



CORREGIDOR FOUNDATION INC.

Corregidor Foundation, Inc. (CFI)

CITIZEN'S CHARTER



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CITIZEN'S CHARTER

I. Mandate

To administer, maintain and preserve Corregidor Island in accordance with Memorandum of Agreement between TIEZA/PTA and CFI.

II. Vision

To be self-sustainable in the development of Corregidor Island by actively attracting more investments and soliciting donations that will provide support for the perpetual maintenance and preservation of its historical relics and facility infrastructures.

III. Mission

To maintain and preserve war relics on Corregidor Island and manage the development of its potential as an international and local tourist destination.

IV. Service Pledge

We commit to:

- Sustain the former glory of Corregidor Island, as all the Filipino's deserve to know its history, and at the same time enjoy its beauty and serenity.**
- Ensure the safety of all the tourists coming in the Island by providing all the necessary guidelines.**
- Ensure all of our tours and other services are being improved from time to time for all the guests to enjoy.**
- Maintain good working relationships to our partners and travel operators.**

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Head Office

External Services

A. Tour Packages for FIT

These are the Fully Independent Travellers who arranges/requests travel packages for themselves.

Office or Division	Sales & Marketing			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request thru email, phone, or walk-in	<ol style="list-style-type: none"> 1. Accept inquiries 2. Prepare the required tour package with discount if applicable 3. Email proposal to client 	None	30 minutes	Sales & Marketing Officer
TOTAL		None	30 minutes	

B. Tour Packages for GIT

These are the travel operators and travel agencies whose businesses are dealing with Group Inclusive Tours.

Office or Division	Sales & Marketing			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail	Tour Operators / Travel Agencies			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request thru email, phone, or walk-in	<ol style="list-style-type: none"> 1. Accept inquiries 2. Prepare the required tour package with applicable contracted rates 3. Email proposal to client 	None	1 hour	Sales & Marketing Officer
TOTAL		None	1 hour	

C. Public Bidding (in accordance with RA9184)

Services provided to business entities who expresses interest to provide or supply outsourced services required by the Foundation.

Office or Division	Bids & Awards Committee (BAC)			
Classification	Highly Technical			
Type of Transaction	G2B - Government to Business			
Who may avail	Interested Bidders (duly registered company)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Refer to the Terms of Reference (TOR)		CFI BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check BID Invites from PhilGeps, CFI Website, Email Invites, CFI Bulletin Boards.	Ensure timely posting, updating of BID invites thru the following channels: <ul style="list-style-type: none"> PhilGeps CFI Website, Email Invites Bulletin Boards 	None	15 days	BAC Members/ Secretariat
Submit interest to BID	Receive BID intents	NONE		BAC Secretariat
Attend the scheduled Pre-BID Conference	Conducts Pre-BID Conference to at least three (3) interested bidders	NONE	2 hours	BAC Members
Procure BID Documents, if applicable	Sells BID documents to interested bidders	5,000	5 minutes	BAC Secretariat
Submit BID on specified date	1. Receive BID documents 2. Conducts outright opening of BIDS	None	3 hours	BAC Members/ Secretariat
	3. Evaluation of BIDs 4. Post qualification	None	2 days	BAC Members/ Secretariat
Wait for the BID result declaration	1. Declares the winning Bidder	None	30 minutes	BAC Members/ Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for the BID result declaration	2. Prepares post disqualification notice to losing Bidders, if applicable	None	1 day	BAC Secretariat
	3. Prepares BAC Resolution and Notice of Award to the winning Bidder 4. Approval of BAC Resolution	None	4 days	BAC Secretariat/ Head of Procuring Agency
Winning Bidder to post Performance Security Bond	Issue Official Receipt to the amount equivalent to 5% OF BID PRICE	5% of BID Price	3 days	Cashier/ Collection Officer
Winning Bidder to acknowledge Contract & Notice to Proceed	Issue Contract & Notice to Proceed	None	3 days	BAC Member/ Secretariat
TOTAL		5,000 + Performance Bond	Max 30 days	

D. Research Study

The Foundation allows students and/or any individuals who wishes to do research study in the island, provided that they highlight its significance in tourism, nature, environment, and history, among others.

