



TANGGAPAN NG KOMANDANTE
(OFFICE OF THE COMMANDANT)
PAMBANSANG PUNONGHIMPILAN TANOD BAYBAYIN NG PILIPINAS
(National Headquarters Philippine Coast Guard)
139 25th Street, Port Area
1018 Manila

CERTIFICATE OF COMPLIANCE
Year: 2025

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ADMIRAL RONNIE GIL GAVAN PCG**, Commandant, Philippine Coast Guard, Filipino, of legal age, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Philippine Coast Guard** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2025, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
<input checked="" type="checkbox"/>	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
<input checked="" type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- External services;
- Checklist of requirements for each type of application or request;
- Name of the person responsible for each step;
- Maximum processing time;
- Fee/s to be paid, if necessary; and
- Procedure for filing complaints and feedback.



"Serving our Nation by Ensuring Safe, Clean and Secure Maritime Environment" **BAGONG PILIPINAS**

- 4) The Citizen's Charter Handbook enumerates the following information:

- Mandate, vision, mission, and service pledge of the agency;
- Government services offered (External and Internal Services);
 - Comprehensive and uniform checklist of requirements for each type of application or request;
 - Classification of service;
 - Type of transaction;
 - Who may avail;
 - Client steps and agency actions to obtain a particular service;
 - Person responsible for each step;
 - Processing time per step and total;
 - Fee/s to be paid per step and total, if necessary.
- Procedure for filing complaints and feedback;
- Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- List of Offices

- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

ADMIRAL RONNIE GIL L GAVAN PCG



"Serving our Nation by Ensuring Safe, Clean and Secure Maritime Environment" **BAGONG PILIPINAS**



PHILIPPINE COAST GUARD

Citizen's Charter
2025 Edition



PHILIPPINE COAST GUARD MANDATES

The Philippine Coast Guard is mandated and responsible to perform maritime search and rescue, maritime law enforcement, maritime safety, marine environmental protection and maritime security.

PHILIPPINE COAST GUARD VISION

“By 2028, Philippine Coast Guard is a world class guardian of the sea committed to save lives, ensure safe maritime transport, cleaner seas, and secure maritime jurisdiction.”

PHILIPPINE COAST GUARD MISSION

“We are a uniformed armed service that implements and enforces all national and international maritime safety, security, search and rescue, and marine environmental protection laws in support of the Integrated Maritime Network objectives, national security and economic development of the Philippines.”





COAST GUARD CREDO

I am a Coastguardian.

I am sworn to a noble profession of safeguarding our coastal waters, protecting the marine environment, maintaining safety standards, and above all, saving lives and property at sea.

I believe that professionalism, dedication to duty, hard work and courage are the prime qualities of a true Coastguardian.

I will put my personal relation second only to my loyalty to the coast guard service and to my country.

I will always value a good name over worldly goods or princely glories.

I will always put the welfare of the state, particularly the seafarers and other users of the sea over any selfish ends.

I will consider it obscene to flaunt wealth and privilege, however well-earned while my fellow Coastguardians endure adversities.

I will always walk the straight and narrow path, uphold what is right however unpopular it may be.

To all these, I pledge my life, my honor, my sacred duty, for country, flag, and people.





TABLE OF CONTENTS

EXTERNAL SERVICES 1

PCG General External Services2

Filing Complex Complaints against Erring PCG Personnel	3
Filing Simple Complaints Against Erring PCG Personnel	6
Request for Assistance for Simple Community Relations and Civic Action Activities	9
Request for Assistance for Complex Community Relations and Civic Action Activities	12
Request for Availability of Personnel / Assets / Services	15
Request for Comments and Inputs	17
Request for the Scheduling of Courtesy Calls	19
Request for Scheduling of Meetings or Conferences	21

Office of the Chief of Coast Guard Staff, (CCGS)23

Request for the Availability of the Flag Officer's Lounge and NHQ-PCG Conference Room	24
---	----

CENTRAL STAFF26

Deputy Chief of Coast Guard Staff for Human Resource and Management, CG-127

Request for Data Regarding Active PCG Uniformed Personnel	28
---	----



Deputy Chief of Coast Guard Staff for Operations, CG-3	31
Request for the Availability of PCG Assets, PCG Personnel and PCG Services	32
Deputy Chief of Coast Guard Staff for Civil Relations Service, CG-7	34
Request for Assistance on the Conduct of Community Relations Activities	35
Request for Issuance of General Orders for PCGA Members for Appointment, Promotions, and Awards	37
Request for Issuance of PCGA ID	40
Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8	42
Request for Issuance of Board of Marine Inquiry (BMI) Certificate	43
Request for Issuance of Notice to Mariners (NOTAM)	45
Request for Issuance of Salvage Permit	47
Request for Issuance of Salvor Certificate of Registration	52
Request for Issuance of Sea Service Certificate	55
Deputy Chief of Coast Guard Staff for Maritime Communications, Weapons, Electronics and Information System, CG-11	59
Request for Schedule of Product Presentation	60
Deputy Chief of Coast Guard Staff for Strategic Studies and Modernization, CG-15	62
Request for Processing the Proposals for Capability Development and Feasibility Studies	63



SPECIAL SERVICE COMMANDS	66
Coast Guard Finance Service	67
Request for Issuance of Official Receipt	68
Request for Letter of Introduction for Opening an LBP Account	70
Request for Loan Endorsement	73
Coast Guard Public Affairs Service.....	76
Request for Availability of PCG Personnel for Interview	77
Request for Availability of Photographers and Videographers	79
Request for Posting on PCG Official Website	81
Request for Reproduction of Pictures and Video Clippings	82
Philippine Coast Guard Command Center.....	84
Request for Data and Statistics of Maritime Incidents	85
Response to Emergency Situation	87
Coast Guard Accounting Service Office	89
Request for Issuance of Order of Payment	90



Headquarters Service Support Group.....	91
Request for Availability of Function Hall/ Multi-Purpose Building (shaded area, 2 nd floor and/or 3 rd floor) for Non-PCG Entity	92
Request for Sale and Distribution of Bidding Documents	94
Request for Issuance of Temporary Pass	96
 Coast Guard Adjutant Office.....	 99
Request for Authenticated Copies of Order	100
Request for Certificates of Employment	102
Request for PCG Identification Cards	104
 Office of the Command Master Chief Petty Officer	 108
PCGMAS Death Claims of Dependents	109
 <i>TECHNICAL SERVICE COMMANDS</i>	 <i>112</i>
 Coast Guard Dental Service.....	 113
Request for Conduct of Dental Missions/ Civic Action	114
Request for Dental Services	116
Request for Issuance of Dental Clearance	118



Coast Guard Nursing Service	120
Request for Availability of Coast Guard Nursing Service Personnel	121
Request for Nursing-Related Trainings	124
Request for Mental Health and Psychosocial Support (Post mission debriefing/ Crisis intervention)	129
Coast Guard Ecumenical Chaplain Service	132
Request for the Availability of PCG Chaplain	133
Coast Guard Legal Service	136
Request for Issuance of Declaration of Legal Benefits / Beneficiary	137
Request for Legal Comment / Opinion	139
Issuance of No Pending Case Clearance	142
Rendering Legal Advice/Assistance	144
Coast Guard Medical Service	146
Request for Assistance/Availability of PCG Medical Personnel for Medical Missions	147
Request for Issuance of Neuro-Psychological Clearance	149
Request for Laboratory Services for Check-up	151
Request for Medical / Mental-Health Related Trainings/Lectures	153
Request for Treatment and Consultation Procedure	155



Request for Issuance of Comprehensive Psychological Report for Clinical and Legal Purposes	158
--	-----

Coast Guard Veterinary Service160

Request for Anti-Rabies and Other Vaccinations	161
Request for Anti-Parasitic Control	163
Request for Assistance/Availability of PCG Veterinary Personnel for Veterinary Civic Mission	165
Request for Dental Prophylaxis	167
Request for Issuance of Veterinary Health Certificate	169
Request for Small Animal Spay and Neuter	170
Request for Veterinary Consultation and Treatment	172

FUNCTIONAL COMMANDS174

Maritime Security Law Enforcement Command175

Request for Additional Deployment/Augmentation and Security	176
Request for Additional Sea Marshals	177
Request for Availability of Coast Guard K9 Evaluation Team	178
Request for Availability of Coast Guard K9 Firing Range and Coast Guard K9 Range Officer	180
Request for Availability of Coast Guard K9 Personnel / Teams	182
Request for Availability of Coast Guard Personnel as VIP Security and Protection (Protective Security Personnel)	185
Request for Availability of Rigid-Hulled Inflatable Boat (RHIB)	186



Request for Coast Guard K9 Basic Dog and Handler Basic Course/ Coast Guard K9 EDD/NDD Dog and Handler Specialization Course and CGK9 Search and Rescue Dog and Handler Advance Course Cross-Training 188

Request for Response to Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) and Weapons of Mass Destruction (WMD) threats or incidents in Ports Areas and Maritime Vessels 190

Maritime Safety Services Command192

Requests and/or Appeals on PSC Inspection Results 193

Request for Conduct of Emergency Readiness Evaluation (ERE) Training for Seafarers 195

Request for Issuance of Certificate of Registration for the Establishment of Private Aids to Navigation 197

Request for Issuance of Permits for Marine Parades, Regattas, and other Maritime-Related Recreational Activities 201

Request for On-the-Job Training (OJT) / Work Immersion Program 204

Request for PCG Lifeguard Evaluation 206

Request for PCG Lifeguard Training 208

Marine Environmental Protection Command209

Request for Issuance of Accreditation for Tank Cleaning Contractor (TCC) 210

Request for Issuance of Certificate of Accreditation for MarPol Surveyor 213

Request for Issuance of Certificate of Accreditation for Oil Spill Dispersants (OSD) 215

Request for Issuance of Certificate of Accreditation for Oil Spill Material (OSM), Oil Spill Boom (OSB) and Oil Spill Response Equipment (OSRE) 218



Request for Issuance of Certificate of Accreditation for Oily Waste Collector (OWC)	221
Request for Issuance of Certificate of Accreditation for Solid Waste Collector (SWC)	224
Request for Issuance of Certificate of Accreditation for Sewage and Gray Water Collector (SGWC)	227
Request for Issuance of Certificate of Accreditation for Oily- Water Separator (OWS)	230
Request for Issuance of Certificate of Compliance for Holding Tank (HT)	233
Request for Issuance of Certificate of Compliance for Sewage Treatment Plant (STP)	236
Request for Issuance of International Oil Pollution Prevention Certificate (IOPPC) and International Sewage Pollution Prevention Certificate (ISPPC)	239
Request for Issuance of Oil Pollution Prevention Certificate (OPPC) and Sewage Pollution Prevention Certificate (SPPC)	242
Request for Registration of Garbage Management Plan	245
Request for Registration of Oil Record Book (ORB) Part I and II, Garbage Record Book (GRB) Part I and II and Cargo Record Book (CRB)	247
Request for Registration of Oil Spill Contingency Plan (OSCP)	250
Request for Registration of Shipboard Oil Pollution Emergency Plan (SOPEP) and Shipboard Material Pollution Emergency (SMPEP)	254

ADMIN SUPPORT COMMANDS257

Coast Guard Education Training and Doctrine Command258

Request for CGETDC Facilities, Personnel, and Event Paraphernalia	259
Request for Free Legal Consultation for Dependents	260



Request for Notarization	262
Request for Scheduling of Information Drive	264

Coast Guard Inspector General and Internal Affairs Service265

Request for a Copy of Resolutions	266
Request for a Copy of SALN	267
Request for Assistance in the Apprehension of PCG Uniformed and Non-Uniformed Personnel	269
Filing of Complaints/ Walk-In-Complaints against PCG Personnel	271
Request for Status of Case	273

Coast Guard Human Resource Management Command275

Catering Queries of Applicants for ReCAD, Re-Entry or Reinstatement, Lateral Entry, Enlistment, Special Enlistment, and Commissionship	276
Filing of Complaints/ Walk-In-Complaints against PCG Non-Uniformed Personnel (NUP)	279
Request for a Copy of Payslip	281
Request for Certified True Copy of Appointment	283
Request for Data Regarding Applicants / Recruits in the PCG	285
Request for NUP Certifications	288
Request for the Issuance of Certificate of Monthly Pension	290
Request for the Transfer of Monthly Pension	292



Coast Guard Logistics Systems Command.....	297
Request for a Copy of Bidding Documents to Interested Bidders	299
Request for Base Facility Site Visit and Survey	302
Request for Information Drive of Product, HealthCare Services, and Insurance Companies in Coast Guard Base Farola	304
Request for Information Drive of Product, HealthCare Services, and Insurance Companies in Coast Guard base Taguig	306
Request for the Availability of PCG Land Vehicles, PCG Personnel and PCG Services	308
Request for the Availability of PCG Mechanic Personnel	310
 OPERATIONAL SUPPORT COMMANDS	 312
 Coast Guard Aviation Command.....	 313
Request for On-the-Job Training (OJT)/Work Immersion Program	314
 Coast Guard Special Operations Force	 316
Request for Availability of Coast Guard Special Operations Force	317
Request for Conduct of Basic SCUBA Diving Course	319
Request for Conduct of Interagency Courses / Trainings	322
Request for Conduct of Water Search and Rescue (WASAR) Training	325



OPERATING COMMANDS.....328

Philippine Coast Guard Districts.....329

Request for Event Marshals/Standby Rescue Swimmers during Fluvial Parades, Regattas, and Other Maritime Related Activities	330
Request for Issuance of Navigational Clearance for Road Bridges and Other Structures Over Navigable Inland Waters	332
Request for Issuance of Notice to Mariners (NOTAM)	335
Request for Issuance of Special Permit to Dumping / Discharge of Wastes and Other Matters	337
Request for Law Enforcement / Maritime Security Assistance	339
Request for Medical / Dental Mission	341
Request for Water Search and Rescue (WASAR) Training	343

Philippine Coast Guard Stations/Substations.....345

Request for Issuance of Emergency Salvage Permit	346
Request for Issuance of PCG Certificate for Lifeguard	350
Request for Issuance of Permit to Conduct Marine Parade, Regattas, and Other Maritime-Related Activities	353
Request for Response to Maritime Incidents	355
Request for Safety, Security, and Environmental Numbering (SSEN) System Registration	356
Request for Supervision of Bunkering or Transfer Operations	358
Request for Supervision of Dumping Operations	360



INTERNAL SERVICES 361

PCG General Internal Services362

Application for Leave not Exceeding 15 Days (for Officers) / 30 Days (for Non-Officers) to be Spent Locally	363
Application for Leave and R&R Exceeding 15 Days (for Officers) / 30 Days (for Non-Officers) to be Spent Abroad	369
Filing Complex Complaints against Erring PCG Personnel	375
Filing Simple Complaints against Erring PCG Personnel	378
Request for Availability of the Subject Matter Expert as Lecturer/Speaker	382
Request for Comments and Inputs	385
Request for Longevity Pay (4 th to 5 th Longevity Pay)	387
Request for Monetization of Leave Credits	393
Request for Reimbursement of Expenses from Petty Cash Fund	400
Request for Scheduling of Meetings or Conferences	402
Request for the Adjustment of Length of Service	404
Request for the Availability of Personnel / Asset / Service	410
Request for the Extension of ETE of PCG Non-Officers Due for Compulsory Retirement	412
Request for the Reassignment of PCG Non-Officers (NO-6 and below)	416
Request for the Reassignment of PCG Officers (O-4 and below)	422



Office of the Chief of Coast Guard Staff, (CCGS).....	429
Request for the Availability of the Flag Officer's Lounge and NHQ-PCG Conference Room	430
<i>CENTRAL STAFF.....</i>	<i>432</i>
Deputy Chief of Coast Guard Staff for Human Resource and Management, CG-1	433
Request for Extension of ETE of PCG Non-Officers with Medical Impediments	434
Request for Extension of ETE of PCG Non-Officers Due for Compulsory Retirement	438
Request for Extension of Expiration of Term of Enlistment (ETE) of PCG Non-Officers with Pending Cases	442
Request for Flying Duty Pay	446
Request for Flying Duty Status	449
Request for Hazardous Duty Status of PCG Personnel	451
Request for Hazardous Duty Pay	453
Request for Instructor's Duty Pay	457
Request for Issuance of Orders for the Termination or Designation as Special Disbursing Officer	460
Request for Issuance of Travel Orders	462
Request for Re-enlistment of PCG Non-Officers	464
Request for Replacement Clothing Allowance (RCA) for PCG Non-Officers	468
Request for Sea Duty Pay	471



Deputy Chief of Coast Guard Staff for Operations, CG-3	475
Request for the Availability of PCG Assets, PCG Personnel and PCG Service	476
Deputy Chief of Coast Guard Staff for Logistics, CG-4	478
Request for Issuance of FOL and the Availability of PCG Bus / Coaster Bus	479
Request for Issuance of Office Equipment / Supplies	482
Deputy Chief of Coast Guard Staff for Comptrollership, CG-6.....	484
Notice Of Transfer Allocation (NTA) - Commercial Claims, Travel Reimbursements, and Other Expenditures Not Considered Mandatories	485
Notice of Transfer Allocation (NTA) - Quarterly Release for Mandatories and Petty Cash Fund (PCF)	487
Preparation of List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) Form	489
Request for Cash Allocation	493
Request for Direct Payment	496
Request for Disbursement of Mandatory Expenses (Electricity, Water, Internet, Office Equipment Rental, etc.)	499
Request for Obligation for PCG Personnel Pay and Allowances and Other Benefits	502
Request for Obligation of Capital Outlay	505
Request for Petty Cash Funds (PCF)	507
Request for Travel Reimbursement Expenses	510



Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10	513
Request for Spare Parts or Repair for PCG Floating and Air Assets Amounting to Five (5) Million Above	514
Request for Spare Parts or Repair for PCG Floating and Air Assets Amounting to Five (5) Million Below	518
Deputy Chief of Coast Guard Staff for Maritime Communications, Weapons, Electronics and Information System, CG-11	521
Request Availability of Firearms/Ammunition, Certificate of Non-Availability, and Zoom Link for Online Meetings	522
Deputy Chief of Coast Guard Staff for Education and Training, CG-12.....	524
Request for Issuance of Certificate of No Pending/Nomination/Ongoing Local and International Schooling	525
Request for Issuance of Certificate of No Service Mandatory Obligation	527
<i>SPECIAL SERVICE COMMANDS</i>	<i>529</i>
Coast Guard Finance Service	530
Request for Certificate of Remittance	531
Request for Correction of Detail/s on Payslip	533
Request for the Creation of PCG E-Payslip Portal Account	535
Request for Certificate of Monetization	536
Request for Certificate of Last Payment (CLP)	538



Request for Ceremonial Cheque

541

Coast Guard Public Affairs Service.....543

Request for Availability of PCG Personnel for Interview

544

Request for Availability of Photographers and Videographers

546

Request for Posting on PCG Official Website

548

Request for Reproduction of Pictures and Video Clippings

549

Philippine Coast Guard Command Center.....551

Request for Data and Statistics of Maritime Incidents

552

Coast Guard Accounting Service Office554

Request for Issuance of Certificate of No Money Accountability

555

Headquarters Service Support Group.....557

Request for Availability of Function Hall/ Multi-Purpose Building (shaded area, 2nd floor and/or 3rd floor) for PCG Units/ Personnel

558

Request for Issuance of PCG Service Firearms

560

Request for Issuance of PCG Vehicle Pass

562

Request for Issuance of Temporary Pass

565



Request for the Service of National Headquarters and Headquarters Service Support Group
Post Engineering Unit (PEU)

568

Coast Guard Adjutant Office.....570

Request for Authenticated Copies of Order 571
Request for Certificate of Employment 573
Request for Computation of Overall Leave Record 575
Request for PCG Identification Cards 577
Request for Statement of Service 581

Office of the Command Master Chief Petty Officer583

PCGMAS Death Claims of Members 584

TECHNICAL SERVICE COMMANDS587

Coast Guard Dental Service.....588

Request for Dental Services 589
Request for Issuance of Dental Clearance 591

Coast Guard Nursing Service.....593

Request for Availability of Coast Guard Nursing Service Personnel 594
Request for Nursing-Related Trainings 598



Request for Mental Health and Psychosocial Support (Post mission debriefing/
Crisis intervention)

604

Coast Guard Ecumenical Chaplain Service608

Request for Availability of PCG Chaplain

609

Coast Guard Legal Service612

Request for Issuance of Declaration of Legal Benefits / Beneficiary

613

Request for Issuance of No Pending Case Clearance

615

Request for Legal Comment/Opinion

617

Rendering Legal Advice/Assistance

620

Coast Guard Medical Service622

Request for Issuance of Neuro-Psychological Clearance

623

Request for Issuance of Comprehensive Psychological Report for Clinical and Legal Purposes

625

Request for Laboratory Services

628

Request for Medical / Mental Health Related Trainings/Lectures

630

Request for Treatment and Consultation Procedure

632

Coast Guard Veterinary Service635

Request for Anti-Parasitic Control

636

Request for Anti-Rabies and Other Vaccinations

638



Request for Dental Prophylaxis	640
Request for Issuance of Veterinary Health Certificate	642
Request for Small Animal Spay and Neuter	644
Request for Veterinary Consultation and Treatment	646

FUNCTIONAL COMMANDS.....648

Maritime Security Law Enforcement Command649

Request for Accommodation for CGSBPF Trainings	650
Request for the Availability of CG SPF Conference Room	652
Request for Additional Deployment/Augmentation and Security	653
Request for Availability of Coast Guard K9 Evaluation Team	654
Request for Availability of Coast Guard K9 Firing Range and Coast Guard K9 Range Officer	656
Request for Availability of Coast Guard K9 Evaluation Team	659
Request for Availability of Coast Guard K9 Firing Range and Coast Guard K9 Range Officer	661
Request for Availability of Coast Guard K9 Personnel/Teams	664
Request for Availability of Coast Guard Personnel as VIP Security and Protection (Protective Security Personnel)	667
Request for Availability of Rigid-Hulled Inflatable Boat (RHIB)	668
Request for Coast Guard K9 Basic Dog and Handler Basic Course / Coast Guard K9 EDD / NDD Dog and Handler Specialization Course and CGK9 Search and Rescue Dog and Handler Advance Course Cross-Training	669



Request for Conduct of Investigations	671
Request for Conduct of Modified EORA Course and Bomb Threat Management Seminar	672
Request for Intensive Search/Paneling Inspection of Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) and Weapons of Mass Destruction (WMD) Materials in Port Areas and Maritime Vessels	674
Request to Undergo Investigation and Detection Course (IDC)	676

Maritime Safety Services Command678

Request for Issuance of Maritime Casualty Investigation Records, Reports and Statistics	679
Request for PCG Lifeguard Training	681

Marine Environmental Protection Command682

Request for District Oil Spill Contingency Plan (DOSCAP)	683
Request for Provincial Oil Spill Contingency Plan (POSCOP)	688

ADMIN SUPPORT COMMANDS693

Coast Guard Education Training and Doctrine Command694

Filing for Resignation of Candidate Coast Guard Officers (CCGOs), Coast Guard Student Officers (CGSOs), and Candidate Coast Guard Non-Officers (CCGNOs)	695
Request for CCTV Access	698
Request for Conduct of Information Program Visit (IPV)	701



Request for Conduct of Seminars, Workshops, Short Courses and Training in CGETDC	703
Request for Drafting of Legal Instrument	706
Request for Free Legal Advice/Consultation	708
Request for Issuance of Identification (ID) Tag to Personnel Assigned at HCGETDC	710
Request for Issuance of No Derogatory Record of CGETDC Personnel	713
Request for Original and Authenticated Copies of Certificates	715
Request for Review of Contracts, Deeds, and Other Legal Instruments	718

Coast Guard Inspector General and Internal Affairs Service720

Filing of Complaints/ Walk-In-Complaints against PCG Personnel	721
Filing of Counter Affidavit	723
Request for a Copy of Resolutions	724
Request for a Copy of SALN	726
Request for Assistance for Apprehension of PCG Uniformed & Non-Uniformed Personnel	728
Request for Issuance of Certificate of No Pending Case (CNPC)	729
Request for Mediation of Cases	732
Request for Status of Case	734

Coast Guard Human Resource Management Command736

Request for Approval of Proposed Peculiar Uniform	737
---	-----



Request for Issuance of Awards and Decorations

739

Coast Guard Logistics Systems Command.....741

Application for CGBT ID

742

Application for CGBT Vehicle Decal

744

Request for Augmentation/Deployment of Personnel for PCG Activities and Missions

746

Request for Availability of Additional Manpower

748

Request for Availability of Additional Manpower (Security Teams)

750

Request for Availability of CGIDS Personnel

752

Request for Availability of CGREMS Personnel to Conduct Property Survey

754

Request for Availability of Medical Team / Medical Personnel

756

Request for Availability of Mobility Assets (CGBF Hilux or Isuzu Truck), PCG Event
Paraphernalia and Repair and Maintenance Equipment

758

Request for Availability of Mobility Assets (CGBT Hilux / Isuzu Lite Truck)

760

Request for Availability of PA System and Sound System Operator

762

Request for Availability of Paraphernalia

764

Request for Base Facility Site Visit and Survey

766

Request for Issuance of Certificate of No Property Accountability

768

Request for Issuance of Common-Used Supplies and Equipment Procured from PS-DBM

770

Request for the Standard Design and Budgetary Cost Estimates

772



OPERATIONAL SUPPORT COMMANDS773

Coast Guard Weapons, Communications, Electronics and Information System Command774

Request for Additional Ammunition Requirements	775
Request for Availability of Handheld VHF / HF Radio	779
Request for Availability of Public Address (PA) System.	781
Request for Conduct of Annual Preventive Maintenance of Panel Boards for Co-Located Equipment at the DICT Data Center	783
Request for Distribution of Allocated Ammunition	787
Request for Installation of Information System	790
Request for Issuance of Firearms	793
Request for Preventive Maintenance Service (PMS) of PCG Firearms	796
Request for Preventive Maintenance Service (PMS) of Radio Equipment	800
Request for Preventive Maintenance Service (PMS) of Rapidly Deployable Surveillance Camera (RDSC).	803
Request for Repair of Damaged Firearm	808
Request for System Development	812
Request for Technical Assistance for Information and Communication Technology (ICT) Equipment.	816

Coast Guard Special Operations Force820

Request for Conduct of Basic SCUBA Diving Course	821
--	-----



Request for Conduct of Water Search and Rescue (WASAR) Training

823

How's our service?.....826

LIST OF OFFICES827



PHILIPPINE COAST GUARD

External Services



PCG General External Services



Filing Complex Complaints against Erring PCG Personnel

Philippine Coast Guard units shall address complex complaints requiring investigations, endorsement or intervention from other PCG units and/or other agencies following the steps in the table below. Complaints may be lodged via physical mail, walk-in, email, website, or social media.

Office or Division:	PCG Units Public Assistance and Complaints Desk (PACD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2B - Government to Business; and G2C - Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Full Name of the Complainant (Optional) 2. Address of the Complainant (Optional) 3. Contact Details of the Complainant 4. Nature and details of the Act/s Complained of the Person/s Charged 5. Office of the Person/s Charged 6. Evidence of such violation/s, such as but not limited to the following: <ul style="list-style-type: none"> • Transaction Slips (1 Scanned Copy) • Receipts (1 Scanned Copy) • Notification (1 Scanned Copy) • Application Form (1 Scanned Copy) • Payment Slips (1 Scanned Copy) • Acknowledgement Receipts (1 Scanned Copy) • Confirmation Slips (1 Scanned Copy) 		Complainant



- Photo/Video of the Violation

NOTES:

- *Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted.*
- *Complaints with incomplete requirements, evidence, and no contact information may not be acted upon accordingly.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the required information to the PCG Public Assistance and Complaints Desk via the following: a. Physical Mail b. Walk-in c. Email e. Social Media	1. Receive and forward the complaint to the Unit's PACD. (If the complaint is received by the unit's office watch)	None	5 minutes	Duty Office Watch
	1.1 Record the complaint and assign Complaint Tracking Number (CTN).	None	30 minutes	Member, Public Assistance and Complaints Desk
	1.2 Assess the complaint and recommend action.	None	1 hour	OIC/POIC, Public Assistance and Complaints Desk
	1.3 Endorse the complaint to the unit's Legal Officer. (For complaints requiring legal advice) Endorse complaint to the Commanding Officer. (For complaints requiring direct	None	1 hour <i>Note: Assessment of the Legal Officer may vary</i>	OIC, Public Assistance and Complaints Desk



	instruction from the Commanding Officer)		<i>depending on the complexity of the case.</i>	
	1.4 Assess the complaint and send instructions to the PACD Officer.	None		Unit's Commanding Officer / Legal Officer
	1.5 Comply with the instructions of the unit's Legal Officer in addressing the complaint.	None	1 hour	OIC
	1.3 Draft a reply letter and other relevant documents for the resolution of the case.	None	30 minutes	Member, Public Assistance and Complaints Desk
	1.4 Review and check the drafted reply letter and other relevant documents.	None	30 minutes	POIC/OIC, Public Assistance and Complaints Desk
	1.5 Check and sign the drafted reply letter and other relevant documents.	None	30 minutes	Commanding Officer
2. Receive notification via email or phone call about the recommendation/ action taken for the resolution of the complaint.	2. Send a reply letter/ message to the complainant containing recommendations/ action taken for the resolution of the complaint.	None	30 minutes	Member, Public Assistance and Complaints Desk
TOTAL		None	6 hours and 35 minutes	



Filing Simple Complaints Against Erring PCG Personnel

The Philippine Coast Guard Units shall address complaints or petty concerns that the office can directly resolve without the need for investigations, endorsement or intervention from other PCG units and/or other agencies. Complaints may be lodged via physical mail, walk-in, email, website or social media.

Office or Division:	PCG Units Public Assistance and Complaints Desk (PACD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2B - Government to Business; and G2C - Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none">1. Full Name of the Complainant (Optional)2. Address of the Complainant (Optional)3. Contact Details of the Complainant4. Nature and Details of the Act/s Complained of the Person/s Charged5. Office of the Person/s Charged6. Evidence of violation/s, such as but not limited to the following:<ul style="list-style-type: none">• Transaction Slips (1 Scanned Copy)• Receipts (1 Scanned Copy)• Notification (1 Scanned Copy)• Application Form (1 Scanned Copy)• Payment Slips (1 Scanned Copy)• Acknowledgement Receipts (1 Scanned Copy)• Confirmation Slips (1 Scanned Copy)• Photo/Video of the Violation	Complainant	



NOTES:

- Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted.
- Complaints with incomplete requirements, evidence, and no contact information may not be acted upon accordingly.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the required information to the PCG Public Assistance and Complaints Desk via the following: a) Physical Mail b) Walk-in c) Email d) Social Media	1. Receive and forward the complaint to the unit's PACD. (If the complaint is received by the unit's Duty Office Watch)	None	5 minutes	Duty Office Watch
	1.1 Record the complaint and assign Complaint Tracking Number (CTN).	None	30 minutes	Member, Public Assistance and Complaints Desk
	1.2 Assess the complaint and recommend action.	None	1 hour	OIC/POIC, Public Assistance and Complaints Desk
	1.3 Draft a reply letter and other relevant documents for the resolution of the case.	None	30 minutes	Member, Public Assistance and Complaints Desk
	1.4 Review and check the drafted reply letter and other relevant documents.	None	30 minutes	POIC, Public Assistance and Complaints Desk



	1.5 Check and sign the drafted reply letter and other relevant documents.	None	30 minutes	OIC, Public Assistance and Complaints Desk
2. Receive notification via email or phone call about the recommendation/ action taken for the resolution of the complaint.	2. Send a reply letter and other relevant documents (if any)/ message to the complainant containing recommendations/ action taken for the resolution of the complaint.	None	15 minutes	Member, Public Assistance and Complaints Desk
TOTAL		None	3 hours and 20 minutes	



Request for Assistance for Simple Community Relations and Civic Action Activities

The general public may request assistance for the following community relations and civic action activities such as but not limited to the following:

- Brigada Eskwela
- repacking of relief goods
- hauling of essential items
- bloodletting
- static display
- outreach programs

Community relations and civic action activities are essential for fostering engagement and collaboration, which in turn strengthen ties between the PCG and the communities it serves.

Office or Division:	Community Relations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Schools/ Government and Non-government Agencies/ Communities within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) or email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter.	1. Receive and check/verify the request and forward it to the Community Relations Division.	None	15 minutes	Duty Personnel, Operations Division



	1.1 Conduct initial coordination with the client regarding the specific details of the request.	None	30 minutes <i>Note: Processing time may vary on the information needed.</i>	Member/POIC, Community Relations Division
	1.2 Verify the availability of the requested assistance.	None	15 minutes	Member/POIC, Community Relations Division
	1.3 Draft a letter response and other relevant documents for approval/disapproval. If the requested assistance is not available, coordinate with the requesting party for alternative arrangements or possible rescheduling.	None	1 hour	Member/POIC, Community Relations Division
	1.4 Review and check the drafted documents.	None	1 hour	OIC, Community Relations Division



	If needed, return to the Member, Community Relations Division for correction.			
	1.5 Forward the drafted documents to the Commanding Officer via CS and DC.	None	5 hours	Office Chief of Staff and Deputy Chief
	1.6 Approve/disapprove the request.	None	1 working day	Commanding Officer
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	<p>2. Send a copy of the reply letter to the client or inform via email/phone call upon approval.</p> <p>If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.</p>	None	30 minutes	Duty Personnel, Operations Division
TOTAL		None	1 working day, 8 hours and 30 minutes	



Request for Assistance for Complex Community Relations and Civic Action Activities

The general public may request for assistance for the following community relations and civic action activities such as but not limited to the following:

- Brigada Eskwela
- repacking of relief goods
- hauling of essential items
- bloodletting
- static display
- medical missions
- dental missions
- outreach programs

This request requires coordination with other PCG units within their area of responsibility to enhance community resilience and support by fostering collaboration and proactive engagement in various community relations and civic action activities.

Office or Division:	Community Relations Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Schools/ Government and Non-government Agencies/ Communities within the Area of Responsibility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) or email (1 original copy)		Requesting Party (Request Letter)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter.	1. Receive and check/verify the request and forward it to the Community Relations Division	None	15 minutes	Duty Personnel, Operations Division



	1.1 Conduct initial coordination with the client re specific details of the request.	None	30 minutes <i>Note: Processing time may vary on the information needed.</i>	Member/POIC, Community Relations Division
	1.2 Coordinate with the concerned PCG units to verify the availability of the requested assistance.	None	3 hours	Member/POIC, Community Relations Division
	1.3 Draft a request letter to the concerned PCG unit for the availability of the requested assistance.	None	2 hours	Member/POIC, Community Relations Division
	1.4 Review and check the drafted documents. If needed, return to the Member, Community Relations Division for correction.	None	1 hour	OIC, Community Relations Division
	1.5 Forward the drafted documents to the Commanding Officer via CS and DC.	None	5 hours	Office of the Chief of Staff and Deputy Chief
	1.6 Approve/disapprove the request.	None	1 working day	Commanding Officer
	1.7 Transmit the request letter to the concerned PCG unit.	None	2 hours	Duty Personnel, Operations Division



	1.8 Confirm the approval of the request from the concerned PCG unit.	None	3 working days <i>Note: Processing time may vary on the actual date of the activity.</i>	Duty Personnel, Operations Division
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Send a copy of the reply letter to the client or inform via email/phone call. If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	None	30 minutes	Duty Personnel, Operations Division
TOTAL		None	4 working days, 14 hours and 15 minutes	



Request for Availability of Personnel / Assets / Services

This service caters to government agencies and private entities' requests sent via e-mail or hard copy. The processing is within the PCG organization in which the client will wait for the approval or disapproval of the request.

Office or Division:	Concerned PCG Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government and G2C - Government to Citizens			
Who may avail:	Other Government Agencies, and Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the office concerned.	1. Receive, check, and verify the request.	None	10 minutes	Duty Office Watch, Operations Branch
	1.1 Forward the request to the Commanding Officer for instructions.	None	5 minutes	Duty Office Watch, Operations Branch
	1.2 Instruct the concerned division/branch.	None	8 hours	Commanding Officer
	1.3 Take action as required by the concerned division/branch.	None	5 working days	Branch Chief/OIC
	1.4 Draft a communication to the concerned Coast Guard unit and/or office for the approval of the Commanding Officer.	None	30 minutes	Duty Personnel, Concerned Branch
	1.5 Approve/ disapprove the request.	None	1 working day	Commanding Officer



2. Receive notification about the approval of the request and coordinate with the concerned unit for possible scheduling of meetings and necessary preparations.	2. Notify the client about the approval of the request and coordinate with the client for possible scheduling of meetings and necessary preparations.	None	30 minutes	Duty Office Watch, Operations Branch Or OIC, Concerned Division/Branch
TOTAL		None	6 working days, 9 hours and 15 minutes	



Request for Comments and Inputs

This service accommodates national government agencies and PCG units/offices requesting comments and inputs related to PCG functions.

Office or Division:	Concerned PCG Unit			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Government/Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Requesting Party		
2. Copy of the Document for Comments and Inputs (1 Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and a document copy to the concerned unit.	1. Receive, check, and verify the request.	None	10 minutes	Duty Office Watch, Operations Branch
	1.1 Forward request to the Commanding Officer for instructions.	None	5 minutes	Duty Office Watch, Operations Branch
	1.2 Instruct the concerned division/branch.	None	1 working day	Commanding Officer
	1.3 Prepare the data.	None	10 minutes	Branch Chief/OIC
	1.4 Draft a reply letter containing any requested comments and suggestions.	None	3 working days	Duty Personnel, Concerned Branch
	1.5 Review and check the drafted reply letter.	None	1 working day	Legal Officer/ Authorized Cognizant Officer



	1.6 Check and sign the reply letter.	None	1 hour	Commanding Officer
2. Receive reply letter	2. Send the signed reply letter to the client.	None	1 hour	Duty Office Watch, Operations Branch
TOTAL		None	5 working days, 2 hours and 25 minutes	



Request for the Scheduling of Courtesy Calls

This service facilitates essential pre-planning, ensuring necessary arrangements between the concerned parties for improved coordination and organization of the event.

Office or Division:	Concerned Division, PCG Office/Units/Command/District			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens and G2G-Government to Government			
Who may avail:	Government Agencies, International Agencies and Counterparts, Project Presenters, and Coast Guard Counterparts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter at least one (1) attached scanned copy or one (1) original copy.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter.	1. Receive the request letter.	None	5 minutes	Duty Office Watch
	1.1 Confirm the availability of the requested officer on the proposed schedule of the Courtesy Call.	None	1 working day	OIC, Concerned Division
2. Receive and acknowledge notification about the approval of request or coordinate for alternative arrangements or possible rescheduling.	2. Notify the client of the approval if the requested officer is available on the proposed date. If the officer is unavailable, coordinate with the requesting party to suggest alternative arrangements or reschedule as needed.	None	15 minutes	OIC, Concerned Division



TOTAL	None	1 working day and 20 minutes	
-------	------	------------------------------------	--



Request for Scheduling of Meetings or Conferences

This service accommodates government agencies, non-government agencies, private individuals, and local and international business companies requesting a meeting (face-to-face or via video conferencing) for services offered to the Philippine Coast Guard in support of the Commands' Capability Development Program.

Office or Division:	PCG Unit's Concerned Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2B - Business; and G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Meeting requests sent through email, physical mail, or walk-in.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary documents.	1. Receive, check, and verify the request.	None	10 minutes	Office Watch, Operations Branch
	1.1 Forward the request to the Commanding Officer for instructions.	None	5 minutes	Office Watch, Operations Branch
	1.2 Instruct the concerned division/branch.	None	1 working day	Commanding Officer
	1.3 Draft communication to concerned Coast Guard units and/or offices.	None	30 minutes	Duty Personnel, Concerned Branch
	1.4 Sign the drafted communication.	None	1 working day	Commanding Officer



	1.5 Send the signed communication to the appropriate PCG office /units for the schedule of the meeting.	None	1 hour	Office Watch, Operations Branch
2. Receive notification about the schedule of the meeting or coordinate about the possible rescheduling.	2. Notify the client about the schedule of the meeting or coordinate about the possible rescheduling.	None	30 minutes	Office Watch, Operations Branch or OIC, Concerned Division/Branch
TOTAL		None	2 working days, 2 hours and 15 minutes	



Office of the Chief of Coast Guard Staff, (CCGS)



Request for the Availability of the Flag Officer's Lounge and NHQ-PCG Conference Room

The Office of the Chief of Coast Guard Staff oversees catering services for all PCG units, offices, and external parties seeking innovative venues for meetings and conferences. Whether submitted via email or hard copy, requests for facility reservations follow a first-come, first-served protocol, with CPCG-led meetings receiving top priority.

Office or Division:	Office of the Chief of Coast Guard Staff (Admin Division/CCGS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	PCG Units and Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter or Facility Reservation Form		Requesting Party (Request Letter) Admin Division, O/CCGS (Facility Reservation Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter/Facility Reservation Form either an electronic copy or hardcopy to O/CCGS through O/SCGS. <i>NOTE:</i>	1. Receive the request.	None	10 minutes	Duty Office Watch, O/CCGS
	1.1 Evaluate the request and verify the availability of the facility. If the facility is already reserved, inform the requesting party for possible rescheduling.	None	10 minutes	Duty Office Watch, O/CCGS



<i>If the facility is already reserved on the requested date/schedule, the requesting party has the option to negotiate with the office with a previously approved reservation.</i>	1.2 Approve/ disapprove the request.	None	10 minutes	OIC, Admin Division, O/CCGS
2. Receive and acknowledge the notification regarding the approval/disapproval of the request.	2. Inform/notify the requesting party about the approval/ disapproval of the request.	None	10 minutes	Duty Office Watch, O/CCGS
TOTAL		None	40 minutes	



CENTRAL STAFF



Deputy Chief of Coast Guard Staff for Human Resource and Management, CG-1



Request for Data Regarding Active PCG Uniformed Personnel

This provides a rationale and procedure for requesting and disclosing information and other data about PCG uniformed personnel to individuals or parties for research purposes and other organizational studies.

Office or Division:	Office of the Deputy of Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; and G2G – Government to Government			
Who may avail:	All Private, Business, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Requesting Party (Request Letter)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter.	1. Receive and confirm the receipt of the request letter.	None	5 minutes	Duty Personnel, Communications Branch
	1.1 Evaluate the request to verify that the requested data complies with the Data Privacy Act of 2012 (R.A. 10173).	None	10 minutes	Chief Officer, Statistics Branch
	1.2 Approve/disapprove the request.	None	45 hour	Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1
	1.3 Search/consolidate the requested information or data. Requested data are sent via email in PDF format.	None	2 working days and 22 hours	Member, Statistics Branch



	If disapproved, inform the requesting individual/party through a phone call following a response letter regarding the disapproval details. This ends the process of the request regarding the information or data of the PCG uniformed personnel.			
	1.4 Review and check the reply letter and the requested data.	None	45 minutes	Assistant Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1
	1.5 Approve/disapprove the release of the requested data. (Reply letter from the Deputy Chief of CGS for HRM, CG-1, with signature).	None	1 working day	Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1
	1.6 Forward the requested data and the reply letter to the Statistics Branch to be recorded in the communications monitoring board.	None	5 minutes	Member, Statistics Branch
2. Receive the requested data with a signed reply letter.	2. Release the requested data with a signed reply letter and record it in the communication monitoring book.	None	10 minutes	Duty Personnel, Communications Branch
TOTAL		None	4 working days	





Deputy Chief of Coast Guard Staff for Operations, CG-3



Request for the Availability of PCG Assets, PCG Personnel and PCG Services

This service accommodates private entities and other government agencies through requests submitted via email or hard copy. The processing is conducted within the organization, and the requesting party will wait for the approval or disapproval of the request.

