualification based on the eligibility criteria set by GSIS.	None	10 minutes	<i>Designated AAO HRMDG</i>
	1.3. Access and log-in to GSIS GWAPS (AAO Website) and perform the appropriate action depending on the eligibility: • Approve the	None	1-3 days	<i>Designated AAO HRMDG</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	loan application and certify eligibility. <ul style="list-style-type: none"> Disapprove the loan application and indicate the reason of disapproval. 			
	1.4. Notify concerned employee via email on the action taken.	None	10 minutes	<i>Designated AAO HRMDG</i>
	TOTAL	None	1 day and 50 minutes to 3 days and 50 minutes	

6. HDMF Transactions

Submission of Pag-Ibig Loan and Benefit Claim Application Forms

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For HDMF (Multi-Purpose Loan) MPL or Calamity Loan: <ol style="list-style-type: none"> Duly accomplished HDMF Application Form (1 copy) Latest Payslip (1 copy) 1 photocopy of 2 valid IDs with original signature 1 photocopy of LBP ATM with original signature (ATM No. must be readable) Service Record (1 copy) 		<ol style="list-style-type: none"> Downloadable at Pag-Ibig Website My Oracle Requesting party Requesting party Designated Fund Coordinator/HRMDG 		
For Application for Provident Benefit Claim (APB) <ol style="list-style-type: none"> Duly accomplished GSIS Application Form (1 copy) Original and Photocopy of 2 valid IDs with original signature Service Record (1 copy) 		<ol style="list-style-type: none"> Downloadable at Pag-Ibig Website Requesting party Designated Fund Coordinator/HRMDG 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished HDMF Application Form and supporting documents	1.1. Review submitted documents to ensure that the form is properly filled out and verify if with complete supporting documents.	None	5 minutes	<i>Designated Fund Coordinator HR Management and Development Group (HRMDG)</i>
2. Wait for the confirmation of the Designated Liaison Officer.	1.2. Receive / accept the properly filled-out form and complete documents.	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3. Process according to the type of request:</p> <p>a. For HDMF MPL or Calamity Loan:</p> <ul style="list-style-type: none"> • Validate paying capacity • Coordinate with SEPF1 & SEAI to determine pending loan applications and/or deductions not yet reflected in the latest payslip. • Forward to CG for signature • Prepare Transmittal Form and submit to HDMF Office. <p>b. For APB Claim:</p> <ul style="list-style-type: none"> • Submit to HDMF Office 	None	<p>7 days</p> <p>(Note: Submission of applications / documents to HDMF is done in batches)</p>	<p><i>Designated Fund Coordinator HRMDG</i></p>
TOTAL		None	7 days and 5 minutes	

7. Recruitment and Selection Process

In this service, the Recruitment Team screens the applications in the advertised positions and chooses and places the right person for the job.

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	SB Corporation Plantilla Personnel who meet the Qualification Standards required by the vacant position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and updated Personal Data Sheet (PDS) (1 copy)		CSC Website - http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html		
2. Resume (1 copy)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished Personal Data Sheet (PDS) and updated resume.	1.1. Screen and evaluate candidates: a) Initial evaluation b) Technical exam and interview c) Psychological exam d) Background and credit checking	None	30-63 days (for SG 11-25) 30-72 days (for Account Officer) 30-90 days (for SG 26-29)	<i>Requisitioning Officer/HRMO HR Management and Development Group (HRMDG)</i>
2. Upon passing the screening and evaluation, undergo the selection process by the HR Merit Promotion and Selection Board (HRMPSB)	2.1. Evaluate the application.	None	2-4 days (for SG 8-25 and Account Officer) 3-5 days (for SG 26-29)	<i>CGC Members/ HRMPSB Members/ HRMO</i>
	2.2. Confirm the appointment.	None	1-3 days (for SG 8-25) 2-4 days (for Account	<i>Appointing Authority (President & CEO)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Officer) 3-5 days (for SG 26-29)	
TOTAL		None	33-70 days (for SG 8-25) 34-80 days (for Account Officer) 36-100 days (for SG 26-29)	

8. Request for HR-related documents

Requests for Certificate of Employment, Copy of Clearance, Service Record

Office or Division:	HR Management and Development Group (HRMDG)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum addressed to the HRMDG Head		Requesting personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for the release of HR-related documents addressed to the HRMDG Head, specifying the needed document	1.1. Prepare the requested document	None	1 day	<i>HRMO HR Management and Development Group (HRMDG)</i>
	2.1. Review and sign the document for release	None	1 day	<i>Group Head HRMDG</i>
TOTAL		None	2 days	