Office or Division	Corporate Affairs			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send letter request address to the Chairman indicating the purpose of the research study	<ol style="list-style-type: none"> 1. Receives and evaluate the request 2. Seek the Approval of the Chairman if the required study involves risks or is beyond the usual tourism, nature, environmental, and historical related research. 3. Email or send reply to the client the approval or disapproval of his/her request. 	None	3 days	Dept. Manager, Corp. Affairs
TOTAL		None	3 days	



Head Office

Internal Services

A. Procurement

Request for purchase of supplies and equipment.

Office or Division	Procurement Office			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officers/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Purchase Request Form		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the PR Form with signature of immediate supervisor 2. Submit to the Procurement officer with the following attachments: <ul style="list-style-type: none"> • Consumption Report • Onsite evaluation of equipment • Report of waste material • Supply Inventory 	1. Receive PR from requesting officer 2. Review the forms and requirements are completely filled-up 3. Submit to Finance Officer for funding allocation 4. Secure signature and approval of the HEA/Dept. Manager	None	2 days	Procurement Officer

	<p>5. Conducts Request for Quotation (RFQ) minimum of three (3) vendors</p> <p>6. Negotiate to vendors regarding payments, warranty, deliveries, etc</p>	None		Procurement Team
	<p>7. Prepares abstract for price comparison</p> <p>8. Submit abstract form to the Agency Head for signature and approval.</p>	None	3 days	Procurement Team
	<p>9. Prepare Purchase Order form in favor of the selected/ approved vendor to be signed by the Head of the Agency.</p> <p>10. Serve PO to the selected vendor.</p>	None	2 days	Procurement Team
Wait for the Delivery of items	Expect delivery of goods from the vendor on or before the agreed timeline.	None	3 days	Procurement Team
Receive the items	<p>1. Prepares Receiving Inspection Report (RIR)</p> <p>2. Issue Memorandum Receipt (MR) for Property Plant & Equipment (PPE) / semi-expendable items.</p>	None	20 minutes	Procurement Team
TOTAL		None	10 days	

B. Billing & Collection

Request fo Billing Statements and Collection of Corporate Accounts.

Office or Division	Billing & Collection			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Sales & Marketing Officer			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Account Summary Form		Billing & Collection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Account Summary Form to the Collection Officer with the following attachments: <ul style="list-style-type: none"> • Signed Contract Proposal • Event completion report • Additional/ incidental charges, if any 	1. Receive Account summary form from the requesting officer 2. Prepare the billing statement subject for review of the Sales & Marketing Officer 3. Secure signature and certification of the Chief Accounting Officer	None	2 days	Billing & Collection Officer
2. Monitor billing and collection status	4. Serve billing statement to client 5. Follow pick-up of payment	None	15 days	Billing & Collection Officer
TOTAL		None	17 days	

C. Petty Cash

Advance cash fund granted to officials and employees for emergency purchases of not more than Php2,500.00.

Office or Division	Accounting			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Petty Cash/Reimbursement Form		Petty Cash Custodian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled up form stating the purpose of the expenses	1. Receive the Petty Cash / Reimbursement Form 2. Obtain signature and approval of the Dept Manager	None	5 minutes	Petty Cash Custodian
2. Receive the requested amount	3. Release the amount to the requesting officer	None	2 minutes	Petty Cash Custodian
TOTAL		None	7 minutes	

D. Vacation Leave Application

Leave of absence granted to officials and employees for personal reason, approval of which is contingent upon the necessities of the service.

Office or Division	HR			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Vacation Leave Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form to HR Officer at least one (1) day before the desired leave of absence	1. Certifies the available leave balances to determine if the leave is with or without pay 2. Forward to the Dept Manager for approval	None	5 minutes	HR Officer
TOTAL		None	5 minutes	

E. Sick Leave Application

Sick leave is time off from work that the officials and employees can use to stay home or at any healthcare facility to address their health and medical needs.