Office or Division:	Deputy Chief of Coast Guard Staff for Operations, CG-3			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; and G2B – Government to Business			
Who may avail:	Private, Business, and Government Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy or softcopy sent via email)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CG-3.	1. Receive the request.	None	10 minutes	Duty Office Watch, CG-3
	1.1 Evaluate and identify appropriate assets and personnel to deploy.	None	10 minutes	Operation Officer, Operations Division, CG-3
	1.2 Coordinate with the concerned PCG unit for the requested assets and personnel.	None	2 hours	Operations Division, CG-3
	1.3 Prepare communication.	None	20 minutes	Operations Division, CG-3
	1.4 Recommend the approval/disapproval of the request to the CPCG.	None	1 hour	Deputy Chief of Coast Guard Staff for Operations, CG-3
	1.5 Approve/ disapprove the request.	None	2 working days	Commandant, PCG
2. Update on the status of the request by sending an email to	2. Inform the requesting party.	None	10 minutes	Duty Office Watch, CG-3



cg3operations2022@gmail.com or call cellphone no. 09166424057.				
TOTAL		None	2 working days, 3 hours and 50 minutes	



Deputy Chief of Coast Guard Staff for Civil Relations Service, CG-7



Request for Assistance on the Conduct of Community Relations Activities

This service assists community-related activities that deal with PCG's active involvement in community affairs.

Office or Division:	CRS Branch, CG-7			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government; and G2B- Government to Business			
Who may avail:	Government and Non-Government Entities/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy) via email or physical mail		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to O/CG-7, NHQ-PCG.	1. Receive and verify the request.	None	10 minutes	Duty Office Watch, CG-7
	1.1 Evaluate request, and prepare appropriate communication with complete attachments for approval/ disapproval of C, PCG.	None	4 hours	Chief Civil Relations Service Branch, CG-7
	1.2 Sign the drafted communication.	None	4 hours	Deputy of Coast Guard Staff for Civil Relations Service, CG-7
	1.3 Forward the signed communication to O/CPCG.	None	1 hour	Liaison, CG-7
2. Check on the status of the request by sending an email to cg7operations@gmail.com or call 09656207400.	2. Approve/disapprove the request.	None	3 working days	CPCG, DCO, DCA and CCGS Office



3. Receive the reply letter and coordinate for further instruction, rescheduling, and additional compliance.	3. Inform the requesting party via e-mail or Viber about the approval or disapproval of the request. If disapproved, coordinate with the requesting party regarding the details of disapproval of the request, possible rescheduling, or compliance.	None	20 minutes	Member, Operations Branch, CG-7
TOTAL		None	3 working days, 9 hours and 30 minutes	



Request for Issuance of General Orders for PCGA Members for Appointment, Promotions, and Awards

This service is an official procedure within the Philippine Coast Guard Auxiliary (PCGA) for recognizing and formalizing members' appointments, promotions, and awards.

Office or Division:	PCGA Affairs Branch, CG-7			
Classification:	Complex Transaction			
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government; and G2B-Government to Business			
Who may avail:	Philippine Coast Guard Auxiliary Regular and Executive Squadron			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter with the necessary attachments (1 Original copy)		Coast Guard Civil Relations Service Commanding Officers of any PCG Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an endorsement letter signed by the Director of the Auxiliary District.	1. Receive and evaluate the endorsement letter.	None	4 hours	D7, PCG District
	1.1 Draft the endorsement letter.	None	30 minutes	
	1.2 Approve/disapprove the endorsement letter.	None	1 working day	District Command
	1.3 Forward the approved endorsement letter to CGCRS. If disapproved, the Director Auxiliary District will be notified about the details of the disapproval of the request and coordinate for further compliance.	None	1 hour	District Command Center



	Receive and check the completeness, and the veracity of the documents submitted, along with the endorsement letter.	None	1 working day	PCGA Affairs, CRS-7
	Forward the endorsement letter, along with the attachments to CG-7. If incomplete, return the endorsement letter and the attachments to the concerned district.		1 hour	
	1.4 Receive and verify the endorsement letter with complete requirements.	None	10 minutes	Duty Office Watch, CG-7
	1.5 Evaluate request and prepare appropriate communication with complete attachments for approval/ disapproval of CPCG.	None	4 hours	Chief PCGA Affairs Branch, CG-7
	1.6 Sign the drafted communication.	None	4 hours	Deputy of Coast Guard Staff for Civil Relations Service, CG-7
	1.7 Forward the signed communication to O/CPCG.	None	1 hour	Liaison, CG-7
2. Check on the status of the request by sending an email to cg7operations@gmail.com or call 09656207400.	2. Approve/ disapprove the request.	None	3 working days	CPCG, DCO, DCA and CCGS Office



3. Receive the reply letter and further coordinate with the concerned unit if the request has been disapproved.	3. Draft a memo to CGAO for the issuance of appropriate order, once the request has been approved. If disapproved, inform the requesting party via e-mail or Viber.	None	1 hour	OIC, PCGA Affairs Branch, CG-7
	3.1 Sign the drafted memo.			
	3.2 Forward the signed memo to CGAO.	None	1 hour	Liaison, CG-7
	3.3 Publish General Order.	None	8 hours	Coast Guard Adjutant Office
4. Receive the electronic copy of the General Order	4. Receive and forward via email the General Order to CGCRS / concerned district.	None	20 minutes	Member, Operations Branch, CG-7
TOTAL		None	6 working days and 2 hours	



Request for Issuance of PCGA ID

The PCGA identification card is issued exclusively to duly authorized members of PCGA.

Office or Division:	PCGA Affairs Branch, CG-7			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Philippine Coast Guard Auxiliary (Regular and Executive Squadron)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished ID Application Form (1 Original Copy)		PCGA Affairs Branch, O/CG-7		
2. One copy of a 2x2 picture (in white background, no mustache/beard, prescribed haircut, and with visible authorized nameplate) • Auxiliary Officer (Service Blue "A" without headgear) • Auxiliarist (Orange Field Uniform)		Requesting PCGA Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For the regular squadron , submit a duly accomplished ID Application Form with a 2x2 picture to NAMO. For the executive squadron , submit a duly accomplished ID Application Form with a 2x2 picture to CGCRS.	1. Receive and verify the submitted documents.	None	30 minutes	Liaison Officer, NAMO (for regular squadron) PCGA Affairs, CGCRS (for executive squadron)
	1.1 Forward the request to CG-7.	None	1 hour	Liaison Officer, NAMO (for regular squadron) PCGA Affairs, CGCRS



				(for executive squadron)
	1.2 Print ID.	None	25 minutes	Member, PCGA Affairs Branch, CG-7 (Record keeper)
2. Acknowledgment of receipt of ID Cards.	2. Issue ID.	None	5 minutes	Member, PCGA Affairs Branch, CG-7 (Record keeper)
TOTAL		None	2 hours	



Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8



Request for Issuance of Board of Marine Inquiry (BMI) Certificate

The BMI Certificate is an official document that the Master Mariner needs when applying to become a Harbor Pilot. This certificate confirms whether the Master Mariner has been involved in any maritime accidents or has any pending cases.

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8 (Marine Casualty Investigation Division)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Civilian			
Who may avail:	Master Mariners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PRC and MARINA ID		Requesting Party		
2. Certificate of Master Mariner		Requesting Party		
3. Certificate of Harbor Pilot		Requesting Party		
4. At least Five (5) Latest Employer Certificate of Service Rendered as Shipmaster		Requesting Party		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Application Form, along with the required documents, to O/CG-8.	1. Check if all the requirements are complete.	None	20 minutes	Chief, Legal and Marine Casualty Investigation Division, CG-8
	1.1 Send a memorandum to MSSC (Attn: MCIS) to verify the records for any involvement in maritime incidents that have been filed or investigated.	None	30 minutes	Chief, Legal and Marine Casualty Investigation Division, CG-8
	1.2 Verify the records from the Marine Casualty Investigation Service (MCIS).	None	4 working days	Maritime Safety Services Command (Attn: Marine



	1.3 Send a Reply Letter to CG-8 regarding the result of the verification of the client's records.			Casualty Investigation Service)
	1.4 Draft the BMI Certificate.	None	20 minutes	Chief, Legal and Marine Casualty Investigation Division, CG-8
	1.5 Sign the BMI Certificate.	None	1 working day	Commander, CG-8
2. Receive the BMI Certificate.	2. Release the BMI Certificate.	None	10 minutes	CG-8
TOTAL		None	5 working days, 1 hour and 20 minutes	



Request for Issuance of Notice to Mariners (NOTAM)

The Notice to Mariners (NOTAM) is an official communication issued to alert mariners (such as ship captains, navigators, and maritime operators) of important information that may affect navigation and maritime safety. It provides updates on changes in sea routes, hazards, construction activities, weather conditions, or any other factors that could influence safe maritime operations.

Issued by maritime authorities or hydrographic offices, these notices ensure vessels if they can navigate safely and in compliance with regulations.

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8 (Navigational Safety Division)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Civilian; G2B – Government to Business; and G2G – Government to Government	
Who may avail:	All business, private, and government agencies who will conduct activities within the territorial waters of the Philippines	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For For Local Vessel:		
1. Request Letter from Company		MARINA
2. Philippine Registry of Vessel		
3. Endorsement Letter from Coast Guard District		
For Foreign Vessel:		
1. Request Letter from Company		MARINA
2. Registry of Vessel		
3. MARINA Special Permit (MSP)		
4. Endorsement Letter from Coast Guard District		
For Government Agencies:		
1. Request Letter (exact date and activity, duration of the activity, name of vessels, and coordinates)		Local Government Unit
Other Requirements for Dredging and Reclamation Activity:		



1. Notice to Proceed (NTP) from Philippine Reclamation Authority (PRA) 2. Dredging Permit from Local Government Unit (LGU)		Philippine Reclamation Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for the issuance of Notice to Mariners with the complete data of the activity to the nearest Coast Guard district (Attn: Deputy Chief of District Staff for Maritime Safety Services, D-8).	1. Check the requirements and the vessel involved in the activity.	None	3 working days	Deputy Chief of District Staff for Maritime Safety Services, D8 and Commander, Coast Guard Station
	1.1 Call the requester for other necessary information to clarify some details.	None	15 minutes	
	1.2 Check compliance with the required documents and submit a recommendation to the Commandant, PCG (Attn: CG-8).	None	15 minutes	
	1.3 Review and sign the Notice to Mariners (NOTAM).	None	30 minutes	Commander, CG-8
	1.4 Submit it to the PCG, Command Center for the release of notice.	None	5 minutes	
	1.5 Study and sign the Notice to Mariners for release.	None	40 minutes	Director, Command Center
	1.6 Submit it to CGWCEISC, Radio Room for the dissemination of Notice to Mariners (NOTAM).	None	5 minutes	
	1.7 Disseminate the Approved Notice to Mariners to PCG districts and private/government agencies.	None	20 minutes	CGWCEISC, Radio Room
TOTAL		None	3 working days, 2 hours and 30 minutes	



Request for Issuance of Salvage Permit

The Philippine Coast Guard issues the Salvage Permit to the registered salvor applicant for a specific salvage operation.

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8 (Navigational Safety Division)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Civilian; G2B – Government to Business; and G2G – Government to Government	
Who may avail:	Duly accredited salvor by the Philippine Coast Guard (PCG)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For commercial or privately owned vessels or wrecks:		
1. Photocopy of Salvor Certificate of Registration (SCR);	Requestee (Salvor Company)	
2. Certificate/Proof of Ownership;		
3. Salvage Contract Agreement between the Salvor and the Owner;		
4. Two 5” x 7” size of pictures of different projected views of the object to be salvaged, if available;		
5. Specific description, gross tonnage, and identification of the object to be salvaged;		
6. Statement of inventory of vessels, equipment, tools, and other paraphernalia that will be used in the salvage operations;		
7. Official Receipt of Payment of the application fee;	Coast Guard Finance Center	
8. Detailed plan of the salvage work to be conducted and the approximate date of completion; and	Requestee (Salvor Company)	
9. Clearance from the Firearms and Explosive Unit, PNP (if Salvor uses explosives)	Philippine National Police	
B. For World War II and Pre-World War II vessels, military and other government-owned vessels, derelicts or objects:		
1. Clearance from the Office of the President;	Office of the President	



2. Certification/award or contract from the appropriate government awarding authority or CPCG in the absence of an interested party;	Requestee (Salvor Company)
3. Authority or contract from the awardee if salvor is other than the awardee SCR of salvor Two 5" x 7" size pictures of different projected views of the object to be salvaged, if available;	
4. Statement of inventory of vessels, equipment, tools, and other paraphernalia that will be used in the salvage operations;	
5. Official Receipt of Payment of the application fee;	Coast Guard Finance Center
6. Clearance from the Firearms and Explosive Unit, PNP (if Salvor uses explosives);	Philippine National Police
C. For abandoned vessels and/or hazards to navigation:	
1. Salvage Certificate of Inspection (PCG SPF-1C) in Annex D;	Requestee (Salvor Company)
2. Two 5" x 7" size pictures of different projected views of the object to be salvaged, if available;	
3. Specific description, gross tonnage, identification of the object to be salvaged of known and its exact location;	
4. Statement of inventory of vessels, equipment, tools, and other paraphernalia that will be used in the salvage operations;	
5. Official Receipt of the payment of application fee;	Coast Guard Finance Center
6. Clearance from the Firearms and explosives unit, PNP (if Salvor will use explosives)	Philippine National Police
7. Detailed plan of salvage work to be conducted and the approximate date of completion;	Requestee (Salvor Company)
8. Performance bond from an accredited bank/insurance company equivalent to ten percent (10%) of the total	Requestee (Salvor Company)



estimated value of the abandoned vessel/wreck or derelict in favor of the Philippine Coast Guard which shall expire upon completion of the salvage operations;				
9. Proof of publication in a newspaper of general circulation, once a week for two consecutive weeks, by the applicant-salvor, containing details of the proposed salvage, including statement of markings/identity and quantity of objects, and requesting all interested persons to file their claims and/or objections to the CPCG (Attn: CG-10).		Requestee (Salvor Company)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application to the nearest Coast Guard District (Attn: Office of the District Staff for Maritime Safety Services, D-8), where the location of the vessel/wreck to be salvaged.	1. Inspect the availability of salvaging equipment, machinery, and personnel that will be used in the operation.	None	1 working day	Deputy Chief of District Staff for Maritime Safety Services, D-8/Commander, Coast Guard Stations
	1.1 Conduct survey/inspection on vessels and/or hazards to navigation.	Php 200.00 application fee for survey inspection	1 working day	Deputy Chief of District Staff for Maritime Safety Services, D-8/Commander Coast Guard Stations
		Php 500.00 for the survey inspection fee		
2. Pay the application and inspection fee.	2. Check the completion of necessary documents, and transmit recommendation to the Commandant PCG (Attn: CG-8).	None	1 working day	Deputy Chief of District Staff for Maritime Safety Services, D-8
3. Receive notification regarding the approved Salvage Permit.	3. Check the completion of the necessary documents and draft the Salvage Permit.	None	2 hours	Office of the Chief Navigational Safety Division, CG-8
	3.1 Approve the application.	None	4 working days	Commandant, PCG



	3.2 Notify the salvor regarding the approved Salvage Permit.	None	10 minutes	Office of the Chief Navigational Safety Division, CG-8
4. Pay the application fee and the Salvage Permit fee.	4. Prepare the Order of Payment to be forwarded to the Coast Guard Accounting Office.	None	30 minutes	Chief Navigational Safety Division, CG-8
	4.1 Record the amount to be paid; file the Order of Payment from the Office of the DCS MSS, CG-8; and prepare the Order of Payment to be forwarded to the Coast Guard Finance Center.	None	30 minutes	Coast Guard Accounting Service Office
	4.2 Receive the payment and issue a receipt.	Php 200.00 application fee for salvage permit	30 minutes	Coast Guard Finance Service
		Php 1,000.00 (500 tons or less)		
		Php 1,500.00 (Over 500 tons but less than 5000 tons)		
		Php 2,000.00 (Over 5,000 tons but less than 10,000 tons)		



		Php 2,500.00 (Over 10,000 tons)		
5. Receive the Salvage Permit.	5. Release the Salvage Permit.	None	10 minutes	Chief Navigational Safety Division, CG-8
TOTAL		500 tons or less = Php 1,900.00	7 working days, 3 hours and 50 minutes	
		Over 500 tons but less than 5000 tons = Php 2,400.00		
		Over 5,000 tons but less than 10,000 tons = Php 2,900.00		
		Over 10,000 tons = Php 3,400.00		



Request for Issuance of Salvor Certificate of Registration

The Salvor Certificate of Registration is a document issued by the PCG accrediting a qualified person or entity as a duly registered salvor.

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8 / (Navigational Safety Division)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Civilian; G2B – Government to Business; and G2G – Government to Government			
Who may avail:	1. Duly accredited salvor by the Philippine Coast Guard (PCG); and 2. Entity or corporation applying for accreditation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Department of Trade and Industry Certificate (Single Proprietorship);		Department of Trade and Industry		
2. Securities and Exchange Commission Registration Certificate (Corporate or Partnership);		Security and Exchange Commission		
3. Community Tax Certificate;		City Hall		
4. NBI Clearance;		National Bureau of Investigation		
5. Income Tax Return for the last two years;		Bureau of Internal Revenue		
6. Documentary Stamp;		Bureau of Internal Revenue		
7. Listing and statement of condition or reliability of salvage vessel equipment, machinery, and other appurtenances thereof duly certified by authorized PCG personnel;		Philippine Coast Guard		
Note: Items (1) and (2) do not apply if the applicant is the owner of the vessel.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the application to the nearest Coast Guard District (Attn: Office of the District Staff for Maritime Safety Services, D-8) where their business address is located.	1. Inspect the availability of salvage equipment, machinery and personnel, and issue certificate of inspection.	None	3 working days	Deputy Chief of District Staff for Maritime Safety Services, D-8/Commander Coast Guard Stations
	1.1 Check the compliance with the required documents and submit the recommendation to the Commandant, PCG (Attn: CG-8).	None	4 hours	Deputy Chief of District Staff for Maritime Safety Services, D-8/Commander Coast Guard Stations
	1.2 Prepare the Disposition Form and the Salvor Certificate of Registration for the approval of the Commandant, PCG.	None	2 hours	Chief Navigational Safety Division, CG-8
	1.3 Approve and sign the Salvor Certificate of Registration.	None	4 working days	Commandant, Philippine Coast Guard
2. Receive and acknowledge the notification regarding the approval of the request.	2. Notify the applicant of the approved Salvor Certificate of Registration.	None	5 minutes	Chief Navigational Safety Division, CG-8, CG-8
	2.1 Endorse the Order of Payment to the Coast Guard Accounting Office.	None	20 minutes	Chief Navigational Safety Division, CG-8
	2.2 Record the amount to be paid and forward the Order of Payment to the Coast Guard Finance Center.	None	30 minutes	Coast Guard Accounting Office



3. Pay the application fee and the Salvor Certificate of Registration Fee.	3. Receive payment and issue an official receipt.	Php 500.00 for the application fee Php 2,500.00 for Salvor Certificate of Registration Fee	30 minutes	Coast Guard Finance Center
4. Receive the Salvor Certificate of Registration.	4. Release the Salvor Certificate of Registration.	None	10 minutes	Chief Navigational Safety Division, CG-8
TOTAL		Php 3,000.00	7 working days, 7 hours, and 35 minutes	



Request for Issuance of Sea Service Certificate

The Issuance of a Sea Service Certificate is the process of providing maritime cadets with an official document that certifies their training and work experience gained during their time on a ship. This certificate, typically issued by the ship owner, ship operator, or maritime authority, serves as proof that the cadet has completed the required sea service hours necessary for their maritime education and career development.

The certificate includes key details such as: the cadet's name and position (as a trainee), name and details of the vessel, dates of embarkation and disembarkation, type of vessel and tonnage, description of the cadet's duties and training during the voyage.

This Sea Service Certificate is crucial for cadets, as it is often required for the completion of their maritime studies, progression toward obtaining officer qualifications, and fulfilling regulatory requirements set by maritime institutions and international bodies like the International Maritime Organization (IMO).

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8 / (Onboard Training Division)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Civilian and G2G – Government to Government	
Who may avail:	Bachelor of Science in Marine Transportation and Bachelor of Science in Marine Engineering Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement Letter from PCG;		PCG Districts/Stations/Substations
2. Application Form;		
3. Data Privacy Consent Form;		
4. Client Feedback Form and Complaint Form;		
5. Training Record Book (TRB) with control number;		Requestee (Bachelor of Science in Marine Transportation and Bachelor of Science in Marine Engineering Students)
6. 2x2 Picture (White Background);		
7. Accomplished Daily Journal Watchkeeping Duties (Annex H-1/Annex H-2 JCMC 01, S2022) showing performance duties and tasks of at least four (4) hours per day for six (6) months during their onboard training;		



8. Notarized Certificate (Annex H-6, JCMC 01, S2022) to be issued by the Shipping or Manning Company;	Maritime Higher Education Institutions			
9. Notarized Certificate of Sea Service (Annex H-7, JCMC 01, S2022) signed by the Master of the Vessel;				
10. Seaman's Book or Seafarers Record Book (Annex H-5.1.1. f, JCMC 01, S2022) with complete details including the date of Embarkation and Disembarkation and the Ship's Master Signature and Official Stamp;	MARINA			
11. Crew List (Annex H-8, JCMC 01, S2022) shall be in accordance with the format of IMO FAL Form No.5;	Shipping Company			
12. Master Declaration of Safe Departure;				
13. Embarkation Order; and				
14. Disembarkation Order				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to the nearest PCG stations/substations.	1. Evaluate the documents submitted to PCG stations/substations.	None	1 working day	PCG Stations / Substations
	1.1 Endorse the relevant documentary requirements to CG-8.	None	3 hours	PCG Stations / Substations
	1.2 Assess cadet's documentary requirements.	None	21 hours	Data Analyst, Chief Onboard Training Division, CG-8
	1.3 Issue a Sea Service Certificate upon verification in the Cadet OBT Monitoring System, if the cadets complete the 12-month structured OBT program and comply with the documentary requirements. However, if the cadet has not completed the required 12-month	None	2 hours	Data Controller, Chief Onboard Training Division, CG-8, Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8



	1.4 Transmit system-generated Sea Service Certificate and draft a written certification to the Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8 for approval.	None	1 hour	Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8
	1.5 Forward the Sea Service Certificate and/or the written certification of cadets to the email address of cadets provided on their Application Form which was submitted to the PCG stations/substations.	None	1 hour	Office Watch, OBT Division, CG-8
	1.6 Copy furnished to District/Station/Substations who initially received and evaluated the requirements.	None	1 hour	Office of the DCDS for Maritime Safety, D8/S8/SS8
2. Receive the Sea Service Certificate and/or written certification via email. <i>NOTE: If the cadet did not receive their Sea Service Certificate and/or the written certification, they may claim it to the station/substation where the documentary requirements of cadets were initially received and evaluated, by presenting the claim stub and identification card.</i>	2. Send the Sea Service Certificate and/or written certification via email.	None	30 minutes	Office of the DCDS for Maritime Safety, S8/SS8



TOTAL	None	2 working days, 5 hours and 30 minutes	
-------	------	--	--



Deputy Chief of Coast Guard Staff for Maritime Communications, Weapons, Electronics and Information System, CG-11



Request for Schedule of Product Presentation

This request aims to schedule a product presentation meeting to introduce new technology to the Philippine Coast Guard. The purpose is to outline the rationale and procedures for setting up the meeting, ensuring an effective and well-organized introduction of the proposed technology.

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Communications, Electronics, Weapons and Information System, CG-11			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	Other Private and Business Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Letter (thru email or original copy) from a private/business company to schedule a product presentation introducing the technology they offer to PCG.		Requesting Party/ Private and/or Business Company		
2. Project Proposal Documents (all must be original copies).		Project proponents to include Coast Guard Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an appointment letter request.	1. Receive, check, and verify the request.	None	10 minutes	Office Watch, Operations Division
	1.1 Evaluate and endorse the request to DCCGS for MCWEIS, CG-11.	None	10 minutes	Office-in-charge Operations Division
	1.2 Approve/disapprove the request for the product presentation.	None	1 working day	DCCGS for MCWEIS, CG-11



2. Receive notification about the approval of the proposed schedule or coordinate for alternative arrangements or possible rescheduling.	2. Coordinate with the concerned company to schedule a meeting, once the request has been approved. If disapproved, coordinate with the requesting party for proposed alternative arrangements or possible rescheduling.	None	20 minutes	Office-in-charge Operations Division
TOTAL		None	1 working day and 40 minutes	



Deputy Chief of Coast Guard Staff for Strategic Studies and Modernization, CG-15



Request for Processing the Proposals for Capability Development and Feasibility Studies

This service accommodates private individuals, local and international business companies requesting for a meeting (face-to-face or via video conferencing) to introduce, present and propose their products and services offered to the Philippine Coast Guard in support of the Commands' Capability Development Program.

Office or Division:	Deputy Chief of Coast Guard Staff for Strategic Studies and Modernization, CG-15			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private and Other Business Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Letter (original copy or via email)		Requesting Party/ Private and/or Business Company		
2. Project Proposal Documents (original copies)		Project Proponents		
3. Feasibility Study Requirement Based on the Proposed Project (original copies)		Project Proponents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an appointment letter.	1. Receive the appointment letter for project proposal.	None	10 minutes	Duty Office Watch, CG-15
2. Submit the requirements.	2. Receive the Project Proposal / Feasibility Study.	None	30 minutes	Duty Office Watch, CG-15
3. Follow-up an update to the concerned office.	3. Endorse the Feasibility Study/Project Proposal to the Secretariat of the PCG Modernization Board.	None	2 working days	Duty Office Watch, CG-15
	3.1 Assess the proposal if aligned with the PCG's Capability Development Plan.			Secretariat PCG Modernization Board



	<p>3.2 Evaluate whether the proposal aligns with the existing 15-Year Development Plan of the PCG.</p> <p>If disapproved, inform O/CG-15 to coordinate with the proponent regarding the disapproval details.</p> <p>If approved, notify and coordinate with the proponents that the proposal is under consideration yet requires further evaluation.</p>			Secretariat PCG Modernization Board
				Secretariat PCG Modernization Board
				Technical Systems Evaluation Committee (TSEC)
				Doctrine Development Committee (DDC)
				Human Resource Development Committee (HRDC)
				Force Restructuring and Organizational Development Committee (FRODC)
				Bases Support System Development Committee (BSSDC)



				Budget and Finance Committee (BFC)
4. Check on the status of the request by sending an email to cg15@coastguard.gov.ph or call cell no. 09278573734.	4. Inform the proponent that the proposal is for further assessment by the Board.	None	20 minutes	O/CG-15
TOTAL		None	2 working days and 1 hour	



SPECIAL SERVICE COMMANDS



Coast Guard Finance Service



Request for Issuance of Official Receipt

This service has been rendered to issue proof of payment made to different transactions such as bidding documents, performance security, and bid security, as well as settlement of disallowances, payments of overpayment of PCG personnel, Marine Protest, application, inspection, and other permits, fines, and penalties, etc.

Office or Division:	1. Headquarters Coast Guard Finance Service (HCGFS) 2. Coast Guard Finance Service Units (CGFSUs)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	1. Dealer(s)/Supplier(s)/Contractor(s); 2. PCG Duly Accredited Salvor; and 3. All PCG Uniformed and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (1 Original Copy)		Coast Guard Accounting Service Office / Coast Guard District Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Order of Payment to Headquarters Coast Guard Finance Service or Coast Guard Finance Service Units	1. Receive the Order of Payment.	None	5 minutes	Duty Office Watch, CGFS (for HCGFS) Duty Office Watch, CGFSU (for CGFSUs)
	1.2 Verification of the submitted Order of Payment.	None	5 minutes	Collecting and Remittance Officer
2. Pay the specified amount reflected on the Order of Payment.	2. Receive the payment.	Payment varies	5 minutes	Collecting and Remittance Officer



3. Claim the official receipt at Headquarters Coast Guard Finance Service or Coast Guard Finance Service Units.	3. Issue the official receipt.	None	5 minutes	Collecting and Remittance Officer
TOTAL		None	20 minutes	



Request for Letter of Introduction for Opening an LBP Account

The Letter of Introduction (LOI) is a documentary requirement of the Land Bank of the Philippines for the opening of LBP Visa Debit ATM Payroll/Savings Account of newly appointed PCG personnel, internal/external creditors of PCG, pensioners, and personnel designated as Special Disbursing Officer, Petty Cash Custodian. The LOI verifies the individual's role or position and is issued by the relevant PCG department to support the account opening process.

Office or Division:	1. HCGFS - Centralized Payroll Management Unit (CPMU) 2. Coast Guard Finance Service Units (CGFSU)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	1. Dealer(s) /Supplier(s)/ Contractor(s); 2. Retirees and their Legal Beneficiaries; 3. Newly appointed PCG Personnel; and 4. Special Disbursing Officer and Petty Cash Fund Custodian	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Dealer(s)/ Supplier(s)/ Contractor(s)		
1. Request Letter (1 Original Copy or Photocopy)		Client
2. BIR Form 2303 – Certificate of Registration (1 Photocopy)		Revenue District Office
For PCG Retirees		
1. Request Letter (1 Original Copy or Photocopy)		Client
2. PCG Retired ID (1 Photocopy)		Coast Guard Adjutant Office
For PCG Retirees' Legal Beneficiaries		
1. Request Letter (1 Original Copy or Photocopy)		Client
2. PCG Retired ID (1 Photocopy)		Coast Guard Adjutant Office
3. Declaration of Beneficiaries (1 Photocopy)		Coast Guard Legal Service



Newly Appointed PCG Uniformed and Non-Uniformed Personnel				
1. CGAO Order (1 Photocopy)		Coast Guard Adjutant Office		
2. Any government-issued ID (1 Photocopy)		Client		
Special Disbursing Officer and Petty Cash Fund Custodian				
1. Request Letter (1 Original Copy or Photocopy)		Client		
2. CGAO Order (1 Photocopy)		Coast Guard Adjutant Office		
Change of Status				
1. CGAO Order (1 Photocopy)		Coast Guard Adjutant Office		
2. PCG ID (1 Photocopy)		Coast Guard Adjutant Office		
3. Marriage Certificate (1 Photocopy)		Philippine Statistics Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to the Headquarters Coast Guard Finance Service or Coast Guard Finance Service Units.	1. Receive the documentary requirements.	None	5 minutes	Duty Office Watch, CGFS (for HCGFS) Duty Office Watch, CGFSU (for CGFSUs)
	1.1 Determine the completeness of the documentary requirement.	None	5 minutes	Encoder, CPMU (for HCGFS) Encoder, CGFSU (for CGFSUs)
	1.2 Draft the LOI.	None	15 minutes	Encoder, CPMU (for HCGFS) Encoder, CGFSU (for CGFSUs)
	1.3 Review the drafted LOI.	None	10 minutes	OIC, CPMU (for HCGFS)



				Commanding Officer, CGFSU (<i>for CGFSUs</i>)
	1.4 Affix the signature.	None	20 minutes	a. For HCGFS, any of the following Officers: Commander, CGFS Deputy Commander, CGFS Chief of Staff, CGFS b. For CGFSUs: Commanding Officer, CGFSU
2. Claim the LOI at the Headquarters Coast Guard Finance Service or Coast Guard Finance Service Units.	2. Release the LOI.	None	5 minutes	Duty Office Watch, CGFS (<i>for HCGFS</i>) Duty Office Watch, CGFSU (<i>for CGFSUs</i>)
TOTAL		None	1 hour	



Request for Loan Endorsement

This service endorses loans to different Financial Institutions and Associations (FIAs) to ensure compliance with the General Appropriations Act, specifically the requirement for PCG Personnel to maintain a minimum Net Take Home Pay (NTHP) each month.

Office or Division:	HCGFS - Centralized Payroll Management Unit (CPMU)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business		
Who may avail:	1. All PCG Uniformed and Non-Uniformed Personnel; and 2. Retired Personnel and Declared Beneficiary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For PCG Uniformed and Non-Uniformed Personnel			
1. Loan Application Form (1 Original Copy or Photocopy)		Financial Institutions and Associations	
2. Loan Computation reflecting the monthly deduction and the remaining NTHP (1 Original Copy or Photocopy with Signature)		Financial Institutions and Associations	
3. Authorized Payroll Deduction Form (1 Original Copy or Photocopy)		Financial Institutions and Associations	
4. Copy of Order (1 Authenticated Copy) <ul style="list-style-type: none">• CAD or Appointment Order <i>(for Officer)</i>;• Enlistment Order <i>(for Non-Officer)</i>; or• Appointment Order <i>(for Non-Uniformed Personnel)</i>		Coast Guard Adjutant Office	
5. Certificate of Non-Pending Case (1 Original Copy or Photocopy)		Coast Guard Inspector General and Internal Affairs Service	
6. Authenticated E-Payslip of the Borrower and Co-Borrower/Co-Maker (1 copy for the current month)		Client	
7. Certificate of No Intention to Retire/Separate – <i>for Officer</i> (1 Original Copy or Photocopy)		Client	



8. Certificate of Willing to Re-Enlist – <i>for Non-Officer</i> (1 Original Copy or Photocopy)	Client
9. PCG ID of the Borrower and/or Co-Borrower/Co-Maker (1 Original Copy or Photocopy)	Coast Guard Adjutant Office

For Retired Personnel and Declared Beneficiary

1. Loan Application Form (1 Original Copy or Photocopy)	Financial Institutions and Associations
2. Loan Computation reflecting the monthly deduction and the remaining NTHP (1 Original Copy or Photocopy with Signature)	Financial Institutions and Associations
3. Authorized Payroll Deduction Form (1 Original Copy or Photocopy)	Financial Institutions and Associations
4. Authenticated Payslip (1 copy for the current month)	Coast Guard Retirement and Benefits Administration Service
5. PCG Retired ID (1 Original Copy or Photocopy)	Coast Guard Adjutant Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Loan Application Form (LAF) and other documentary requirements to the Headquarters Coast Guard Finance Service.	1. Receive the LAF and other documentary requirements.	None	5 minutes	Duty Office Watch, CGFS
	1.1 Determine the completeness of the documentary requirements needed in the loan application.	None	10 minutes	Encoder, CPMU
	1.2 Determine the capability of the borrower/debtor to avail loan.	None	10 minutes	Encoder, CPMU
	1.3 Record the loan application.	None	15 minutes	Encoder, CPMU
	1.4 Review the accomplished LAF and other supporting documents.	None	10 minutes	Encoder, CPMU
	1.5 Approve/disapprove the loan application.	None	20 minutes	Any of the following Officers:



				Commander, CGFS Deputy Commander, CGFS Chief of Staff, CGFS Commanding Officer, CPMU
2. Claim the LAF at the Headquarters Coast Guard Finance Service.	2. Release of the approved/disapproved LAF to the client/liaison of FIAs.	None	5 minutes	Duty Office Watch, CGFS
TOTAL		None	1 hour and 15 minutes	



Coast Guard Public Affairs Service



Request for Availability of PCG Personnel for Interview

The Media Relations Branch of the Coast Guard Public Affairs Service (CGPAS) is responsible for developing and implementing the overall media strategy supporting the Command. It cultivates and enhances collaborative working relationships with the local and foreign media, manages the flow of news about the organization, disseminates press statements, handles media requests, and is responsible for all media relations activities such as press conferences, media briefings, etc.

Office or Division:	CGPAS Media Relations Branch			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business Entities			
Who may avail:	Philippine Media, International Media, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpao@coastguard.gov.ph or cgppublicaffairs.official@gmail.com		Requesting Party (Request Letter) or Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email.	1. Receive the request and forward it to the Member/POIC CGPAS Media Relations Branch.	None	5 minutes	Duty Office Watch
	1.1 Check the request.	None	10 minutes	POIC or Member, Media Relations Branch, CGPAS
	1.2 Verify the necessary details for the interview.	None	15 minutes	OIC, Media Relations Branch, CGPAS
	1.3 Approve/disapprove the request.	None	15 minutes	Commander, Coast Guard Public Affairs Service



2. Receive notification via email or phone call about the approval/disapproval of the request. If approved, coordinate the preparatory measures needed for the interview	2. Notify the requesting media about the approval or disapproval of the request. If approved, coordinate with the requesting media for the preparatory measures needed in the conduct of the interview If disapproved, coordinate for possible rescheduling or inform them about the reason for disapproval.	None	10 minutes	OIC, Media Relations Branch, CGPAS
	2.1 Coordinate with the requested PCG Personnel for the scheduling of the interview.	None	20 minutes	Commander, Coast Guard Public Affairs Service
3. Coordinate with the OIC, CGPAS Media Relations Branch.	3. Coordinate with the requesting party to give feedback on the request.	None	15 minutes	OIC, Media Relations Branch, CGPAS
TOTAL		None	1 hour and 30 minutes	



Request for Availability of Photographers and Videographers

CGPAS official photographers and videographers can be requested to cover PCG current events and activities.

Office or Division:	Coast Guard Public Affairs Service Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Philippine Media, International Media, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpaos@coastguard.gov.ph or cgpublicaffairs.official@gmail.com or Accomplished Request Form		Requesting Party (Request Letter) or Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter or the accomplished request form.	1. Receive and check/verify the request; and subsequently forward the request to POIC, Operations Division.	None	5 minutes	Duty Office Watch
	1.1 Check the CGPAS Calendar of Activities and the availability of the requested photographers and/or videographers.	None	20 minutes	POIC, Operations Branch
	1.2 Forward the request and the suggested action to OIC, Operations for approval.	None	5 minutes	POIC, Operations Branch
	1.3 Approve/disapprove the request.	None	20 minutes	OIC, Operations Branch



2. Receive notification about the approval/disapproval of the request.	2. Inform the requesting party about the approval of the request. If disapproved, inform the requesting party regarding the disapproval details.	None	10 minutes	Duty Office Watch
TOTAL		None	1 hour	



Request for Posting on PCG Official Website

The Coast Guard Public Affairs Service is the only office authorized to manage the official website of the PCG. Anything in need of posting shall be requested by the PCG unit through the Coast Guard Public Affairs Service.

Office or Division:	Coast Guard Public Affairs Service Information and Communications Technology Branch			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpao@coastguard.gov.ph or cgpublicaffairs.official@gmail.com		Requesting party (Request Letter) or Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email.	1. Receive the request and forward it to the Member/POIC, ICT Branch.	None	5 minutes	Duty Office Watch
	1.1 Check the request and forward it to the OIC, ICT Branch for approval.	None	10 minutes	Member/POIC, ICT Branch
	1.2 Approve/disapprove the request.	None	30 minutes	OIC, ICT Branch
2. Receive notification via email or phone call about the approval/disapproval of the request and check the post on the official PCG website.	2. Post the content on the official PCG website. If disapproved, inform the client about the details of the disapproval.	None	30 minutes	OIC, ICT Branch
TOTAL		None	1 hour and 15 minutes	



Request for Reproduction of Pictures and Video Clippings

Copies of pictures and videos taken by CGPAS official photographers and videographers can be requested for documentation and press release.

Office or Division:	Coast Guard Public Affairs Service Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Philippine Media, International Media and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpao@coastguard.gov.ph or cgppublicaffairs.official@gmail.com or Accomplished Request Form		Requesting Party (Request Letter) Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter or the accomplished request form.	1. Receive and check/verify the request.	None	5 minutes	Duty Office Watch
	1.1 Approve/disapprove the request. If disapproved, inform the requesting party about the disapproval details.	None	15 minutes	OIC/POIC, Operations
	1.2 Search/consolidate pictures and/or video clippings. <i>Notes:</i>	None	1 hour	Duty Office Watch



	<i>Photos totaling less than 25 MB will be sent via email. For larger collections exceeding 25 MB, the files will be transferred to external storage provided by the client.</i>			
2. Receive the copy of pictures and/or video clippings.	2. Release the copy of pictures and/or video clippings.	None	10 minutes	Duty Office Watch
TOTAL		None	1 hour and 30 minutes	



Philippine Coast Guard Command Center



Request for Data and Statistics of Maritime Incidents

The PCGCC provides data or statistics of consolidated maritime incidents reported to this center for the consumption of the command, other government agency, shipping agency and concerned individuals. Copies of data and statistics may be released upon a valid request and are subject for the approval by the Director, PCGCC.

Office or Division:	Philippine Coast Guard Command Center (PCGCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Any Government Agency and Non-Government Entity/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from Requesting Party addressed to Director, PCGCC (One (1) Original copy)		Any Government Agency and Non-Government Entity/ Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to NHQ-PCG thru Director, PCGCC or email at pcgccdata.mi@coastguard.gov.ph	1. Receive the request letter and forward it to the concerned division.	None	5 Minutes	Clerk/ Assistant Clerk, Operations Division
	1.1 Request approval from the Director, PCGCC, for the release of the requested data.	None	5 Minutes	Chief, Data Management Division
	1.2 Approve or disapprove the request for the release of data.	None	15 Minutes	Director, PCGCC
	1.3 If approved, draft a reply letter including the requested data. If disapproved, draft a reply letter to inform the requesting party	None	1 hour	Chief, Data Management Division



	about the details of the disapproval request.			
	1.4 Review and sign drafted reply letter. Return to Chief, Data Management Division for possible correction if necessary.	None	1 day	Director, PCGCC
2. Receive the requested data.	2. Issue reply letter including the requested data to the requesting party.	None	5 Minutes	Chief, Data Management Division
TOTAL		None	1 working day, 1 hour and 30 minutes	



Response to Emergency Situation

This government service requires PCG actions for the effective and efficient response of our frontline units, to minimize the damage and effect that might be incurred by the anticipated crisis of life, properties, media, political implication, and social reactions.