Head Office

Internal Services

Information Technology Group

1. Technical Support without procurement

Servicing of request for repair/maintenance/installation of hardware and software

Office or Division:	Information Technology Group (ITG)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Change Control Request (CCR) Form (1 copy)		CCR Oracle Module		
2. Supporting documents		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare CCR in Oracle submit printed copy of the CCR signed by the Group Head along with the supporting documents	1.1. Validate and study request	None	Not more than 2 days	<i>Assigned personnel Information Technology Group</i>
	2.1. Implement most appropriate solution. Upon completion of service, have the requesting party sign the CCR to acknowledge the completion of service.	None		<i>Assigned personnel Information Technology Group</i>
TOTAL		None	Not more than 2 days	

2. Access to Corporate Network

Setting up/Deactivation of Access to Corporate Network (includes email facility and application systems)

Office or Division:	Information Technology Group (ITG)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Change Control Request (CCR) Form (1 copy)		CCR Oracle Module		
2. Supporting documents		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare CCR in Oracle submit printed copy of the CCR signed by the Group Head along with the supporting documents	1.1. Validate and study request	None	Not more than 2 days	<i>Assigned personnel Information Technology Group</i>
	2.1. Implement most appropriate solution. Upon completion of service, have the requesting party sign the CCR to acknowledge the completion of service.	None		<i>Assigned personnel Information Technology Group</i>
TOTAL		None	Not more than 2 days	

3. Applications System Development

Processing of Request for application system development

Office or Division:	Information Technology Group (ITG)			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Change Control Request (CCR) Form (1 copy)		CCR Oracle Module		
2. Supporting documents		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare CCR in Oracle submit printed copy of the CCR signed by the Group Head along with the supporting documents	1.1. Validate and study request	None	Processing time depends on the complexity of system to be developed	<i>Assigned personnel Information Technology Group</i>
	1.2. Implement most appropriate solution. Upon completion of service, have the requesting party sign the CCR to acknowledge the completion of service.	None	Processing time depends on the complexity of system to be developed	<i>Assigned personnel Information Technology Group</i>
TOTAL		None	Processing time depends on the complexity of system to be developed	

Head Office

Internal Services

Legal Services Group

1. Legal Opinion

Preparation of Legal Opinion

Office or Division:	Legal Services Group (LSG)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo Request for Legal Opinion		To be provided by the requesting group		
2. Supporting documents relative to the request for legal opinion/query		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Memo to the Legal Services Group with supporting documents.	1.1. Receive the Memo and check the completeness of the supporting documents.	None	1 hour	<i>Administrative Assistant / Document Examiner III Legal Services Group</i>
	1.2. Study and review the legal query.	None	3-4 days	<i>Attorney V/ Attorney VI Legal Services Group</i>
	1.3. Review the draft of the legal opinion and finalize the legal opinion.	None	2-3 days	<i>Group Head / OIC Group Head Legal Services Group</i>
	1.4. Transmittal of legal opinion to the requesting group.	None	30 minutes	<i>Administrative Assistant Legal Services Group</i>
TOTAL		None	5 days, 1 hour and 30 minutes to 7 days 1 hour and 30 minutes	

2. Preparation of Contracts

Preparation and Issuance of Contracts

Office or Division:	Legal Services Group (LSG)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo for Request for Contract Preparation		To be provided by the requesting group		
2. Approved Terms of Reference and other supporting documents relevant to their request for contract drafting		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Memo to the Legal Services Group with supporting documents.	1.1. Receive the Memo and check the completeness of the supporting documents.	None	15 minutes	<i>Administrative Assistant / Document Examiner III Legal Services Group</i>
	1.2. Study and review the terms and conditions of the contract and prepare the contract.	None	3-4 days	<i>Attorney V/ Attorney VI Legal Services Group</i>
	1.3. Review the draft of the contract and finalize the contract.	None	2-3 days	<i>Group Head / OIC Group Head Legal Services Group</i>
	1.4. Transmittal of the prepared contract to the requesting group.	None	30 minutes	<i>Administrative Assistant Legal Services Group</i>
TOTAL		None	5 days and 45 minutes to 7 days and 45 minutes	

Head Office

Internal Services

Treasury Group

1. Petty Cash Fund Request

The Petty Cash Fund is created to defray day to day expenditures as follows:

- a. To entertain small groups of SB Corporation clients or guests;
- b. Notarization of pertinent documents;
- c. Developing and printing of official pictures;
- d. Purchase in small quantities of supplies, materials and related items provided that the need is urgent and items are not available in stock and canvassing of the market has been done;
- e. Cost of telegrams, postage stamps, freight and other delivery expenses;
- f. Other expenses not to exceed Php 2,000.00 and not practical to be paid in check.