Office or Division	HR			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Sick Leave Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form to HR Officer upon reporting back to work. More than three (3) days leave must be supported with Medical Certificate	1. Certifies the available leave balances to determine if the leave is with or without pay 2. Forward to the Dept Manager for approval	None	5 minutes	HR Officer
TOTAL		None	5 minutes	

F. Monetization of unused Leaves

Officials and employees who have accumulated unused vacation leaves shall be allowed to monetize a maximum of of thirty (30) days in a given year. Provided that at least five (5) days leave credits is retained after monetization.

Office or Division	HR			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Monetization Application Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form to HR Officer.	1. Certifies the total available leave balances to determine the number of days to be monetized. 2. Forward the application to Finance Officer to signify availability of funds 3. Forward to the Dept Manager for recommendation to the Head of the Agency for approval	None	3 days	HR Officer
Wait for the release of the check	1. Process the voucher and check 2. Release the check to the official/ employee	None	3 days	Accounting
TOTAL		None	6 days	

G. Authority to Render Overtime

Rendering overtime work shall be authorized only when necessary.

Office or Division	HR			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Authority to Render Overtime From		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form indicating the reason for overtime.	1. HR Officers forwards the form to the Dept Manager for approval	None	5 minutes	HR Officer
TOTAL		None	5 minutes	

H. Offsetting of Overtime Rendered

Payment of overtime services shall be in a form of compensatory arrangement based on the updated COA guidelines.

Office or Division	HR			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Offsetting of Overtime Service Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submit the accomplished form to HR Officer with the copy of approved Authority to Render overtime or Travel Authority if rendered during rest days. Wait for the approved offsetting request 	<ol style="list-style-type: none"> HR Officers forwards the accomplished form to the Dept Manager for approval. Approved application will be used as payroll attachment. Provide copy of the approved request to the official/ employee 	None	30 minutes	HR Officer
TOTAL		None	30 minutes	

I. Authority to Travel | Official Business Pass

Employees leaving the agency premises on official time to attend meetings, trainings, seminars including official errands shall be required at all times to seek Authority to Travel, or accomplish the Official Business Form before departure.

Office or Division	HR			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Official Business Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek Authority to Travel if the trip destination is outside NCR	1. HR Officer prepares Authority to Travel indicating the destination and the allowable traveling allowance, if any. 2. Secure the signature and approval of the Head of Agency	None	1 day	HR Officer
1. Submit the accomplished Official Business Form form to HR Officer indicating the reason for leaving the company premises.	1. HR Officer forwards the accomplished form to the Dept Manager for approval. Approved application will be used as payroll attachment.	None	5 minutes	HR Officer
TOTAL		None		

CI Office

External Services

A. Tourist Entry

The Foundation is authorized to collect entrance fee from every tourist, guest, and visitor that enters the island for tour purposes.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the CI Admin Office upon arrival in Corregidor Island.	<ol style="list-style-type: none"> 1. Receives the guest 2. Collect applicable entrance fee 3. Issue Official Receipt 	<ul style="list-style-type: none"> • Adult 300 • Children below 3ft free • PWD/Sr Citizen 214.30 • Student 214.30 • Camping Fee 200 • Gov employee (15% disc) 255.00 	10 minutes	Island Cashier
TOTAL			10 minutes	

B. Malinta Tunnel Lights & Sound Show | Lateral Tour

Lights and Sound Show is a 30 minute show done in the main tunnel that chronicles the events of the actual battle between American and Filipino soldiers against the Japanese forces during the WW2. While the Lateral Tour offers tourists to explore the inner narrow passageways of the entire tunnel that housed the 1000 hospital beds during the height of the war.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Lights & Sound Avail the Lights & Sound Show ticket prior to entry to Malinta Tunnel	<ol style="list-style-type: none"> 1. Receives the guest 2. Collect applicable fee 3. Issue Official Receipt 	200/pax	2 minutes	Island Cashier
Lateral Tour Reserve thru island admin office the desired time of Lateral Tour	<ol style="list-style-type: none"> 1. Receives reservation 2. Arrange for the Tour guide to assist (separate payment) 3. Accept payment and Issue Official Receipt 	200/pax (tour guide fee excluded)	10 minutes	Island Cashier/ Island Mnager
TOTAL		400	12 minutes	