Office or Division:	Philippine Coast Guard Command Center (PCGCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Shipping Agency, Government/ Non-Government Agency and Concerned Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to Office of CPCG/PCG Command Center, Phone call, electronic mail and/ or other social media platform.		Shipping Agency, Government/ Non-Government Agency and Concerned Individuals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter or request through phone calls, electronic mail, and other social media platforms.	1. Receive the request letter and/or any relevant information regarding the emergency or incident.	None	5 Minutes	Clerk/ Assistant Clerk, Operations Division
	1.1 Record the information relevant to the emergency or incident received, and promptly informs the Director, PCGCC, or the Command Duty Officer.	None	5 Minutes	Operations Officer/ Petty Officer In-Charge, Operations Division
	1.2 Coordinate with and direct the concerned PCG units or PCG Districts to take appropriate actions through the issuance of directives.	None	15 Minutes	Director, PCGCC /CDO



2. Receive an update regarding the PCG's actions taken and provide necessary information, if needed.	3. Monitor the actions taken by the concerned PCG units or districts through timely coordination. Provide updates to the Director, PCGCC regarding the actions taken. Additionally, update the client on the actions taken by the PCG and coordinate for any additional information, if necessary.	None	5 minutes (Frequency of update may vary on the complexity / severity of request)	Operations Officer/ Petty Officer In-Charge, Operations Division
TOTAL		None	30 minutes	



Coast Guard Accounting Service Office



Request for Issuance of Order of Payment

This facilitates the issuance of an Order of Payment to streamline the payment process for various transactions, including ID issuance and the procurement of bidding documents. This service ensures proper documentation and compliance with applicable financial protocols.

Office or Division:	Coast Guard Accounting Service Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government. G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		Coast Guard Accounting Service Office		
2. Bidding Documents Form		Coast Guard Procurement Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for Order of Payment.	1. Receive the request.	None	5 minutes	Duty Gangway/ Office Watch Assigned
	1.1 Write the details in the Order of Payment.	None	15 minutes	Duty Office Watch Assigned
	1.2 Review and sign the Order of Payment.	None	1 working day	Chief Accountant, CGASO
2. Claim the Order of Payment.	2. Release the document.	None	10 minutes	Duty Office Watch
TOTAL		None	1 working day and 30 minutes	



Headquarters Service Support Group



Request for Availability of Function Hall/ Multi-Purpose Building (shaded area, 2nd floor and/or 3rd floor) for Non-PCG Entity

This pertains to the guidelines for reservation of Function Hall and/or Multi-Purpose Bldg. (shaded area, 2nd floor and/or 3rd floor) for the conduct of seminars, workshops, ceremonial activities, and other events in accordance with SOP Nr. 05-15 dated 12 May 2015.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple T			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; and G2C – Government Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Commandant, Philippine Coast Guard		Non-PCG Entity (Requesting Party)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with HSSG Operations for the availability of the specific venue.	1. Check the availability of the requested venue and instruct the requesting party to submit a request letter addressed to the Commandant, Philippine Coast Guard not later than one (1) week prior to the actual activity.	None	20 minutes	Duty Personnel, HSSG Operations Division
2. Submit a request letter addressed to the Commandant, Philippine Coast Guard.	2. Receive the request letter to be forwarded by the O/CPCG.	None	5 minutes	HSSG Operations Division
3. Receive notification about the approval/disapproval of the request.	3. Inform the requesting party about the approval of the request.	None	5 minutes	HSSG Operations Division



	<p>*If disapproved, there might be an issue on the following:</p> <ul style="list-style-type: none">a. The venue is reserved on the requested date;b. Ongoing repair or renovation on the requested venue;c. Invalid purpose stated on the request letter such as non-PCG related events and potential security threat activities compromising safety and security of NHQ-PCG.			
TOTAL		None	30 minutes	



Request for Sale and Distribution of Bidding Documents

This complies with the sale and subsequent issuance of the bidding documents for projects undertaken by the National Headquarters and Headquarters Service Support Group (NHQ and HSSG) to all prospective bidders who wish to participate in the bidding process as provided under Appendix 8 Guidelines on the Sale of Bidding Documents.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen and G2B - Government to Business			
Who may avail:	All Prospective Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form (1 original copy)		National Headquarters and Headquarters Service Support Group – Procurement Division (Form)		
2. Order of the Payment (1 original copy)		Coast Guard Accounting Service		
3. Official Receipt (1 original copy)		Coast Guard Finance Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form to NHQ and HSSG Procurement Division.	1. Receive, and check/verify the accomplished form.	None	5 minutes	Duty Personnel, NHQ and HSSG Procurement Division
2. Get the Order of the Payment.	2. Evaluate the accomplished form and issue the Order of the Payment.	None	(See CGASO CC)	Duty Personnel, Coast Guard Accounting Service
3. Proceed to Coast Guard Finance Service, pay the necessary fees, and receive the official receipt.	3. Evaluate the Order of the Payment and issue the Official Receipt.	Refer to Appendix 8- Guidelines on the Sale of	(See CGFS CC)	Duty Personnel, Coast Guard Finance Service



		Bidding Documents		
4. Present Official Receipt to the Procurement Division.	4. Evaluate the OR submitted by the client and release the bidding document.	None	10 minutes	Duty Personnel, NHQ and HSSG Procurement Division
5. Receive the bidding documents and Letter Receipt of the Bidding Document.	5. Issue the Letter Receipt of the Bidding Document to the prospective bidder.	None	10 minutes	Officer-in-Charge, Procurement Division
TOTAL		None	25 minutes	



Request for Issuance of Temporary Pass

This pertains to the guidelines for the issuance of Temporary Pass for NHQ suppliers, contractors, or guests before granting access to National Headquarters, Philippine Coast Guard premises under NHQ-PCG/HSSG SOP Nr. 18-24.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple			
Type of Transaction:	G2G – Government Transacting to Government G2B – Government Transacting to Business Entity G2C – Government Transacting to Civilian;			
Who may avail:	Guests, Suppliers or Contractors that intend to enter/transit within NHQ-PCG premises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Temporary Pass Application Form (1 Original)		Headquarters Service Support Group Office, Operations Division		
2. Data Privacy Consent Form (1 Original)		Applicant		
3. OR/CR (1 photocopy) from LTO attached to the application form				
4. Valid Government ID (Photocopy of front and back in one A4 size paper)				
5. Notarized Deed of Sale (1 photocopy) *for secondhand vehicles				
6. Request Letter		PCG Unit (Unit primary responsible [UPR] for entry of guest[s]/contractor[s]/supplier[s])		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant to secure request letter from PCG Unit authorizing the entry	1. UPR PCG Unit to coordinate with HSSG Operations to confirm appointment	None	5 Minutes	Duty Personnel, HSSG Operations Division
2. The applicant to accomplish application form to be secured from HSSG Operations office	2. Provide application form and inform the applicant the necessary requirements from HSSG Operations Office	None	5 Minutes	Duty Personnel, HSSG Operations Division



3. Scan the QR Code to access Google Form to be filled up and upload the necessary requirements	3. Provide the QR code and check if application has been uploaded to the database	None	20 Minutes	<i>Duty Personnel</i> HSSG Operations Division
4. Submit accomplished application form and necessary requirements to HSSG Operations Office	4. Verify the completeness and authenticity of submitted requirements	None	3 hours	<i>Officer in Charge,</i> <i>HSSG Operations Division</i>
	4.1 HSSG Operations Officer to Approve/ Disapprove application submitted	None		
	4.2 Notify the applicant if Approved/ Disapproved	None		
	<i>*If approved, proceed to step 4.3</i>	<i>*If disapproved, there might be an issue on the following:</i> <i>a) Submitted document authenticity</i> <i>b) Incomplete submission of requirement</i> <i>Applicant to resubmit lacking requirement to HSSG Operations Division</i>		
	4.3 Create a QR Code verification and assign a security code to the vehicle pass to ensure authenticity.	None		



	4.4 Create QR Code verification and assign security code to the vehicle pass to ensure authenticity	None		
	4.5 Print vehicle pass	None		
	4.6 HSSG Operations Officer to sign the Vehicle Pass	None		
	4.7 HSSG Operations Officer to sign the Vehicle Pass	None		
5. UPR representative to proceed to HSSG Operations Office to claim PCG Vehicle Pass	5. To release the vehicle pass to the UPR representative at HSSG Operations Office	None	10 minutes	<i>Duty Personnel</i> HSSG Operations Division
TOTAL		None	3 hours and 40 minutes	



Coast Guard Adjutant Office



Request for Authenticated Copies of Order

The CGAO, upon request, authenticates copies of PCG directives. These directives encompass both temporary and specific matters, such as personnel/vessel deployment and program implementation, and permanent and broad matters, such as organization and administrative structure. This office grants authorization for the release of these copies as official personal copies of the concerned personnel.

Office or Division:	Records Mgmt. Branch, Coast Guard Adjutant Office (CGAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Retired Coast Guard personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Screenshot of the confirmation of accomplished online request form; or Filled-out CGAO Request Slip		Requestor CGAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online filing, scan the provided QR code and accomplish online request form. <i>Note: Clients shall secure a screenshot of the accomplished online request form.</i>	1. Check the correctness and completeness of the information in the form.	None	5 minutes <i>Note: Incomplete or inaccurate data might cause a delay in processing the request.</i>	Researcher/Encoder, Records Management Branch
For walk-ins, submit filled-out CGAO Request Slip	1.1 Retrieve and print the document.	None	20 minutes	Researcher/Encoder, Records Management Branch



	1.2 Recommend for authentication of the document.	None	5 minutes	POIC, Records Management Branch / Authorized Representative
	1.3 Authenticate the document.	None	5 minutes	OIC, Records Mgmt. Br.
2. Claim the authenticated order by presenting the claim stub or the screenshot of the accomplished online request form.	2. Release the document.	None	2 minutes	Duty Office Watch
TOTAL		None	37 minutes	



Request for Certificates of Employment

The CGAO issues official documents to verify the employment history and status of PCG personnel for private and/or personal purposes. These include Certificate of Employment (COE) and Certificate of Non-Pending Tasks (NPT). The former confirms an individual's employment with the PCG, while the latter assures there are no outstanding obligations hindering transfer, travel, or deployment. This document may be required for their application of loans (i.e. ACCC, Innobank, Diamond, Pag-IBIG, PCGSLAI etc.), credit card application, visa application, claims, clearances and other related or similar transactions. Other types of certification are offered depending on its nature of purpose.

Office or Division:	Records Mgmt. Branch, Coast Guard Adjutant Office (CGAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Retired Coast Guard Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Screenshot of the confirmation of accomplished online request form; or Filled-out CGAO Request Slip		Requestor CGAO		
2. Latest Payslip (“COE with compensation” only)		PCG Employee Portal (<i>pcgepayslip.com.ph</i>)		
3. Birth Certificate (“COE with compensation” only)		Requestor		
4. Document subject for correction (“for Oneness” only)		Requestor		
5. Travel Order (“for Appearance” only)		Requestor		
6. Suspension Order and Reinstatement Order (<i>as appropriate</i>)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online filing, scan the provided QR code, accomplish	1. Check the correctness and completeness of the information in the form.	None	5 Minutes <i>Note:</i>	Filer/Encoder, Records Mgmt. Br.



<p>online request form and upload the latest payslip (as appropriate)</p> <p><i>Note: Clients shall secure a screenshot of the accomplished online request form.</i></p> <p>For walk-in, submit filled-out CGAO Request Slip with the copy of latest payslip (as appropriate)</p>			<i>Incomplete or inaccurate data might cause delay in processing of request</i>	
	1.1 Draft and prepare the document.	None	30 minutes	Filer/ Encoder, Records Management Branch
	1.2 Print the document.	None	5 minutes	Filer/ Encoder, Records Management Branch
	1.3 Review the document.	None	5 minutes	OIC, Records Management Branch.
	1.4 Recommend for approval and signature.	None	5 minutes	Assistant CGA
	1.5 Review and affix signature on the document.	None	2 minutes	CGA / Authorized Representative
2. Claim the requested certificate by presenting the claim stub or the screenshot of the accomplished online request form.	2. Affix the dry seal to the document.	None	1 minute	Duty Office Watch
	2.1 Release the document.	None	1 minute	Duty Office Watch
TOTAL		None	35 minutes	



Request for PCG Identification Cards

The CGAO provides PCG Identification Card to all active and retired personnel, as well as their Direct Dependents, Legal Beneficiaries, and Non-Uniformed Personnel.

Office or Division:	ID Section, Coast Guard Adjutant Office (CGAO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen and G2G - Government to Government		
Who may avail:	Retired Personnel and their Direct Dependents, Legal Beneficiaries, and Non-Uniformed PCG Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Active Personnel			
1. Duly accomplished PCG ID Data Sheet - one (1) original copy		ID Section, CGAO	
2. CAD / ETAD, Enlistment / Re-enlistment, Promotion, Assignment, Change in Marital Status (As appropriate) - one (1) authenticated copy		Requestor	
Retired Personnel			
1. Duly accomplished PCG ID Data Sheet - one (1) original copy		ID Section, CGAO	
2. Retirement Order / Separation Order / Amendment Order (As appropriate) - one (1) authenticated copy		Records Management Branch, CGAO	
3. Order of Payment (Submit to CGFS)		Coast Guard Accounting Services Office (CGASO)	
4. Official Receipt		Coast Guard Finance Service (CGFS)	
Direct Dependents			
1. Duly accomplished PCG ID Data Sheet - one (1) original copy		ID Section, CGAO	
2. a. if Spouse – PSA Marriage Contract b. if Children – PSA Birth Certificate		Philippine Statistics Authority (PSA)	



c. if Parents – PSA Birth Certificate and CENOMAR of Active personnel - one (1) authenticated copy	
3. Order of Payment (Submit to CGFS)	Coast Guard Accounting Services Office (CGASO)
4. Official Receipt	Coast Guard Finance Service (CGFS)
Legal Beneficiaries	
1. Duly accomplished PCG ID Data Sheet - one (1) original copy	ID Section, CGAO
2. Declaration of Legal Beneficiary - one (1) authenticated copy	Coast Guard Legal Service (CGLS)
3. Death Certificate - one (1) authenticated copy	PSA
4. a. if Spouse – PSA Marriage Contract b. if Children – PSA Birth Certificate c. if Parents – PSA Birth Certificate and CENOMAR of Active personnel - one (1) authenticated copy	
5. Retirement / Posthumous Order - one (1) authenticated copy	Records Management Branch, CGAO
6. Order of Payment (<i>Submit to CGFS</i>)	CGASO
7. Official Receipt	CGFS
Non-Uniformed Personnel	
1. Duly accomplished PCG ID Data Sheet - one (1) original copy	ID Section, CGAO
2. Appointment Order / Plantilla, Promotion, Assignment, Change in Marital Status (<i>as appropriate</i>) - one (1) authenticated copy	Records Management Branch, CGAO
Renewal / Replacement of PCG ID	
1. Duly accomplished PCG ID Data Sheet	ID Section, CGAO



- one (1) original copy				
2. Old PCG ID		Personnel concerned		
3. Affidavit of Loss / Police Blotter (for Replacement)		CGLS / Notary Public / Police Station		
- one (1) original copy				
4. Order of Payment (for Replacement ; Submit to CGFS)		CGASO		
5. Official Receipt (for Replacement)		CGFS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CGASO to request Order of Payment. (Dependents, Retirees, Legal Beneficiaries and for Replacement only).	1. Provide Order of Payment.	None	20 minutes	CGASO personnel
2. Present the Order of Payment and pay the required amount at CGFS. (Dependents, Retirees, Legal Beneficiaries and for Replacement only).	2. Process payment and provide Official Receipt.	PHP 102.00 (Regular card) PHP 334.38 (Beep card-enabled) <i>Note: Price may vary based on the prevailing operating / market cost</i>	20 minutes	CGFS personnel



3. Submit the accomplished PCG ID Data Sheet and other requirements (See list of requirements).	3. Check the correctness and completeness of the information in the form and other requirements.	None	5 minutes	ID Encoder
	3.1 For approval and signature of the form	None	5 minutes	CGA / Authorized representative
	3.2 Encode the information.	None	20 minutes	ID Encoder
	3.3 Scan the Form.	None	5 minutes	ID Encoder
4. Review the information indicated in the PCG ID prior printing.	4. Wait for the confirmation of the requestor about accuracy of details encoded on the ID prior printing.	None	5 minutes	Requestor
	4.1 Print the ID.	None	7 minutes	ID Encoder
	4.2 Log and release ID.	None	3 minutes	ID Encoder
TOTAL		None or Php 102.00 (Regular card) PHP 334.38 (Beep-enabled card) (Dependents, Retirees, Legal Beneficiary and for Replacement only)	50 minutes or 1 hour and 30 minutes (Dependents, Retirees, Legal Beneficiary and for Replacement only)	



Office of the Command Master Chief Petty Officer



PCGMAS Death Claims of Dependents

To provide a clear and detailed procedure for claiming Philippine Coast Guard Mutual Assistance System (PCGMAS) death assistance for dependents, this guide will outline the necessary steps and requirements.

Office or Division:	Non-Officer Development and Assistance, Office of the Command Master Chief, Philippine Coast Guard				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Transacting Public				
Who may avail:	PCGMAS Dependents				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Death Certificate		Requesting Party (claimant)			
2. Updated CENOMAR (If Death of Parent)					
3. Marriage Certificate (If Death of Spouse)					
4. Birth Certificate of Claimant (If Death of Parent)					
5. Birth Certificate (If Death of Child)					
6. Claimant ID/PCG ID					
7. Land Bank of the Philippines (LBP) Savings Account					
8. Contact Number					
9. Payslip (based on the stated date on the Death Certificate)					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements of PCGMAS Death Claims to O/CMCPO or via email at cmcpopcg@gmail.com or	1. Receive the requirements from the claimant via email or hand-carry.		None	5 minutes	Detailed Duty Personnel, NO Dev't & Assist. / PCGMAS Branch
	1.1 Verify the authenticity and completeness of the requirements.		None	5 minutes	



pcgmasdeathclaim@gmail.com	1.2 Prepare the disbursement voucher for the signature of the FMCPO (Remittance Officer).	None	30 minutes	
	1.3 Check and sign the disbursement voucher.			FMCPO
	1.4 Check and sign the disbursement voucher.	None	2 working days	C, CG-1 Vice Chairperson, PCGMAS
	1.5 Check and sign the disbursement voucher.	None	1 working day	C, CGFS Financial Assistance Manager, PCGMAS
	1.6 Check and sign the disbursement voucher.	None	2 working days	C, CG-6 Treasurer, PCGMAS
	1.7 Check and sign the disbursement voucher.	None	5 working days	CCGS Chairperson, PCGMAS
	1.8 Issue and sign the LBP cheque to be forwarded to the CCGS Chairperson, PCGMAS.	None	1 working day	C, CGFS Fund Custodian, PCGMAS
	1.9 Sign the LBP cheque and forward it to CGFS.	None	3 working days	CCGS Chairperson, PCGMAS
	1.10 Forward the LBP cheque along with the disbursement voucher to NO Dev't & Assist. / PCGMAS Branch.	None	1 working day	Detailed Duty Personnel CGFS
2. Receive the cheque through the O/CMCPO or land bank deposit.	2. Release the LBP cheque to PCGMAS claimant for walk-in claimants. For claimants in remote or distant locations, deposit the amount to	None <i>NOTE: Additional payment may be collected for the</i>	1 working day	Detailed Duty Personnel, NO Dev't & Assist. / PCGMAS Branch



	the nearest Land Bank of the Philippines (LBP) branch.	<i>processing fee needed in depositing the amount to the bank account of the claimant.</i>		
TOTAL		NONE	16 working days and 40 minutes	



TECHNICAL SERVICE COMMANDS



Coast Guard Dental Service



Request for Conduct of Dental Missions/ Civic Action

Conduct free dental services for the civilian populace in the field as part of the Civil Relation services of the command.

Office or Division:	Community Relations Section of Dental Operating Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C (client is the transacting public) G2G (client is a government employee or another government agency)			
Who may avail:	Other Government Agency, Private, non-Profit Agency / Organization, LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to CPCG (ATTN: CGDS) that indicates details on the activity which includes logistical requirements that will be borne by requesting party		Letter to be addressed to: <ul style="list-style-type: none"> • CPCG – if activity located within NCR • PCG District Commander / Major Unit Commander – if activity located within their respective AOR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request to CPCG attention CGDS Submission of Letter request to PCG District Commander / PCG Major Unit Commander attention Commanding Officer, CG Dental Station	1. Facilitate the submission of request	None	1 hour	Office Watch
	1.1 Receive directives from CPCG/CG- 3/CG-7 District Commander/ D-3 to conduct Dental Mission	None	1 working day	OIC, Dental CRS



2. Receiving of result of request	Coordination with requesting party	None	1 hour	OIC, Dental CRS Branch
	Draft of directives for dental team composition for dental mission/civic action	None		
TOTAL		None	1 working day, and 2 hours	



Request for Dental Services

Offer and extended dental care services to Dependents of all Coast Guard Personnel, PCG Civilian employees and Retired PCG Personnel.

Office or Division:	Treatment Section of Dental Operating Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PCG Dependents and Retired PCG personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCG Dependents ID (1 original copy) 2. PCG Retired Personnel ID (1 original copy)		Coast Guard Adjutant Office / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Dental Appointment	1. Online / Face to face / via phone call schedule of appointment <ul style="list-style-type: none"> • Triaging • Provision of Schedule • Walk-in/unscheduled • Patients maybe accommodated in availability of dental chair. 	NONE	15 Mins	Duty Dental Officer/ Duty Dentist / Duty Dental Operation/ Duty Dental Technician
2. Report to his/her scheduled dental appointment	2. Accommodation of patient	NONE	20 Mins	Duty Dental Assistant /Duty Dental Technician/ Dental Records Personnel
	2.1 Taking of Vital Signs and medical history taking			Duty Dentist/Duty Dental Assistant



3. Patient proceeds to treatment area	3. Provision of necessary treatment	NONE	1 HOUR (duration varies depending on case)	Dental Officer / Civilian Dentist
	3.1 Provide Post-operative instructions..			
	3.2 Updating of patient's dental record			
	3.3 Recording of dental procedure			Duty Dental Assistant
TOTAL		None	1 hour and 35 minutes	



Request for Issuance of Dental Clearance

PCG personnel, its dependents, civilian employees, and retired PCG personnel may request a schedule for dental examination followed by the issuance of dental clearance and/or dental certificate.

Office or Division:	Examination / Records Branch of a Dental Operating Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	PCG personnel, PCG dependents and PCG civilian employees, Retired PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Government ID (PCG Dependents) or PCG ID (PCG personnel, PCG Civilian employees and retired PCG personnel).		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure date of dental appointment.	1. Set and provide schedule appointment via Online / face to face / phone call.	None	15 minutes	Duty Dental Operation/ Duty Dental Technician
2. Report to his/her scheduled dental appointment	2. Observe Patient Basic Health Protocol.	None	10 minutes	Duty Dental Assistant
	2.1 Prepare Dental Record Forms.	None	10 minutes	Duty Dental Personnel from Records Branch
3. Proceed to examination area.	3. Perform Oral Examination and Dental Recording.	None	30 minutes	Attending Dental Officer/ Duty Dental Personnel from Records Branch



	3.1 Prepare Dental Clearance.			
4. Claim Dental Clearance.	4. Issue Dental Clearance.	None	5 minutes	Attending Dental Officer/ Duty Dental personnel from Records Branch
TOTAL		None	1 hour and 10 minutes	



Coast Guard Nursing Service



Request for Availability of Coast Guard Nursing Service Personnel

The request for Coast Guard Nursing Personnel is a frontline service offered by the PCG Nursing Service. This service provides nursing functions to the community in collaboration with LGUs, NGOs, government agencies, and other stakeholders.

Office or Division:	Coast Guard Nursing Service Deputy Chief of Nursing Staff for Operations, NS-3 Nursing Service Sub-Unit (for Districts and Operational Commands)			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government and G2C –Government to Citizen			
Who may avail:	All Government Agencies, Private Non-Profit Agencies / Organizations and LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy) indicating the following details: <ul style="list-style-type: none"> • purpose • target date and time • venue <i>Note:</i> <i>The letter should indicate that the requesting unit/agency will shoulder all logistical requirements and mobility/transportation of the CGNS personnel for the activity.</i>		Requesting Unit / Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to The Chief Nurse, Philippine Coast Guard	1. Receive request and record all important details including Name and Contact Details.	None	10 minutes	Office Watch Officer/Nursing Service Personnel



<p>(Attn: DCNS for Operations, NS-3) at the Headquarters Coast Guard Nursing Service, Coast Guard Base Taguig M.L. Quezon St., New Lower Bicutan, Taguig City, 1632 Metro Manila:</p> <p>If other government agencies and private sectors, address the letter to C, PCG. (Attn: The Chief Nurse, Philippine Coast Guard) or email through nursing.service@coastguard.gov.ph</p> <p>For urgent requests, call: 09186527047</p>				<p>D3/DCC (for Districts)</p> <p>Office Watch (for Operational Commands)</p>
	1.1 Evaluate, and review the request letter for identification of appropriate assets and personnel to be deployed.	None	1 hour	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit (for Districts and Operational Commands)</i></p>
	1.2 Route the request for information from the appropriate authorities.	None	8 hours	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit (for Districts and Operational Commands)</i></p>
	1.3 Review and sign the request.	None	8 Hours	<p>The Chief Nurse, Philippine Coast Guard (TCN,PCG)</p> <p>District Commander (for PCG Districts)</p>



				Commanding Officer (for Operational Commands)
2. Receive and acknowledge notification about the approval of the request.	2. Notify the client about the approval of the request.	None	30 minutes	<i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i> <i>Chief Nurse, CGNS Sub- Unit (for Districts and Operational Commands)</i>
TOTAL		None	17 hours and 40 minutes	



Request for Nursing-Related Trainings

One of the key nursing-related trainings offered by the Coast Guard Nursing Service (CGNS) is Basic Life Support (BLS) Training. This frontline service is conducted upon request by the command or other agencies and sectors. Through this training, participants will gain essential knowledge, skills, and attitude needed to sustain life and minimize the consequences of respiratory and cardiac emergencies until more advanced medical help arrives while strictly adhering to infection control protocols. This training is limited to participants aged 13 to 60 years old but excludes individuals who are physically and mentally unfit, including those aged above 60 years old with known comorbidities, those exhibiting symptoms of COVID-19 such as fever (>37.5 degrees Celsius or >99.5 degrees Fahrenheit), cough and colds, sore throat, diarrhea and pregnant.

Second is the Standard First Aid (SFA) Training which aims to equip both laypersons and healthcare personnel with the knowledge, skills, and attitude needed to deliver effective first aid during emergencies and disasters. This training is available to all adults who are physically and mentally fit.

Office or Division:	Philippine Coast Guard Nursing Service Deputy Chief of Nursing Staff for Education and Training, NS-12 Nursing Service Sub-Unit (for Districts and Operational Commands)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen	
Who may avail:	All Government Agencies, Private Non-Profit Agencies/Organizations, and LGUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter (1 original copy) indicating the following details: <ul style="list-style-type: none"> • purpose • target date and time • venue 		Requesting Unit/Agency
<i>Note:</i> <i>The letter should indicate that the requesting unit/agency will shoulder all logistical requirements and</i>		



mobility/transportation of the CGNS personnel for the activity.

Training Ratio: Under normal condition, the following ratio shall be strictly followed in the conduct of Basic Life Support Training and Standard First Aid (SFA) Training:

1. Ratio of participants to facilitators is 5:1
2. Minimum of 10 participants: at least 2 facilitators
3. Maximum of 30 participants: 6 facilitators plus 1 course director and/or 1 monitor

For Basic Life Support Training, (Cardiopulmonary Resuscitation (CPR) with Automated External Defibrillator (AED), Rescue Breathing, and Foreign Body Airway Obstruction Management), it must meet the following criteria:

- Duration: 2 days
- Group Size: 12-30 participants
- Certification: Issuance of a Certificate of Completion and BLS Provider ID
- Assessment: Includes Pre- and Post-Tests, along with Skills Exams
- Outcome: Participants must pass all evaluations, with remedial sessions available for those who do not initially meet passing standards

2. Face mask and a pair of clean gloves per participant



3. Conducive venue preparation with audio-visual equipment and sound system				
Additional Requirement for the Request of Standard First Aid (SFA) Training				
1. Two (2) triangular bandages per participant.		Requesting Unit/Agency		
2. Blankets and two poles, each approximately 2 meters in length.		Requesting Unit/Agency		
3. Splints (should be flat, smooth and rigid) Sizes of Splints: <ul style="list-style-type: none">• 3" x 16" x 1/4" (16pcs)• 3" x 28" x 1/2" (16pcs)• 5" x 40" x 1/2" (16pcs)• 5" x 55" x 1/2" (8pcs)		Requesting Unit/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to The Chief Nurse, Philippine Coast Guard (Attn: DCNS-12) at Headquarters Coast Guard Nursing Service, Coast Guard Base Taguig M.L. Quezon St., New Lower Bicutan, Taguig City, 1632 Metro Manila. For other government agencies and private sectors, address the letter to C, PCG, (Attn: The Chief	1. Receive the request letter.	None	10 minutes	Office Watch, Deputy Chief of Nursing Staff for Operations, NS-3 or Duty OOD, HCGNS D3/DCC (for Districts) Office Watch (for Operational Commands)
	1.1 Evaluate and review the request letter for the identification of	None	1 hour	Officer in Charge, Deputy Chief of Nursing Staff for



Nurse, Philippine Coast Guard)	appropriate assets and personnel to be deployed.			Education and Training, NS-12 Education and Training Division (for Districts and Operational Commands)
	1.2 Route the request for information from the appropriate authorities.	None	8 hours	Officer in Charge, Deputy Chief of Nursing Staff for Education and Training, NS-12 Education and Training Division (for Districts and Operational Commands)
	1.3 Approve/disapprove request.	None	8 hours	The Chief Nurse, Philippine Coast Guard (TCN,PCG) District Commander (for PCG Districts) Commanding Officer (for Operational Commands)
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify the client about the approval/disapproval of the request.	None	30 minutes	Office Watch/Officer in Charge, Deputy Chief of Nursing Staff for Education and Training, NS-12



	If disapproved, coordinate with the client for the possible compliances/rescheduling of request.			Education and Training Division (for Districts and Operational Commands)
TOTAL		None	17 hours and 40 minutes	



Request for Mental Health and Psychosocial Support (Post mission debriefing/Crisis intervention)

Post Mission Debriefing/Crisis Intervention is a frontline service offered by PCG Nursing Service upon the request of the command and other agencies/sectors. It aims to provide timely, effective, and appropriate mental health care to prevent mental health conditions and/or illnesses to individuals who have encountered operational stress and traumatic experiences.

Office or Division:	Coast Guard Nursing Service; Deputy Chief of Nursing Staff for Operations, NS-3; and Nursing Service Sub-Unit (for Districts and Operational Commands)	
Classification:	Simple	
Type of Transaction:	G2G –Government to Government and G2C –Government to Citizen	
Who may avail:	All Government Agency, Private Non-Profit Agency / Organization and LGUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Client/patient request (face-to-face / via telephone)		Requesting Unit/Agency
2. Direct instruction from Operational/District Commanders for Group Debriefing Session.		Requesting Unit/Agency
3. Request letter (1 original copy) indicating the following details: <ul style="list-style-type: none">• purpose• target date and time• venue <i>Note: The letter should indicate that the requesting unit/agency will shoulder all logistical requirements and mobility/transportation of the CGNS personnel for the activity.</i>		Requesting Unit/Agency



4. For group-based debriefing sessions, provide chairs and private rooms that can accommodate at least 10 persons.		Requesting Unit/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request letter addressed to The Chief Nurse, Philippine Coast Guard (Attn: DCNS for Operations, NS-3) at the Headquarters Coast Guard Nursing Service, Coast Guard Base Taguig M.L. Quezon St., New Lower Bicutan, Taguig City, 1632 Metro Manila:</p> <p>If other government agencies and private sectors, address the letter to C, PCG. (Attn: The Chief Nurse, Philippine Coast Guard) or email through nursing.service@coastguard.gov.ph</p> <p>For urgent requests, call: 09186527047</p>	1. Receive request, and record all important information including the name and contact details.	None	10 minutes	<p><i>Office Watch Officer/Nursing Service Personnel</i></p> <p><i>D3/DCC (for Districts)</i></p> <p><i>Office Watch (for Operational Commands)</i></p>
	1.1 Evaluate, and review the request letter for identification of appropriate assets and personnel to be deployed.	None	1 hour	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit (for Districts and Operational Commands)</i></p>
	1.2 Route the request for information from the appropriate authorities.	None	8 hours	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit</i></p>



				<i>(for Districts and Operational Commands)</i>
	1.3 Review and sign the request.	None	8 hours	<p>The Chief Nurse, Philippine Coast Guard (TCN,PCG)</p> <p>District Commander (for PCG Districts)</p> <p>Commanding Officer (for Operational Commands)</p>
2. Receive and acknowledge notification about the approval of the request or coordinate with the concerned authority for possible rescheduling.	2. Notify the client about the approval of the request or coordinate with the client for possible rescheduling.	None	30 minutes	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub- Unit (for Districts and Operational Commands)</i></p>
TOTAL		None	17 hours and 40 minutes	



Coast Guard Ecumenical Chaplain Service



Request for the Availability of PCG Chaplain

The general public may request the availability of PCG Chaplain from the Philippine Coast Guard Ecumenical Chaplain Service for the following purposes:

- Mass
- Confession
- Wedding Mass
- Baptism
- Anointing of the Sick
- Confirmation
- Invocation
- Blessing
- Pastoral Counseling
- Christian Worship
- Christian Baptism
- Outreach Social Relations
- Islamic Friday Worship (Jumaat)
- Islamic Daily Prayer
- Visiting Sick
- Aqueeqa
- Wedding
- Pagligo ng Patay (Janazah)
- Imam Counseling

Office or Division:	Base Chaplain/ Chaplain Operation
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen and G2B - Government to Businesses
Who may avail:	General Public



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Chaplain Operation Office		
Additional Requirements for Confirmation				
1. Baptismal Certificate		Parish/place of baptism		
2. Accomplished Confirmation Form		Base Chaplain		
Additional Requirements for Blessing				
1. Baptismal Certificate		Parish/place of baptism		
2. Accomplished Confirmation Form		Base Chaplain		
Additional Requirements for Blessing				
1. Request Letter		Chaplain Operation Office		
Additional Requirements for Christian Baptism				
1. Birth Certificate of the Child		PSA		
2. Marriage Contract of Parents (If married)		PSA		
3. Accomplished Baptismal Form		Chaplain Operation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document/s to the Office of the Chaplain Operation or via the unit's email through cg.chaplain@coastguard.gov.ph for assessment and verification.	1. Receive request and check for completeness of the required documents.	None	20 minutes	Office Watch
	1.1 Forward the request to the concerned Chaplain.	None	15 minutes	Office Watch



2. Receive the result of the request.	<p>2. Approve/disapprove the request.</p> <p>Notify the requesting party about the approval of the request and coordinate regarding the necessary preparation for the conduct of the activity.</p> <p>If disapproved, notify the requesting party of the disapproval details and/or coordinate for alternative arrangements or possible rescheduling.</p>	None	1 working day	Concerned Chaplain
TOTAL		None	1 working day and 35 minutes	



Coast Guard Legal Service



Request for Issuance of Declaration of Legal Benefits / Beneficiary

This service refers to a formal document that identifies the PCG personnel or entity entitled to receive benefits under the legal arrangement.

Office or Division:	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD), Coast Guard Legal Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CGHRMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum from Commander, CGHRMC.		Requesting Party		
2. Supporting Documents and Enclosures approved by CGHRMC.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents	1. Receive and submit the request to the Operations Branch, CGLS.	None	10 minutes	CGLS, Duty Office Watch
	1.1 Review and record request to the logbook.	None	5 minutes	Operations Branch, CGLS
	1.2 Review details of the request.	None	5 minutes	CS, CGLS
	1.3 Check the completeness and veracity of the attachments and draft the requested document.	None	2 working days	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)
	1.4 Review and check the drafted Declaration of Legal Benefits / Beneficiary. If needed, return to the PMDBLD for possible corrections.	None	1 working day	Deputy Commander, CGLS



	1.5 Review and sign the drafted Declaration of Legal Benefits/Beneficiary. If needed, return to the PMDBLD for possible corrections.	None	1 working day	Commander, CGLS
2. Receive and acknowledge the reply letter with the requested Declaration of Legal Benefits/Beneficiary.	2. Transmit a reply letter with the requested Declaration of Legal Benefits/ Beneficiary to CGHRMC.	None	5 minutes	Operations, CGLS
TOTAL		None	4 working days and 25 minutes	



Request for Legal Comment / Opinion

Lawyers from the Coast Guard Legal Service may review information and provide expert's interpretation of legal issues or documents.

Office or Division:	Concerned Division, Coast Guard Legal Service			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the requesting unit or agency		Requesting Party		
2. Document needing Legal Opinion/Comment		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1. Receive the request letter and submit it to the Operations Branch, CGLS.	None	10 minutes	CGLS, Office Watch Duty of the Day
	1.1 Review and record requests to the logbook.	None	5 minutes	Operations Branch, CGLS
	1.2 Forward request to CS, CGLS		5 minutes	
	1.3 Assign handling lawyer to give comment/opinion on the letter request.	None	30 minutes	CS, CGLS
	1.4 Review and assess the document and draft a reply letter with legal opinion/comment.	None	Simple (3 working days) Complex (7 working days) Highly Technical (20 working days)	Handling Lawyer, CGLS
	1.5 Review the drafted reply letter.	None	1 hour	CS, CGLS



	If needed, return to the handling lawyer for possible corrections.			
	1.6 Review for approval. If needed, return to the handling lawyer for possible corrections.	None	1 hour	DC, CGLS
	1.7 Approve/disapprove the legal comment/ opinion. If disapproved, return to the handling lawyer for correction.	None	1 working day	Commander, CGLS
	1.8 Transmit the reply letter with legal comment/opinion to the requesting unit/agency.	None	30 minutes	Operations, CGLS
TOTAL		None	Simple: 4 working days, 3 hours and 20 minutes Complex: 8 working days, 3 hours and 20 minutes Highly Technical:	



		21 working days, 3 hours and 20 minutes	
--	--	---	--



Issuance of No Pending Case Clearance

Issuance of No Pending Case Clearance is for the PCG personnel who intends to apply for schooling, re-enlistment or commissionship and also to clarify if the personnel have no outstanding legal issues or lawsuits against them.

Office or Division:	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD), Coast Guard Legal Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Re-enlistment				
1. Letter Request		Requesting Party		
For Schooling				
1. Personnel Action Form Letter Request 2. Summary of Information (SOI) 3. Course Prospectus 4. Transcript of Records		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1. Receive the request letter.	None	3 minutes	Office watch
	1.1 Check for pending cases.	None	1 hour	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)
	1.2 Approve/ disapprove of the request. If approved, draft the clearance.	None	1 hour	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)



	If disapproved, return the documents to the client and coordinate for possible additional compliances.			
	1.3 Review and sign the drafted clearance. If needed, return to the PMDBLD for possible corrections.	None	1 hour	Commander, CGLS
2. Receive the Clearance for No Pending Case.	2. Release the Clearance for No Pending Case to the requesting party.	None	2 minutes	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)
TOTAL		None	3 hours and 5 minutes	



Rendering Legal Advice/Assistance

This service refers to the assistance provided by legal officer to individuals or organizations regarding their legal rights, obligations, and issues.

Office or Division:	Legal Officer of the Day, CGLS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	PCG Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Requesting Party		
2. Any necessary supporting documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Office Watch to avail legal advice/assistance	1. Review concern and record requesting personnel/dependents to the logbook.	None	10 minutes	CGLS, Office Watch Duty of the day
	1.1 Review and check availability of Legal Officer of the Day	None	5 minutes	CGLS, Duty Petty Officer of the Day
	1.2 Legal officer of the Day to prepare for legal advice/assistance.	None	5 minutes	Legal Officer of the Day
2. Proceed to the Office of the Legal Officer of the Day	2. Legal Officer of the Day to render legal advice/assistance to the requesting party For Simple Issues, resolution of the legal officer will be given immediately	None	2 hours	Legal Officer of the Day



	For Complex and Highly technical, issues will be referred to CS, CGLS for appropriate action			
TOTAL		None	2 hours and 20 minutes	



Coast Guard Medical Service



Request for Assistance/Availability of PCG Medical Personnel for Medical Missions

Coast Guard Medical Service (CGMED) provides assistance to the Private and Public Sectors requesting assistance in the conduct of medical missions through augmentation of their medical personnel such as medical doctors, allied health professionals, and hospitalmen that perform medical consultation and checking of vital signs.

Office or Division:	AC of MS for Community Relations, MED-7			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	Private and Public Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter via physical mail or via email at cgmed-3@coastguard.gov.ph	1. Receive request letter.	None	5 minutes	AC of MS for Operations, MED-3
	1.1 Coordinate with the requesting party for the necessary details;	None	1 working day	AC of MS for Community Relations, MED-7
	1.2 Verify the availability of the medical team to be detailed;			
	1.3 Prepare directives; and			
	1.4 Review and sign directives. Return to AC of MS for Community Relations, MED-7 for possible corrections.	None	1 working day	Medtech on Duty (MTOD) AC of MS for Community Relations, MED-7



2. Receive reply letter about the approval of the request or coordinate for alternative arrangement or possible rescheduling.	2. Send a reply letter to the requesting party about the approval of the request or coordinate for alternative arrangement or possible rescheduling.	None	15 Minutes	
TOTAL		None	2 working days and 20 minutes	



Request for Issuance of Neuro-Psychological Clearance

This service involves the evaluation of the client's mental and emotional health to identify any possible psychopathological disturbances.

Office or Division:	COAST GUARD MEDICAL DISPENSARY - Neuro-Psychological Assessment Department (NPAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	PCG Retired Personnel, Dependents and other personnel authorized by the Command			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processing Form of Applicants (1 original copy)		CGMEDSVC		
2. Materials needed: <ul style="list-style-type: none">One (1) 2x2 latest ID picture with white background and name tagOne (1) black ball penOne (1) pencil		To be provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out processing form and take written neuro-psychological (NP) examination.	1. Conduct written NP examination.	None	7 hours	Duty Neuro-psychological (NP) Section Personnel
	1.1 Checking, interpreting, and sorting all psychological test.	None	30 minutes	Duty Neuro-psychological (NP) Section Personnel
	1.2 Conduct initial interview.	None	30 minutes	Authorized Psychometrician
	1.3 Summarize and record psychological test results.	None	30 minutes	Authorized Psychometrician
	1.4 Conduct Final interview.	None	30 minutes	PCG NUP Psychologist



	1.5 Transmit Neuro-Psychological Clearance to Concerned PCG Unit or Individual	NONE	15 minutes	Duty NP Section Personnel
TOTAL		None	9 hours and 15 minutes	



Request for Laboratory Services for Check-up

This service provides laboratory services that aids in the assessment, diagnosis, and management of patients. Results are provided promptly to enable timely medical intervention, when necessary.