Office or Division:	Treasury Group (TG)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All SB Corporation employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher (1 copy)		Petty Cash Custodian		
2. Supporting Documents		Requesting Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Petty Cash Voucher.	1.1. Check the completeness of Voucher.	None	2 minutes	<i>Petty Cash Custodian Treasury Group</i>
2. Sign the Petty Cash Advance/ Reimbursement Form in the "Cash Received by" portion'.	2.1. Release the Petty Cash Advance/ Request.	None	3 minutes	<i>Petty Cash Custodian Treasury Group</i>
TOTAL		None	5 minutes	

Note: All cash advance shall be cleared after five (5) working days from the completion of the activity for which the cash advance was taken

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> • Accomplish our Feedback Form and drop them at the designated drop boxes in any of our offices • Email us at sbcorporation@sbgfc.org.ph • Hotline Numbers: 8 651-3333 1-800-10-8651-3333
How feedbacks are processed	Feedbacks are received by the Communications Department and are forwarded to concerned units and/or individuals for appropriate handling.
How to file a complaint	<p>If you are not satisfied with our services please let us know through the following:</p> <p>Via Post: c/o Communications Department, 18th Floor, 139 Corporate Center, 139 Valero St. Salcedo Village, Makati City</p> <p>Via Hotline: 8 651 -1333, 1-800-10-8651-3333</p> <p>Via E-mail: sbcorporation@sbgfc.org.ph</p>
How complaints are processed	Complaints are received by the Communications Department and are forwarded to concerned units and/or individuals for appropriate handling and response.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB): 0908-8816565 email@contactcenterngbayan.gov.ph</p> <p>Presidential Complaints Center (PCC): 8888 pcc@malacanang.gov.ph</p> <p>Anti-Red Tape Authority (ARTA): 8478-5093 complaints@arta.gov.ph</p>

VII. List of Offices

Office	Address	Contact Information
HEAD OFFICE	17 th & 18 th Floor, 139 Corporate Center, 139 Valero St., Salcedo Village Makati City	<u>Trunkline Number:</u> (+632) 7751-1888 <u>P3 Hotline Number:</u> (02) 8651-3333
LENDING OFFICES:		
NORTH LUZON GROUP	2-A Jesnor Building 1, Cariño St., Corner Otek St., Baguio City	<u>Trunkline Number:</u> (+632) 7751-1888 (local 1610) <u>P3 Hotline Numbers:</u> (02) 8651-3333 1-800-10-8651-3333
CENTRAL LUZON GROUP	2nd Floor, Unit 201-202 Fortune Square Building Mc Arthur Hi-Way, Brgy. Saguin, City of San Fernando, Pampanga	<u>Trunkline Number:</u> (+632) 7751-1888 (local 1626) <u>P3 Hotline Numbers:</u> (02) 8651-3333 1-800-10-8651-3333
SOUTH LUZON GROUP	19th Floor 139 Corporate Center, Valero St., Salcedo Village, Makati City	<u>Trunkline Number:</u> (+632) 7751-1888 <u>P3 Hotline Numbers:</u> (02) 8651-3333 1-800-10-8651-3333
VISAYAS GROUP	Unit 1003-A, Keppel Center, Cebu Business Park, Cebu City	<u>Trunkline Number:</u> (+632) 7751-1888 (local 1615) <u>P3 Hotline Numbers:</u> (02) 8651-3333 1-800-10-8651-3333
MINDANAO GROUP	4th Floor Unit 410 Landco Corporate Center, JP Laurel Ave., Bajada, Davao City	<u>Trunkline Number:</u> (+632) 7751-1888 (local 1613) <u>P3 Hotline Numbers:</u> (02) 8651-3333 1-800-10-8651-3333