C. Seaport Docking

The Foundation is authorized to collect docking fee from every sea vessel that wishes to use the terminal and docking facilities of the island.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notify the Island Management prior to arrival to allocate availability of docking.	<ol style="list-style-type: none"> 1. Receives the vessel captain/Crew 2. Collect applicable fee 3. Issue Official Receipt 	<ul style="list-style-type: none"> • Ship 2000 • Ferry (150-500 cap) 1500 • Ferry (50-150 cap) 1000 • Boat (10-50 cap) 200 • Boat (10 and below cap) 100 • Mooring 1000/ vessel 	5 minutes	Island Cashier
TOTAL			5 minutes	

D. Aircraft Landing

The Foundation is authorized to collect landing fee from every small aircraft that wishes to use the landing facilities of the island.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notify the Island Management prior to arrival to allocate availability of landing/airport.	<ol style="list-style-type: none"> 1. Receives the aircraft captain/pilot 2. Collect applicable fee 3. Issue Official Receipt 	2000	5 minutes	Island Cashier
TOTAL		2000	5 minutes	

E. Photo & Video Shoot Permit

The Foundation is authorized to collect photo & video shoot permit fee from every individual / film company that wishes to use the island as their photo and video shoot location.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notify the Island Management prior to the scheduled photo and video shoot project.	<ol style="list-style-type: none"> 1. Receives the production team 2. Collect applicable fee 3. Issue Official Receipt 	<ul style="list-style-type: none"> • Student free • Personal Use 2000 • Corporate 3000 • Media free • Local Film Production 7500 • International Film Production 15000 • Use of drone 1000/unit 	5 minutes	Island Cashier
TOTAL			5 minutes	

F. Accommodation

The Foundation is authorized to collect lodge room charges from any individual or group who wishes to stay at the McArthur Lodge.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prior reservation is required	<ol style="list-style-type: none"> 1. Receives the guests 2. Collect applicable fee 3. Issue Official Receipt 4. Issue room keys to the guest 	<ul style="list-style-type: none"> • Single or Double room 1000/night • Quad room 2000/night • Dorm 500/pax/night min of 6pax • Extra bed 300/night 	20 minutes	Island Cashier/ Lodge Attendant
TOTAL			20 minutes	

G. Open Grounds Rental

The Foundation is authorized to collect rental charges from any individual or group who wishes to rent any of the island's open grounds (except for restricted areas) as the venue of their activities and or special occasions.

Office or Division	Island Cashier			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Prior reservation is required 50% down payment is required 	<ol style="list-style-type: none"> Receives the guests Collect applicable fee Issue Official Receipt Gives short briefing on island rules to observe 	<ul style="list-style-type: none"> Below 200pax 4000/day 201 to 500pax 8000/day 501 to 1000pax 10,000/day 1001 to 2000pax 15,000/day 	30 minutes	Island Cashier/ Island Manager
TOTAL			30 minutes	

CI Office

Internal Services

A. Procurement

Request for purchase of supplies and equipment

Process and facilitation handled by the Head Office

B. Billing & Collection

Request to prepare Billing Statements/Collection for Corporate Accounts

Process and facilitation handled by the Head Office

C. Petty Cash

Advance cash fund granted to officials and employees for emergency purchases.

Office or Division	CI Petty Cash Custodian			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Petty Cash/Reimbursement Form		Petty Cash Custodian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled up form stating the purpose of the expenses	1. Receive the Petty Cash / Reimbursement Form 2. Obtain signature and approval of the Island Manager	None	5 minutes	CI Petty Cash Custodian
2. Receive the requested amount	3. Release the amount to the requesting officer	None	2 minutes	CI Petty Cash Custodian
TOTAL		None	7 minutes	

D. Vacation Leave Application

Leave of absence granted to officials and employees for personal reason, approval of which is contingent upon the necessities of the service.

Office or Division	CI HR In-Charge			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Vacation Leave Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form to CI HR In-Charge at least one (1) day before the desired leave of absence	1. Certifies the available leave balances to determine if the leave is with or without pay 2. Forward to the Island Manager for approval	None	5 minutes	CI HR In-Charge
TOTAL		None	5 minutes	

E. Sick Leave Application

Sick leave is time off from work that the officials and employees can use to stay home or at any healthcare facility to address their health and medical needs.