Office or Division:	COAST GUARD MEDICAL DISPENSARY – Clinical Laboratory Department (CLABD)c			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	PCG Retired Personnel and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form (1 original copy)		1. Clinical Laboratory Department, MEDD NHQ-PCG 2. Medical Officer on Duty (MOD)/Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request Form.	1. Receive and check/verify the request	None	5 minutes	Medtech on Duty (MTOD)
2. Proceed to Urine Collection/ Blood Extraction.	2. Collects Urine and Blood samples.	None	15 minutes	Medtech on Duty (MTOD)
	2.1 Conduct Laboratory services.	None	2 hours	Medtech on Duty (MTOD)
	2.3 Log and Release Laboratory Result.		For emergency cases, release Laboratory Result within 30 minutes – 1 hour	Medtech on Duty (MTOD)
TOTAL		None		



		<p>2 hours and 20 minutes</p> <p><i>Note: Processing time may vary on some occasions where the Medtech on Duty (MTOD) has to cater higher volume of transactions.</i></p> <p><i>Other factors may also be considered such as bulk transactions and severity per case.</i></p>	
--	--	--	--



Request for Medical / Mental-Health Related Trainings/Lectures

The Coast Guard Medical Service offers training programs and lectures on the following topics:

- Basic Life Support (BLS) Training
- Standard First Aid (SFA) Training
- Mental Health and Psychosocial Support Lecture

Standard First Aid and Basic Life Support training provide the knowledge and confidence to respond effectively in emergency situations, promoting community safety and preparedness.

The Mental Health and Psychosocial Support Lecture provides the importance of mental health, coping strategies, stress management and the recognition of mental health issues. Likewise, participants will gain valuable insights into maintaining mental health, understanding available resources and enhancing resilience in their professional and personal lives.

Office or Division:	AC of MS for Education and Training, MED-12				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen				
Who may avail:	Private and Public Sectors				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter request (1 original copy) 2. Venue/ Transportation, if necessary 3. Projector and White Screen / TV Monitor 4. Laptop/Computer		Requesting Party			
Additional requirement for Basic Life Support (BLS) Training and Standard First Aid (SFA) Training					
1. Training Materials 2. Training Mannequins		Requesting Party			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send request letter via physical mail or via email at cgmed-3@coastguard.gov.ph	1. Receive request letter	None	5 Minutes	AC of MS for Operations, MED-3
	1.1 Coordinate with the requesting party for the necessary details;	None	1 working day	AC of MS for Education and Training, MED-12
	1.2 Verify the availability of the medical team to be detailed;			
	1.3 Prepare directives; and			
2. Receive reply letter about the approval of the request or coordinate for alternative arrangement or possible rescheduling.	2. Review and sign directives.	None	1 working day	Chief Surgeon, CGMED
	2.1 Return to AC of MS for Education and Training, MED-12 for possible corrections			
	2.2 Send a reply letter to the requesting party about the approval of the request or coordinate for alternative arrangement or possible rescheduling.	None	15 minutes	AC of MS for Education and Training, MED-12
TOTAL		None	2 working days and 20 minutes	



Request for Treatment and Consultation Procedure

This service provides medical consultations and treatment for PCG uniformed personnel, dependents, civilian employees, retired personnel, and other personnel authorized by the command presenting non-urgent health concerns.

Office or Division:	COAST GUARD MEDICAL DISPENSARY - Dispensary Outpatient Section (DOPS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	PCG Uniformed, Dependents, Civilian Employees, Retired Personnel, and other personnel authorized by the Command			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCG Uniformed/Non-Uniformed Personnel - Sick Call Slip signed by the Commanding Officer (1 original copy)		Respective PCG Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For PCG Uniformed/Non-Uniformed Personnel: Submit accomplished Sick Call Slip signed by the Commanding Officer to Duty Hospitalman. For dependents, retired personnel, and other personnel authorized by the Command:	1. Retrieve and accomplish patient's clinical record documenting pertinent details including Name, Unit, Contact Number, Address; 1.1 Take note of patient's chief complaint; 1.2 Take and record vital signs. For emergency cases, Nurse Officer on Duty (NOD) and Medical Officer on Duty (MOD)	None	30 minutes	Duty Hospitalman



Proceed to the nearest PCG Medical Clinic for provision of basic information and consultation.	may directly refer the patient to hospital / partner health institutions.			
	1.3 Assess and verify client's chief complaint;			
	1.4 Assess and verify client's chief complaint;	None	30 minutes	Nurse Officer on Duty (NOD)
	1.5 Assess and record patient's health and medical history;			
	1.6 Review history of present illness;			
	1.7 Provide nursing intervention and refer to MOD for further assessment and management.			
	1.8 Conduct detailed medical assessment;	None	1 hour	Medical Officer on Duty (MOD), Laboratory, ECG, X-Ray Section
	1.9 Referral to concerned sections for diagnostic tests (Laboratory, ECG, X-RAY);			
	1.10 Determine patient's status: DUTY, SIQ, ISOLATION, SICKBAY;			



	1.11 Conduct management of patients or refer to hospital / patient's hospital of choice, for further management and care.			
	TOTAL	None	2 hours <i>Note:</i> <i>Processing time may vary on some occasions where the Duty Hospitalman has to cater higher volume of transactions.</i> <i>Other factors may also be considered such as bulk transactions and severity per case.</i>	



Request for Issuance of Comprehensive Psychological Report for Clinical and Legal Purposes

This service involves the conduct of comprehensive, standardized, and ethical conduct and the issuance of a Psychological Assessment Report intended for Clinical and Legal Purposes such as Violence Against Women and Children (VAWC), Civil related cases, Annulment, and Adoption.

Office or Division:	COAST GUARD MEDICAL DISPENSARY – Neuro-Psychological Assessment Department (NPAD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Civilian			
Who may avail:	PCG Retired Personnel, Dependents and other personnel authorized by the Command			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical referral from Medical Officer CGMED / Civilian Physician or Walk-in consultation at NPAD		CGMEDSVC		
2. Materials needed: <ul style="list-style-type: none"> One (1) 2x2 latest ID picture with white background (Civilian) / Prescribed uniform (PCG Personnel) One (1) Black ball pen One (1) Pencil Availability of two (2) witnesses for a psychological interview, as necessary 		To be provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Medical Consultation and Psychological Referral	1.1 Medical examination and clinical history taking	None	30 minutes	Duty Medical Officer
	1.2 Client referral and endorsement to the Psychological Assessment Department	None	15 minutes	Duty Medical Officer
	1.3 Brief Clinical Psychological Interview of the Client for data and basic personal information intake.	None	2 Hours	Registered Psychologist and Authorized Psychometrician



2. Conduct of Psychological Written Examination for Clinical/Legal Purposes	2.1 Psychological test administration composed of I.Q, Personality, and Projective tests.	None	8 Hours	Registered Psychologist and Authorized Psychometrician
	2.2 Comprehensive Interpretation and documentation of psychological test results	None	3 Hours	Registered Psychologist and Authorized Psychometrician
	2.3 Conduct of In-depth Psychological Interview and Case Study	None	1 Hour	Registered Psychologist and Authorized Psychometrician
3. Case presentation and conference	3.1 Case discussion and presentation to determine Psychological condition, diagnosis, and recommended disposition.	None	3 Hours	Registered Psychologist and at least three (3) Authorized Psychometrician
4. Issuance of Psychological Report for Clinical/Legal Purposes	4.1 Finalization, Client follow-up, Case Study, and editing of Psychological report.	None	Five (5) working days	Registered Psychologist and at least three (3) Authorized Psychometrician
	4.2 Release of Finalized Psychological Report signed by three (3) Psychometrician and Psychologist	None	5 minutes	Registered Psychologist and at least three (3) Authorized Psychometrician
	4.3 Transmit Psychological Report to Coast Guard Chief Surgeon via Commanding Officer, Coast Guard Medical Dispensary NHQ-PCG	None	30 Minutes	Duty NP Section Liaison/ Personnel
	4.4 Verify the Psychological Report, enclosed and sealed with a confidential catalog, and transmit it to the concerned personnel or unit.	None	30 Minutes	Duty NP Section Liaison/ Personnel
TOTAL		None	5 working days, 18 hours and 50 minutes	



Coast Guard Veterinary Service



Request for Anti-Rabies and Other Vaccinations

The Coast Guard Veterinary Service actively supports the "Anti-Rabies Act of 2007," aiming to control, prevent, and ultimately eradicate rabies in both humans and animals, along with mitigating the risk of leptospirosis through its vaccination services.

Free anti-rabies vaccinations are offered—subject to vaccine availability—to government agencies, private entities, and community members within the area of responsibility. All animal vaccinations are administered by a licensed veterinarian, ensuring safe and effective disease prevention.

Office or Division:	CGVS Veterinary Reaction Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by civilian within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Vet Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		Coast Guard Adjutant Office		
3. Concerned Animal/s (2-3 months old and above)		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request anti-rabies and other vaccinations.	1. Entertain request.	None	5 minutes	Duty Veterinary Aide
2. Submit the Animal Health Record and fill out the record book.	2. Verify the Animal Health Record and secure the record book.	None	5 minutes	Duty Veterinary Aide
3. Surrender dogs /cats for health assessment.	3. Interview the client about the condition of the animal.	None	5 minutes	Duty Veterinary Officer



4. Wait until the dog is vaccinated.	4. Administer Anti-Rabies and other vaccinations and update the animal health record.	Core Vaccine Dog- Php 350.00 / dose Cat- Php 650.00 / dose	5 minutes	Duty Veterinary Officer
TOTAL		Dog- Php 350.00 /dose Cat- Php 650.00 /dose	20 minutes	



Request for Anti-Parasitic Control

The Coast Guard Veterinary Service provides anti-parasitic control to maintain pets' health, enhance public safety, and preserve the bond between pets and people. Some pet parasites cause zoonotic infections, which means they can be transferred from pets to people.

Office or Division:	CGVS Veterinary Hospital			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets Owned by Civilian within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Concerned Animal Dogs- 2 weeks old and above Cats- 1 month old and above		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Antiparasitic Control Procedure (External and Internal Parasite Prevention).	1. Renders assistance for basic physical examination of the patient.	None	5 minutes	Duty Veterinary Aide
2. Present the Animal Health Records and fill out the record book	2. Check/verify the Animal Health Records and secure the record book.	None	5 minutes	Duty Veterinary Aide
3. Surrender the pet for Anti-Parasitic Control.	3. Interview the pet owner for the health history of the animal.	None	5 minutes	Duty Veterinary Officer



4. Wait for the conduct of the treatment.	4. Administer necessary anti-parasitic medications and update the health record.	None	5 minutes	Duty Veterinarian
5. Send the patient home.	5. Discharge the patient.	None	5 minutes	Duty Veterinary Officer/ Duty Veterinary Aide
TOTAL		None	25 minutes	



Request for Assistance/Availability of PCG Veterinary Personnel for Veterinary Civic Mission

This PCG Veterinary Service provides assistance to conduct free veterinary services for the civilian populace such as anti-rabies vaccination, deworming, and small animal spay and neuter, as part of the civil relation services of the command.

Office or Division:	COAST GUARD VETERINARY SERVICE			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2C- Government to Citizen			
Who may avail:	Private and Public Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for the veterinary mission indicating the reasons for the request with a target date and time of the activity and target beneficiaries and veterinary procedures to be requested.		Requesting Party/Client.		
2. The letter should indicate that the requesting party will shoulder all logistical requirements for the activity.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter thru cgvet.service@gmail.com.	1. Receive the request.	None	2 minutes	Duty Operations/Duty Veterinarian/Duty Office Watch
2. Follow-up for review of the request letter via email, SMS or call operations number at 0945 477 7775.	2. Review the request letter, and route to CGVS Staff, CS, CGVS and Deputy, CGVS. NOTE: Staff may contact the requesting party for clarifications	None	1 working day	DCS for CRS, V7



	<i>and other details regarding the request.</i>			
3. Confirm the approval or disapproval of the request via email, SMS, or call CGVS Operations number at 0945 477 7775.	3. Approve/disapprove the request.	None	5 hours	C, CGVS
4. Receive the result of the request.	4. Inform the requesting party/ client via phone call, SMS, or electronic mail regarding the disposition and approval of the request. If disapproved, notify the requesting party about the details of disapproval of the request and/or coordinate for alternative arrangements or possible rescheduling.	None	30 minutes	Duty Operations
TOTAL		None	1 working day, 5 hours and 30 minutes	



Request for Dental Prophylaxis

The Coast Guard Veterinary Service provides preventative measures to preserve and maintain the general oral health of all pets of PCG personnel and dependents, civilian pets within AOR and pets of other government agencies.

Office or Division:	CGVS Veterinary Hospital			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by civilian within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Concerned Animal		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule the procedure via email at cgvet.service@gmail.com or send SMS and call CGVS Operations number at 0945 477 7775	1. Confirm and schedule the appointment.	None	10 minutes	Duty Veterinary Officer/ Duty Operations
2. Present the pet on the scheduled date.	2. Render assistance for basic physical examination of the patient.	None	30 minutes	Duty Veterinary Aide
3. Surrender the pet for general health assessment.	3. Conduct a general health assessment and decide for the approval of the surgical procedure.	None	30 minutes	Duty Veterinary Officer



	If disapproved, inform the client about the details of the disapproval and coordinate for possible necessary actions to be done.			
4. Sign a consent for dental prophylaxis.	4. Assist the client during the signing of the consent form.	None	5 minutes	Duty Veterinary Aide
5. Wait until the procedure is done and the animal has fully recovered.	5. Perform dental prophylaxis procedures.	None	2 hours (Operating time may vary)	Duty Veterinary Officer
6. Receive post-dental prophylaxis care instructions for patients.	6. Give post-procedural care instructions to the client and prescribe medications.	None	10 minutes	Duty Veterinary Officer
7. Discharge and send the patient home.	7. Discharge the patient.	None	5 minutes	Duty Veterinary Officer Duty Veterinary Aide
TOTAL		None	3 hours and 30 minutes	



Request for Issuance of Veterinary Health Certificate

The Coast Guard Veterinary Service issues veterinary health certificates for any purposes together with the supporting health records of animals. This service certifies that the animal is free of any communicable animal diseases. This can be availed for free by any PCG personnel's pets. In all cases, a certificate shall be issued by a duly licensed veterinarian.

Office or Division:	CGVS Preventative Health Care Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2C- Government to Citizen			
Who may avail:	Pets owned by civilian within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pet Vaccination Record indicating that the pet is vaccinated against rabies		CGVS Preventative Health Care Unit Private Vet Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		Coast Guard Adjutant Office		
3. Concerned Pet		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vaccination Health Record.	1. Evaluate the required document.	None	3 minutes	Duty Veterinarian
2. Present the concerned animal for health assessment.	2. Examine the animal.	None	4 minutes	Duty Veterinarian
3. Wait for the assessment result.	3. Process the veterinary health certificate if the animal is healthy.	None	10 minutes	Duty Personnel, Operations Division, CGVS
4. Claim the Veterinary Health Certificate.	4. Release the Veterinary Health Certificate.	None	3 minutes	Duty Veterinarian
TOTAL		None	20 minutes	



Request for Small Animal Spay and Neuter

The Coast Guard Veterinary Service aims to curtail dog and cat populations thereby reducing the number of stray animals that may cause the spread of zoonotic diseases, especially rabies.

This service can be availed by any government agencies and members of the community within AOR. Medicines needed for the procedure are purchased/provided by the pet owner outside CGVS. In all cases, the procedure shall be performed by a duly licensed veterinarian upon schedule.

Office or Division:	CGVS Veterinary Hospital			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets Owned by Civilian within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Healthy Animal/s (6 Months and Above)		Owner of the Animal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule the procedure via email through cgvet.service@gmail.com or send SMS and call CGVS Operations number at 0945 477 7775.	1. Confirm and schedule the appointment.	None	10 minutes	Duty Veterinary Officer/ Duty operations
2. Present the dog/cat on the scheduled date.	2. Render assistance in conducting a basic physical examination.	None	30 minutes	Duty Veterinary Aide



3. Surrender dogs/cats for general health assessment.	3. Animal Health Record	CGVS Preventative Health Care Unit, Private Clinic, LGU	30 minutes	Duty Veterinary Officer
4. Sign a consent form for the conduct of the surgical procedure.	4. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID	CGAO	5 minutes	Duty Veterinary Aide
5. Wait until the procedure is done and the animal has fully recovered.	5. Healthy Animal/s (6 Months and Above)	Owner of the Animal	3 hours (Operating time may vary)	Duty Veterinary Officer
6. Wait for the post-operative care instructions.	6. Provide post-operative instructions and prescribe meds for the animal.	None	10 minutes	Duty Veterinary Officer
7. Discharge and send the patient home.	7. Discharge the patient.	None	5 minutes	Duty Veterinary Officer Duty Veterinary Aide
TOTAL		None	4 hours and 30 minutes	



Request for Veterinary Consultation and Treatment

The Coast Guard Veterinary Service in support of the “**Animal Welfare Act of 1998**” makes it unlawful for any person to torture any animal, to neglect to provide adequate care, sustenance, or shelter, or to maltreat any animal.

This service can be availed by any government agencies, private entities and members of the community within AOR. Medicines needed are purchased/provided by the pet owner outside CGVS. In all cases, the treatment of animals shall be performed by a duly licensed veterinarian.

Office or Division:	CGVS Preventative Health Care Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets Owned by Civilian within AOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Concerned Animal/s		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for veterinary consultation and treatment.	1. Entertain request.	None	2 minutes	Duty Veterinary Aide
2. Present the Animal Health Record and fill out the record book.	2. Check and verify the Animal Health Record and secure the record book.	None	3 minutes	Duty Veterinary Aide
3. Surrender dogs/cats for consultation.	3. Interview the pet owner about the health history of the presented animal.	None	5 minutes	Duty Veterinary Officer



4. Wait for the health assessment and treatment of the concerned animal.	4. Assess the animal and administer necessary treatment.	None	15 minutes	Duty Veterinary Officer
5. Wait for the Duty Veterinary Officer's recommendations.	5. Recommend further treatment or confinement of the animal, depending on the assessment.	None	5 minutes	Duty Veterinary Officer
6. Send the patient/client home.	6. Explain the patient's disease, prescribe meds, and instruct the client. (for outpatient)	None	10 minutes	Duty Veterinary Officer
TOTAL		None	40 minutes	



FUNCTIONAL COMMANDS



Maritime Security Law Enforcement Command



Request for Additional Deployment/Augmentation and Security

The team consists of an 8-man team or more who will be assigned or augmented to Coast Guard districts under their operational control. Said team shall conduct Vessel Board Search and Seizure, Close Quarter Battle, provide security assistance, and perform other tasks as directed by the Commander of CG districts within their area of responsibilities.

Office or Division:	HMARSLEC/ CGSBPF			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Local Government Units, Other Government and Law Enforcement Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to HCGSBPF operations email (cgsbps@gmail.com).	1. Receive the request letter and prepare communication addressed to the C, CGSBPF.	None	30 minutes	DCS for Operations, CGSBPF
	1.1 Approve/disapprove the request and issuance of directives.	None	20 minutes	Commander, CGSBPF
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify the client about the approval/disapproval of the request. If disapproved, coordinate the details of the disapproval for alternative arrangements to be made.	None	10 minutes	DCS for Operations, CGSBPF
TOTAL		None	1 hour	



Request for Additional Sea Marshals

To support the Philippine Coast Guard by enhancing security operations and providing essential assistance onboard vessels additional sea marshals can be requested to Coast Guard Sea Marshal Force.

Office or Division:	MARSLEC / Coast Guard Sea Marshal Force			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Domestic Shipping Lines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from Domestic Shipping Company		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Headquarters, Maritime Security Law Enforcement Command.	1. Receive the request letter.	None	5 minutes	Duty Operations (Office Staff)
	1.1 Route the request from the Officer-In-Charge up to the Commanding Officer.	None	45 minutes	Duty Operations and Commanding Officer's Secretary
	1.2 Direct concerned Sea Marshall Unit to deploy additional sea marshals and coordinate for necessary preparations.	None	2 hours	Duty Operations (Office Staff)
2. Receive and acknowledge notification about the status of the request.	2. Notify the client about the status of the request.	None	10 minutes	Duty Operations (Office Staff) / Commander, SMU
TOTAL		None	3 hours	



Request for Availability of Coast Guard K9 Evaluation Team

The CGK9 Force through the CGK9 Training Center shall provide evaluators to conduct efficiency assessments on Detection Dogs and Handlers of various government agencies, shipping companies, and K9 service providers upon request.

Office or Division:	HMARSLEC/ Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2B- Government to Business			
Who may avail:	All Government Agencies and Other Business Sectors like Shipping Companies and K9 Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to CPCG (Attn: CGK9 Force)	1. Receive the request letter and prepare communication to Coast Guard K9 Force.	None	1 hour	Personnel from the Operations (CG-3)
2. The requesting party can check on the status of their request by sending an email to cgk9force@coastguard.gov.ph or call telephone no: 8876728 or cellphone nos: 09458949876/ 09633965750	2. Route the received communication together with the request letter to all CGK9 Force concerned staff.	None	30 minutes	Coast Guard K9 Operations Duty Personnel and CGK9 Force concerned Staff
	2.1 Approve/disapprove the request.	None	20 minutes	Commander, Coast Guard K9 Force
3. Receive and acknowledge notification about the approval/ disapproval of the request.	3. Issue directives and inform the client about the approval of the request.	None	10 minutes	Director, Accreditation, Evaluation and Inspection Unit



	If disapproved, coordinate for the possible alternative arrangements/ rescheduling of request.			
TOTAL		None	2 Hours	



Request for Availability of Coast Guard K9 Firing Range and Coast Guard K9 Range Officer

The Coast Guard K9 Firing Range serves as a venue for firearms qualification, practice, training, and competition among other courses. Range Officers at the Coast Guard K9 Headquarters Support Unit are in charge of the maintenance and operation of the firing range.

Office or Division:	HMARSLEC/ Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government; G2C- Government to Citizen and G2B- Government to Business			
Who may avail:	Local Government Units, Non-Government, Other Government and Law Enforcement Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CGK9 Force by sending an email through cgk9force@coastguard.gov.ph or call telephone no: 8876728 or cellphone nos: 09458949876/ 09633965 750.	1. Receive letter from the requesting parties and forward to the Headquarters Support Unit.	None	15 minutes	Office Watch/ Operations Personnel
	1.1 Identify the schedule for the availability of CGK9 Firing Range and detailed CGK9 Range Officers.	None	20 minutes	HSU, CGK9F
	1.2 Forward the request to C, CGK9F for approval/disapproval of the requesting party once the CGK9 Firing Range and detailed CGK9 Range Officers are available. If the CGK9 Firing Range and detailed CGK9 Range Officers are not available, inform the	None	5 minutes	Office Watch/ Operations Personnel



	requesting party about the unavailability of the requested firing range and officer, or coordinate for alternative arrangement/rescheduling of the request.			
	1.3 Approve/disapprove the request.	None	1 hour	C, CGK9F
2. Receive and acknowledge notification about the approval/disapproval of the request.	<p>2. Issue memorandum upon approval.</p> <p>If disapproved, inform the requesting party about the disapproval of the request, or coordinate for the alternative arrangement/rescheduling of the request.</p>	None	5 minutes	HSU or Office Watch/ Operations Personnel
TOTAL		None	1 hour and 45 minutes	



Request for Availability of Coast Guard K9 Personnel / Teams

The Philippine Coast Guard K9 Force offers assistance to the public by providing personnel or CG K9 Team for specific purposes.

a) Coast Guard K9 Search and Rescue (SAR) Team/s

The team shall conduct search, rescue, and retrieval operations during an earthquake, landslide, or other disaster. A SAR team shall be composed of two (2) K9 handlers, a Coast Guard Working Dog (Search and Rescue), three (3) spotters, and a team leader.

b) Availability of Coast Guard K9 Explosive Ordnance Disposal (EOD) Technician

The CGK9 offers the availability of its EOD Technician to detect, identify, render safe procedures, and manage all explosive threats. The EOD Technician may also be requested for the conduct of an Explosive Ordnance Reconnaissance Agent (EORA) and Counter Improvised Explosive Device (IED) Seminar.

c) Additional Deployment/Augmentation of Coast Guard K9 Teams

The PCG Field Operating Unit may request additional deployment/augmentation of coast guard K9 teams consist of K9 handlers and Coast Guard Working Dogs (Explosive Detection Dog, Narcotics Detection, and Search and Rescue) and EOD technicians who will be assigned or augmented to Coast Guard Districts under their operational control. Said team shall conduct K9 paneling, provide security assistance, and perform other tasks as directed by Commander CG Districts within their area of responsibilities.

d) Availability of K9 Team for Conduct of K9 Paneling/ Sanitation, K9 Visibility and Security Assistance

The team consists of a team leader, K9 handlers and Coast Guard Working Dogs (Explosive Detection Dog, Narcotics Detection, and Search and Rescue) spotters/ security and EOD technicians.

The team shall conduct K9-related operations during international or locally hosted events of the country/LGU and inter-agency operations such as Summits, SONA, Feast of Black Nazarene, Operation Greyhound, Bar Examination, among others.

Office or Division:	HMARSLEC/ Coast Guard K9 Force
Classification:	Simple



Type of Transaction:	G2G- Government to Government; G2B- Government to Business and G2C- Government to Citizen			
Who may avail:	Mining Companies, Local Government Units, Other Government Agencies and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via physical mail or email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter directly to CPCG, Coast Guard Districts, or Coast Guard K9 Force (for PCG Units). For emergency cases, call 09458949876/ 09633965750	1. Receive the request letter and prepare a communication addressed to MARSLEC.	None	1 hour	Personnel from the Operations CG3 or Field Operating Unit, PCG District
	1.1 Send the signed transmittal letter to Coast Guard K9 Force.	None	1 hour	Operations Division, MARSLEC
2. Follow up the status of the request through email: cgk9force@coastguard.gov.ph or call telephone no: 8876728 or the cellphone numbers: 09458949876/ 09633965750.	2. Forward the transmittal letter with the copy of the request letter to the Commander, Coast Guard K9 Force.	None	10 minutes	Coast Guard K9 Operations Duty Personnel and CGK9 Force concerned Staff
	2.1 Approve/ disapprove the request and issue directives.	None	40 minutes	Commander, Coast Guard K9 Force,
3. Receive and acknowledge notification about the approval/disapproval of the request.	3. Inform the requesting party about the approval/disapproval of the request. If disapproved, coordinate for possible	None	10 minutes	Commander, Coast Guard K9 Group



	compliances/rescheduling of request.			Commanding Officer and Coast Guard K9 Field Operating Unit/s
TOTAL		None	3 hours	



Request for Availability of Coast Guard Personnel as VIP Security and Protection (Protective Security Personnel)

The CGSBPF will provide well-equipped and trained Protective Security Personnel (PSP) for Very Important Persons (VIPs).

Office or Division:	HMARSLEC/ Coast Guard Security and Border Protection Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	High-Ranking Local and Government Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email/hand carry with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to HCGSBPF operations email. cgsbps@gmail.com	1. Receive the request letter, and prepare communication addressed to the C, CGSBPF.	None	30 minutes	DCS for Intelligence, CGSBPF
2. Follow up on the status of the request through email: cgsbps@gmail.com or through cellphone no. 09498292279.	2. Receive communications from DCS for Intelligence, CGSBPF, and forward to the Commander, CGSBPF.	None	30 minutes	CGSBPF Operations Duty Personnel and concerned Staff
	2.1 Approve/disapprove the request and issue directives.	None	20 minutes	Commander, CGSBPF
3. Receive and acknowledge notification about the approval/disapproval of the request.	3. Notify the client about the approval/disapproval of the request. If disapproved, coordinate the details of the disapproval for the possible rescheduling.	None	10 minutes	DCS for Intelligence, F-2 or CGSBPF Operations Duty Personnel and concerned Staff
TOTAL		None	1 hour and 30 minutes	



Request for Availability of Rigid-Hulled Inflatable Boat (RHIB)

Rigid-Hulled Inflatable Boat (RHIB) may be requested from the Coast Guard Surface Patrol Force upon availability.

Office or Division:	CGSPF Operation Office, F- 3			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	LGUs and Other Law Enforcement Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed/Approved Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter via email through cgspfoperation.gov@gmail.com or Viber at 09150923794.	1. Receive the request, inform, and forward it to the C, CGSPF via OIC, Operations, CS and DC, CGSPF.	None	1 hour	Duty Operation Office Watch, F-3
2. Follow up on the status of their request via email at cgspfoperation.gov@gmail.com or call CGSPF OPNS cell no. 09150923794.	2. Approve/disapprove the request.	None	20 minutes	Commander, CGSPF
3. Receive and acknowledge notification about the approval/disapproval of the said request.	3. Issue directives and inform the requesting party about the approval of the request. If disapproved, inform the requesting party of possible alternative arrangements/rescheduling of the request.	None	20 minutes	CGSPF Operation Office F-3



TOTAL	None	1 hour and 40 minutes	
-------	------	-----------------------	--



Request for Coast Guard K9 Basic Dog and Handler Basic Course/ Coast Guard K9 EDD/NDD Dog and Handler Specialization Course and CGK9 Search and Rescue Dog and Handler Advance Course Cross-Training

The personnel of law enforcement agencies including the PNP, PDEA, BJMP, and other government agencies together with their material dogs, may avail the trainings upon the recommendation of their Commander/Head of Office.

The personnel with his/her material dog must complete the four (4) months Coast Guard K9 Dog and Handler Basic Course as well as the four (4) months Coast Guard K9 EDD/NDD Detection Dog and Handler Specialization Course and four (4) months CGK9 Search and Rescue Dog and Handler Advance Course after which a certificate of completion shall be issued to them.

Office or Division:	Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PNP, PDEA, BJMP and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to CPCG (Attn: CG3).	1. Receipt of letter request and prepare transmittal letter to MARSLEC.	None	1 hour	CG-3
	1.1 Prepare transmittal letter to Operation CGK9 Force.	None	20 minutes	Operation MARSLEC (Office Watch)
	1.2 Forward the request letter to F-12 CGK9 Force.	None	10 minutes	Operation CGK9 Force (Office Watch)
	1.3 Review, and forward request letter to Commander, Coast Guard K9 Force for approval.	None	1 hour	Operation CGK9 Force (Office Watch)
	1.4 Approve/disapprove the request and issue directives.	None	1 hour	Commander, Coast Guard K9 Force



	1.5 Prepare a memo transmittal letter (Attn: CG-12).	None	40 minutes	DCS for Education and Training, F-12
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify client about the approval/disapproval of the request. If disapproved, inform the client about the details of the disapproval.	None	10 minutes	DCS for Education and Training, F-12
TOTAL		None	4 hours and 20 minutes	



Request for Response to Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) and Weapons of Mass Destruction (WMD) threats or incidents in Ports Areas and Maritime Vessels

The Response to Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) and Weapons of Mass Destruction (WMD) threats or incidents are provided to all private and public agencies who request and require the services and capabilities of Coast Guard CBRNE Force.

Office or Division:	Chemical, Biological, Radiological, Nuclear and Explosive Force			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	All Private and Public Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request or Recommendation Letter signed by the Head of Office		Requesting Party/Unit Assignment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a signed request or recommendation letter through hardcopy or e-copy at CBRNEF email cbrnefmarslec@gmail.com and call CBRNEF operations number at 09954869402.	1. Acknowledge receipt of email and call.	None	10 minutes	Duty Personnel, Operations Section-F3
	1.1 Conduct initial interviews, coordinate, identify threats or incidents, and verify the veracity of the report.	None	1 hour	Duty Personnel, Operations Section-F3
	1.2 Review the confirmation of timeline, and preparation of CBRNEF personnel, equipment, and response team.	None	2 hours	Duty Personnel, Operations Section-F3/Headquarters Support Group -HSG/Logistic



				Section-F4/ Weapons, Electronics, Information and Communication Section- F11
	1.3 Issue directives for the conduct of the activity.	None	1 hour	Commander, CGBRNEF
2. Coordinate about the status of the request.	2. Notify the requesting agency about the status of the request.	None	5 minutes	Duty Personnel, Operations Section-F3
TOTAL		None	4 hours and 15 minutes	



Maritime Safety Services Command



Requests and/or Appeals on PSC Inspection Results

The conduct of PSC Inspections to all foreign-registered vessels calling at any port in the country is administered by the Maritime Safety Services Command, through the National Port State Control Service, as one of its functions.

As the NPSCS' external service, a foreign registered ship and/or its personnel, concerned flag states and ship owners or companies, and organizations, may submit a request, appeal, complaint, or marine protest to the concerned PSC Center/Division for appropriate action.

Office or Division:	Maritime Safety Services Command – National Port State Control Center (MSSC – NPSCS)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity G2C-Government to Transacting Public			
Who may avail:	Foreign Registered Ships and/or its Personnel / Flag State / Ship Owners or Companies / Other Concerned Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter /Appeal/ Complaint/ Marine Protest		Requesting Party		
2. Ship's Documents		Requesting Party		
3. Result of previous PSC Inspection (Form A, Form B, Certificate of Orderly Inspection, Notice of Detention, etc.)		Requesting Party/PSC Authority		
4. Request Letter /Appeal/ Complaint/ Marine Protest				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request / Appeal / Complaint / Marine Protest to the concerned PSC Center/Division.	1. Receive the documentary requirements and record transaction.	None	20 minutes	Help Desk/Receiving Station of PSC Center/Division
	1.1 Review the pertinent documents and recommend necessary actions.	None	1 working day	Commander, PSC Center



	1.2 Forward documents to Operations, National Port State Control Service (NPSCS)	None	20 minutes	Operations, PSC Center
	1.3 Receive documents and forward them to the Director, NPSCS for review.	None	20 minutes	Operations Branch, NPSCS
	1.4 Review the case and promptly direct the drafting of a reply letter to the requesting party.	None	2 working days	Director, NPSCS
	1.5 Draft a Reply Letter to the requesting party.			Operations Branch, NPSCS
2. Acknowledge the receipt of the Reply Letter.	2. Send the Reply Letter to the requesting party.			Operations Branch, NPSCS
TOTAL		None	3 working days and 1 hour	



Request for Conduct of Emergency Readiness Evaluation (ERE) Training for Seafarers

The Emergency Readiness Evaluation Training for requesting seafarers is conducted to equip them with the knowledge and skills necessary to effectively respond to emergencies aboard the vessel, whether underway or at port.

Office or Division:	Maritime Safety Services Command – Vessel Safety Services Unit (VSSU)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	Shipping Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Training		Master or Ship Owner/Operator		
2. Result of previous ERE (1 Original and 1 Photocopy)		PCG via MSSU		
3. Ship’s documents (1 Original and 1 Photocopy)		MARINA or Concerned Vessel		
4. Crew’s Document (1 Original and 1 Photocopy)		MARINA or Concerned Vessel		
5. Availability of the following: <ul style="list-style-type: none">• Billeting (for 6 pax)• Meals (for 6 pax)• Transportation		Master or Ship Owner/Operator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for training of seafarers to the MSSU.	1. Receive the Request Letter	None	10 minutes	Operations, MSSU
2. Coordinate with MSSU Commander regarding the initial plan in the conduct of the requested training.	2. Coordinate with the ship owner regarding the initial plan in the conduct of the requested training.	None	4 hours	MSSU



3. Receive the Reply Letter regarding the approval of the request.	3. Send a Reply Letter regarding the approval of the request along with the copy of the final plan in the conduct of the requested training.	None	1 hour	Operations, MSSU
TOTAL		None	5 hours and 10 minutes	



Request for Issuance of Certificate of Registration for the Establishment of Private Aids to Navigation

In establishing private aid to navigation in the maritime area, this request is generally made to the relevant maritime or coast guard authorities to ensure that the aids to navigation is properly registered, inspected, and authorized for use.

Office or Division:	Maritime Safety Services Command – Aids to Navigation Service (ANS)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Transacting Public			
Who may avail:	Private Entities/Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter that contains the following details: <ul style="list-style-type: none"> • ATON justification • ATON sketch plan (location/height of structure) • material specifications (material of structure/light characteristics) • depth of water (for buoys/day beacons) 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter (addressed to CPCG) to the nearest PCG District/MSSU and wait for the approval and disapproval of the request.	1. Receive the Request Letter.	None	3 working days <i>Note: Processing time may vary depending on the location, such as isolated areas, and factors like</i>	District, D8
	1.1 Review, evaluate, and assess the application in compliance with IALA Standard, Guidelines and Recommendations. <i>If approved, proceed to Client Step 2.</i>			MSSU, ANS and D8, PCG District



	<i>If disapproved, go back to Client Step 1.</i>		<i>weather conditions, availability of water assets, and security concerns.</i>	
2. Receive notification regarding the approval to commence the construction and/or establishment of ATON.	2. Notify the client regarding the approval of request to commence the construction and/or establishment of ATON.	None	15 minutes	ANS / D-8 to CG-8
3. Pay the application fee for ATON construction/establishment.	3. Receive the application fee and issue a receipt.	Php 1,000.00	15 minutes	Collecting and Remittance Officer
4. Commence the construction/establishment of ATON.	4. Conduct inspection throughout the construction to ensure adherence to the approved plan.	None	From the commencement of the project until the date of completion	MSSU / ANS
5. Submit a progress report of the project via email or physical mail to D8, PCG District.	5. Receive a progress report of the project via email or physical mail.	None	10 minutes	D8, PCG District
	5.1 Conduct Final Physical Inspection of the ATON installed.	None	4 hours <i>Note: Processing time may vary depending on the location, requiring</i>	MSSU / ANS



			<i>considerations such as weather conditions, availability of water assets, security concerns, and travel time.</i>	
	5.2 Issue a NOTAM for the newly installed ATON and report it to NAMRIA for publication and inclusion in all charts.	None	1 working day	CG-8
6. Pay the required fee for the registration of AtoN and receive an official receipt.	6. Receive payment from the client and issue a receipt.	Registration Fee <ul style="list-style-type: none"> • Unlighted Buoy – Php3,000.00 • Lighted Buoy – Php 5,000.00 • Beacon - Php 7,500.00 	5 minutes	Collecting and Remitting Officer
7. Submit official receipt to PCG District, D8	7. Receive official receipt from client, and transmit endorsement letter with enclosures, to CG-8 for the issuance of Certificate of Registration.	None	1 hour	PCG District, D8



	7.1 Verify the veracity and completeness of the documents submitted.	None	1 hour	PCG District, D8
	7.2 Process the Certificate of Registration.	None	5 working days	CG-8
	7.3 Transmit the Certificate of Registration to the PCG District via email.	None	10 minutes	CG-8
8. Receive the Certificate of ATON Registration from the concerned PCG District.	8. Release the hard copy of the Certificate of Aids to Navigation (ATON) Registration.	None	15 minutes	PCG District
TOTAL		<ul style="list-style-type: none"> • Unlighted Buoy – Php 4,000.00 • Lighted Buoy – Php 6,000.00 • Beacon – Php 8,500.00	16 working days and 5 hours + number of days for the project completion	



Request for Issuance of Permits for Marine Parades, Regattas, and other Maritime-Related Recreational Activities

The permit is issued to organizers of all maritime-related recreational activities conducted on the navigable waters of the Philippines, such as marine parades, regattas, boat races, and similar events, to ensure the safety of life and property at sea.

Office or Division:	S8, COAST GUARD SUB-STATION			
Classification:	Complex			
Type of Transaction:	G2C – Government to Civilian; G2B – Government to Business Entity; and G2G – Government to Government.			
Who may avail:	All event organizers for maritime-related recreational activities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form		Nearest PCG District/Station		
2. Location Map (Detailed event site)		Applicant		
3. Event Safety Plan <ul style="list-style-type: none"> • Medical Team • Lifesaving Equipment's • Safety Inspection of Watercraft • Emergency Evacuation and Communication Plan Designated Activity Area and Spectator Area		Applicant		
4. Environmental Protection Plan (e.g. marine protected areas, proper waste management plan).		Applicant		
5. Clearance of No Objection from Local Government Unit (LGU) where the starting point of the activity.		Applicant		
6. Permit Fee (₱1,000.00) valid for 7 days for every event.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the application form to the nearest PCG station with the event details and requirements. The proposed submission date is ten (10) days before the event.	1. Receive the application, and ensure completeness of the details.	None	1 working day	Sub-Station Commander
	1.1 Conduct safety assessment of the application and inspection of watercraft.	None	3 working days	District/Station Commanders
2. Receive and acknowledge the return of documents and coordinate regarding the disapproval of the request.	2. Approve/Disapprove of the application. If disapproved or no permit is required for the activity, return the documents to the client and coordinate with the client regarding the disapproval.	None	30 minutes	District/Station/ Sub-Station Commanders
3. Comply with the PCG recommended safety standards, and then resubmit the application to PCG.	3. Coordinate with the client regarding the compliance needed to proceed if additional information is being required.		2 working days	
For requests requiring NOTAM				
4. Wait for the text message regarding the issuance of permit.	4. Request NOTAM from NHQ-PCG and promulgate specific safety rules and regulations.	None	3 working days	District Station/ Sub-station Commanders DCDS MSS, D8
5. Pay the required permit fee of Php 1,000.00	5. Receive payment, and issue official receipt, then permit.	Php 1,000.00 — HPCG/ CG8 MC 04-14 Sec VII. Fees	20 minutes	District Station/ Sub-station Commanders



TOTAL	Php 1000.00	7 working days and 20 minutes	
-------	-------------	-------------------------------	--



Request for On-the-Job Training (OJT) / Work Immersion Program

Government agencies and schools are required to fulfill certain requirements when requesting participation in the On-the-Job Training (OJT) or Work Immersion Program with the Maritime Safety Services Command (MSSC).

Office or Division:	MARITIME SAFETY SERVICES COMMAND - Maritime Safety Services Training Institute (MSSTI)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Transacting Public and G2G- Government to Government			
Who may avail:	Government Agencies/Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with list of students from the requesting party to Maritime Safety Services Command (MSSC) thru the Maritime Safety Services Training Institute (MSSTI).		Requesting Party		
2. NBI Clearance		Applicant		
3. Two (2) pieces of 2x2 picture in white background		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter to MSSC thru MSSTI.	1. Validate and verify the Request Letter from the requesting party.	None	1 working day	Duty Office Watch, MSSTI
	1.1 Prepare the Endorsement Letter from DC, MSSTI to C, MSSC. (Attn: MSS-12)	None		OIC Operations, MSSTI D, MSSTI
	1.2 Prepare the Disposition Form to be signed by the Commander, MSSC	None	2 working days	DC, MSS-12 CS, MSSC



	thru Deputy Commander, MSSC, and the Chief of Staff, MSSC.			DC, MSSC CS, MSSC
2. Receive and acknowledge notification thru text message/email on the approval/disapproval of the request.	2. Inform the requesting party once request has been approved.	None		DC, MSS-12
TOTAL		None	3 working days	



Request for PCG Lifeguard Evaluation

The PCG conducts various water tests and practical exams for all applicants prior to certification and issuance of PCG Lifeguard Certificates.

Office or Division:	Coast Guard Station, S8			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	All qualified individuals interested to be a PCG-trained lifeguard in coastal and beach resorts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for the PCG Lifeguard Certificate.		Nearest Coast Guard Station/ Sub-station.		
2. Training Certificates: Basic First Aid Certificate, BLS-CPR Certificate, Water Safety Certificate; or Lifeguard Certificate		PCG - accredited lifeguard training institution/ school/ organization		
3. Valid Medical Certificate		DOH-Accredited Medical Facility		
4. Photocopy of one (1) government-issued Identification Card		Applicant		
5. Two (2) pieces of 2x2 picture and one (1) whole body picture on a white background. Attire: White T-shirt and Maong Pants.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and the required documents to the nearest Coast Guard Station.	1. Receive the letter and transmit it to PCG District for approval.	None	30 minutes	PCG Sub-Station
	1.1 Approve/ Disapprove request.	None	2 working days	District Commander



2. Receive notification about the approval/disapproval of the request.	2. Notify the applicant about the approval/disapproval of the request.	None	30 minutes	PCG Sub-Station
TOTAL		None	2 working days and 1 hour	



Request for PCG Lifeguard Training

The PCG offers PCG Lifeguard Training to all individuals, entities or private/government organizations who are interested in becoming PCG Trained Lifeguards in coastal and beach resorts.

Office or Division:	Coast Guard Station, S8			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	All qualified individuals interested to be a PCG-trained lifeguard in coastal and beach resorts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for the conduct of PCG Lifeguard Training.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter to the nearest PCG Station for the conduct of PCG Lifeguard Training.	1. Receive the letter and transmit it to PCG District for approval.	None	30 minutes	PCG Sub-Station
	1.1 Approve/ Disapprove request.	None	2 working days	District Commander
2. Receive notification about the approval/disapproval of the request.	2. Notify the applicant about the approval/disapproval of the request.	None	30 minutes	PCG Sub-Station
TOTAL		None	2 working days and 1 hour	



Marine Environmental Protection Command



Request for Issuance of Accreditation for Tank Cleaning Contractor (TCC)

The issuance of a Certificate of Accreditation for a Tank Cleaning Contractor certifies that the contractor complies with safety rules, industry standards, and recommended procedures for tank cleaning operations. This accreditation serves as a recognition of the contractor's capabilities and commitment to maintaining high-quality service.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Industrial Cleaning Contractors/Tank Maintenance Companies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)		Company
2. Articles of Incorporation (Company Profile and Business Permits) (1 Photocopy)		Company
3. Land Base Inspection Report (1 Photocopy)		MEPERG
4. List of Equipment and PPE (1 Photocopy)		Company
5. Plan for the conduct of tank cleaning activity (1 Photocopy)		Company
6. Emergency plan in case of injury, accidents, or spillage (1 Photocopy)		Company
7. MOA/Contract with treatment facilities duly accredited by PCG (1 Photocopy)		Company
8. One (1) List of qualified personnel conducting Tank Cleaning Operation (attach Certificates or any proof of training taken to qualify for performing tank cleaning		Company



operations i.e. Comprehensive Confined Space Safety Training) (Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (Physical Transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury)	2. Receive payment. Issue Official Receipt (e-copy of OR for Online Application)	Inspection Fee Php 11,790.00 Accreditation Fee Php 7,074.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



For face-to-face transactions, pay over the counter at MEP AcCeS cashier.		Certificate Fee Php 300.00		
	2.1 Draft the requested certificate and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim Certificate.	3. Issue the signed Certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		Php 19,164.00	1 hour and 10 minutes	



Request for Issuance of Certificate of Accreditation for MarPol Surveyor

The issuance of a Certificate of Accreditation for MARPOL (Marine Pollution) surveyor recognizes an individual's qualifications and competence to conduct surveys and inspections related to MARPOL Regulations.

Office or Division:	Marine Environmental Protection Command			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	MARPOL Experts Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy) signed by the company's representative (with representative's company ID)		Company		
2. Articles of Incorporation (Company Profile and Business Permits) (1 Photocopy)		Company		
3. List of Qualified Surveyors with corresponding resume and certificate (1 Photocopy)		Company		
4. Resume of Licensed Naval Architect (1 Photocopy)		Company		
5. One (1) Inspection Report (Photocopy)		MEPERG		
6. Certified true copy of the old certificate (for-renewal) (1 Photocopy)		Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS



	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (physical transaction).	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury). For face-to-face transactions, pay over the counter at MEP AcCeS cashier.	2. Receive payment. Issue an Official Receipt (e-copy of OR for Online Application).	Accreditation Fee Php 1,000.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch MEP AcCeS
	2.1 Draft the requested certificate and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim the certificate.	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		Php 1,000.00	1 hour and 10 minutes	



Request for Issuance of Certificate of Accreditation for Oil Spill Dispersants (OSD)

The certification of oil spill dispersants ensures that these chemicals meet regulatory and environmental standards before being used in oil spill response. The accreditation process guarantees their safety and effectiveness in reducing the impact of oil spills, helping to protect the marine environment. This certification allows shipping companies, land-based facilities, and offshore platforms to purchase PCG-accredited products from approved suppliers.

Office or Division:	Marine Environmental Protection Command			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	MARPOL Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) signed by the company's representative (with representative's company ID)		Company		
2. Fully Accomplished Application Form (1 Photocopy)		MEP ERG / MEP AcCeS Office / Online		
3. Company Profile (1 Photocopy)		Company		
4. Product Brochures/Product Specification (1 Photocopy)		Company		
5. Official Receipt for Testing Fee of OSD (1 Photocopy)		MEP AcCeS		
6. Laboratory Result/Product Evaluation Report or Verification Report (if the laboratory result is taken from another lab) (1 Photocopy)		Marine Science Investigation Force		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (physical transaction).	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury) For face-to-face transactions, pay over the counter at MEP AcCeS cashier. <i>NOTES:</i>	2. Receive payment. Issue an Official Receipt (e-copy of OR for Online Application).	Toxicity and Effectiveness Test Php 3,000.00 <hr/> Accreditation Fee Php 1,000.00 Certificate Fee Php 300.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



<p><i>Toxicity and Effectiveness Testing Fee must be settled prior to the processing of the sample.</i></p> <p><i>Accreditation and certificate fees must be settled upon passing the laboratory test.</i></p> <p><i>Failure to meet the prescribed standard for OSD is subject to resubmitting and repaying the OSD testing fee.</i></p>	2.1 Draft the requested certificate and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route the drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.4 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim the certificate	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		Php 4,300.00	1 hour and 10 minutes	



Request for Issuance of Certificate of Accreditation for Oil Spill Material (OSM), Oil Spill Boom (OSB) and Oil Spill Response Equipment (OSRE)

The issuance of certificate of accreditation for oil spill materials, oil spill booms and oil spill response equipment, indicates that these products meet safety and effectiveness standards and requirements for safety and effectiveness in environmental protection which guarantees the efficiency and safety of equipment used in marine environment. This certification allows shipping companies, land-based facilities, and offshore platforms to purchase PCG accredited products from the suppliers.

Office or Division:	Marine Environmental Protection Command			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	MARPOL Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)		Company		
2. Fully Accomplished Application Form (1 Photocopy)		MEP ERG / MEP AcCeS Office / Online		
3. Company Profile (1 Photocopy)		Company		
4. Product Brochures/Product Specification (1 Photocopy)		Company		
5. Laboratory Result/Product Evaluation Report (1 Photocopy)		Marine Science Investigation Force		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS



	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward order of payment form to the client (for online application) or refer the client to the cashier for payment (Physical Transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
<p>2. Proceed to payment.</p> <p>For online transactions, pay through PCG BTR (Bureau of the Treasury)</p> <p>For face-to-face transactions, pay over the counter at MEP AcCeS cashier</p>	2. Receive payment. Issue an Official Receipt. (e-copy of OR for Online Application)	Accreditation Fee Php 1,000.00 Certificate Fee Php 300.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS
	2.1 Draft the requested certificate and endorse it to the C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route the drafted certificate to OIC, Accreditation and Certification Branch, and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes



TOTAL	Php 1,300.00	1 hour and 10 minutes	
-------	--------------	-----------------------	--



Request for Issuance of Certificate of Accreditation for Oily Waste Collector (OWC)

The Certificate of Accreditation for Oily Waste Collectors, is granted to entities engaged in the collection, transportation, and management of various types of oily and hazardous waste products. This certification ensures that these collectors comply with established environmental standards, safety protocols, and operational guidelines, thereby promoting responsible waste management practices.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen	
Who may avail:	Waste Management Collectors/Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Letter Request (Original Copy) signed by the company's representative (with representative's company ID)		Company
2. One (1) Articles of Incorporation (Company Profile, & Business Permits) (Photocopy)		Company
3. One (1) List of Equipment used during operation (Photocopy)		Company
4. One (1) List of Qualified personnel to conduct such operation with corresponding certificate of training (Photocopy)		Company
5. One (1) Emergency plan in case of injury, accidents or spillage (Photocopy)		Company
6. One (1) Registered Oil Spill Contingency Plan (Photocopy)		Company/ NOCOP?
7. One (1) Environmental Compliance Certificate (ECC) (Photocopy)		DENR-EMB
8. One (1) Transporter Registration Certificate (Photocopy)		DENR-EMB



9. One (1) Treatment, Storage and Disposal (TSD) Certificate (Photocopy)	DENR-EMB			
10. One (1) Picture and details of the Company Treatment Facility (Photocopy)	Company			
11. One (1) Land Base Inspection Report (Photocopy)	MEPERG			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements (Online/Physical Transaction)	1.1 Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	NONE	5 MINS	Member, Information Management Branch, MEP AcCeS
	1.2 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance's or appropriate action to be done.	NONE	5 MINS	POIC/OIC, Information Management Branch, MEP AcCeS
	1.3 Forward order of payment form to client (for online application) or refer client to cashier for payment (Physical Transaction)	NONE	10 MINS	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to Payment For online transactions, pay through PCG BTR (Bureau of the Treasury)	2.1 Receive payment. Issue Official Receipt (E-copy of OR for Online Application)	Inspection Fee P 11,790.00 Accreditation Fee P 7,074.00	10 MINS	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



For face to face transactions, pay over the counter at MEP AcCeS cashier		Certificate Fee P 300.00		
	2.2 Draft the requested certificate and endorse it to C,MEPCOM for approval.	NONE	10 MINS	Member, Document Processing Management Branch, MEP AcCeS
	2.3 Route drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality control.	NONE	10 MINS	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.4 Review and sign drafted certificate.	NONE	10 MINS	C,MEPCOM
3. Claim Certificate	3.Issue the signed Certificate to the client.	NONE	10 MINS	Member, Document Processing Management Branch, MEP AcCes
TOTAL		P 19,164.00	1 HOUR & 10 MINUTES	



Request for Issuance of Certificate of Accreditation for Solid Waste Collector (SWC)

The Certificate of Accreditation for Solid Waste Collectors, is granted to entities engaged in the collection, transportation, and management of solid waste products. This certification ensures that these collectors comply with established environmental standards, safety protocols, and operational guidelines, thereby promoting responsible waste management practices.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen	
Who may avail:	Waste Management Collectors/Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Letter Request (Original Copy) signed by the company's representative (with representative's company ID)		Company
2. One (1) Articles of Incorporation (Company Profile, & Business Permits) (Photocopy)		Company
3. One (1) List of Equipment used during the operation (Photocopy)		Company
4. One (1) List of Qualified personnel to conduct such operation with corresponding certificate of training (Photocopy)		Company
5. One (1) Emergency plan in case of injury, accidents or spillage (Photocopy)		Company
6. One (1) Plan for the conduct of operation (Photocopy)		Company
7. One (1) Environmental Compliance Certificate (ECC) (Photocopy) / Certificate of Non-Coverage (CNC) <i>(whichever is applicable)</i>		DENR-EMB



8. One (1) Transporter Registration Certificate (Photocopy)/ Certificate of Non-Coverage (CNC) <i>(whichever is applicable)</i>	DENR-EMB			
9. One (1) Treatment, Storage and Disposal (TSD) Certificate (Photocopy)	DENR-EMB			
10. One (1) Picture and details of the Company Treatment Facility (Photocopy)	Company			
11. One (1) Land Based Inspection Report (Photocopy)	MEPERG			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/ Physical Transaction)	NONE	5 MINS	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance's or appropriate action to be done.	NONE	5 MINS	POIC/OIC, Information Management Branch, MEP AcCeS
2. Proceed to Payment For online transactions, pay through PCG BTR (Bureau of the Treasury)	2. Receive payment. Issue Official Receipt (E-copy of OR for Online Application)	Inspection Fee P 11, 790.00 Accreditation Fee	10 MINS	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



For face to face transactions, pay over the counter at MEP AcCeS cashier		P 7,074.00 Certificate Fee P 300.00		
	2.1 Draft the requested certificate and endorse it to C,MEPCOM for approval.	NONE	10 MINS	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality control.	NONE	10 MINS	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign drafted certificate.	NONE	10 MINS	C,MEPCOM
3. Claim Certificate	3. Issue the signed Certificate to the client.	NONE	10 MINS	Member, Document Processing Management Branch, MEP AcCes
TOTAL		P 19,164.00	1 HOUR & 10 MINUTES	



Request for Issuance of Certificate of Accreditation for Sewage and Gray Water Collector (SGWC)

The Certificate of Accreditation for Solid Waste Collectors, is granted to entities engaged in the collection, transportation, and management of sewage and gray water waste products. This certification ensures that these collectors adhere to established environmental standards, safety protocols, and operational guidelines, thereby promoting responsible waste management practices.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business; G2C - Government to Citizen	
Who may avail:	Waste Management Collectors/Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Letter Request (Original Copy) signed by the company's representative (with representative's company ID)		Company
2. One (1) Articles of Incorporation (Company Profile, & Business Permits) (Photocopy)		Company
3. One (1) List of Equipment used during operation (Photocopy)		Company
4. One (1) List of Qualified personnel to conduct such operation with corresponding certificate of training (Photocopy)		Company
5. One (1) Emergency plan in case of injury, accidents or spillage (Photocopy)		Company
6. One (1) Plan for the conduct of operation (Photocopy)		Company
7. One (1) Environmental Compliance Certificate (ECC) (Photocopy) / Certificate of Non-Coverage (CNC)		DENR-EMB



8. One (1) Environmental Sanitation Clearance (Photocopy)	DOH			
9. One (1) Picture and details of the Company Treatment Facility (Photocopy)	Company			
10. One (1) Land Based Inspection Report (Photocopy)	MEPERG			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/ Physical Transaction)	NONE	5 MINS	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance's or appropriate action to be done.	NONE	5 MINS	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward order of payment form to client (for online application) or refer client to cashier for payment (Physical Transaction)	NONE	10 MINS	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to Payment For online transactions, pay through PCG BTR (Bureau of the Treasury)	2. Receive payment. Issue Official Receipt (E-copy of OR for Online Application)	Inspection Fee P 11,790.00	10 MINS	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



For face to face transactions, pay over the counter at MEP AcCeS cashier		Accreditation Fee P 7,074.00 Certificate Fee P 300.00		
	2.1 Draft the requested certificate and endorse it to C,MEPCOM for approval.	NONE	10 MINS	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality control.	NONE	10 MINS	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign drafted certificate.	NONE	10 MINS	C,MEPCOM
3. Claim Certificate	3. Issue the signed Certificate to the client.	NONE	10 MINS	Member, Document Processing Management Branch, MEP AcCes
TOTAL		P 19,164.00	1 HOUR & 10 MINUTES	



Request for Issuance of Certificate of Accreditation for Oily- Water Separator (OWS)

The issuance of a certificate of accreditation for oily-water separator verifies the compliance of the equipment with specific regulatory standards and operational efficiency through inspection and laboratory testing. This certificate ensures that the oily water separator meets regulatory requirements and performs efficiently to minimize pollution.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business and G2C - Government to Citizen	
Who may avail:	Shipping Companies and Ship Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)		Company
2. Fully Accomplished Application Form (1 Photocopy)		MEP ERG / MEP AcCeS Office / Online
3. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)		MARINA
4. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)		MARINA
5. One (1) Ship Safety Certificate (Photocopy) / for Ships due for, or currently on dry dock, a Certification issued by the Company and signed by responsible officer/s of the Company to attest to such fact.		MARINA
6. Schematic Diagram (1 Photocopy)		Company
7. Inspection Report (1 Photocopy)		MEPERG



8. One (1) Certificate of Orderly Inspection (Photocopy) with pictures during the inspection	MEPERG			
9. Official Receipt for Testing Fee of OWS (1 Photocopy)	MEP AcCeS			
10. Laboratory Result (1 Photocopy)	Marine Science Investigation Force			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements (Online/Physical Transaction).	1. Receive complete requirements based on Checklist (endorsed MEPERG/VCA Branch) (Online/ Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. Forward order of payment form to client (for online application) or refer client to cashier for payment (physical transaction)	None	5 minutes	POIC/OIC, Evaluation Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (Physical Transaction).	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. <i>Note:</i> <i>For online transactions, pay through PCG BTR (Bureau of the Treasury).</i>	2. Receive the payment. Issue Official Receipt (e-copy of OR for Online Application).	Testing fee of OWS Samples P 6,000.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch MEP AcCeS
		Accreditation Fee P 1,000.00		



<p><i>For face-to-face transactions, pay over the counter at MEP AcCeS cashier.</i></p> <p><i>The testing fee must be settled before the collection of the sample.</i></p> <p><i>Accreditation and certificate fee must be settled upon passing laboratory test.</i></p> <p><i>Failure to meet the prescribed standard for OWS are subjected to resampling and repayment to OWS testing fee.</i></p>		Certificate Fee P 300.00		
	2.1 Draft the requested certificate and endorse it to the C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route the drafted certificate to the OIC, Accreditation and Certification Branch, and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim the certificate.	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		Php 7,300.00	1 hour and 10 minutes	



Request for Issuance of Certificate of Compliance for Holding Tank (HT)

The issuance of Certificate of Compliance for holding tank ensures that the holding tank meets all relevant regulations, standards, and safety requirements. It is a specialized container on a ship that is used for the collection and storage of wastes from all sources on board until it can be legally and safely discharged to reduce the probability of contamination and other waste management hazards.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Shipping Companies and Ship Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)		Company
2. Fully Accomplished Application Form (1 Photocopy)		MEP ERG / MEP AcCeS Office / Online
3. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)		MARINA
4. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)		MARINA
5. Ship Safety Certificate (1 Photocopy) / for Ships due for, or currently on dry dock, a Certification issued by the Company and signed by responsible officer/s of the Company to attest to such fact.		MARINA
6. Schematic Diagram (1 Photocopy)		Company
7. Inspection Report (with stipulated holding tank computation) (1 Photocopy)		MEPERG and PCG Accredited MARPOL Surveyor



8. Certificate of Inspection (1 Photocopy) (Photocopy) with pictures during the inspection		MEPERG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all the requirements submitted. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be taken.	None	5 minutes	POIC / OIC, Information Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (Physical Transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury) For face-to-face transactions, pay over the counter at MEP AcCeS cashier	2. Receive payment. Issue the Official Receipt (e-copy of OR for Online Application).	Accreditation Fee Php 1,000.00 Certificate Fee Php 300.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS
	2.1 Draft the requested certificate and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS



	2.2 Route the drafted certificate to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim the certificate.	3. Issue the signed certificate to the clients.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		Php 1,300.00	1 hour and 10 minutes	



Request for Issuance of Certificate of Compliance for Sewage Treatment Plant (STP)

The issuance of the certificate of compliance for the sewage treatment plant verifies the vessel's compliance with established standards and regulations for wastewater treatment through inspection and laboratory testing. It ensures the operation of vessels safely, effectively, and in compliance with marine environmental regulations.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Shipping Companies and Ship Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)		Company
2. Fully Accomplished Application Form (1 Original Copy)		MEP ERG / MEP AcCeS Office / Online
3. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)		MARINA
4. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)		MARINA
5. Ship Safety Certificate (1 Photocopy) / for Ships due for, or currently on dry dock, a Certification issued by the Company and signed by responsible officer/s of the Company to attest to such fact.		MARINA
6. Schematic Diagram (1 Photocopy)		Company
7. Inspection Report (1 Photocopy)		MEPERG
8. Certificate of Inspection (1 Photocopy) (Photocopy) with pictures during the inspection		MEPERG



9. Laboratory Result (1 Photocopy)		Any DENR-recognized Environmental Lab with verification from the Marine Science Investigation Force		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) Online/Physical) Transaction	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all the requirements submitted. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be done.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to client (for online application) or refer client to the cashier for payment (Physical Transaction)	None	5 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury) For face-to-face transactions, pay over the counter at MEP AcCeS cashier.	2. Receive payment. Issue Official Receipt (e-copy of OR for Online Application)	Accreditation Fee Php 1,000.00 Certificate Fee Php 300.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS
	1.1 Draft the requested certificate and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS



	1.2 Route the drafted certificate to OIC, Accreditation and Certification Branch, and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	1.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
2. Claim the certificate.	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		Php 1,300.00	1 hour and 10 minutes	



Request for Issuance of International Oil Pollution Prevention Certificate (IOPPC) and International Sewage Pollution Prevention Certificate (ISPPC)

IOPPC and ISPPC are issued to Philippine maritime vessels voyaging internationally. Certification is issued upon the conduct of inspection by the accredited PCG MARPOL Surveyor and joining documentation MEP ERG.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business and G2C - Government to Citizen	
Who may avail:	Shipping Companies, Ship Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)	Company	
2. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)	MARINA	
3. Certificate of Ownership (1 Photocopy / Bareboat charter (whichever is applicable)	MARINA	
4. Ship Safety Certificate (1 Photocopy) / for Ships due for, or currently on dry dock, a Certification issued by the Company and signed by responsible officer/s of the Company to attest to such fact.	MARINA	
5. Surveyor Report from PCG accredited MARPOL Surveyor (1 Photocopy)	Surveyor in contract with company	
6. Records of Construction and Equipment (1 Photocopy)	Company PCG accredited MARPOL Surveyor	
7. Certificate of Inspection (1 Photocopy)	MEPERG	



8. IOPPC - Updated Oily-Water Separator Accreditation Certificate (1 Photocopy) ISPPC - Updated Sewage Treatment Plant/Holding Tank Accreditation Certificate (1 Photocopy)	MEP AcCeS
9. Pictures taken during inspection (1 Photocopy)	MEPERG
10. One (1) Certified true copy of old certificate (for renewal)	Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements. (Online/Physical Transaction).	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate the requirements. Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (physical transaction).	None	5 minutes	POIC/OIC, Evaluation Management Branch, MEP ACeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (physical transaction).	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury)	2. Receive the payment. Issue Official Receipt (e-copy of OR for Online Application).	IOPPC – Php 1,000.00 ISPPC – Php 11,790.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



For face to face transactions, pay over the counter at MEP AcCeS cashier	2.1 Draft the requested certificate and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route the drafted certificate to the OIC, Accreditation and Certification Branch, and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim the certificate.	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		IOPPC – Php 1,000.00 ISPPC – Php 11, 790.00	1 hour and 10 minutes	



Request for Issuance of Oil Pollution Prevention Certificate (OPPC) and Sewage Pollution Prevention Certificate (SPPC)

The issuance of an Oil and Sewage Pollution Certificate aimed at safeguarding marine environments from oil and sewage pollution caused by ships. This certificate is typically required under international conventions, such as the MARPOL (International Convention for the Prevention of Pollution from Ships).

Office or Division:	Marine Environmental Protection Command		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business and G2C - Government to Citizen		
Who may avail:	Shipping Companies and Ship Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)	Company		
2. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)	MARINA		
3. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)	MARINA		
4. Ship Safety Certificate (1 Photocopy) / for Ships due for, or currently on dry dock, a Certification issued by the Company and signed by responsible officer/s of the Company to attest to such fact.)	MARINA		
5. Survey Report from the PCG-accredited MARPOL Surveyor (1 Photocopy)	Surveyor chosen and contracted with the company		
6. Records of Construction and Equipment (1 Photocopy)	Company PCG accredited MARPOL Surveyor		
7. Certificate of Inspection (1 Photocopy)	MEPERG		



8. OPPC - Updated Oily-Water Separator Accreditation Certificate (1 Photocopy) SPPC - One Updated Sewage Treatment Plant/Holding Tank Accreditation Certificate (1 Photocopy)		MEP AcCeS		
9. Pictures taken during inspection (1 Photocopy)		MEPERG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements (Online/Physical Transaction).	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all the requirements submitted. Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (physical transaction).	None	5 minutes	POIC/OIC, Evaluation Management Branch, MEP AcCeS
	1.2 Forward the order of payment form to the client (for online application) or refer the client to the cashier for payment (physical transaction).	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury)	2. Receive payment. Issue Official Receipt (E-copy of OR for Online Application).	OPPC – Php 1,000.00 SPPC – Php 11, 790.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS



For face to face transactions, pay over the counter at MEP AcCeS cashier	2.1 Draft the requested certificate and endorse it to the C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Route the drafted certificate to the OIC, Accreditation and Certification Branch, and CO, MEP AcCes for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted certificate.	None	10 minutes	C, MEPCOM
3. Claim the certificate.	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
TOTAL		OPPC – Php 1,000.00 SPPC – Php 11,790.00	1 hour and 10 minutes	



Request for Registration of Garbage Management Plan

The registration of a Garbage Management Plan (GMP) is required for ships under the International Convention for the Prevention of Pollution from Ships (MARPOL). The GMP outlines the procedure for the collection, storage processing, and disposal of garbage on board a ship. It serves as a guide for ship's crews, from marine officers and marine engineers down to ratings in managing the garbage collected and accumulated on board ships.

Office or Division:	Marine Environmental Protection Command			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Shipping Companies and Ship Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy) signed by the company's representative (with representative's company ID)		Company		
2. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)Q		MARINA		
3. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)		MARINA		
4. Color coded receptacles (1Original Copy)		Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents.	None	5 minutes	POIC/OIC, Information Management Branch,



	If the required documents are incomplete/expired, inform the client about possible compliances or appropriate action to be taken.			MEP AcCeS
	1.2 Forward order of payment form to the client (for online application) or refer the client to the cashier for payment (Physical Transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury). For face-to-face transactions, pay over the counter at MEP AcCeS cashier.	2. Receive payment. Issue and release Official Receipt (e-copy of OR for Online Application).	Php 4,716.00	10 minutes	Collecting and Remitting Officer (CDO), Revenue Management Branch, MEP AcCeS
	2.1 Draft the requested books and endorse them to the Commanding Officer, MEP AcCes for approval.	None	30 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Print and bind the requested books.	None	2 working days	Service Provider
	2.3 Route drafted books to OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking, quality control, review and signing drafted books.	None	2 hours	OIC, Accreditation and Certification Branch and CO, MEP AcCes
3. Claim the certificate.	3. Issue the signed certificate to the client.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCes
4. Claim the plan.	4. Issue the signed books to the client.	None	10 minutes	Member, Service and delivery Section, MEP AcCes
TOTAL		Php 4,716.00	2 working days, 3	



		hours and 10 minutes	
--	--	----------------------	--

Request for Registration of Oil Record Book (ORB) Part I and II, Garbage Record Book (GRB) Part I and II and Cargo Record Book (CRB)

The Oil Record Book (ORB) is required for the proper management and monitoring of the loading and unloading of oil and oily waste discharges from ships. It is mandated by the International Convention for the Prevention of Pollution from Ships (MARPOL), specifically under Annex I, which deals with the prevention of pollution by oil.

The registration of a Garbage Record Book (GRB) involves maintaining a systematic log of waste management activities and serves as an essential tool for tracking the generation, collection, transportation, and disposal of waste within the ship.

The registration of a Cargo Record Book (CRB) serves as an official log that documents the handling, storage, and transportation of cargo on board a ship that transports hazardous materials and noxious liquid substances in bulk that may pose a risk to the environment.

Office or Division:	Marine Environmental Protection Command		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen		
Who may avail:	Shipping Companies and Ship Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID)		Company	
2. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)		MARINA	
3. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)		MARINA	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Online/Physical Transaction)	1. Receive complete requirements based on Checklist (endorsed by MEPERG/VCA Branch) (Online/Physical Transaction)	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliance or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward order of payment form to client (for online application) or refer client to cashier for payment (Physical Transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury). For face-to-face transactions, pay over the counter at MEP AcCeS cashier.	2. Receive payment. Issue an Official Receipt (e-copy of OR for Online Application).	ORB I and II and CRB – Php 240.00 GRB I and II -Php 1,179.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS
	2.1 Draft the requested books and endorse them to the Commanding Officer, MEP AcCes for approval.	None	30 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Print and bind the requested books.	None	2 working days	Service Provider



	2.3 Route the drafted books to the OIC, Accreditation and Certification Branch and CO, MEP AcCes for checking, quality control, review, and signing drafted books.	None	2 hours	OIC, Accreditation and Certification Branch and CO, MEP AcCes
3. Claim the Record Book.	3. Issue the signed books to the client.	None	10 minutes	Member, Service and delivery Section, MEP AcCes
TOTAL		ORB I and II and CRB – Php 240.00 GRB I and II Php 1,179.00	2 working Days, 3 hours, and 10 minutes	



Request for Registration of Oil Spill Contingency Plan (OSCP)

The registration of an Oil Spill Contingency Plan is a proactive measure that helps organizations prepare for potential oil spills, ensuring they can respond effectively and mitigate environmental damage. It involves a comprehensive approach that includes risk assessment, planning, training, and compliance with regulatory requirements.

Office or Division:	Marine Environmental Protection Command	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen	
Who may avail:	Oil Related Industries and Land Based Companies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Original Copy) signed by the company's representative (with representative's company ID) 1. One (1) Letter Request (Original Copy) signed by the company's representative (with representative's company ID)		Company
2. Recommendation Letter (1 Photocopy)		National Operation Center for Oil Pollution (NOCOP)
3. Articles of Incorporation (Company Profile, Business Permits) (1 Photocopy)		Company
4. List of MARPOL Equipment with pictures to include the quantity thereof (1 Photocopy)		Company
5. One (1) List of qualified personnel to conduct such operation with the corresponding certificate of training (1 Photocopy)		Company
6. Oil Spill Contingency Plans (4 original copies)		Company
7. Plan for the conduct of exercise (1 original copy)		Company
8. Environmental Compliance Certificate (ECC) from DENR-EMB (1 Photocopy)		DENR-EMB



9. Inspection Report with picture during inspection (1 Original Copy)		MEPERG		
10. Expired OSCP in case of amendment/s or renewal (1 Photocopy)		Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements. (Physical Transaction)	1. Receive the requirements based on the checklist provided.	None	5 minutes	Member, Information Management Branch, MEP AcCeS
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliances or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward order of payment form to the client (for online application) or refer the client to the cashier for payment (Physical Transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Proceed to payment. For online transactions, pay through PCG BTR (Bureau of the Treasury)	2. Receive payment. Issue and release an Official Receipt (e-copy of OR for Online Application)	Php 1,000.00	10 minutes	Collecting and Remitting Officer (CDO), Revenue Management Branch, MEP AcCeS
	2.1 Draft the requested Oil Spill Contingency Plan and endorse it to C, MEPCOM for approval.	None	10 minutes	Member, Document Processing Management Branch, MEP AcCeS



For face-to-face transactions, pay over the counter at MEP AcCeS cashier.	2.2 Route the drafted Spill Contingency Plan of the client to OIC, Accreditation and Certification Branch, and CO, MEP AcCeS for checking and quality control.	None	10 minutes	OIC, Accreditation and Certification Branch and CO, MEP AcCes
	2.3 Review and sign the drafted Oil Spill Contingency Plan of the client.	None	10 minutes	C, MEPCOM
3. Claim of plan.	3. Issue the signed books to the client.	None	10 minutes	Member, Service and delivery Section, MEP AcCes
TOTAL		Php 1,000.00	1 hour	

***Note: Fees are subject to ten (10) percent increase annually in accordance with Memorandum Circulars.**

****to include the validity of each service if applicable**





Request for Registration of Shipboard Oil Pollution Emergency Plan (SOPEP) and Shipboard Material Pollution Emergency (SMPEP)

The registration of a Shipboard Oil Pollution Emergency Plan provides guidance that strengthens the vessel and crew's preparedness for oil spill incidents. Ship operators can significantly mitigate the environmental impact of oil pollution and ensure compliance with maritime laws by adhering to regulations and ensuring that the crew is well-trained.

The registration of a Shipboard Marine Pollution Emergency Plan provides guidelines for safeguarding marine environments from hazardous materials or noxious liquid substances in bulk that may pose a high risk to the environment. Shipowners can ensure that their vessels are prepared to respond effectively to emergencies, thereby protecting both the environment and their operations.

Office or Division:	Marine Environmental Protection Command			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Shipping Companies and Ship Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy) signed by the company's representative (with representative's company ID)		Company		
2. Certificate of Philippine Registry (1 Photocopy) (Must be Valid, for CPRs issued with date of expiry)		MARINA		
3. Certificate of Ownership (1 Photocopy) / Bareboat charter (whichever is applicable)		MARINA		
4. General Arrangement Plan (1 Photocopy)		Company		
5. Three (3) Contact Persons from the Company		Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive complete requirements based on Checklist (endorsed)	None	5 minutes	Member, Information Management Branch, MEP AcCeS



1. Submit complete requirements (Online/Physical Transaction)	by MEPERG/VCA Branch) (Online/ Physical Transaction)			
	1.1 Evaluate all necessary documents. If the required documents are incomplete/expired, inform the client about possible compliances or appropriate action to be taken.	None	5 minutes	POIC/OIC, Information Management Branch, MEP AcCeS
	1.2 Forward order of payment form to the client (for online application) or refer client to the cashier for payment (physical transaction)	None	10 minutes	Member, Evaluation Management Branch, MEP AcCeS
2. Pay the amount indicated.	2. Receive payment. Issue and release Official Receipt (e-copy of OR for Online Application).	Php 2,358.00	10 minutes	Collecting and Remitting Officer (CRO), Revenue Management Branch, MEP AcCeS
	2.1 Draft the requested books and endorse them to the Commanding Officer, MEP AcCes for approval.	None	30 minutes	Member, Document Processing Management Branch, MEP AcCeS
	2.2 Print and bind the requested books.	None	2 working days	Service Provider
	2.3 Route the drafted books to OIC, Accreditation and Certification Branch to CO, MEP AcCeS for checking and quality control, review and signing drafted books.	None	2 hours	Member, Technical and Quality Section, CO, MEP AcCes



3. Claim the plan.	3 Issue the signed books to the client.	None	10 minutes	Member, Service and delivery Section, MEP AcCes
TOTAL		Php 2,358.00	2 working days 3 hours and 10 minutes	



ADMIN SUPPORT COMMANDS



Coast Guard Education Training and Doctrine Command



Request for CGETDC Facilities, Personnel, and Event Paraphernalia

This service is available to all PCG units, private entities, and other government agencies through requests submitted by email or hard copy. The processing is handled internally, with the requesting party awaiting the approval or disapproval of their request.

Office or Division:	Deputy Chief of Training Staff for Operations, T-3			
Classification:	Simple			
Type of Transaction:	G2B - Government to Private Entity and G2G – Government to Government			
Who may avail:	Private Entity and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to CGETDC (sent through email or hard copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to CGETDC.	1. Evaluate, validate, and verify the request.	None	30 minutes	Duty Personnel, Operations Division, DCTS for Operations, T-3
	1.1 Draft the Memorandum or Disposition Form.	None	1 hour and 30 minutes	
	1.2 Recommend approval/ disapproval of the request.	None	30 minutes	DCTS for Operations, T-3
	1.3 Approve/ disapprove the request.	None	1 working day	Commander, CGETDC (via Chief of Training Staff and Deputy Commander, CGETDC)
2. Receive a copy of the reply letter, once the request has been approved/ disapproved.	2. Inform the requesting party through call/ text, and forward a copy of the reply letter through email or hardcopy.	None	30 minutes	Duty Personnel, Operations Division, DCTS for Operations, T-3
TOTAL		None	1 working day and 3 hours	



Request for Free Legal Consultation for Dependents

The Legal Unit offers complimentary legal advice and guidance to the dependents of CGETDC personnel. They assist by clarifying legal rights and obligations and recommending possible courses of action for various legal concerns.

Office or Division:	Coast Guard Legal Unit – CGETDC			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All CGETDC Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supporting documents for legal query/ies.		Client's Source		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for general instructions on availing the service.	1. Provide adequate and appropriate response.	None	2 minutes	Duty Personnel (Office watch)
2. Log personal details and the purpose of the consultation. Then, wait to be called.	2. Ask the client to fill out the Legal Consultation Logbook.	None	3 minutes	Duty Personnel (Office watch)
	2.1 Refer the client to the Legal Officer available.			
3. Fill out the Confidentiality Agreement.	3. Explain the nature of the consultation, and request the client to sign the Confidentiality Agreement.	None	1 hour	Legal Officer
	3.1 Note actions taken and recommendations concerning the case.			
4. Wait for the release of legal form, if any.	4. Draft legal forms, if any.	None	15 minutes	Legal Officer
5. Receive the legal form, if any.	5. Record the legal form in the Outgoing Logbook.	None	3 minutes	Duty Personnel (Office watch)



	6. Release document to client.			
TOTAL		None	1 hour and 23 minutes	



Request for Notarization

The Legal Officer commissioned as a Notary Public notarizes legal documents, thereby confirming that the signatures, identities of parties, and other relevant details are authentic and that the document is in accordance with the law and was executed voluntarily without coercion.

Office or Division:	Coast Guard Legal Unit - CGETDC			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	PCG Personnel's Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Government-issued Identification Card (ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, etc.		
2. Original documents subject to notarization (at least 2 copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for general instructions on availing the service.	1. Provide adequate and appropriate response.	None	3 minutes	Duty Personnel (Office Watch)
2. Log personal details and the purpose of the consultation (e.g., notarization, etc.).	2. Request the client to fill out the Legal Consultation Logbook.	None	5 minutes	
	2.1 Inform the Commanding Officer, Legal Unit of the client's concern.			
3. Provide ID and prepare the document.	3. Check the document for the following legal requirements for notarization: a. Identity Verification, b. Voluntariness of Affiant, and c. Witness Requirement (if applicable).	None	15 minutes	Commanding Officer, Legal Unit
	3.1 Notarize the document if it is complete and in proper legal order.	a. None b. None c. Minimal	15 minutes	Legal Officer commissioned as Notary Public



	Type of Notarization a. Jurat b. Acknowledgment without monetary value involved c. Acknowledgment with monetary value involved	Amount		
4. Claim the notarized document.	4. Secure two (2) copies of notarized document for filing purposes.	None	10 minutes	Duty Personnel (Office Watch)
	4.1 Record the documents in the Outgoing Logbook.			
	4.2 Release notarized document to client.			
TOTAL		None	48 minutes	



Request for Scheduling of Information Drive

This service is available to all private entities, and other government agencies through requests submitted by email or hard copy. The processing is handled internally, with the requesting party awaiting the approval or disapproval of their request.

Office or Division:	Deputy Chief of Training Staff for Operations, T-3			
Classification:	Simple			
Type of Transaction:	G2B - Government to Private Entity and G2G - Government to Government			
Who may avail:	Private entities and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to CGETDC (sent through email or hard copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CGETDC.	1. Evaluate, validate, and verify the request.	None	30 minutes	Duty Personnel, Operations Division, DCTS for Operations, T-3
	1.1 Draft the Memo or Disposition Form.	None	1 hour and 30 minutes	
	1.2 Recommend approval/ disapproval of the request.	None	30 minutes	DCTS for Operations, T-3
	1.3 Approve/ disapprove the request.	None	1 working day	Commander, CGETDC (via Chief of Training Staff and Deputy Commander, CGETDC)
2. Receive a copy of the reply letter, once the request has been approved/ disapproved.	2. Inform the requesting party through call/ text, and forward a copy of the reply letter through email or hardcopy.	None	30 minutes	Duty Personnel, Operations Division, DCTS for Operations, T-3
TOTAL		None	1 working day and 3 hours	



Coast Guard Inspector General and Internal Affairs Service



Request for a Copy of Resolutions

The CGIG-IAS provides copies of case documents to the respondent or other concerned parties as a lawful means of accessing case information. Copies may be released upon a valid request, provided they are intended for legitimate and legal purposes.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Records and Clearance Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government Employee to Another Government Agency			
Who may avail:	Client/Requesting Party (complainant, respondent, heads of PCG units, Ombudsman, and any other pertinent government agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with the statement of purpose (1 Original Copy)		Central Records and Archives Unit		
2. Government-issued identification card for non-PCG requesting party and PCG identification card for PCG personnel.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal written request letter for a copy of the case resolution.	1. Receive request and check its sufficiency for approval.	None	5 minutes	Central Records and Archives Unit
	1.1. Approve/Disapprove request. If disapproved, notify the client of the disapproval of the request.	None	1 working day	Coast Guard Inspector General
TOTAL		None	1 working day and 10 minutes	



Request for a Copy of SALN

The CGIG-IAS is the repository of copies of the Statements of Assets, Liabilities, and Net Worth (SALN) of all PCG personnel. Copies of SALN may be released upon a valid request intended for legitimate and legal purposes.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Ethical Standard and Public Accountability Unit (ESPAU)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	PCG Personnel, other pertinent government agencies, and beneficiaries of PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with statement of purpose, addressed to the Inspector General, CGIG-IAS		Requesting party		
2. Valid identification card for non-PCG personnel				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter with the necessary documents attached.	1. Receive the request letter and the attached requirements; and check the veracity of the documents.	None	5 minutes	Duty office watch, ESPAU
	1.1 Approve/ disapprove request. If disapproved, notify the client of the disapproval of the request.	None	2 working days	The Coast Guard Inspector General
2. Receive the copy of SALN.	2. Release copy of SALN to the requesting party.	None	5 minutes	Central Records and Archives Unit



TOTAL	None	2 working days and 10 minutes	
-------	------	-------------------------------	--



Request for Assistance in the Apprehension of PCG Uniformed and Non-Uniformed Personnel

The CGIG-IAS assists in the apprehension of PCG uniformed and non-uniformed personnel, placing them in custody to compel compliance with PCG policies and guidelines, lawful court orders, or directives from other law enforcement agencies.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Coast Guard Provost Marshal			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Law Enforcement Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Warrant of Arrest		Regional / Municipal / City Trial Courts		
2. Warrantless arrest (special circumstance)		PNP Offices/ Station		
3. Valid Law Enforcement ID		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report any known valid ground or basis for arrest or apprehension.	1. Receive request and verify the identity and credentials of the requestor as well as the grounds for arrest and apprehension.	None	30 minutes	Duty Marshal/Duty OOD
	1.1 Render immediate assistance.	None	<i>NOTE: Processing time may vary depending on the location of operation and other operational circumstances.</i>	Duty Marshal/ Duty OOD
TOTAL		None	30 minutes	





Filing of Complaints/ Walk-In-Complaints against PCG Personnel

The CGIG-IAS has the authority to investigate complaints against PCG erring personnel, unsatisfactory conduct, including alleged commission of fraud and improper use of the PCG organization's resources by PCG personnel, or other activities in breach of the organization's regulations, rules, policies, or procedures.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Complaints and Investigation Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Transacting Public G2G-Government Employee to Another Government Agency			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified Complaint Affidavit with attachment (1 Original Copy)		Client/Requesting Party		
2. Certified True Copies of Documentary Evidence (1 Original Copy)		Client/Requesting Party		
3. Certification of Non-Forum Shopping (1 Original Copy)		Complaint and Investigation Division, Coast Guard Provost Marshal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance from the Duty Investigator and present the Complaint Affidavit, Evidence, and Certification of Non-Forum Shopping.	1. Verify the initial mediation of the complaint with possible agreement.	None	1 hour and 40 minutes	Duty Investigator
	1.1. Verify the sufficiency of the Complaint Affidavit, along with the attached documentary evidence, and ensure compliance with the requirements for Verification and Certification of Non-Forum Shopping.	None	20 minutes	Duty Investigator



	1.2. Assist the complainant, along with the Admin Officer in verifying the answers to any questions. This document must be signed by the Admin Officer.	None	10 minutes	Duty Investigator
TOTAL		None	2 hours and 10 minutes	



Request for Status of Case

The CGIG-IAS recognizes the respondent's and other parties' right to the speedy disposition of cases and administration of justice.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Records and Clearance			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government Employee to Another Government Agency			
Who may avail:	Client/Requesting Party (complainant, respondent, heads of PCG units, Ombudsman, and any other pertinent government agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Case Reference		Complaint and Investigation Division, Coast Guard Provost Marshal		
2. Formal Request Letter / Accomplished Request Form		-Client (Formal Request Letter) -Request Form (Records and Clearance Division, Coast Guard Provost Marshal)		
3. Authorization Letter with attached photocopy of the ID of the requesting party.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter or fill out the request form. <i>NOTE: For clients who cannot physically attend to request the status of the case, the duly authorized person shall bring the Authorization Letter with an attached photocopy of the ID of the requesting party.</i>	1. Receive formal request letter or the accomplished request form, check case files, and retrieve information.	None	1 working day (For other unit/ government agencies) 10 minutes (For general clients)	Central Records and Archives Unit



2. Receive the status of the case.	2. Release the status of the case.	None	5 minutes	Central Records and Archives Unit
TOTAL		None	1 working day and 5 minutes	



Coast Guard Human Resource Management Command



Catering Queries of Applicants for ReCAD, Re-Entry or Reinstatement, Lateral Entry, Enlistment, Special Enlistment, and Commissionship

This creates a standardized process for responding to inquiries from former PCG personnel interested in rejoining the PCG service. This also updates all applicants on the eligibility, requirements, and procedures, supporting a smooth and transparent transaction.