Office or Division	CI HR In-Charge			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Sick Leave Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form to CI HR In-Charge upon reporting back to work. More than three (3) days leave must be supported with Medical Certificate	1. Certifies the available leave balances to determine if the leave is with or without pay 2. Forward to the Island Manager for approval	None	5 minutes	CI HR In-Charge
TOTAL		None	5 minutes	

F. Monetization of unused Leaves

Officials and employees who have accumulated unused vacation leaves shall be allowed to monetize a maximum of thirty (30) days in a given year. Provided that at least five (5) days leave credits is retained after monetization.

Process and facilitation handled by the Head Office

G. Authority to Render Overtime

Rendering overtime work shall be authorized only when necessary.

Office or Division	CI HR In-Charge			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officilas/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Authority to Render Overtime From		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form indicating the reason for overtime.	1. CI HR In-Charge forwards the form to the Island Manager for approval	None	5 minutes	CI HR In-Charge
TOTAL		None	5 minutes	

H. Offsetting of Overtime Rendered

Payment of overtime services shall be in a form of compensatory arrangement.

Office or Division	CI HR In-Charge			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officilas/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Offsetting of Overtime Service Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to CI HR In-Charge with the copy of approved Authority to Render overtime or Travel Authority if rendered during rest days.	1. CI HR In-Charge forwards the accomplished form to the Island Manager for approval. Approved application will be used as payroll attachment.	None	30 minutes	CI HR In-Charge
TOTAL		None	30 minutes	

I. Official Business Pass

Employees leaving the agency premises on official time to attend meetings, trainings, seminars including errands shall be required at all times to accomplish the Official Business Form before departure.

Office or Division	CI HR In-Charge			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CFI Officials/Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Official Business Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Official Business Form form to CI HR In-Charge indicating the reason for leaving the company premises.	1. CI HR In-Charge forwards the accomplished form to the Island Manager for approval. Approved application will be used as payroll attachment.	None	5 minutes	CI HR In-Charge
TOTAL		None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> • Fill-up the feedback form found at CFI Head Office & CI Office and drop at the designated drop boxes located at the reception area. • Send email to info@corregidorisland.com.ph or thru the “contact us” option found at our website www.corregidorisland.com.ph
How feedback is processed	<ul style="list-style-type: none"> • Officer In-Charge collects and records the received feedbacks on a daily basis. • Forward the same to the concerned officer if the feedback requires answer. • The citizen should receive a reply within three (3) days. • For follow up, email to: info@corregidorisland.com.ph
How to file a complaint	<ul style="list-style-type: none"> • Fill-up the complaint form found at CFI Head Office & CI Office and drop at the designated drop boxes located at the reception area. • Send email to info@corregidorisland.com.ph or thru the “contact us” option found at our website www.corregidorisland.com.ph
How complaints are processed	<ul style="list-style-type: none"> • Officer In-Charge collects and records the received complaints on a daily basis. • Forward the same to the concerned officer for validation and investigation, if required. • The citizen should receive a reply within three (3) working days. • For follow up, email to: info@corregidorisland.com.ph
Contact Information of CFI	Tel: (02) 8823.3281 Mob: 0977.485.6344 Email: info@corregidorisland.com.ph Web: www.corregidorisland.com.ph
Contact Information of LPAO	Tel: (02) 8929.9436 (02) 8426.2075 Email: pao_executive@yahoo.com
Contact Information of PCC	Tel: (02) 8736.8645 (02) 8736.8603 Fax: (02) 8736.8621 Email: pcc@malacanang.gov.ph
Contact Information of CCB	Mob: 0908.881.6565 Email: email@contactcentrerngbayan.gov.ph

LIST OF OFFICES

Office	Address	Contact Information
Head Office	Room 10, CCP Bay Terminal CCP Complex Roxas Boulevard Malate, Manila	Tel: (02) 8823.3281 Mob: 0977.485.6344 Email: info@corregidorisland.com.ph Web: corregidorisland.com.ph
CI Office	Administrative Building North Dock Terminal Corregidor Island Cavite	Mob: 0927.420.7108 Email: islandoperations@corregidorisland.com.ph Web: www.corregidorisland.com.ph