Office or Division:	Human Resource Procurement Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Former PCG personnel honorably discharged, resigned or separated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card		Requesting Party (Identification Card)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the CGHRMC-HRPC office and present any valid government ID; call or message the HRPC Operation Number +639150966183 and provide an identification card.	1. Check the availability of the applicant's record.	None	2 minutes	For ReCAD, Re-Entry or Reinstatement: HRPC ReCAD, Re-Entry or Reinstatement Division assigned Personnel
	1.1 Check and verify the applicant's status.	None	2 minutes	
2. Receive the information requested, and answer further questions.	2. Inform the applicant about the status of their application and instruct the applicant for the next process.	None	2 minutes	For Lateral Entry: HRPC Lateral Entry Division assigned Personnel For Enlistment:



				HRPC Regular Recruitment Division, Non-Officers Branch assigned personnel
				For Special Enlistment: HRPC Special Enlistment Division assigned Personnel For Commissionship: HRPC Regular Recruitment Division, Officers Branch assigned personnel
TOTAL		None	4 minutes	





Filing of Complaints/ Walk-In-Complaints against PCG Non-Uniformed Personnel (NUP)

The NUPAO manages the filing of complaints, including walk-in complaints, against non-uniformed personnel within the organization.

Office or Division:	Coast Guard Human Resource Management Command – Non-Uniformed Personnel Affairs Office (Morale and Welfare Division) / Public Assistance and Complaints Desk			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B - Government to Business and G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified Complaint-Affidavit with attachment (1 Original Copy)		Client/Requesting Party		
2. Certified True Copies of Documentary Evidence (1 Original Copy)		Client/Requesting Party		
3. Certification of Non-Forum Shopping (1 Original Copy)		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance from the Morale and Welfare Branch / PACD and present the Complaint-Affidavit, Evidence, and Certification of Non-Forum Shopping.	1. Check the sufficiency of the Complaint-Affidavit with the attached documentary evidence and compliance with the requirement of Verification and Certification on Non-Forum Shopping.	None	1 hour and 40 minutes	Non-Uniformed Personnel Affairs Office – Morale and Welfare Branch / PACD
	1.1 Conduct initial mediation of complaint with possible	None	20 minutes	



	agreement. For complex cases, forward the case to CGHRMC PACD or NUP Disciplinary Board for proper action.		<i>Note: Processing time may vary depending on the complexity of the complaint.</i>	
TOTAL		None	2 hours	



Request for a Copy of Payslip

A copy of the payslip is requested by pensioners or beneficiaries who intend to apply for loans and/or claim financial assistance from different lending institutions, banks, or charitable organizations.

Office or Division:	Coast Guard Retirement and Benefits Administration Service (CGRBAS), Pension and Gratuity Management Fund Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen and G2G-Government to Government			
Who may avail:	PCG Pensioners / Legal Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter/Authorization Letter		Client/Authorized Representative		
2. Submit any of the following: For PCG Principal Pensioners: a. Retiree's ID – One (1) Photocopy b. Any valid Government ID (One ID) – One (1) Photocopy with 3 signatures For PCG Beneficiary: a. Dependent ID – One (1) Photocopy b. Any valid Government ID (One ID) – One (1) Photocopy with 3 signatures		For PCG Principal Pensioners: • CGAO (Coast Guard Adjutant Office) • Concern Government Agency For PCG Beneficiary: • CGAO (Coast Guard Adjutant Office) • Concern Government Agency		
3. Yearly Verification of Pensioners (YVOP) Form – One (1) Original Copy		Coast Guard Retirement and Benefits Administration Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and requirements at the CGRBAS	1. Review the completeness of the submitted requirements.	None	5 minutes	Duty Office Watch/ Duty Operation



Office or email through pcgpgmc@gmail.com	1.1 Review the status of the pensioner.	None	5 minutes	Member, Cleansing and Investigating Branch
	<i>NOTE: If the pensioner's record is not yet updated, require submitting Yearly Verification of Pensioners (YVOP) Form</i>			
	1.2 Prepare a copy of payslip.	None	10 minutes	Member, Cleansing and Investigating Branch
2. Receive a copy of payslip.	2. Release the copy of payslip.	None	5 minutes	Member, Cleansing and Investigating Branch
TOTAL		None	25 minutes	



Request for Certified True Copy of Appointment

The NUPAO issues a Certified True Copy of Appointment to personnel upon request for private and/or personal needs. This document provides an officially certified copy of an individual's appointment record, serving as proof of their employment status and role within the organization.

Office or Division:	Coast Guard Human Resource Management Command – Non-Uniformed Personnel Affairs Office (Administrative Branch)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active Coast Guard Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request Form / Filled-out NUPAO Request Slip		NUPAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the provided QR code and complete the online request form. Submit the accomplished NUPAO Request Slip.	1. Verify the accuracy and completeness of the information on the form.	None	5 minutes <i>Note: Incomplete or inaccurate data might cause a delay in the processing of the request.</i>	Non-Uniformed Personnel Affairs Office – Administrative Branch
	1.1 Photocopy the original copy of the appointment.	None	3 minutes	



	1.2 Review the document and affix signature. If needed, return the draft to the Administrative Branch for corrections.	None	15 minutes	Chief, NUPAO
	1.3 Affix the dry seal onto the document.	None	1 minute	Non-Uniformed Personnel Affairs Office – Administrative Branch
2. Claim the requested Certified True Copy of Appointment and/or acknowledge receipt via email.	2. Release the document.	None	1 minute	
TOTAL		None	25 minutes	



Request for Data Regarding Applicants / Recruits in the PCG

This service outlines a standardized procedure for requesting and disclosing information about Philippine Coast Guard (PCG) applicants and recruits. It is designed to facilitate access for authorized individuals or entities, supporting research initiatives and organizational studies. The framework ensures that the collection, use, and sharing of applicant data comply with ethical standards, legal regulations, and institutional policies.

Office or Division:	Human Resource Procurement Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public; G2B – Government to Business Entity and G2G – Government to Another Government Agency, Government Employee or Official			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter.	1. Receive and confirm the receipt of the request letter.	None	10 minutes	Duty Personnel, DC of HRS for Operations, HR-3
	1.1 Evaluate the request to verify that the requested data complies with the Data Privacy Act of 2012 (R.A. 10173) for routing.	None	1 working day	DC of HRS for Operations, HR-3
	1.2 Approve/disapprove the preparation of the request.	None	10 minutes	Commander, Coast Guard Human Resource Management Command
	1.3 Search and consolidate the requested information or data and prepare a reply letter to be signed	None	3 working days	HRPC concerned Division Assigned Personnel



	by the Commander, CGHRMC, and transmittal to be signed by the Director, HRPC. If disapproved, inform the requesting individual/party regarding the disapproval of the request through a phone call to be followed up by a response letter stating the reason for disapproval.			
	1.4 Check the reply letter and the requested data. If needed, return to HRPC concerned Division Assigned Personnel for correction.	None	1 working day	Deputy Commander, Coast Guard Human Resource Management Command
	1.5 Review and sign the drafted reply letter.	None	1 working day	Commander, Coast Guard Human Resource Management Command
	1.6 Forward the requested data and sign the reply letter from the Commander, CGHRMC to the Operations Division, Human Resource Procurement Center.	None	20 minutes	Staff from the Office of the Commander, Coast Guard Human Resource Management Command
	1.7 Record the approved request in the communications monitoring sheet and forward it to Duty Personnel, DC of HRS for Operations, HR-3 for release.	None	10 minutes	Duty Operation, Human Resource Procurement Center



2. Receive the requested data with a signed reply letter.	2. Release the requested data with a signed reply letter and record it in the communication monitoring book.	None	10 minutes	Duty Personnel, DC of HRS for Operations, HR-3
TOTAL		None	6 working days and 1 hour	



Request for NUP Certifications

The Non-Uniformed Personnel Affairs Office (NUPAO) facilitates the issuance of certifications to PCG non-uniformed personnel upon request for personal or private purposes. The following types of certifications are available:

- **Service Record**
- **Certificate of Employment (with Compensation)**
- **Certificate of Appearance**
- **Certificate of Leave Credits**

This service ensures the accurate and timely provision of documents, supporting personnel in their professional or personal requirements.

Office or Division:	Coast Guard Human Resource Management Command – Non-Uniformed Personnel Affairs Office (Administrative Branch)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G - Government to Government			
Who may avail:	Active and Retired Coast Guard Non-Uniformed Personnel and Their Direct Dependents/Relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Online Request Form / Filled-out NUPAO Request Slip		NUPAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the provided QR code and complete the online request form.	1. Check the correctness and completeness of the information in the form.	None	5 minutes <i>Note: Incomplete or inaccurate</i>	Non-Uniformed Personnel Affairs Office – Administrative Branch



Submit the accomplished NUPAO Request Slip.			<i>data might cause a delay in the processing of the request</i>	
	1.1 Draft and prepare the service record.	None	15 minutes	
	1.2 Print the service record.	None	3 minutes	
	1.3 Review the service record and affix signature. If needed, return the draft to the Administrative Branch for corrections.	None	15 minutes	Chief, NUPAO
	1.4 Affix the dry seal onto the service record.	None	1 minute	Non-Uniformed Personnel Affairs Office – Administrative Branch
2. Claim the requested service record and acknowledge the receipt via email.	2. Release the service record.	None	1 minute	
TOTAL		None	40 minutes	



Request for the Issuance of Certificate of Monthly Pension

The Certification of Monthly Pension is being issued to pensioners or beneficiaries who intend to apply for a loan and/or claim financial assistance from different lending institutions, banks, or charitable organizations.

Office or Division:	Coast Guard Retirement and Benefits Administration Service (CGRBAS), Benefits and Gratuity Claims Branch	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen and G2G-Government to Government	
Who may avail:	PCG Pensioner / Legal Beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form & Computation from Loan Association (for loan purposes) – One (1) Original Copy		LOAN INSTITUTION (Example: Philippine Coast Guard-Savings and Loan Associations Inc. [PCGSLAI], ACDI Multipurpose Cooperative, etc.)
2. Submit any of the following: For PCG Principal Pensioners: a. Retiree's ID – One (1) Photocopy b. Any valid government ID (One ID) – One (1) photocopy with 3 signatures For PCG Beneficiary: a. Dependent ID – One (1) Photocopy b. Any valid government ID (One ID) – One (1) photocopy with 3 signatures c. Photocopy of PSA Advisory on Marriage (if spouse) d. Photocopy of PSA CENOMAR (if needed)		For PCG Principal Pensioners: <ul style="list-style-type: none"> CGAO (Coast Guard Adjutant Office) Concern Government Agency For PCG Beneficiary: <ul style="list-style-type: none"> CGAO (Coast Guard Adjutant Office) Concern Government Agency Philippine Statistics Authority Philippine Statistics Authority
3. Yearly Verification of Pensioners (YVOP) Form – One (1) Original Copy		Coast Guard Retirement and Benefits Administration Service



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the forms and submit the requirements at CGRBAS Office or email pcgpgmc@gmail.com	1. Review the completeness of the submitted documents.	None	3 minutes	Duty Office Watch/Duty Operation
	1.1 Review the status of the pensioner. <i>NOTE: If the pensioner's record is not yet updated, require submitting the Yearly Verification of Pensioners (YVOP) Form.</i>	None	5 minutes	Member, Cleansing and Investigating Branch
	1.2 Draft and prepare the Certification of Monthly Pension.	None	10 minutes	Member, Benefits and Gratuity Claim Branch
	1.3 Review the drafted Certification of Monthly Pension and affix the signature on the certification.	None	5 minutes	Director, CGRBAS
2. Claim the Certification of Monthly Pension.	2. Release the Certification to the client.	None	2 minutes	Duty Office Watch
TOTAL		None	25 minutes	



Request for the Transfer of Monthly Pension

This service aims to transfer the monthly pension from the deceased PCG principal pensioners to the declared legal beneficiaries.

Office or Division:	Coast Guard Retirement and Benefits Administration Service (CGRBAS), Pensioner's Assistance Branch	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen and G2C – Government to Government	
Who may avail:	Legal Beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Transfer of Pension Form - One (1) Original Copy 2. Affidavit of Widow / Widower - One (1) Original Copy 3. Affidavit of Two (2) Disinterested Person - One (1) Original Copy 4. Oath of Undertaking of the Wife of Principal Pensioner - One (1) Original Copy 5. Affidavit of Widow / Widower - One (1) Original Copy 6. Affidavit of Two (2) Disinterested Persons - One (1) Original Copy 7. Oath of Undertaking of the Wife of Principal Pensioner - One (1) Original Copy		CGRBAS/Pensioners Assistance Branch
8. Birth Certificate of the deceased - One (1) Original Philippine Statistics Authority (PSA) Copy		Philippine Statistics Authority
9. Death Certificate of the deceased - One (1) Original PSA Copy		Philippine Statistics Authority
10. Marriage Contract - One (1) Original PSA Copy		Philippine Statistics Authority
11. Advisory on Marriage of Retired Personnel- One (1) Original PSA Copy		Philippine Statistics Authority



12. Advisory on Marriage of Wife - One (1) Original PSA Copy	Philippine Statistics Authority
13. Birth Cert of Minor Children - One (1) Original PSA Copy (if the Principal Pensioner has children)	Philippine Statistics Authority
14. Request Letter (1 Original Copy or Photocopy)	Client
15. PCG Retired ID (1 Photocopy)	Coast Guard Adjutant Office
16. Government-issued ID (1 Photocopy)	Concerned Government Agency
17. Declaration of Beneficiaries (1 Photocopy)	Coast Guard Retirement and Benefits Administration Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the CGRBAS Office if near Metro Manila. If not, email pcgpgmc@gmail.com and submit requirements via LBC Acknowledge advice and wait for further notification about the update on the request.	1. Receive and review the completeness of submitted documents and forward them to the Pensioners Assistance Unit for further evaluation.	None	15 minutes	Duty Office Watch/Duty Operation
	1.1 Evaluate the submitted documents.	None	10 minutes	Member, Pensioners Assistance Branch
	1.2 Advise the client that they will be updated on the status of their request specifically, on the release of the Declaration of Beneficiary.	None	10 minutes	Duty Office Watch/Duty Operation
	1.3 Draft and prepare the memorandum for CG Legal Service for the Declaration of Legal Beneficiary.	None	10 minutes	Member, Pensioners Assistance Branch



	1.4 Review the draft memorandum for CG Legal Service for the Declaration of Legal Beneficiary.	None	30 minutes	POIC, PAB/ OIC, PAB/ CS, CGRBAS/ Deputy Director, CGRBAS
	1.5 Process request for the release of the Declaration of Legal Beneficiary.	See CGLS CC	See CGLS CC	Coast Guard Legal Service
2. Receive and acknowledge notification about the approval/disapproval of the DOB.	<p>2. Notify the client about the approval/disapproval of the DOB.</p> <p>Once approved, advise the client to request a Letter of Introduction (LOI) for opening an LBP Account from CG Finance Service and submit the following requirements:</p> <ul style="list-style-type: none"> • Request Letter (1 Original Copy or Photocopy) • PCG Retired ID (1 Photocopy) • Declaration of Beneficiaries (1 Photocopy) <p>If disapproved, coordinate for possible compliances.</p>	None	10 minutes	Member, Pensioners Assistance Branch
3. Coordinate with CGFS in processing the request for the issuance of the Letter of Introduction (LOI) needed for opening an LBP Account.	3. Process request for the issuance of Letter of Introduction (LOI) needed for opening an LBP Account.	See CGFS CC	See CGFS CC	CGFS
4. Request to open an atm account to the nearest Landbank of the Philippines	4. Process the request to open an account.	See LBP CC	See LBP CC	LBP Branch



(LBP), and submit the LOI and a photocopy of Government-issued ID.				
5. Submit a photocopy of the ATM Card to CGRBAS Office.	5. Receive and review the submitted photocopy of ATM card and forward it to the Pensioners Assistance Branch.	None	2 minutes	Duty Office Watch/Duty Operation, CGRBAS
	5.1 Draft and prepare the memorandum for CG Finance Service regarding the transfer of monthly pension to the declared beneficiaries.			
	5.2 Review the draft memorandum for CG Finance Service regarding the transfer of monthly pension to the declared beneficiaries. If needed, return to the member of Pensioners Assistance Branch for correction.			
	5.3 Review the draft memorandum for CG Finance Service regarding the transfer of monthly pension to the declared beneficiaries, and affix the signature. If needed, return to the member of Pensioners Assistance Branch for correction.			



	5.4 Transmit a letter to the CG Finance Service regarding the transfer of the monthly pension to the declared beneficiaries. Ensure the following documents are attached: date of birth (DOB), photocopy of the ATM card, and computation of the monthly pension, for inclusion in the next payroll cycle.			
6. Receive and acknowledge notification.	6. Notify the client that the request for the monthly pension has been transferred to CGFS and will be included in the next payroll cycle.	None	5 minutes	Member, Pensioners Assistance Branch
TOTAL		None	2 hours and 25 minutes (Processing time may vary on the CC of other coordinating units)	



Coast Guard Logistics Systems Command





Request for a Copy of Bidding Documents to Interested Bidders

Prospective bidders may request a copy of bidding documents. Those who plan to participate in the bidding shall pay for the cost of preparation and development of the bidding documents as provided under Section 17.4 of the revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184.

Office or Division:	Philippine Coast Guard-Coast Guard Procurement Service			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity and G2G – Government to Government			
Who may avail:	Dealers/Suppliers/Contractors/Lessors/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		1. Philippine Coast Guard-Coast Guard Procurement Service		
Additional Requirements for Bidding Participants				
2. Official Receipt (1 Photocopy)		2. Philippine Coast Guard-Coast Guard Finance Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Provide a request form to the client.	None	10 minutes	Duty Watch, CGPS
	1.1 Check the accomplished request form.	None	5 minutes	1. OIC, BAC Secretariat for Infrastructure Member, CGPS 2. OIC, BAC Secretariat for SRAEWLM Member, CGPS



				<p>3. OIC, BAC Secretariat for WCEIS Member, CGPS</p> <p>4. OIC, BAC Secretariat for Supplies and Materials (CGPS)</p> <p>5. OIC, BAC Secretariat for ATON (CGPS) CGPS</p>
2. Submit a request form to CGASO for the issuance of Order of the Payment.	2. Receive the request form and issue Order of Payment.	None	See CGASO CC	CGASO
3. Proceed to Coast Guard Finance Service for payment and ask for a receipt.	3. Receive payment and issue Official Receipt (OR).	<p>Payment varies depending on the approved budget for the contract.</p> <p>Appendix 8 (5.0) of R.A 9184 and its 2016 Revised IRR</p>	See CGFS CC	CGFS



4. Proceed to CGPS and present the receipt.	4. Print the bidding documents and issue the printed copy of the bidding documents.	None	1 hour <i>NOTE: Processing may vary on the number of pages of the bidding documents.</i>	1. OIC, BAC Secretariat for Infrastructure Member, CGPS 2. OIC, BAC Secretariat for SRAEWLM Member, CGPS 3. OIC, BAC Secretariat for WCEIS Member, CGPS 4. OIC, BAC Secretariat for Supplies and Materials 5. OIC, BAC Secretariat for ATON (CGPS)
TOTAL		Appendix 8 (5.0) of R.A 9184 and its 2016 Revised IRR	1 hour and 15 minutes	



Request for Base Facility Site Visit and Survey

This provides necessary assistance during Base Facility Site Visit and Survey which are valuable for data gathering and analysis. This can be utilized for future planning, facility management, renovation projects, budgeting, and ensuring the long-term sustainability of the site or facility.

Office or Division:	Coast Guard Base Farola			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B - Government to Business Entity			
Who may avail:	Business Entities and Other Government Agencies/Offices Outside PCG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) addressed to CGBF Commander signed by authorized authority		Requesting business entity or government agency/office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter to the CGBF Operations Office through email or via walk-in indicating the purpose, complete details, and contact number of the requesting unit. <i>* Make sure to secure the receiving copy that will be issued.</i>	1. Receive and check/verify the letter and issue a receiving copy with a signature.	None	15 minutes	Duty Personnel, BF-3 Operations
	1.1 Evaluate the request and forward it to the Commander, CGBF.	None	15 minutes	Duty Officer, BF-3 Operations
	1.2 Approve/disapprove the request for Information Drive.	None	1 working day	Commander, CGBF
2. Receive information on the approval/disapproval of the request and confirmation of the actual date and time of the Information Drive.	2. Inform the client of the approval/disapproval and coordinate the actual date and time of the Information Drive.	None	15 minutes	Duty Personnel / Duty Officer, BF-3 Operations



TOTAL	None	1 working day and 45 minutes	
-------	------	------------------------------------	--



Request for Information Drive of Product, HealthCare Services, and Insurance Companies in Coast Guard Base Farola

This provides necessary assistance to business entities in sharing information and updates on business trends, products, healthcare, services, and life insurance which are vital to PCG personnel's financial awareness and management.

Office or Division:	Coast Guard Base Farola			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C– Government to Citizen			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Civilian Letter (1 original copy) addressed to CGBF Commander signed by authorized authority		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter to the CGBF Operations Office through email or via walk-in indicating the purpose, complete details, and contact number of the requesting unit. <i>* Make sure to secure the receiving copy that will be issued.</i>	1. Receive and check/verify the letter and issue a receiving copy with a signature.	None	15 minutes	Duty Personnel, BF-3 Operations
	1.1 Evaluate request and forward to the Commander, CGBF.	None	15 minutes	Duty Officer, BF-3 Operations
	1.2 Approve/disapprove the request for Information Drive.	None	1 working day	Commander, CGBF
2. Receive information on the approval/disapproval of the request and confirmation of the actual date and time of the Information Drive.	2. Inform the client of the approval/disapproval and coordinate the actual date and time of the Information Drive.	None	15 minutes	Duty Personnel /Duty Officer, BF-3 Operations



TOTAL	None	1 day and 45 minutes	
-------	------	----------------------	--



Request for Information Drive of Product, HealthCare, Services, and Insurance Companies in Coast Guard base Taguig

This provides services that allow authorized organizations, including product, healthcare providers, and insurance companies, to conduct information drives within the Coast Guard Base premises. These drives are intended to promote awareness and provide valuable information to Coast Guard personnel regarding products, services, and benefits related to health, wellness, and insurance options. The service ensures that such activities are conducted orderly while maintaining security and operational integrity.

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C– Government to Citizen			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the requesting unit signed by the Head of Office or equivalent.		CGBT Operations Division		
2. Approval from the C, CGBT.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBT Operations Office through email or via walk-in indicating the purpose, details, date, and contact number of the requesting unit.	1. CGBT Operations Division / DUTY CDO will submit the request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO
	1.1 Approve/disapprove the request.	None	10 minutes	CGBT Operations Division
2. Receive information on the approval/disapproval of the request and confirmation of the actual date and time of the Information Drive.	2. Inform the requesting business entity or external client of the approval and coordinate the actual date and time of the information drive.	None	15 minutes	CGBT Operations Division / DUTY CDO



	If disapproved, inform the requesting unit regarding the disapproval details.			
TOTAL		None	35 minutes	



Request for the Availability of PCG Land Vehicles, PCG Personnel and PCG Services

This unit accommodates a variety of vehicle requests, including but not limited to those from PCG units, other government agencies, and private or civilian partners. These requests are submitted via formal communication, such as request letters or operational directives from higher headquarters. The processing of these requests follows internal organizational procedures, with final approval or disapproval resting with the Commander, Coast Guard Logistics Systems Command.

Office or Division:	Coast Guard Motorpool, CGLSC			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity and G2G – Government to Government			
Who may avail:	Other Government Agencies and Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original Copy and 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CG Motorpool or through e-mail (lscmotorpool@gmail.com)	1. Acknowledge the request.	None	10 minutes	Duty Office Watch, CG Motorpool
	1.1 Evaluate the request availability and identify the appropriate assets.	None	10 minutes	Duty Office Watch, CG Motorpool
	1.2 Approve the appropriate assets and personnel.	None	1 hour	POIC, Operations, CG Motorpool
	1.3 Recommend approval/ disapproval of request to C, CGLSC.	None	1 hour	Commander, CG Motorpool
2. Wait for the confirmation of the request if approved /disapproved.	2. Approve/ disapprove the request.	None	1-2 working days	Commander, Logistics Systems Command
3. Check the status of their request by sending an email to	3. Inform the requesting party through phone call or email.	None	10 minutes	Duty Office Watch, CG Motorpool



lscmotorpool@gmail.com or call cel no. 09937847312				
	TOTAL	None	1 - 2 working days, 2 hours and 30 minutes	



Request for the Availability of PCG Mechanic Personnel

This unit provides comprehensive repair and maintenance services for Coast Guard vehicles and heavy equipment. These services are extended to all PCG units.

Requests for repair and maintenance are submitted through formal channels like official request letters. Each request is assessed based on the operational status and urgency of the vehicle and services are carried out under established maintenance protocols. The approval or disapproval of these services is under the authority of the Commander, Coast Guard Logistics Systems Command. The processing is within the organization in which the requirements party will wait for the approval/ disapproval of the request.

Office or Division:	Coast Guard Motorpool, CGLSC			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity and G2G – Government to Government			
Who may avail:	Other Government Agencies and Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CG Motorpool or through e-mail (lscmotorpool@gmail.com)	1. Acknowledge the request.	None	10 minutes	Duty Office Watch, CG Motorpool
	1.1 Evaluate the request for the availability of personnel	None	1 hour	Duty Office Watch, CG Motorpool
	1.2 Approve the appropriate personnel.	None	1 hour	POIC, Mechanic, CG Motorpool
	1.3 Recommend approval/ disapproval of request to C, CGLSC	None	1 hour	Commander, CG Motorpool
2. Wait for the confirmation of the request if approved/ disapproved.	2. Approval/ Disapproval of the request.	None	1 - 2 working days	Commander, Logistics Systems Command



3. Schedule the diagnosing/repair/maintenance .	3. Coordinate for the scheduling of diagnosing/repair/maintenance through phone call or email.	None	1 hour	Duty Office Watch, CG Motorpool
4. Conduct a vehicle diagnostics/repair/maintenance.	4. Conduct the requested services.	None	1-2 working days	CG Motorpool, Mechanics
TOTAL		None	3 – 4 working days, 4 hours and 10 minutes	



OPERATIONAL SUPPORT COMMANDS



Coast Guard Aviation Command



Request for On-the-Job Training (OJT)/Work Immersion Program

Coast Guard Aviation Command (CGAvCom) accepts requests from aviation students to undergo On-the-Job Training (OJT)/Work Immersion Program as part of their school requirements.

Office or Division:	Coast Guard Aviation School (CGAS), CGAvCom				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen and G2G- Government to Government				
Who may avail:	Aviation-Related Government Unit/Aviation Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Endorsement letter with the list of students from any aviation-related government units/private schools to the Commander, Coast Guard Aviation Command (CGAvCom) through Coast Guard Aviation School (CGAS).		Requesting Party			
2. Curriculum Vitae					
3. Certificate of Enrollment		Applicant			
4. School Medical Clearance indicating the students' fitness to undergo OJT					
5. Personal History Statement (Downloadable at PCG Website)					
6. Photocopy of Birth Certificate					
7. NBI Clearance					
8. Local Police Clearance					
9. Two (2) pieces of 2x2 ID picture					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit requirements to the Coast Guard Aviation School (CGAS).	1. Validate and verify the request letter from the requesting party.	None	1 working day	OIC, Admin Branch On-the-Job Training Representative, CGAS
	1.1 Prepare the endorsement letter with the requirements attached.	None		
	1.2 Prepare the Disposition Form to be signed by the Commander, CGAvCom through the Chief of Staff and Deputy Commander, CGAvCom.	None	2 working days	Admin Officer, AC-12 CS, CGAvCom DC, CGAvCom C, CGAvCom
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Inform the requesting government/private school once the request has been approved/disapproved.	None		OIC, CGAS
TOTAL		None	3 working days	



Coast Guard Special Operations Force



Request for Availability of Coast Guard Special Operations Force

a) Search and Rescue (SAR) Team/s

The teams shall undertake, support, and assist in the conduct of surface and underwater search and rescue and/or retrieval operations during emergencies, disasters, or calamities. A Search and Rescue (SAR) Team comprises PCG-trained divers.

b) Special Reaction Team/s

The teams shall undertake, support, and assist in conducting special operation procedures during emergencies, disasters, or calamities, especially in support of maritime security and law enforcement operations. A Special Reaction Team (SRT) is composed of PCG trained counter-terrorism personnel.

c) Additional deployment/augmentation of Search and Rescue (SAR) Team/s and Special Reaction Team/s (SRT)

The team will be assigned and/or be augmented under the operational control of Coast Guard Districts to perform surface and underwater SAR operations and special operation missions as directed by the District Commanders within their area of responsibilities.

d) Underwater Hull Inspection Team/s

The team is composed of PCG-trained divers who will undertake hull surveys, inspections, and maintenance of the PCG floating assets.

e) Underwater Hull Scraping Team/s

The team is composed of PCG-trained divers who will undertake water hull scraping to remove built-up biological roughness or fouling under the ship's hull to ensure PCG vessel's seaworthiness.

f) Instructors for Gun Safety Seminar and Marksmanship Training

To perform as equipped instructors for basic gun/firearm safety procedures and marksmanship trainings.

g) Personnel for VIP Security and Protection Operations

The CGSOF will provide well-equipped personnel for the Very Important Persons' (VIPs') protection and security

Office or Division:	Headquarters Coast Guard Special Operation Force / Special Operation Groups
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen



Who may avail:		Government Agencies and the General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (can be hard copy or via email/ phone call)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to HCGSOF or Coast Guard districts via hand carry, email, or phone call.	1. Receive the request letter and prepare necessary actions of the CGSOF Operations Officer / Command Duty Officer/Officer of the Day/ Operations Officer of Coast Guard Districts	None	10 minutes	POIC, HSG, CGSOF/ POIC, CTG CGSOF
	1.1 Approve/disapprove the request and issuance of directives from the Commander, CGSOF/ District Commander.	None	5 minutes	Commander, CGSOF
2. Receive the Notice of Approval of the request via phone call.	2. Receive the Notice of Approval of the request via phone call.	None	5 minutes	POIC, Action Center, HSG, CGSOF
TOTAL		None	20 minutes	



Request for Conduct of Basic SCUBA Diving Course

The Basic SCUBA Diving Course in the Philippine Coast Guard (PCG) is an essential training program aimed at developing underwater operational skills among its personnel. This course provides foundational knowledge and hands-on experience in scuba diving, which is crucial for a wide range of Coast Guard missions, including search and rescue, underwater inspection, and environmental protection.

Office or Division:	Headquarters Coast Guard Special Operation Force/ Special Operation School			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen and G2B - Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BLS Certification		Requesting Party		
2. Signed Waiver		CGSOF		
3. Issued "FIT for Training" Medical Certificate		Any medical clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to Commander, CGSOF.	1. The SOS, CGSOF will receive the request letter.	None	1 working day	POIC, CGSOS
	1.1 Approve/ disapprove the request. If approved, the SOS will select instructors for the training, and subsequently create a training directorate.			C, CGSOF



	If not approved, the SOS will inform the requesting party of the disapproval of the request.			
2. Receive and acknowledge email regarding approval/disapproval of request. If approved, proceed to step 3. If disapproved, coordinate with CMAA, SOS for the details of disapproval.	2. Notify the requesting party regarding the approval/disapproval of the request via email.	None	10 minutes	POIC, CGSOS
3. Submit medical certificate to CGSOS with "FIT FOR TRAINING" status.	3. Collect medical certificate and check the veracity of information declared.	None	10 minutes	POIC, CGSOS
4. Fill out and sign the Waiver Form and submit it to CGSOS.	4. Collect the signed Waiver Form of the trainee and disseminate the instructions.	None	5 minutes	POIC, CGSOS
5. Receive and acknowledge notification regarding the schedule of training. Note: Applicants may follow up the schedule of training via email or phone call.	5. Notify the applicants about the schedule of training.	None	5 minutes	POIC, CGSOS
TOTAL		None	1 working day and 30 minutes	





Request for Conduct of Interagency Courses / Trainings

CGSOF offers cross-trainings for the following courses:

- a. Explosive Ordinance Disposal Course (EODC)
- b. Coast Guard Special Operations Course (CGSOC) / Basic Underwater Special Operations Course
- c. Female Rescue Divers Course (FRDC)
- d. Water Search and Rescue (WASAR) Training

These courses / trainings are offered to agencies from different services to equip them with the knowledge to perform specific operations related to the said courses.

Office or Division:	Headquarters Coast Guard Special Operation Force/ Special Operation Groups			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizens			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (can be a hard copy or softcopy sent via email)		Requesting Party		
2. Medical Clearance certifying that the applicant is fit for EOD Training		HCG Medical Service		
3. Summary of Information (SOI)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an endorsement letter signed by the Unit Commander to HCGSOF via hand carry letter, or email.	1. Receive the endorsement letter and wait for the approval of the request.	None	5 minutes	POIC, CGSOS/ POIC, EOD-12



FOR EXPLOSIVE ORDINANCE DISPOSAL COURSE (EODC)				
2. Take an EOD Qualifying Exam. <i>Note: Clients shall wait for the announcement of the schedule of the examination.</i>		2. Schedule and facilitate a Qualifying Exam for the applicants	None	1 working day POIC, EOD-12
		2.1 Check the examination papers.	None	1 working day POIC, EOD-12
FOR WASAR, FRDC, CGSOC/BUSOC				
3. Undergo water and land screening.		3. Facilitate water and land screening.	None	1 working day POIC, CGSOS
4. Receive and acknowledge receipt of email regarding the result of the qualifying examination/ screening.		4. Inform applicants about the result of the exam/screening via email.	None	5 minutes POIC, EOD-12/ POIC, CGSOS
If passed, proceed to step 4.	If failed, wait for the schedule of the next batch of training to reapply.			
5. Submit a medical certificate and Summary of Information (SOI) to EOD-12/ CGSOS.		5. Receive and deliberate the applicant's documents.	None	1 working day POIC, EOD-12/ POIC, CGSOS
6. Receive notice of approval of request via phone call.		6. Approve/ disapprove the application.	None	1 working day Commander, CGSOF
		6.1 Inform the requesting party via phone call.	None	5 minutes POIC, EOD-12/ POIC, CGSOS



TOTAL	None	4 working days and 15 minutes	
-------	------	-------------------------------	--



Request for Conduct of Water Search and Rescue (WASAR) Training

WASAR Training is offered to PCG personnel, allied forces, and other agencies. Under the newly approved Interim Guidelines of WASAR Training, all participants shall undergo land and water screening and secure a medical certificate before undergoing the said training.

Office or Division:	Headquarters Coast Guard Special Operation Force/ Special Operation School			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government and G2C-Government to Civilian			
Who may avail:	Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BLS Certification		Requesting Party		
2. WASAR Screening Record		CGSOF		
3. Signed Waiver		CGSOF		
4. Issuance of "FIT for Training" Medical Certificate		Any medical clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the Commander, CGSOF.	1. Receive the request letter and wait for the approval of the request.	None	1 working day	POIC, CGSOS
	1.1 Approve/ disapprove the request If approved, the SOS will select instructors for the training, and subsequently create a training directorate. If not approved, the SOS will inform the requesting party of the disapproval of the request.	None	1 working day	C, CGSOF



<p>2. Receive and acknowledge email regarding the approval/disapproval of the request.</p> <p>If approved, proceed to step 3.</p> <p>If disapproved, coordinate with CMAA, SOS for the details of disapproval.</p>	<p>2. Notify the requesting party regarding the approval/disapproval of the request via email.</p>	None	10 minutes	POIC, CGSOS
<p>3. Submit a medical certificate to CGSOS with "FIT TO TRAINING" status.</p>	<p>3. Collect the medical certificate and check the veracity of the information declared.</p>	None	10 minutes	Operation CGSOS
<p>4. Receive and acknowledge receipt of the schedule of screening.</p>	<p>4. Schedule the conduct of screening and notify the students once the schedule is fixed.</p>	None	2 working days	POIC, CGSOS
<p>5. Undergo screening.</p>	<p>5. Facilitate screening of applicants.</p>	None	1 working day	POIC, CGSOS
<p>6. Receive and acknowledge the result of the screening.</p> <p>If passed, proceed to step 6.</p> <p>If failed, wait and coordinate for the next schedule for reapplication for training.</p>	<p>6. Inform applicants regarding the result of the screening via email or phone call.</p>	None	10 minutes	POIC, CGSOS
<p>7. Fill out and sign the Waiver Form and submit it to CGSOS.</p>	<p>7. Collect the signed Waiver Form of the trainee and disseminate the WASAR instructions.</p>	None	5 minutes	Operation CGSOS



Receive and acknowledge the notification regarding the schedule of WASAR Training. <i>Note: Applicants may follow up the schedule of WASAR training via email or phone call.</i>	7.1 Notify the applicants about the schedule of WASAR Training.	None	5 minutes	POIC,CGSOS
TOTAL		None	4 working days and 40 minutes	



OPERATING COMMANDS



Philippine Coast Guard Districts



Request for Event Marshals/Standby Rescue Swimmers during Fluvial Parades, Regattas, and Other Maritime Related Activities

Event marshals/standby rescue swimmers provide safety and emergency response support during fluvial parades, regattas, and other maritime-related activities. This includes deploying trained personnel to oversee maritime events, ensuring participants' safety, and being ready to perform immediate rescue operations in case of accidents or emergencies.

Office or Division:	District Staff for Operations, D3			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity and G2G – Government to Government			
Who may avail:	LGUs/NGOs/Motorboat Association/Event Organizers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request.	1. Verify the availability of the event marshals/rescue swimmers of the concerned Coast Guard station, personnel of Headquarters, Coast Guard District, and SOU.	None	1 working day	District Command Center, DCC
	1.1 Prepare directives or memorandum.	None		D3
	1.2 Approve / disapprove the request.	None		District Commander



2. Receive the reply letter.	2. Issue directives to the concerned units and reply letter to the requesting party upon approval. Event marshals/ rescue swimmers from Headquarters, Coast Guard District will be under the Operational Control of the concerned stations until the termination of the activity.	None	12 hours	District Staff for Operations, D3
TOTAL		None	1 working day and 12 hours	



Request for Issuance of Navigational Clearance for Road Bridges and Other Structures Over Navigable Inland Waters

This is a clearance issued on the construction, establishment, alteration, or modification of road bridges and other structures over navigable waters of the Philippines to promote the safety of life and property during navigation as per HPCG/CG8 Memorandum Circular Nr. 01-14 dated 16 April 2014.

Office or Division:	Maritime Safety Service Unit/ District Staff for Maritime Safety, D8			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity; G2C- Government to Citizen and G2G- Government to Government			
Who may avail:	All entities, private and government agencies who will construct, establish, alter or modify road bridges and other structures over navigable waters of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with the Feasibility Study and Detailed Engineering Design Plan attached		Requesting Party		
2. Clearance of No Objection		Local Government Unit / Local Barangay Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1. Receive and verify the documents.	None	15 minutes	D8
	1.1 Review and evaluate the document considering the following factors: A. The vertical clearance of the bridge to be constructed for vessels traversing the area; and B. The feasibility of the proposed location of any structure over	None	30 working days	District Commander and Special Committee for Reviewing and Evaluating the Project



	navigable waters to be constructed.			
2. Receive the reply letter. Re-apply if the request has been disapproved satisfying the factors that led to the disapproval.	2. Draft a reply letter on whether the request is approved or disapproved for the requesting party. If the request is disapproved, indicate in the reply letter the reasons why the application was disapproved.	None	1 working day	D8
	2.1 Sign the approved/disapproved application.			District Commander
	2.2 Issue a reply letter to the requesting party.			D8
3. Pay the clearance fee (if the project is private).	3. Receive payment and issue an Official Receipt (OR).	0.1 percent (0.1%) of the total contract price of the proposed project	15 minutes	Collecting and Remittance Officer
4. Receive the Navigational Clearance.	4. Issue Navigational Clearance.	None	15 minutes	D8
TOTAL		0.1 percent (0.1%) of the total contract price of the	31 working days, and 45 minutes	



	proposed project		
--	---------------------	--	--



Request for Issuance of Notice to Mariners (NOTAM)

The NOTAM provides mariners with critical information affecting navigational safety, such as new hydrographic data, changes in navigational channels, updates on aids to navigation, and other essential information for safe passage.

Office or Division:	District Staff for Maritime Safety Services, D8			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business; G2C - Government to Citizen; and G2G- Government to Government			
Who may avail:	All entities, private and government agencies who have or will conduct activities within the territorial waters of the Philippines.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the issuance of NOTAM citing the specific data on the activity to be conducted such as the duration, location with coordinates and vessel to be used on the same (1 Original or Photocopy).		Requesting Party		
ADDITIONAL REQUIREMENTS FOR ACTIVITIES THAT WILL UTILIZE FOREIGN VESSELS				
1. Clearance from the National Security Council (1 Original or Photocopy).		National Security Council – Information Management Office		
2. Special Permit to Operate (1 Original or Photocopy).		Maritime Industry Authority (MARINA) - Central Office Processing Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request.	1. Receive request.	None	10 minutes	District Command Center/D8
	1.1 Endorse the request to NHQ-PCG (Attn:CG8).	None	1 working day	D8
	1.2 Publish the NOTAM.	None	2 hours	CG8 through PCG Command Center and



				Coast Guard Public Affairs Service (CGPAS)
2. Acknowledge the receipt of notification through email/text.	2. Notify and send a link of the published NOTAM to the client through email/text.	None	15 minutes	District Command Center/D8
TOTAL		None	1 working day, 2 hours and 25 minutes	



Request for Issuance of Special Permit to Dumping / Discharge of Wastes and Other Matters

The process for issuing a special permit from the Philippine Coast Guard (PCG) for the authorized dumping or discharge of wastes and other substances into the sea follows the guidelines established under HPCG/CG-9 Memorandum Circular No. 11-14, dated December 19, 2014.

This permit ensures that all waste disposal activities comply with national regulations and environmental standards, safeguarding marine ecosystems.

Office or Division:	MEP - ERG			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Shipping Companies/Ship Owner/Land-based Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Special Permit to Dump/Discharge Water Waste and/or Other Matters - 2 copies (1 original, 1 photocopy)		MEP-ERG/ERU		
2. Company Profile of the Applicant - 2 copies (1 original, 1 photocopy)		Requesting Party		
3. Environmental Compliance Certificate (ECC) - 2 copies (1 original, 1 photocopy)		Department of Environment and Natural Resources (DENR)		
4. Official Receipt of the application fee - 2 copies (1 original, 1 photocopy)		MEP-ERG/ERU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an application form for Dumping Permit with the	1. Receive and check the veracity and completeness of the submitted requirements.	None	30 minutes	MEP-ERG



documentary requirements attached.	1.1 Prepare the Dumping Permit Form for approval and signature of the Coast Guard District Commander.	None	30 minutes	MEP-ERG
	1.2 Approve and sign the Dumping Permit.	None	1 working day	District Commander
2. Pay for the Dumping Permit.	2. Issue official receipt.	Php 7,781.23	30 minutes	MEP-ERG
3. Receive the Dumping Permit.	3. Issue the Dumping Permit.	None	30 minutes	MEP-ERG
TOTAL		Php 7,781.23	1 working day and 2 hours	



Request for Law Enforcement / Maritime Security Assistance

It allows other government agencies and non-government organizations to seek support from the Philippine Coast Guard for maritime security assistance operations. This service ensures coordinated efforts in maintaining maritime safety.

Office or Division:	CG District Staff for Operations, D3 / CG District Staff for Maritime Security, D14 / Maritime Security and Law Enforcement Group (MARSLEG)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	LGUs/ NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for Maritime Law Enforcement/Security Assistance.	1. Verify the availability of the Floating Assets. Provide advance info to the concerned CGS/Units/Assets.	None	1 working day	District Command Center, DCC
	1.1 Prepare directives.			D3
	1.2 Approve and sign the reply letter.			District Commander
2. Receive a reply letter.	2. Facilitate the meeting and planning session with the requesting party.	None	1 working day	D14
3. Attend the meeting and planning session.	3. Prepare reply letter to the requesting party regarding approval/disapproval of request.	None	1 working day	D14, D3 / MARSLEG
	3.1 Prepare directives to concerned unit			



	3.2 Approve/Disapprove reply letter and directives			District Commander
	3.3 Send reply letter and directives			D14, D3 / MARSLEG
TOTAL		None	3 working days	



Request for Medical / Dental Mission

This request is a frontline service offered by the PCG Medical / Dental Service in conducting missions to the community in collaboration with the LGUs, NGOs, government agencies, and other stakeholders.

Office or Division:	Coast Guard District Medical/Dental			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	LGUs, NGOs, AFP, PNP, Public and Private Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send the request letter.	1. Verify the availability of the Medical/Dental Team.	None	2 working days	District Command Center, DCC
	1.1 Prepare directives.	None		D3
	1.2 Approve and sign the reply letter.	None		District Commander
2. Receive the reply letter and coordinate with D3 or D7.	2. Issue directives to the concerned units. Provide a reply letter stating whether the request is approved or has a conflict of schedule.	None	1 working day	D3



	2.1 Request an additional medical team from HCGMED and additional medicines and/or dentists from HCG Dental Service, if necessary.	None		CGD MED and/or CGD Dental
	2.2 Coordinate with the requesting party upon the issuance of directives and reply letter.	None		D3/D7
TOTAL		None	3 working days	



Request for Water Search and Rescue (WASAR) Training

The WASAR training aims to develop skills for safety and survival, basic lifesaving, rubber boat assembly, and engine operation; as well as to be knowledgeable about the navigation and maneuver rules.

Office or Division:	District Staff for Operations, D3 / District Staff for Civil Relations Service, D7			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government and G2B – Government to Business Entities			
Who may avail:	PNP, LGUs, NGOs, Public and Private Schools, Rescue Volunteer Groups, Resorts with Pool and Beaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for WASAR Training.	1. Verify the availability of the WASAR instructor/facilitator.	None	2 working days	District Command Center (DCC)
	1.1 Prepare directives.	None		D3
	1.2 Approve and sign the reply letter.	None		District Commander
2. Receive a reply letter and coordinate with District 7 (D7) or District 12 (D12) to schedule the meeting and planning session.	2. Provide a reply letter to the requesting party, whether the request is approved or has a conflict of schedule.	None	1 working day	D7 or D12
	2.1 Schedule the meeting and planning session with the requesting party if the request has been approved.	None		D7 or D12



3. Attend the meeting and planning session.	3. Facilitate the meeting and planning session with the requesting party and the instructor	None	1 working day	D3 and D7 or D3 and D12
TOTAL		None	4 working days	



Philippine Coast Guard Stations/Substations



Request for Issuance of Emergency Salvage Permit

A qualified PCG-accredited salvor may apply for a Salvor Certificate to PCG attesting that a proper survey has been conducted of the object to be salvaged, stating therein pertinent data of the sunken object and declaring it a hazard to navigation.

Office or Division:	Coast Guard Station/ Maritime Safety Services Branch (S8)	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business Entity	
Who may avail:	PCG Accredited Salvor	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent		Requesting Party
2. Notarized accomplished application of Emergency Salvage Permit.		Requesting Party
3. Survey Permit		CG Station
4. Photocopy of Salvage Certificate of Registration		CG8
5. Certificate/Proof of Ownership		Requesting Party
6. Salvage contract agreement between the owner and the salvor		Requesting Party
7. Two 5" x 7" size pictures of different projected views of the object to be salvaged, if available.		Requesting Party
8. Specific description, gross tonnage, and identification of the object to be salvaged (Vessel's Particular)		Requesting Party
9. Statement of inventory of vessels, equipment, tools, and paraphernalia that will be used in the salvage operations. (List and Picture of Equipment)		Requesting Party
10. Detailed plan of salvage work to be conducted and the approximate date of completion. (Scope of Work)		Requesting Party



11. Clearance from the Firearms and Explosives Unit, PNP (if salvor uses explosives)	PNP (Explosive Ordinance Department)
12. Additional requirements for World War II and pre-WW II vessels, military and other government-owned vessels, derelicts: a. Clearance from the Office of the President; b. Certification/award or contract from the appropriate government awarding authority or from the CPCG in the absence of an interested party; c. Authority or contract from the awardee if Salvor is other than the awardee.	Office of the President, appropriate government awarding authority or from CPCG, Awardee
13. Additional requirements for abandoned vessels and/or hazards to navigation: a. Performance bond from an accredited bank/insurance company equivalent to ten percent (10%) of the total estimated value of the abandoned vessel/wreck or derelict in favor of the Philippine Coast Guard which shall expire upon completion of salvage operations; b. Proof of publication in a newspaper of general publication once a week or two consecutive weeks by the applicant-salvor of all the details of the proposed salvage, statement of markings/identity and quantity of objects, requesting all interested persons to file their claims and/or objections to CPCG (Attn: CG-8).	Accredited Bank/Insurance Company, Media
14. DTI and BIR Permits	DTI and BIR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward an intent letter for the conduct of salvage operation.	1. Receive the request letter.	None	10 minutes	S8
2. Apply for Survey Permit.	2. Receive application.	Php 200.00	10 minutes	S8
	2.1 Approve / Issue a Survey Permit.	Php 500.00	4 hours	Station Commander
3. Survey the location of vessel to be salvaged.	3. Assist the Salvor.	None	1 working day	S8/ SOG
4. Apply for a Salvage Certificate of Inspection.	4. Receive application.	Php 200.00	10 minutes	S8
	4.1 Approve/issue the Salvage Certificate of Inspection.	Php 500.00	4 hours	Station Commander
5. Apply for the Emergency Salvage Permit with the necessary requirements attached.	5. Receive application.	Php 200.00	10 minutes	S8
	5.1 Verify the submitted documents.	None	20 minutes	S8
	5.2 Inspect the equipment to be used in the salvage operation.	None	1 working day	S8
	5.3 Approve / issue the Emergency Salvage Permit.	Php 1,000.00 (500 tons or less)		
		Php 1,500.00 (Over 500 tons but less 5,000 tons)		
		Php 2,000.00		



		(5,000 tons but less than 10,000 tons)		
		Php 2,500.00 (Over 10,000 tons)		
TOTAL		Php 1,600.00 (additional emergency salvage permit payment per vessel)	2 working days and 9 hours	



Request for Issuance of PCG Certificate for Lifeguard

An applicant who meets the qualifications and has completed the requirements is eligible to receive the Philippine Coast Guard (PCG) Lifeguard Certificate, under HPCG/CG-8 Memorandum Circular No. 03-14, dated April 16, 2014.

Office or Division:	Coast Guard Station/ Marine Safety Services Branch			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity and G2C - Government to Citizen			
Who may avail:	Any individual who is qualified and has fulfilled the requirements for the availment of PCG Lifeguard Certificate and any private owner of coastal and beach resorts/ business entities who is interested in the availment of said certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for PCG Lifeguard Certificate (1 Original Copy)		Coast Guard Station– S3/S8		
2. Data Privacy Consent Form (for corporations, attach a Secretary Certificate of Special Power of Attorney as a supporting document) (1 Original copy)		Coast Guard Station– S3/S8		
3. Standard First Aid Course Certificate		Any institution/school/organization that is certified by the Department of Health/ Ministry of Health		
4. Basic Life Support – Cardiopulmonary Resuscitation (BLS-CPR) Course Certificate		Any institution/school/organization that is certified by the Department of Health/ Ministry of Health		
5. Water Safety Course Certificate		After completing the WASAR Training Course / Water Safety Course given by any Coast Guard Station/ Philippine Red Cross / Philippine Life Saving		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Acquire and fill out the application form to the nearest Coast Guard Station.	1. Check and verify all the details of the documents.	None	5 minutes	Coast Guard Station – S3/S8
2. Submit other requirements (based on the checklist requirements above) and pay the Application Fee.	2. Assess all documents for final verification, receive payment, and issue an OR to the applicant.	Php 300.00	10 minutes	Coast Guard Station- S3/S8 and CRO
3. Receive and acknowledge notification regarding the schedule of examination.	3. Inform the applicant of the schedule of the exam.	None	15 minutes	Station Commander
Disclaimer: The schedule of examination may vary.	3.1. Create a Recreational Safety Team.	None	1 working day	Coast Guard Station, SOU, and MSSU personnel
4. Undergo various water tests and practical exams given by the PCG.	4. Conduct various water tests and practical exams and evaluate them. Notify the applicant, once he/she passed or failed the exam.	None	4 hours	Coast Guard Station, SOU, and MSSU Personnel
	4.1. Submit the examination results to the Station Commander.	None	4 working days	Recreational Safety Team
	4.2. Endorse PCG Lifeguard Certificate to the District Commander for the approval and signature.	None		Coast Guard Station, SOU, MSSU, Station Commander, D8, and District Commander
	4.3. Sign the PCG Lifeguard Certificate.	None	15 minutes	District Commander, D8, and Station Commander,



5. Receive the PCG Lifeguard Certificate.	5. Release the PCG Lifeguard Certificate.	None	5 minutes	Coast Guard Station – S3/S8
TOTAL		Php 300.00	5 working days, 4 hours and 50 minutes	



Request for Issuance of Permit to Conduct Marine Parade, Regattas, and Other Maritime-Related Activities

This is a permit issued to registered owners/operators of watercrafts and event organizers of various maritime-related activities utilizing different watercraft as per HPCG/CG8 MC Nr 04-14 dated 16 April 2014.

Office or Division:	Coast Guard Station			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity; G2C- Government to Citizen and G2G- Government to Government			
Who may avail:	All entities, private and government agencies who will conduct marine parades, regattas, and other maritime activities within the territorial waters of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Marine Parade Regatta and other Marine Event Permit		Coast Guard Station		
2. Request letter with an attached sketch of where the maritime activity will be held (Submit at least 10 days before the event).		Requesting Party		
3. Clearance of No Objection		Local Government Unit / Local Barangay Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1. Receive and verify the documents.	None	5 minutes	S3/S8
	1.1 Review and evaluate the safety measures of the event. Then, approve/disapprove the request.	None	1 working day	Station Commander/ Sub-station Commander
2. Acknowledge receipt of letter reply.	2. Submit a letter notifying the client of the approval/disapproval of the application.	None	30 minutes	S8



If disapproved, the client may re-apply satisfying the factors that led to the disapproval.	Outline reasons why the application was disapproved, and advise to re-apply the following day or any day at his/her convenience.			
3. Pay the Marine Parade, Regatta, and other Marine Event permits.	3. Receive payment and issue an Official Receipt (OR).	Php 1,000.00	15 minutes	Collecting and Remitting Officer (CRO)
4. Receive the permit.	4. Issue permit.	None	15 minutes	S8
TOTAL		Php 1,000.00	1 working day, 1 hour, and 5 minutes	



Request for Response to Maritime Incidents

Clients may report maritime incidents including drowning, collision, grounding, capsizing, man-overboard (MOB), distressed vessels, missing vessels and persons, medical evacuation, and oil spill incidents to PCG for immediate response in ensuring the safety at sea, prevention of human injury/loss of life and avoidance of damage to marine environment and property.

Office or Division:	Coast Guard Station (Operations Branch) -S3			
Classification:	Simple			
Type of Transaction:	G2C- Government to Transacting Public; G2B- Government to Business Entity and G2G- Government to Government			
Who may avail:	Shipping Companies, Concerned Citizens/Private Entity and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of the incident		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report maritime incident to the nearest Coast Guard station or through any communication channel to contact the Coast Guard station.	1. Receive and evaluate the incident report.	None	5 minutes	Duty Office Watch
	1.1 Approve the request.	None	2 minutes	Station Commander
TOTAL		None	7 minutes	



Request for Safety, Security, and Environmental Numbering (SSEN) System Registration

Any concerned citizen and/or private entity may avail of the safety, security, and environmental numbering (SSEN) system of the PCG provided that they have accomplished the required documents.

Office or Division:	Coast Guard Sub-Station (CGSS)/ CGWCEIS			
Classification:	Simple			
Type of Transaction:	G2C- Government to Transacting Public and G2B- Government to Business Entity			
Who may avail:	Concerned Citizens / Private Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		PCG		
2. For vessels of 3GT and marine below (LGU or Marine Registered) A. proof of ownership B. one (1) valid Government Issued Identification Card C. photo of the vessel with the owner		- LGU/ Marina - Requesting Party - Requesting Party		
3. For vessels of more than 3GT (Marina Registered) A. Certificate of Ownership (CO) B. Certificate of Vessel Registry (CVR) C. One (1) valid government-issued identification card photo of the vessel with the owner		- Marina - Marina - Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request.	1. Receive and evaluate the required documents.	None	5 minutes	POIC, S8
	1.1 Mark the watercraft with the designated SSEN number.	None	45 minutes	Member, S8
	1.2 Take a picture of the watercraft with the owner.	None	5 minutes	Member, S8
TOTAL		None	55 minutes	



Request for Supervision of Bunkering or Transfer Operations

Any oil tanker and oil depot that wishes to operate bunkering must seek supervision from PCG to ensure the safety and effectiveness of their operations.

Office or Division:	Coast Guard Station (Operations Branch) -S3 / Marine Environmental Protection Unit (MEPU)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Oil Tankers / Oil Depots			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Unloading of Oil Products (1 Original and 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the CGS of the oil transfer Operation.	1. Receive the Notice of Unloading of Oil Products.	None	5 minutes	S3
	1.1 Alert oil transfer monitoring team.	None	5 minutes	Station Commander
	1.2 Proceed to the pier or anchorage and board the vessel.	None	30 minutes	MEPERU/ OTMT
	1.3 Monitor the oil transfer operation properly by checking the following: a. pipes and fittings b. pressure gauges c. pumps d. oil pipelines and hoses e. oil spill booms	None	45 minutes	MEPERU/ OTMT



TOTAL	None	1 hour and 25 minutes	
-------	------	-----------------------	--



Request for Supervision of Dumping Operations

Any shipping company that wishes to discharge its waste materials is required to request Supervision of Dumping Operation.

Office or Division:	Coast Guard Station (Operations Branch) -S3 / Marine Environmental Protection Unit (MEPU)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Shipping Companies / Requesting Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dumping Permit (DP) (1 Original and 1 Photocopy)		PCG District		
2. Notice of Dumping (1 original copy)		Concerned Vessel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify CGS of the vessel's readiness.	1. Inform/advise duty dumping escorts.	None	5 minutes	S3/MEPERG
	1.1 Proceed to the vessel.	None	5 minutes	Dumping Escort
2. Conduct dumping operations.	2. Ensure that the dumping operation will be strictly done in the designated dumping area.	None	2 working days	Dumping Escort
TOTAL		None	2 working days and 10 minutes	



PHILIPPINE COAST GUARD

Internal Services



PCG General Internal Services



Application for Leave not Exceeding 15 Days (for Officers) / 30 Days (for Non-Officers) to be Spent Locally

The Rest and Recreation (R&R) is a material benefit, privilege in nature, granted to Philippine Coast Guard (PCG) uniformed personnel to provide opportunities to go home and bond with their immediate families once every three (3) months for officers and once every six (6) months for non-officers for a maximum period of fifteen (15) days plus the authorized travel time.

Ordinary leave and mandatory/forced leave are a privilege granted to PCG Personnel to ensure their well-being and work-life balance. This offers personnel the opportunity to spend quality time with their families, manage personal affairs, rest, unwind, and rejuvenate from the demands of their office or operational duties.

Paternity Leave is a privilege granted to a married male PCG personnel allowing him not to work for a period of seven (7) days while continuing to earn the compensation therefore, on the condition that his legitimate spouse has delivered a child or suffered a miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during, and after childbirth as the case may be and assist in caring for his newborn child.

Sick Leave is granted to PCG Uniformed Personnel to promote convalescence from disease or injury by affording him/her rest, better climate change of environment. Sick leave may also be granted on account of sickness of any member of his/her immediate family.

Convalescent Leave is an authorized absence for a period of not exceeding fifteen (15) days by the PCG Uniformed Personnel who is recovering from either sickness or disability. This is considered as part of hospital treatment and is not chargeable against the leave benefits of PCG Personnel as provided by law.

Office or Division:	Unit Admin Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Officers with rank of Captain below not holding key positions and PCG Non - officers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



FOR REST AND RECREATION	
1. Accomplished Personnel Action Form (PAF)	Admin Division of the Unit/Office where the Requesting Personnel is Assigned
MANDATORY LEAVE	
1. Accomplished Personnel Action Form (PAF)	Admin Division of the unit/office where the requesting personnel is assigned
2. Updated Unit Leave Record	Admin Division of the unit/office where the requesting personnel is assigned
ORDINARY LEAVE	
1. Accomplished Personnel Action Form (PAF)	Admin Division of the unit/office where the requesting personnel is assigned
2. Marriage Certificate	Requesting Personnel
3. Medical Certificate of the wife	Requesting Personnel
4. Birth Certificate of the newborn child	Requesting Personnel
SICK LEAVE	
1. Accomplished Personnel Action Form (PAF)	Admin Division of the unit/office where the requesting personnel is assigned
2. Updated Unit Leave Record	Admin Division of the unit/office where the requesting personnel is assigned
3. Medical Certificate from the attending Physician	Requesting Personnel
4. Validated Medical Certificate from CGMED Service	Coast Guard Medical Service
CONVALESCENT LEAVE NOT EXCEEDING FIFTEEN (15) DAYS	
1. Accomplished Personnel Action Form (PAF)	Admin Division of the unit/office where the requesting personnel is assigned
2. Updated Unit Leave Record	Admin Division of the unit/office where the requesting personnel is assigned



3. Medical Certificate from the attending Physician		Requesting Personnel		
4. Validated Medical Certificate from CGMED Service		Coast Guard Medical Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Personnel Action Form (PAF) and submit to the Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward accomplished Personnel Action Form (PAF) to Officer-in-Charge of the personnel filing a leave for approval.	None	15 minutes	Duty Unit Admin Personnel
	1.1 Approve/disapprove the PAF. If approved, forward the PAF to the Unit Admin Personnel. If disapproved, return the document to the client.	None	1 hour	Officer-in-Charge of the Personnel Filing a leave
	1.2 Attach routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers and forward to the Unit Admin Officer upon completion.	None	1 hour	Unit Admin Personnel



	<p>1.3 Approve/disapprove the PAF.</p> <p>If approved, forward the PAF to the Unit Commanding Officer.</p> <p>If disapproved, return the document to the client.</p>	None	15 minutes	Unit Admin Officer
	<p>1.4 Approve/disapprove the PAF.</p> <p>If approved, proceed to the next step.</p> <p>If disapproved, return the document to the client.</p>	None	1 working day	Unit Commanding Officer
	<p>1.5 Submit Accomplished Personnel Action Form (PAF) to the office of the Mother Unit/Command.</p>	None	<p>1 hour</p> <p><i>Note: Processing time may vary on the distance of the unit from the mother unit in consideration</i></p>	Unit Liaison



			<i>with the traveling time.</i>	
	<p>1.6 Receive, check, and identify the nature of request and review the correctness and completeness of the document such as information and enclosures as well as the signature in the concurring lines.</p> <p>If correct and complete, proceed to the next step.</p> <p>If incorrect and incomplete, return the document to the sender for correction.</p>	None	1 hour	Duty Admin Office Watch, Mother Unit/Command
	1.7 Attach the routing slip to be signed initially by the Admin Officer, Chief of Staff, and Deputy Commander, then, forward to the Commanding Officer.	None	2 working days	Admin Member, Mother Unit/Command
	1.8 Approve/disapprove the routing slip.	None	2 working days	Commanding Officer, Mother Unit/Command



	<p>If approved, proceed to the next step.</p> <p>If disapproved, return the document to the client.</p>			
	1.9 Issue the special order.	None	1 working day	Adjutant Officer, Mother Unit/Command
	1.10 Issue Change in Personnel Status (CHIPS) Report.	None	1 working day	Officer-in-Charge, Mother Unit/Command
2. Check outgoing dispatches from Mother Unit/Command re CHIPS Reports.	2. File Special Order and CHIPS Report and forward them to CG-1 and other concerned offices by the Liaison of Admin Division.	None	1 hour	Liaison Mother Unit/Command
TOTAL		None	7 working days, 5 hours and 30 minutes	



Application for Leave and R&R Exceeding 15 Days (for Officers) / 30 Days (for Non-Officers) to be Spent Abroad

PCG Personnel may apply for leaves and rest and recreation exceeding 15 days (for officers) / 30 days (for non-officers) to be spent abroad by adhering to the guidelines and complying the requirements needed.

Office or Division:	Unit Admin Division						
Classification:	Simple						
Type of Transaction:	G2G - Government to Government						
Who may avail:	Officers with rank of Captain below not holding key positions and PCG non-officers						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
1. Personnel Action Form	PAF originating from the mother unit						
2. Leave Furlough Record	CGAO						
3. Statement of Service	CGAO						
4. Certificate of No Intention to Retire	Self-adjudicated						
5. Certificate of No Pending Case	CGIG-IAS						
6. Certificate of No Pending Task	CGAO (for Unit Commanders holding key positions) and Admin of Units (for those not holding key positions)						
7. Certificate of No Money Accountability	Accounting Office						
8. Certificate of No Property Accountability	CGSAO						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			



1. Fill-out Personnel Action Form (PAF) and submit to the Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward accomplished Personnel Action Form (PAF) to Officer-in-Charge of the personnel filing a leave for approval.	None	15 minutes	Duty Unit Admin Personnel
	1.1 Approve/disapprove the PAF. If approved, forward the PAF to the Unit Admin Personnel. If disapproved, return the document to the client.	None	1 hour	Officer-in-Charge of the Personnel Filing a leave
	1.2 Attach the routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers; and forward them to the Unit Admin Officer upon completion.	None	1 hour	Unit Admin Personnel
	1.3 Approve/disapprove the PAF. If approved, forward the PAF to the Unit Commanding Officer.	None	15 minutes	Unit Admin Officer



	If disapproved, return the document to the client.			
	1.4 Approve/disapprove the PAF.			
	<p>If approved, proceed to the next step.</p> <p>If disapproved, return the document to the client.</p>	None	1 working day	Unit Commanding Officer
	1.5 Submit Accomplished Personnel Action Form (PAF) to the office of Mother Unit/Command.	None	<p>1 hour</p> <p><i>Note: Processing time may vary on the distance of the unit from the mother unit in consideration with the traveling time.</i></p>	Unit Liaison
	1.6 Receive, check, and identify the nature of request and review the correctness and completeness of the document such as information and enclosures as	None	1 hour	Duty Admin Office Watch, Mother Unit/Command



	<p>well as the signature in the concurring lines.</p> <p>If correct and complete, proceed to the next step.</p> <p>If incorrect and incomplete, the document will be returned to the sender for correction.</p>			
	1.7 Attach routing slip to be signed initially by the Admin Officer, Chief of Staff, and Deputy Commander, then forward to the Commanding Officer.	None	2 working days	Admin Member, Mother Unit/Command
	<p>1.8 Approve/disapprove the PAF.</p> <p>If approved, forward accomplished PAF to CG-1.</p> <p>If disapproved, return the document to the client.</p>	None	2 working days	Commanding Officer, Mother Unit/Command
	1.9 Receive and check/verify the completeness of enclosures.	None	3 minutes	Duty Personnel,



				Communications Division, CG-1
	1.10 Make a Disposition Form for the approval of CPCG.	None	1 working day	Office-in-charge Morale and Welfare Division
	1.11 Review and sign the Disposition Form.	None	1 working day	DC of CGS for HRM, CG-1
	1.12 Forward the Disposition Form to CPCG via Chief of Staff, DCO, DCA for approval.	None	5 working days	Duty Personnel, CCGS Duty Personnel, DCA Duty Personnel, DCO Duty Personnel, CPCG
	1.13 Return the signed DF to CCGS for notation. If disapproved, return the DF to CG-1 for compliance	None	1 working day	Duty Personnel, CCGS
	1.14 Pick-up approved DF from CCGS.	None	15 minutes	Duty Messenger, CG-1
	1.15 Issue an order to CGAO for the publication of order.	None	1 working day	Chief Officer, Morale and Welfare Branch,



				CG-1
2. Receive by the personnel in his/her payroll account.	2. Publish the order and furnish a copy from the concerned office/personnel.	None	1 working day	Duty Personnel, CGAO
TOTAL		None	15 working days 5 hours 33 minutes	



Filing Complex Complaints against Erring PCG Personnel

Philippine Coast Guard Units shall address complex complaints requiring investigations, endorsement or intervention from other PCG units and/or other agencies following the steps in the table below. Complaints may be lodged via physical mail, walk-in, email, website or social media.

Office or Division:	PCG Units Public Assistance and Complaints Desk (PACD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2B - Government to Business Entities and G2C - Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Full Name of the Complainant (Optional) 2. Address of the Complainant (Optional) 3. Contact Details of the Complainant 4. Nature and details of the Act/s Complained of the Person/s Charged 5. Office of the Person/s Charged 6. Evidence of such violation/s, such as but not limited to the following:		Complainant



- Transaction Slips (1 Scanned Copy)
- Receipts (1 Scanned Copy)
- Notification (1 Scanned Copy)
- Application Form (1 Scanned Copy)
- Payment Slips (1 Scanned Copy)
- Acknowledgement Receipts (1 Scanned Copy)
- Confirmation Slips (1 Scanned Copy)
- Photo/Video of the Violation

NOTES:

- Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted.

Complaints with incomplete requirements, evidence, and no contact information may not be acted upon accordingly.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the required information to PCG	1. Receive and forward the complaint to the Unit's PACD. (If	None	5 minutes	Duty Office Watch



Public Assistance and Complaints Desk via the following: a. Physical mail b. Walk-in c. Email e. Social Media	complaint is received by the unit's office watch)			
	1.1 Record the complaint and assign Complaint Tracking Number (CTN).	None	30 minutes	Member, Public Assistance and Complaints Desk
	1.2 Assess the complaint and recommend action.	None	1 hour	OIC/POIC, Public Assistance and Complaints Desk
	1.3 Endorse the complaint to the unit's Legal Officer. (For complaints requiring legal advice)	None	1 hour <i>Note: Assessment of the Legal Officer may vary depending on the complexity of the case</i>	OIC, Public Assistance and Complaints Desk
	Endorse complaint to the Commanding Officer. (For complaints requiring direct instruction from the Commanding Officer)			Unit's Commanding Officer / Legal Officer
	1.4 Assess the complaint and send instruction to the PACD Officer.	None		
	1.5 Comply with the instructions of the unit's Legal Officer in addressing the complaint.	None	1 hour	OIC
	1.3 Draft a reply letter and other relevant documents for the resolution of the case.	None	30 minutes	Member, Public Assistance and Complaints Desk



	1.4 Review and check the drafted reply letter and other relevant documents.	None	30 minutes	POIC/OIC, Public Assistance and Complaints Desk
	1.5 Check and sign the drafted reply letter and other relevant documents.	None	30 minutes	Commanding Officer
2. Receive notification via email or phone call about the recommendation/ action taken for the resolution of the complaint.	2. Send a reply letter/ message to the complainant containing recommendation/ action taken for the resolution of the complaint.	None	30 minutes	Member, Public Assistance and Complaints Desk
TOTAL		None	6 hours and 35 minutes	

Filing Simple Complaints against Erring PCG Personnel

The Philippine Coast Guard Units shall address complaints or petty concerns that the office can directly resolve without the need for investigations, endorsement or intervention from other PCG units and/or other agencies. Complaints may be lodged via physical mail, walk-in, email, website or social media.



Office or Division:	PCG Units Public Assistance and Complaints Desk (PACD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2B - Government to Business Entities and G2C - Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none">1. Full Name of the Complainant (Optional)2. Address of the Complainant (Optional)3. Contact Details of the Complainant4. Nature and Details of the Act/s Complained of the Person/s Charged5. Office of the Person/s Charged6. Evidence of violation/s, such as but not limited to the following:<ul style="list-style-type: none">• Transaction Slips (1 Scanned Copy)• Receipts (1 Scanned Copy)• Notification (1 Scanned Copy)• Application Form (1 Scanned Copy)		Complainant



- Payment Slips (1 Scanned Copy)
- Acknowledgement Receipts (1 Scanned Copy)
- Confirmation Slips (1 Scanned Copy)
- Photo/Video of the Violation

NOTES:

- Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted.

Complaints with incomplete requirements, evidence, and no contact information may not be acted upon accordingly.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the required information to PCG Public Assistance and Complaints Desk via the following:	1. Receive and forward the complaint to the Unit's PACD. (If complaint is received by the unit's office watch)	None	5 minutes	Duty Office Watch
	1.1 Record the complaint and assign Complaint Tracking Number (CTN).	None	30 minutes	Member, Public Assistance and Complaints Desk



a) Physical mail b) Walk-in c) Email d) Social Media	1.2 Assess the complaint and recommend action.	None	1 hour	OIC/POIC, Public Assistance and Complaints Desk
	1.3 Draft a reply letter and other relevant documents for the resolution of the case.	None	30 minutes	Member, Public Assistance and Complaints Desk
	1.4 Review and check the drafted reply letter and other relevant documents.	None	30 minutes	POIC, Public Assistance and Complaints Desk
	1.5 Check and sign the drafted reply letter and other relevant documents.	None	30 minutes	OIC, Public Assistance and Complaints Desk
2. Receive notification via email or phone call about the recommendation/ action taken for the resolution of the complaint.	2. Send a reply letter and other relevant documents (if any)/ message to the complainant containing recommendation/ action taken for the resolution of the complaint.	None	15 minutes	Member, Public Assistance and Complaints Desk
TOTAL		None	3 hours and 20 minutes	



Request for Availability of the Subject Matter Expert as Lecturer/Speaker

Lecturers or speakers may be requested from one PCG unit to another with the availability of a Subject Matter Expert (SME) geared with the knowledge and expertise gained through experience and/or training with certification.

Office or Division:	Unit Education and Training Division/Branch			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Philippine Coast Guard Offices and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy) sent via email For other Government Agencies: Request letter addressed to CPCG <i>Note: Logistical requirements for the conduct of the lecture/training as well as the mobility for the requested subject matter expert shall be provided by the requesting party.</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a request letter via email or physical mail.	1. Receive and forward to the POIC or Member, Education and Training Division.	None	5 Minutes	Duty Office Watch
2. Coordinate with the Asst. POIC or Member, Education and Training Division about the necessary details required for the request.	2. Conduct initial coordination with the requesting party about the necessary details of the request.	None	15 minutes	POIC or Member, Education and Training Division
	2.1 Check the availability of lecturer / instructor.	None	1 working day	POIC, Education and Training Division
	<p>If the requested instructor is available, forward the request to the OIC, Education and Training Division.</p> <p>If the requested instructor is not available, inform the requesting party about the unavailability of the requested SME and/or coordinate for alternative arrangements or possible rescheduling.</p>	None	15 minutes	POIC/Member, Education and Training Division
	2.2 Approve /disapprove of the request	None	1 working day	OIC, Education and Training Division
3. Receive notification via email or phone call about the approval/disapproval of request.	<p>3. If approved, inform the requesting party about the approval of the request.</p> <p>If disapproved, coordinate for possible rescheduling or inform</p>	None	15 minutes	POIC, Education and Training Division



	them about the reason for disapproval.			
TOTAL		None	2 working days and 50 minutes	



Request for Comments and Inputs

This service accommodates national government agencies and PCG units/offices requesting comments and inputs related to PCG functions.

Office or Division:	Concerned PCG Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Government/Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy) 2. Copy of the Document for Comments and Inputs (1 Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and a document copy to the concerned unit.	1. Receive, check, and verify the request.	None	10 minutes	Office Watch, Operations Branch
	1.1 Forward request to the Commanding Officer for instructions.	None	5 minutes	Office Watch, Operations Branch
	1.2 Instruct the concerned division/branch.	None	1 working day	Commanding Officer



	1.3 Prepare the data.	None	10 minutes	Branch Chief/OIC
	1.4 Draft a reply letter containing any requested comments and suggestions.	None	3 working days	Duty Personnel, Concerned Branch
	1.5 Review and check the drafted reply letter.	None	1 working day	Legal Officer/ Authorized Cognizant Officer
	1.6 Check and sign the reply letter.	None	1 hour	Commanding Officer
2. Receive reply letter	2. Send the signed reply letter to the client.	None	1 hour	Office Watch, Operations Branch
TOTAL		None	5 working days, 2 hours and 25 minutes	



Request for Longevity Pay (4th to 5th Longevity Pay)

This type of compensation is awarded to PCG personnel as a recognition of their extended service or tenure in the PCG Organization.

Office or Division:	Unit Admin Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Eligible Active PCG Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Action Form (PAF) for Fourth (4 th) to Fifth (5 th) Longevity Pay (1 original copy)		1. Requesting PCG personnel		
2. Statement of Service (1 original copy or 1 authenticated copy)		2. Requesting personnel (to be requested from CGAO)		
3. Last Longevity Pay Order		3. Requesting personnel (to be requested from CGAO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Personnel Action Form (PAF) and submit it to the Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward the accomplished Personnel Action Form (PAF) to the Officer-in-Charge of the personnel filing a leave for approval.	None	15 minutes	Duty Unit Admin Personnel



	<p>1.1 Approve/disapprove the PAF.</p> <p>If approved, forward the PAF to the Unit Admin Personnel.</p> <p>If disapproved, return the document to the client.</p>	None	1 hour	Officer-in-Charge of the Personnel Filing a leave
	<p>1.2 Attach the routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers, and forward it to the Unit Admin Officer upon completion.</p>	None	1 hour	Unit Admin Personnel
	<p>1.3 Approve/disapprove the PAF.</p> <p>If approved, forward the PAF to the Unit Commanding Officer.</p> <p>If disapproved, return the document to the client.</p>	None	15 minutes	Unit Admin Officer
	<p>1.4 Approve/disapprove the PAF.</p>	None	1 working day	Unit Commanding Officer



	<p>If approved, proceed to the next step.</p> <p>If disapproved, return the document to the client.</p>			
	1.5 Receive, check/verify the request and log it in the INCOMING logbook and forward it to the Career Management and Promotion Branch.	None	10 minutes	Duty Personnel, Communications Branch
	1.6 Validate the completeness and authenticity of the request and requirements, and encode it in the longevity pay tracking.	None	10 minutes	Member, Career Management and Promotion Branch
	1.7 Prepare a DF addressed to CPCG thru DCO, DCA and CS for the approval of issuance of Longevity Pay and Long Service Ribbon Award and subsequent update in the longevity pay tracking.	None	1 working day	Chief or Asst Chief or POIC or Member, Career Management and Promotion Branch
	1.8 Check the DF and affix initial.	None	15 minutes	Asst. Chief, Career Management and Promotion Branch
	2. Check the DF and affix initial.	None	15 minutes	Chief,



2. Submit Personnel Action Form (PAF) for Reassignment				Career Management and Promotion Branch
	2.1 Check the DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	2.2 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.3 Log the DF in the OUTGOING logbook and forward it to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch
	2.4 Affix initial or signature for approval.	None	3 working days	c/o CS, DCA, DCO and CPCG Office Note: Please refer to the respective Citizen's Charter of concerned offices.
	2.5 Log the approved DF in the Incoming logbook and forward it to the Career Management and Promotion Branch.	None	5 minutes	Duty Personnel, Communications Branch



	2.6 Prepare a DF addressed to CGAO for the issuance of order of the Longevity Pay Order.	None	1 working day	POIC or Members, Career Management and Promotion Branch
	2.7 Check the DF and affix initial.	None	15 minutes	Asst. Chief, Career Management and Promotion Branch
	2.8 Check the DF and affix initial.	None	15 minutes	Chief, Career Management and Promotion Branch
	2.9 Approve the DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	2.10 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.11 Log the DF in the Outgoing logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
3. Receive the copy of Longevity Pay Order.	3. Publish the order.	None	1 working day	c/o CGAO <i>Note:</i>



				<i>Please refer to the Citizen's Charter of CGAO</i>
TOTAL		None	9 working days, 5 hours and 10 minutes	



Request for Monetization of Leave Credits

To prescribe the policies and procedures regarding authorized Monetization of 50% of vacation/ sick leave credits - monetization of fifty percent (50%) of all the accumulated leave credits may be allowed for valid and justifiable reasons subject to the discretion of the agency head and the availability of funds.

Office or Division:	Unit Admin Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officers with rank of Captain below not holding key positions and PCG Non-officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Action Form		PAF originating from the mother unit		
2. Leave Furlough Record		CGAO		
3. Statement of Service		CGAO		
4. Authenticated Longevity Pay Order		CGAO		
5. Medical Certificate/Medical Abstract or Hospital Bill		Authorized Agency		
6. Certificate from Barangay/Municipality (for those affected by typhoon and other calamities)		LGU/Barangay		
7. Certificate of Monetization Record		CG Finance Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-out Personnel Action Form (PAF) and submit it to the Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward the accomplished Personnel Action Form (PAF) to the Officer-in-Charge of the personnel filing a leave for approval.	None	15 minutes	Duty Unit Admin Personnel
	1.1 Approve/disapprove the PAF. If approved, forward the PAF to the Unit Admin Personnel. If disapproved, return the document to the client.	None	1 hour	Officer-in-Charge of the Personnel Filing a leave
	1.2 Attach routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers and forward to Unit Admin Officer upon completion.	None	1 hour	Unit Admin Personnel
	1.3 Approve/disapprove the PAF. If approved, forward the PAF to the Unit Commanding Officer.	None	15 minutes	Unit Admin Officer



	If disapproved, return the document to the client.			
	1.4 Approve/disapprove the PAF. If approved, proceed to the next step. If disapproved, return the document to the client.	None	1 working day	Unit Commanding Officer
	1.5 Submit Accomplished Personnel Action Form (PAF) to the office of Mother Unit/Command.	None	1 hour <i>Note: Processing time may vary on the distance of the unit from the mother unit in consideration with the traveling time.</i>	Unit Liaison
	1.6 Receive, check, and identify the nature of request and review the	None	1 hour	Duty Admin Office Watch,



	<p>correctness and completeness of the document such as information and enclosures as well as the signature in the concurring lines.</p> <p>If correct and complete, proceed to the next step.</p> <p>If incorrect and incomplete, return the document to the sender for correction.</p>			Mother Unit/Command
	1.7 Attach routing slip to be signed initially by the Admin Officer, Chief of Staff, and Deputy Commander, then forward to the Commanding Officer.	None	2 working days	Admin Member, Mother Unit/Command
	<p>1.8 Approve/disapprove the PAF.</p> <p>If approved, forward accomplished PAF to CG-1.</p> <p>If disapproved, return the document to the client.</p>	None	2 working days	Commanding Officer, Mother Unit/Command



	1.9 Receive and check/verify the completeness of enclosures.	None	3 minutes	Duty Personnel, Communications Division, CG-1
	1.10 Make a Disposition Form for the approval of CPCG.	None	1 working day	Office-in-charge Morale and Welfare Division
	1.11 Review and sign the DF.	None	1 working day	DC of CGS for HRM, CG-1
	1.12 Prepare and submit the DF for CG-6 concurrence on funding.	None	1 working day	DC of CGS for Comptrollership, CG-6
	1.13 Forward the DF to CPCG via Chief of Staff, DCO, DCA for approval.	None	5 working days	Duty Personnel, CCGS Duty Personnel, DCA Duty Personnel, DCO Duty Personnel, CPCG
	1.14 Return to CCGS for notation.	None	1 working day	Duty Personnel, CCGS
	1.15 Pick-up the approved DF from CCGS.	None	30 minutes	Duty Messenger, CG-1
	1.16 Issue an order to CGAO.	None	30 minutes	Office-in-charge



				Morale and Welfare Division
	1.17 Publish the order and furnish concern office/personnel.	None	1 working day	Duty Personnel, CGAO
	1.18 Make a voucher for disbursement and obligation request.	None	1 working day	Office-in-charge Morale and Welfare Division
	1.19 Review and sign voucher.	None	1 working day	DC of CGS for HRM, CG-1
	1.20 Review and sign voucher for funding.	None	7 working days	DC of CGS for Comptrollership, CG-6
	1.21 Check the completeness of requirements.	None	1 working day	Accountant, CGASO
	1.22 Authorize the appropriate signatory based on the amount requested (CS, DCA, DCO, CPCG).	None	5 working days	CS, DCA, DCO, CPCG
	1.23 Process cash-flow for LDDAP.	None	30 working days	For LDDAP
	1.24 Authorize the appropriate signatory based on the amount requested (CS, DCA, DCO, CPCG).	None	5 working days	(CS, DCA, DCO, CPCG)
2. Receive by the personnel in his/her payroll account.	2. Submit the DF for CG-6 for concurrence on loading.	None	8 hours	CG Finance Service



TOTAL	None	65 working days, 13 hours and 33 minutes	
-------	------	--	--



Request for Reimbursement of Expenses from Petty Cash Fund

The Petty Cash Fund can be availed by ARTA employees and staff as cash advance for emergency purchase of supplies and materials, meals for meetings, and purchase of cellular load for operational purposes.

Office or Division:	Petty Cash Fund Custodian		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Philippine Coast Guard Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Reimbursement for Purchase of Meals for Meetings/Representation			
1. Approved Petty Cash Voucher – at least 1 day before the event		Requesting Division/Branch/Employee	
2. Approved Purchase Request – at least 1 day before the event		Requesting Division/Branch/Employee	
3. Official Receipt (OR)		Supplier	
4. Inspection and Acceptance report – 1 day after the event		Requesting Division/Branch/Employee	
5. Approved Notice of Meeting – 1 day before the event		Requesting Division/Branch/Employee	
6. Approved Minutes of Meeting – 1 day after the event		Requesting Division/Branch/Employee	
7. Duly Accomplished Attendance Sheet – 1 day after the event		Requesting Division/Branch/Employee	
8. Picture of Activity – 1 day after the event		Requesting Division/Branch/Employee	
Reimbursement for Emergency Purchase of Supplies and Materials			
1. Approved Petty Cash Voucher – at least 1 day before the event		Requesting Division/Branch/Employee	
2. Approved Purchase Request – at least 1 day before the event		Requesting Division/Branch/Employee	
3. Official Receipt (OR)		Supplier	



4.	Inspection and Acceptance report – 1 day after the event	Requesting Division/Branch/Employee			
5.	Photo/s of supplies/materials bought – 1 day after the event	Requesting Division/Branch/Employee			
6.	Approved Certification – 1 day after the event	Requesting Division/Branch/Employee			
7.	Approved Certificate of Non-availability – at least 1 day before the event	Requesting Division/Branch/Employee			
Reimbursement for Purchase of Load for Operational Purposes					
1.	Approved Petty Cash Voucher – at least 1 day before the event	Requesting Division/Branch/Employee			
2.	Approved Purchase Request – at least 1 day before the event	Requesting Division/Branch/Employee			
3.	Official Receipt (OR)	Supplier			
4.	Inspection and Acceptance report – 1 day after the event	Requesting Division/Branch/Employee			
5.	Approved Certification – 1 day after the event	Requesting Division/Branch/Employee			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Petty Cash Fund Custodian and submit the required documents for reimbursement of expenses.		1. Check the completeness of the submitted documents required for reimbursement of expenses.	None	1 working day	Petty Cash Fund Custodian
2. Sign Box A and D of the PCV and receive payment of reimbursement.		2. Prepare the PCV and pay the reimbursement claims.	None	2 hours	Petty Cash Fund Custodian
TOTAL			None	1 working day and 2 hours	



Request for Scheduling of Meetings or Conferences

This service accommodates government agencies, non-government agencies, private individuals, and local and international business companies requesting a meeting (face-to-face or via video conferencing) for services offered to the Philippine Coast Guard in support of the Commands' Capability Development Program.

Office or Division:	PCG Unit's Concerned Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2B – Government to Business and G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meeting requests sent through email, physical mail, or walk-in.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary documents.	1. Receive, check, and verify the request.	None	10 minutes	Office Watch, Operations Branch
	1.1 Forward the request to the Commanding Officer for instructions.	None	5 minutes	Office Watch, Operations Branch



	1.2 Instruct the concerned division/branch.	None	1 working day	Commanding Officer
	1.3 Draft communication to concerned Coast Guard units and/or offices.	None	30 minutes	Duty Personnel, Concerned Branch
	1.4 Sign the drafted communication.	None	1 working day	Commanding Officer
	1.5 Send the signed communication to the appropriate PCG office /units for the schedule of the meeting	None	1 hour	Office Watch, Operations Branch
2. Receive notification about the schedule of the meeting or coordinate about the possible rescheduling.	2. Notify client about the schedule of the meeting or coordinate about the possible rescheduling.	None	30 minutes	Office Watch, Operations Branch or OIC, Concerned Division/Branch
TOTAL		None	2 working days, 2 hours and 15 minutes	



Request for the Adjustment of Length of Service

This process modifies the official record of all PCG personnel service duration in the PCG Organization.

Office or Division:	Unit Admin Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Active PCG Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Action Form (PAF) for the adjustment of Length of Service		Requesting PCG Personnel		
2. Certificate of Employment		Requesting PCG Personnel (to be requested from previous Government Agency)		
3. Service Record		Requesting PCG Personnel (to be requested from previous Government Agency)		
4. Statement of Service (1 original copy or 1 authenticated copy)		Requesting Personnel (to be requested from CGAO)		
5. CSC Certificate (For SK or DILG Official)		Requesting Personnel (to be requested from CSC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Personnel Action Form (PAF) and submit to Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward the accomplished Personnel Action Form (PAF) to the Officer-in-	None	15 minutes	Duty Unit Admin Personnel



	Charge of the personnel filing a leave for approval.			
	<p>1.1 Approve/disapprove the PAF.</p> <p>If approved, forward PAF to Unit Admin Personnel</p> <p>If disapproved, return the document to the client.</p>	None	1 hour	Officer-in-Charge of the Personnel Filing a leave
	<p>1.2 Attach routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers, and forward it to the Unit Admin Officer upon completion.</p>	None	1 hour	Unit Admin Personnel
	<p>1.3 Approve/disapprove the PAF.</p> <p>If approved, forward PAF to the Unit Commanding Officer.</p> <p>If disapproved, return the document to the client.</p>	None	15 minutes	Unit Admin Officer



	<p>1.4 Approve/disapprove the PAF.</p> <p>If approved, proceed to the next step.</p> <p>If disapproved, return the document to the client.</p>	None	1 working day	Unit Commanding Officer
	1.5 Receive, check/verify the request and log it in the INCOMING logbook and forward it to the Career Management and Promotion Branch.	None	10 minutes	Duty Personnel, Communications Branch
	1.6 Validate the completeness and authenticity of the request and requirements, and encode them in the Career Management and Promotion Branch.	None	10 minutes	Member, Career Management and Promotion Branch
2. Submit Personnel Action Form (PAF) for the adjustment of Length of Service.	2. Prepare DF addressed to CPCG thru DCO, DCA and CS for the approval of adjustment of Length of Service.	None	10 minutes	Chief or Asst Chief or POIC or Member, Career Management and Promotion Branch
	2.1 Check the DF and affix initial.	None	15 minutes	Asst. Chief,



				Career Management and Promotion Branch
	2.2 Check the DF and affix initial.	None	15 minutes	Chief, Career Management and Promotion Branch
	2.3 Check the DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	2.4 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.5 Log the DF in the OUTGOING logbook and forward it to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch
	2.6 Affix initial or signature for the approval/disapproval of the request.	None	3 working days	c/o CS, DCA, DCO and CPCG Office Note: Please refer to the respective Citizen's Charter of concerned offices
	2.7 Log the approved DF in the INCOMING logbook and forward it	None	10 minutes	Duty Personnel,



	to the Career Management and Promotion Branch.			Communications Branch
	2.8 Prepare a DF addressed to CGAO for the issuance of Adjustment of Length of Service Order.	None	1 working day	POIC or Members, Career Management and Promotion Branch
	2.9 Check the DF and affix initial.	None	15 minutes	Asst. Chief, Career Management and Promotion Branch
	2.10 Check the DF and affix initial.	None	15 minutes	Chief, Career Management and Promotion Branch
	2.11 Approve the DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	2.12 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.13 Log the DF in the OUTGOING logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
3. Receive a copy of Adjustment of Length of Service Order.	3. Publish order	None	1 working day	c/o CGAO Note:



				Please refer to the Citizen's Charter of CGAO
TOTAL		None	8 working days, 5 hours and 25 minutes	



Request for the Availability of Personnel / Asset / Service

This service caters to government agencies and private entities' requests sent via e-mail or hard copy. The processing is within the PCG organization in which the client will wait for the approval or disapproval of the request.

Office or Division:	Concerned PCG Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government and G2C - Government to Citizens			
Who may avail:	PCG Units / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the concerned office.	1. Receive, check, and verify the Request.	None	10 minutes	Office Watch, Operations Branch
	1.1 Forward the request to the Commanding Officer for instructions.	None	5 minutes	Office Watch, Operations Branch
	1.2 Instruct the concerned division/branch.	None	8 hours	Commanding Officer



	1.3 For action of the concerned Branch.	None	5 working days	Branch Chief/OIC
	1.4 Draft a communication to the concerned Coast Guard unit and/or Office for the approval of the Commanding Officer.	None	30 minutes	Duty Personnel, Concerned Branch
	1.5 Approve/ disapprove the request.	None	1 working day	Commanding Officer
2. Receive notification about the approval of the request and coordinate with the concerned unit for possible scheduling of meetings and necessary preparations.	2. Notify the client about the approval of the request and coordinate with the client for possible scheduling of meetings and necessary preparations.	None	30 minutes	Office Watch, Operations Branch Or OIC, Concerned Division/Branch
TOTAL		None	6 working days, 9 hours and 15 minutes	



Request for the Extension of ETE of PCG Non-Officers Due for Compulsory Retirement

This prescribes policies and procedures regarding re-enlistment specifically for the extension of ETE of PCG Non-Officers due for compulsory retirement.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Active PCG Non-Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Requesting Unit (Letter request)		
2. Personnel Action Form (1 original copy)		Requesting Unit		
3. Summary of Information		Requesting Unit		
4. (1 original copy or 1 photocopy)				
5. Livebirth (1 photocopy)		Requesting Unit		
6. Statement of Service (1 original copy or 1 authenticated copy)		Requesting Unit (to be requested from CGAO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for the extension of ETE.	1. Receive, check/verify the request, log it in the INCOMING logbook, and forward it to the Re-Enlistment Branch	None	10 minutes	Duty Personnel, Communications Branch



Note: This is only applicable for re-enlistee due for compulsory retirement.	1.1 Validate the completeness and authenticity of the request and requirements, and encode in the re-enlistment tracking	None	10 minutes	Member, Re-enlistment Branch
	1.2 Prepare the DF addressed to CPCG thru DCO, DCA and CS for the approval of issuance of extension of ETE and subsequent update in the re-enlistment tracking.	None	1 working day	Chief or Asst Chief or POIC or Member, Re-enlistment Branch
	1.3 Check the DF and affix initial.	None	15 minutes	Chief, Re-enlistment Branch
	1.4 Check the DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.5 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	1.6 Log the DF in the OUTGOING logbook and forward it to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch
	1.7 Affix initial or signature for the approval/disapproval of the request.	None	5 working days	c/o CS, DCA, DCO and CPCG Office Note:



				Please refer to the respective Citizen's Charter of concerned offices
	1.8 Log the approved DF in the INCOMING logbook and forward it to the Re-Enlistment Branch.	None	5 minutes	Duty Personnel, Communications Branch
	1.9 Prepare a DF addressed to CGAO for the issuance of order of the extension of ETE.	None	1 working day	POIC or Members, Re-enlistment Branch
	1.10 Check the DF and affix initial.	None	15 minutes	Chief, Re-enlistment Branch
	1.11 DF for approval and initial	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.12 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	1.13 DF for log in in the outgoing logbook and to be forwarded to CGAO	None	5 minutes	Duty Personnel, Communications Branch
2. Receive a copy of order for the extension of ETE.	2. Publish the order.	None	1 working day	CGAO Note:



				Please refer to the Citizen's Charter of CGAO.
TOTAL		None	10 working days, 2 hour and 10 minutes	



Request for the Reassignment of PCG Non-Officers (NO-6 and below)

This reinforces organizational restructuring, personnel development, workload distribution, or adapting to changing organizational needs.

Office or Division:	Unit Admin Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officers with rank of Captain below not holding key positions and PCG Non-officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Action Form (PAF) of PCG Officers for Reassignment (1 original copy)		Requesting PCG Non-Officer		
2. Summary of Information (SOI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Personnel Action Form (PAF) and submit to the Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward accomplished Personnel Action Form (PAF) to Officer-in-Charge of the personnel filing a leave for approval.	None	15 minutes	Duty Unit Admin Personnel
	1.1 Approve/disapprove the PAF. If approved, forward PAF to the Unit Admin Personnel.	None	1 hour	Officer-in-Charge of the Personnel Filing a leave



	If disapproved, return the document to the client.			
	1.2 Attach routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers and forward to Unit Admin Officer upon completion.	None	1 hour	Unit Admin Personnel
	1.3 Approve/disapprove the PAF. If approved, forward PAF to Unit Commanding Officer If disapproved, the document will be returned to client.	None	15 minutes	Unit Admin Officer
	1.4 Approve/disapprove the PAF. If approved, proceed to the next step.	None	1 working day	Unit Commanding Officer



	If disapproved, the document will be returned to client.			
	1.5 Submit Accomplished Personnel Action Form (PAF) to the office of Mother Unit/Command.	None	1 hour <i>Note: Processing time may vary on the distance of the unit from the mother unit in consideration with the traveling time.</i>	Unit Liaison
	1.6 Receive, check, and identify the nature of request and review the correctness and completeness of the document such as information and enclosures as well as the signature in the concurring lines. If correct and complete, proceed to the next step.	None	1 hour	Duty Admin Office Watch, Mother Unit/Command



	If incorrect and incomplete, return the document to the sender for correction.			
	1.7 Attach routing slip to be signed initially by the Admin Officer, Chief of Staff, and Deputy Commander, then forward to the Commanding Officer.	None	2 working days	Admin Member, Mother Unit/Command
	1.8 Approve/disapprove the PAF. If approved, forward accomplished PAF to CG-1. If disapproved, return the document to the client.	None	2 working days	Commanding Officer, Mother Unit/Command
2. Submit Personnel Action Form (PAF) for Reassignment.	2. Receive, check/verify the request and log it in the INCOMING logbook and forward it to the Career Management and Promotion Branch	None	10 minutes	Duty Personnel, Communications Branch
	2.1 Validate the completeness and authenticity of the request and requirements, and encode it in the reassignment tracking.	None	10 minutes	Member, Career Management and Promotion Branch



	2.2 Prepare a DF addressed to CGAO for the issuance of reassignment order.	None	1 working day	POIC or Members, Career Management and Promotion Branch
	2.3 Check the DF and affix initial.	None	15 minutes	Asst. Chief, Career Management and Promotion Branch
	2.4 Check the DF and affix initial.	None	15 minutes	Chief, Career Management and Promotion Branch
	2.5 Check the DF and affix initial.	None	1 hour	Asst. DC of CGS for HRM, CG-1 O/CG-1
	2.6. Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.7 Log the DF in the OUTGOING logbook and forward it to CGAO.	None	5 Minutes	Duty Personnel, Communications Branch
3. Receive the copy of Reassignment Order.	3. Publish the order.	None	1 working day	c/o CGAO Note: Please refer to the Citizen's Charter of CGAO



TOTAL	None	8 working days, 5 hours and 25 minutes	
-------	------	--	--



Request for the Reassignment of PCG Officers (O-4 and below)

This reinforces the organizational restructuring, personnel development, workload distribution, or adapting to changing organizational needs.

Office or Division:	Unit Admin Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Active PCG Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Action Form (PAF) of PCG Officers for Reassignment (1 original copy)		Requesting PCG Non-Officer		
2. Summary of Information (SOI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Personnel Action Form (PAF) and submit to the Unit Admin Personnel.	1. Receive and review completeness of documentary requirements, and forward the accomplished Personnel Action Form (PAF) to the Officer-in-Charge of the personnel filing a leave for approval.	None	15 minutes	Duty Unit Admin Personnel
	1.1 Approve/disapprove the PAF.	None	1 hour	Officer-in-Charge of the Personnel Filing a leave



	<p>If approved, forward the PAF to the Unit Admin Personnel</p> <p>If disapproved, return the document to the client.</p>			
	<p>1.2 Attach the routing slip to be signed initially by the direct supervisors/concerned unit personnel and officers, and forward it to the Unit Admin Officer upon completion.</p>	None	1 hour	Unit Admin Personnel
	<p>1.3 Approve/disapprove the PAF.</p> <p>If approved, forward the PAF to the Unit Commanding Officer</p> <p>If disapproved, return the document to the client.</p>	None	15 minutes	Unit Admin Officer
	<p>1.4 Approve/disapprove the PAF.</p> <p>If approved, proceed to the next step.</p>	None	1 working day	Unit Commanding Officer



	If disapproved, return the document to the client.			
	1.5 Submit the Accomplished Personnel Action Form (PAF) to the office of Mother Unit/Command.	None	1 hour Note: Processing time may vary on the distance of the unit from the mother unit in consideration with the traveling time.	Unit Liaison
	1.6 Receive, check, and identify the nature of request and review the correctness and completeness of the document such as information and enclosures, as well as the signature in the concurring lines. If correct and complete, proceed to the next step.	None	1 hour	Duty Admin Office Watch, Mother Unit/Command



	If incorrect and incomplete, return the document to the sender for correction.			
	1.7 Attach the routing slip to be signed initially by the Admin Officer, Chief of Staff, and Deputy Commander, then forward to the Commanding Officer.	None	2 working days	Admin Member, Mother Unit/Command
	1.8 Approve/disapprove the PAF. If approved, forward the accomplished PAF to CG-1. If disapproved, return the document to the client.	None	2 working days	Commanding Officer, Mother Unit/Command
2. Submit Personnel Action Form (PAF) for Reassignment	2. Receive, check/verify the request and log it in the INCOMING logbook, and forward it to the Career Management and Promotion Branch.	None	10 minutes	Duty Personnel, Communications Branch
	2.1 Validate the completeness and authenticity of the request and requirements, and encode them in the reassignment tracking.	None	10 minutes	Member, Career Management and Promotion Branch



	2.2 Prepare a DF addressed to CGAO for the issuance of reassignment order.	None	1 working day	POIC or Members, Career Management and Promotion Branch
	2.3 Prepare a Disposition Form (DF) addressed to CPCG thru DCO, DCA and CS for the approval of issuance of reassignment order and subsequent update in the reassignment tracking.	None	1 working day	Chief or Asst Chief or POIC or Members, Career Management and Promotion Branch
	2.4. Check the DF and affix initial.	None	15 minutes	Asst. Chief, Career Management and Promotion Branch
	2.5 Check the DF and affix initial.	None	15 minutes	Chief, Career Management and Promotion Branch
	2.6 Check the DF and affix initial.	None	30 minutes	Asst. DC of CGS for HRM, CG-1 O/CG-1
	2.7 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.8 Log the DF in the OUTGOING logbook, and forward it to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch



	2.9 Sign the DF (if applicable), and forward it for initial or signature of CS, DCA, DCO and CPCG for approval/disapproval.	None	3 working days	c/o Concurring, CS, DCA, DCO and CPCG Office Note: Please refer to the respective Citizen's Charter of concerned offices
	2.10 Log the approved DF in the INCOMING logbook and forward it to the Career Management and Promotion Branch.	None	5 minutes	Duty Personnel, Communications Branch
	2.11 Prepare a DF addressed to CGAO for the issuance of reassignment order.	None	1 working day	POIC or Members, Career Management and Promotion Branch
	2.12 Check the DF and affix initial.	None	15 minutes	Asst. Chief, Career Management and Promotion Branch
	2.13 Check the DF and affix initial.	None	15 minutes	Chief, Career Management and Promotion Branch
	2.14 Approve the DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1



	2.15 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	2.16 Log the DF in the OUTGOING logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
3. Receive a copy of Reassignment Order.	3. Publish the order.	None	1 working day	c/o CGAO <i>Note:</i> <i>Please refer to the Citizen's Charter of CGAO.</i>
TOTAL		None	14 working days, 7 hours and 10 minutes	



Office of the Chief of Coast Guard Staff, (CCGS)



Request for the Availability of the Flag Officer's Lounge and NHQ-PCG Conference Room

The Office of the Chief of Coast Guard Staff oversees catering services for all PCG units, offices, and external parties seeking innovative venues for meetings and conferences. Whether submitted via email or hard copy, requests for facility reservations follow a first-come, first-served protocol, with CPCG-led meetings receiving top priority.

Office or Division:	Office of the Chief of Coast Guard Staff (Admin Division/CCGS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter or Facility Reservation Form		Requesting Party (Request Letter) Admin Division, O/CCGS (Facility Reservation Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter/Facility Reservation Form either an electronic copy or hardcopy to O/CCGS through O/SCGS. <i>NOTE:</i>	1. Receive the request.	None	10 minutes	Duty Office Watch, O/CCGS
	1.1 Evaluate the request and verify the availability of the facility. If the facility is already reserved, inform the requesting party for possible rescheduling.	None	10 minutes	Duty Office Watch, O/CCGS



<i>If the facility is already reserved on the requested date/schedule, the requesting party has the option to negotiate with the office with a previously approved reservation.</i>	1.2 Approve/ disapprove the request.	None	10 minutes	OIC, Admin Division, O/CCGS
2. Receive and acknowledge the notification regarding the approval/disapproval of the request.	2. Inform/notify the requesting party about the approval/ disapproval of the request.	None	10 minues	Duty Office Watch, O/CCGS
TOTAL		None	40 minutes	



CENTRAL STAFF



Deputy Chief of Coast Guard Staff for Human Resource and Management, CG-1



Request for Extension of ETE of PCG Non-Officers with Medical Impediments

This prescribes policies and procedures regarding the re-enlistment specifically for the extension of ETE of PCG Non-Officers with medical impediments.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Active PCG Non-Officers			
CHECKLIST OF REQUIREMENTS		Requesting Unit		
1.Request Letter (1 original copy)		Requesting Unit (to be requested from NHQMEDD)		
2.Medical Evaluation Report (1 original copy or 1 photocopy)		Requesting Unit		
3.Pertinent Laboratory Results or Medical Certificate (1 original copy or 1 photocopy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a request letter for the extension of ETE.	1. Receive, verify, and log the request in the Incoming logbook, and forward it to the Re-enlistment Branch.	None	10 minutes	Duty Personnel, Communications Branch
	1.1 Validate the completeness and authenticity of the request and	None	15 minutes	Member, Re-enlistment Branch



<i>Note: This is only applicable for re-enlistees with medical impediments.</i>	requirements, and encode in the re-enlistment tracking.			
	1.2 Prepare the initial DF addressed to CPCG through DCO, DCA, and CS for the approval of the issuance of the extension of ETE and subsequent updates in the re-enlistment tracking.	None	11 hours	Chief or Asst Chief, Re-enlistment Branch
	1.3 Prepare a memo addressed to the Chairman, PCG Medical Board for the determination of fitness of the re-enlistee to stay in the PCG service.	None		Chief or Asst Chief, Re-enlistment Branch
	1.4 Check the DF and memo, and affix the initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.5 Approve the DF and memo, and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	1.6 Log the DF and memo in the Outgoing logbook and forward them to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch
	1.7 Sign the DF and forward it for the initial or signature of CS, DCA,	None	5 working days	c/o Concurring, CS, DCA, DCO and CPCG Office



	DCO, and CPCG for the approval/disapproval of the request.			<i>Note: Please refer to the respective Citizen's Charter of concerned offices</i>
	1.8 Evaluate the re-enlistee's fitness and suitability to continue serving in the Philippine Coast Guard (PCG).	None	<i>Note: Please refer to the respective Citizen's Charter of the concerned office</i>	c/o PCG Medical Board at NHQMEDD
	1.9 Approve the DF, log it in the Incoming logbook, and forward it to the Re-enlistment Branch.	None	5 minutes	Duty Personnel, Communications Branch
	1.10 Prepare a DF addressed to the CGAO requesting the issuance of an order for the extension of the ETE.	None	11 hours	POIC or Members, Re-enlistment Branch
	1.11 Check the DF and affix the initial.	None	15 minutes	Chief, Re-enlistment Branch
	1.12 Approve the DF and affix the initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.13 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-1



				O/CG-1
	1.14 Log the DF in the Outgoing logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
2.Receive a copy of the order of extension of ETE.	2. Publish the order.	None	1 working day	c/o CGAO <i>Note: Please refer to the Citizen's Charter of CGAO</i>
TOTAL		None	9 working days	



Request for Extension of ETE of PCG Non-Officers Due for Compulsory Retirement

This prescribes policies and procedures on the issuance of authorized RCA of the re-enlisted PCG Non-Officers.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Active PCG Non-Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 original copy)		Requesting Unit		
2.Personnel Action Form (1 original copy)		Requesting Unit		
3.Summary of Information (1 original copy or 1 photocopy)		Requesting Unit		
4.Livebirth (1 photocopy)		Requesting Unit		
5.Statement of Service (1 original copy or 1 authenticated copy)		Requesting Unit (to be requested from CGAO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the extension of ETE.	1. Receive, verify, and log the request in the Incoming logbook, and forward it to the Re-enlistment Branch.	None	10 minutes	Duty Personnel, Communications Branch
	1.1 Validate the completeness and authenticity of the request and	None	15 minutes	Member,



<i>Note: This is only applicable for re-enlistees with medical impediments.</i>	requirements, and encode in the re-enlistment tracking.			Re-enlistment Branch
	1.2 Prepare initial DF addressed to CPCG through DCO, DCA, and CS for the approval of issuance of extension of ETE, and subsequent update in the re-enlistment tracking.	None	12 hours	Chief or Asst Chief, Re-enlistment Branch
	1.3 Prepare a memo addressed to the Chairman, PCG Medical Board for the evaluation of the re-enlistee's fitness and suitability to continue serving in the Philippine Coast Guard (PCG).	None		Chief or Asst Chief, Re-enlistment Branch
	1.4 Check the DF and memo, and affix the initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.5 Approve the DF and memo, and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	1.6 Log the memo and the DF in the Outgoing logbook and forward them to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch
	1.7 Sign the DF, and forward it for the initial or signature of CS, DCA,	None	5 working days	c/o Concurring, CS, DCA, DCO and CPCG Office



	DCO, and CPCG for the approval/disapproval of request.			<i>Note: Please refer to the respective Citizen's Charter of concerned offices</i>
	1.8 Evaluate the re-enlistee's fitness and suitability to continue serving in the Philippine Coast Guard (PCG).	None	<i>Note: Please refer to the respective Citizen's Charter of the concerned office.</i>	c/o PCG Medical Board at NHQMEDD
	1.9 Log the approved DF in the INCOMING logbook, and forward it to the Re-enlistment Branch.	None	5 minutes	Duty Personnel, Communications Branch
	1.10 Prepare a DF addressed to the CGAO requesting the issuance of an order for the extension of the ETE.	None	10 hours	POIC or Members, Re-enlistment Branch
	1.11 Check the DF, and affix the initial.	None	15 minutes	Chief, Re-enlistment Branch
	1.12 Approve the DF, and affix the initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1



	1.13 Approve the DF, and affix the signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	1.14 Log the DF in the Outgoing logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
2.Receive the copy of the order of extension of ETE.	2. Publish the order.	None	1 working day	c/o CGAO <i>Note: Please refer to the Citizen's Charter of CGAO.</i>
TOTAL		None	9 working days	



Request for Extension of Expiration of Term of Enlistment (ETE) of PCG Non-Officers with Pending Cases

This prescribes policies and procedures regarding re-enlistment specifically for the extension of ETE of PCG Non-Officers with pending cases.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Active PCG Non-Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 original copy)		Requesting Unit		
2.CGIG-IAS Certification/Clearance (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CGIG-IAS)		
3.CG-2 Certification/Clearance (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CG-2 Office)		
4.CGLS Certification/Clearance (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CGLS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the extension of the Expiration of Term of Enlistment (ETE)	1. Receive, verify, and log the request in the Incoming logbook and forward it to the Re-enlistment Branch.	None	10 minutes	Duty Personnel, Communications Branch



<i>Note: This is only applicable for re-enlistees with pending cases.</i>	1.1 Validate the completeness and authenticity of the request and requirements, and encode it in the re-enlistment tracking.	None	5 minutes	Member, Re-enlistment Branch
	1.2 Prepare DF addressed to CPCG thru DCO, DCA, and CS for the approval of issuance of extension of ETE and subsequent update in the re-enlistment tracking; and affix initial signature.	None	2 hours and 10 minutes	Chief or Asst. Chief, Re-enlistment Branch
	1.3 Check DF and affix initial.	None	10 minutes	Chief, Re-enlistment Branch
	1.4 Check DF and affix initial.	None	30 minutes	Asst. DC of CGS for HRM, CG-1 O/CG-1
	1.5 Approve DF and affix signature.	None	8 hours	DC of CGS for HRM, CG-1 O/CG-1
	1.6 Log DF in the Outgoing logbook and forward it to the next concurring or concerned office.	None	5 minutes	Duty Personnel, Communications Branch
	1.7 Affix signature (if applicable) and forward the DF for the initial or signature of CS, DCA, DCO, and CPCG for the approval/disapproval of the request.	None	3 working days	c/o Concurring, CS, DCA, DCO and CPCG Office <i>Note: Please refer</i>



				<i>to the respective Citizen's Charter of concerned offices.</i>
	1.8 Approve the DF, log it in the Incoming logbook, and forward it to the Re-enlistment Branch.	None	5 minutes	Duty Personnel, Communications Branch
	1.9 Prepare a DF addressed to the CGAO requesting the issuance of an order for the extension of the ETE.	None	2 hours	POIC or Members, Re-enlistment Branch
	1.10 Check DF and affix initial.	None	10 minutes	Chief, Re-enlistment Branch
	1.11 Approve DF and affix initial.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.12 Approve DF and affix signature.	None	8 hours	DC of CGS for HRM, CG-1 O/CG-1
	1.13 Log the DF in the Outgoing logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
2.Receive a copy of the order of extension of ETE.	2. Publish the order.	None	2 hours	c/o CGAO <i>Note: Please refer to the Citizen's Charter</i>



				of CGAO.
TOTAL		None	4 working days	



Request for Flying Duty Pay

To provide flying duty pay to eligible CG Aviation Command personnel as stipulated in CGAO Circular Number 04 dated 07 September 1999

Office or Division:	Budget Branch, O/CG-1	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	PCG Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>For the issuance of orders for the Flying Duty Pay of entitled PCG personnel</i>		
1. Letter Request from C,CG Avcom	Head of unit of requesting party; Coast Guard Finance Service	
2. Unit Certification of FDP-eligible personnel		
3. Payroll register/computation		
4. Certificate of aeronautical rating		
5. Such other pertinent supporting documents as are required by the nature of expense		
<i>For the payment of Flying Duty Pay</i>		
1. Disbursement Voucher	Head of unit of requesting party; Coast Guard Finance Service	
2. Obligation Request		
3. Payroll Register/ Payroll computation		
4. Authenticated orders for Sea Duty Pay entitlements		
5. Certification from Unit Commander that the personnel are entitled to FDP		
6. Certification from Unit Commander that concerned personnel did not go on AWOL, leave, furlough, etc.		
7. Authenticated payslips, if applicable		
8. Unit Monthly Morning Report		



9. CGFS Certificate of Non-Payment				
10. After activity report				
11. Certificate of Availability of Funds				
12. Such other pertinent supporting documents as are required by the nature of expense				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the issuance of order for the Flying Duty Pay for eligible PCG personnel	1. Receive and check/verify the request	None	20 minutes	<i>Duty personnel, Budget Branch</i>
	1.1 Verification of validity and legality of submitted documents	None	10 minutes	<i>Chief Officer, Budget Branch</i>
	1.2 Endorsement of request for CPCG approval	None	10 minutes	<i>DC of CGS for HRM, CG-1</i>
	1.3 Submission of documents to O/CG-6 for the availability of funds	None	40 minutes	<i>O/CG-6</i>
	1.4 CPCG Approval	None	2 days	<i>O/CPCG</i>
	1.5 Issuance and publication of appropriate orders	None	1 day	<i>O/CG-1, CGA</i>
2. Submission of requirements for payment of the Flying Duty Pay of eligible PCG personnel	2. Receive and check/verify the request	None	20 minutes	<i>Duty personnel, Budget Branch</i>
	2.1 Verification of validity and legality of submitted documents	None	10 minutes	<i>Chief Officer, Budget Branch</i>
	2.2 Approve / disapprove request	None	10 minutes	<i>DC of CGS for HRM, CG-1</i>
	2.3 Submission of documents to O/CG-6 and obligation of funds	None	15 minutes	<i>O/CG-6</i>



	2.4 CPCG Approval	None	2 days	O/CPCG
	2.5 Forward Disbursement Voucher to O/CGFS for cashflow	None	1 day	O/CGFS
TOTAL		None	6 Working days, 2 Hours and 15 Minutes	



Request for Flying Duty Status

To grant the authority to perform aviation duties to qualified and eligible personnel as determined by the Commander, CG Aviation Command and subject to the approval of CPCG.

Office or Division:	Budget Branch, O/CG-1			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from unit commander for the placement of concerned officers and non-officers on flying duty status with a list of personnel deemed qualified to perform aviation duties for a specified period		Head of unit of requesting party		
2. Such other pertinent supporting documents as are required by the nature of expense				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements to O/CG-1	1. Receive and check/verify the request	None	10 minutes	Duty personnel, Budget Branch
	1.1 Verification of validity and legality of submitted documents	None	5 minutes	Chief Officer, Budget Branch
	1.2 Approve / disapprove request	None	10 minutes	DC of CGS for HRM, CG-1
	1.3 Submission of documents to O/CG-6 for funding	None	10 minutes	Duty Messenger, CG-1
	1.4 CPCG Approval	None	2 Working days	O/CPCG
	1.5 Issuance and publication of appropriate orders	None	1 Working day	O/CG-1, CGA



TOTAL	None	3 Working days and 35 Minutes	
-------	------	-------------------------------------	--



Request for Hazardous Duty Status of PCG Personnel

This service authorizes the qualified and eligible personnel to perform hazardous duties for a specific period as determined by the concerned unit commanders, subject to the approval of CPCG.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Eligible Personnel from SOF, K-9, MEPCOM, and c			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Head of Unit of the Requesting Party		
Unit Certification				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to O/CG- 1.	1. Receive and check the request.	None	10 minutes	Duty personnel, Budget Branch
	1.1 Verify the validity and legality of the submitted documents.	None	15 minutes	Chief Officer, Budget Branch
	1.2 Approve/disapprove the request.	None	1 working day	DC of CGS for HRM, CG-1
	1.3 Submit the documents to O/CG-6 for funding.	None	10 minutes	Duty Messenger, CG-1



	1.4 Approve the request.	None	2 working days, 23 hours and 25 minutes	O/CPCG
	1.5 Issue and publish appropriate orders.	None	1 working day	O/CG-1 and CGAO
TOTAL		None	5 working days	



Request for Hazardous Duty Pay

This service provides hazardous duty pay to eligible personnel after the actual performance of hazardous duties as stipulated in the NHQ-PCG/CG-1 Circular Number 10-19 (Hazardous Duty Pay).

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Eligible Active PCG Uniformed Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For the issuance of orders for the Hazardous Duty Pay of entitled PCG personnel:		Head of Unit, Coast Guard Finance Service	
<div>1. Request Letter from Unit Commander</div> <div>2. Unit Certification of HDP-Eligible Personnel</div> <div>3. Payroll Register/Computation</div> <div>4. Certification from the Unit Commander indicating the inclusive period, description, and scope of the performed hazardous duty(ies), and the place(s) where the duty(ies) was/were performed.</div> <div>5. After Activity Report</div> <div>6. Authenticated Payslip</div> <div>7. Unit Monthly Morning Report</div>			



For the payment of Hazardous Duty Pay:	
<ol style="list-style-type: none">1. Disbursement Voucher2. Obligation Request3. Order issued to authorize the concerned officers and non-officers to perform hazardous duty(ies)4. Order issued to grant the concerned officers and non-officers with Hazardous Duty Pay5. Certification from Unit Commander indicating the inclusive period, description, and scope of the performed hazardous duty(ies), and the place(s) where the duty(ies) was/were performed6. Certification from the Unit Commander confirming that the concerned personnel were not absent without leave (AWOL), on leave, furlough, or any other form of unauthorized absence during the specified period.7. Authenticated Payslip8. Unit Monthly Morning Report9. CGFS Certificate of Non-Payment10. After Activity Report	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for the issuance of orders granting Hazardous Duty Pay to eligible Philippine Coast Guard (PCG) personnel, following the completion of their actual performance of hazardous duties.	1. Receive and check the request.	None	1 hour	Duty Personnel, Budget Branch
	1.1 Verify the validity and the legality of the submitted documents.	None	30 minutes	Chief Officer, Budget Branch
	1.2 Endorse the request to CPCG for approval.	None	1 working day	DC of CGS for HRM, CG-1
	1.3 Approve the request.	None	4 working days	O/CPCG
	1.4 Issue and publish appropriate orders.	None	2 working days	O/CG-1, CGA
2. Submit the requirements for the payment of the HDP of eligible PCG personnel.	2. Receive and check the request.	None	30 minutes	Duty Personnel, Budget Branch
	2.1 Verify the validity and the legality of submitted documents.	None	15 minutes	Chief Officer, Budget Branch
	2.2 Approve/disapprove the request.	None	1 working day	DC of CGS for HRM,



				CG-1
	2.3 Submit the documents to O/CG-6 for the obligation of funds.	None	1 working day	O/CG-6
	2.4 Approve the request.	None	4 working days	O/CPCG
3. Wait for the amount to be reflected on the personnel's LBP account.	3. Forward the disbursement voucher to O/CGFS for cashflow.	None	2 working days, 21 hours and 45 minutes	O/CGFS
TOTAL		None	16 working days	



Request for Instructor's Duty Pay

This grants the eligible personnel to claim the instructor's duty pay after the actual performance of instructor duties as stipulated in the HPCG Circular Number 05-04 dated 27 July 2004 (Entitlement to Instructor Duty Credits and Granting of Instructor Duty Pay).

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	CGETDC and STIs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the issuance of orders for the Instructor's Duty Pay of entitled PCG personnel:		Head of Unit of the Requesting Party; CG Finance Service
1. Request Letter from Unit Commander 2. Unit Certification of IDP-eligible personnel 3. Payroll Register/Computation		
For the payment of Instructor's Duty Pay:		
1. Disbursement Voucher 2. Obligation Request 3. Certification from the Unit Commander that the personnel are entitled to receive IDP with the description of the performed duties, designation, place, and the period covered 4. Payroll Register/ Payroll Computation 5. Course syllabus/ Program of lectures, if applicable		



6. Special orders placing eligible personnel on instructor duty status and appropriate instructor duty pay entitlements after the actual performance of instructor duties 7. Certification from the Unit Commander that the personnel were not absent without leave (AWOL), on leave, furlough, or any other form of unauthorized absence during the specified period. 8. Authenticated Payslips (if applicable) 9. Unit Monthly Morning Report 10. CGFS Certificate of Non-Payment 11. After Activity Report	
--	--

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for the issuance of orders for the IDP of eligible PCG personnel after the actual performance of hazardous duties.	1. Receive and check the request.	None	1 hour	Duty personnel, Budget Branch
	1.1 Verify the validity and the legality of the submitted documents	None	30 minutes	Chief Officer, Budget Branch
	1.2 Endorse the request to CPCG for approval.	None	1 working day	DC of CGS for HRM, CG-1
	1.3 Approve the request.	None	4 working days	O/CPCG
	1.4 Issue and publish appropriate orders.	None	2 working days	O/CG-1, CGA



2. Submit the requirements for the payment of the IDP of eligible PCG personnel.	2. Receive and check the request.	None	30 minutes	Duty personnel, Budget Branch
	2.1 Verify the validity and the legality of the submitted documents.	None	15 minutes	Chief Officer, Budget Branch
	2.2 Approve/disapprove the request.	None	1 working day	DC of CGS for HRM, CG-1
	2.3 Submit the documents to O/CG-6 for the obligation of funds.	None	1 working day	O/CG-6
	2.4 Approve the request.	None	4 working days	O/CPCG
3. Wait for the amount to be reflected on the personnel's LBP account.	3. Forward the Disbursement Voucher to O/CGFS for cashflow.	None	2 working days, 21 hours and 45 minutes	O/CGFS
TOTAL		None	16 working days	



Request for Issuance of Orders for the Termination or Designation as Special Disbursing Officer

This service facilitates the termination or designation of a Special Disbursing Officer (SDO) for PCG units, overseeing the disbursement of funds under the respective Annual Procurement Budget (APB), Project Procurement Management Plan (PPMP), and Programmed Fund Allocation (PFA).

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter from the Unit Commander		Head of Unit of current assignment/Coast Guard Accounting Service Office		
2.Certificate of No Money Accountability				
3.Certificate of Orientation that the SDO has understood his/her duties and responsibilities				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the requirements.	1.Receive and check the request.	None	10 minutes	Duty Personnel, Budget Branch
	1.1 Verify the validity and the legality of the submitted documents.	None	15 minutes	Chief Officer, Budget Branch
	1.2 Endorse the request to CPCG.	None	14 hours	DC of CGS for HRM, CG-1



	1.3 Forward the request to O/CG-6 for earmarking of funds and concurrence.	None	1 hour and 35 minutes	O/CG-6
	1.4 Approve the request.	None	2 working days and 18 hours	O/CPCG
	1.5 Issue and publish appropriate orders.	None	1 working day and 14 hours	O/CG-1 and CGAO
TOTAL		None	5 working days	



Request for Issuance of Travel Orders

This authorizes the travel of PCG personnel under the provisions as stipulated in Executive Order Number 77 dated 15 March 2019.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Active PCG Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter from the Unit Commander		Head of Unit of the current assignment		
2.Travel Itinerary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the requirements.	1.Receive and check the request.	None	10 minutes	Duty personnel, Budget Branch
	1.1 Verify the validity and the legality of the submitted documents.	None	15 minutes	Chief Officer, Budget Branch
	1.2 Endorse the request.	None	14 hours	DC of CGS for HRM, CG-1
	1.3 Forward request to O/CG-6 for earmarking of funds and concurrence.	None	35 minutes	O/CG-6



	1.4 Approve the request.	None	2 working days and 19 hours	O/CPCG
	1.5 Issue and publish appropriate orders.	None	1 working day and 14 hours	O/CG-1 and CGAO
TOTAL		None	5 working days	



Request for Re-enlistment of PCG Non-Officers

This prescribes policies and procedures regarding the re-enlistment of PCG Non-Officers in every three-year term of active service.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Active PCG Non-Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 original copy)		Requesting Unit		
2.Certification (Annex C) (1 original copy)		Requesting Unit (Signed by the Unit Commander)		
3.CGIG-IAS Certification/Clearance (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CGIG-IAS)		
4.CG-2 Certification/Clearance (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CG-2 Office)		
5.CGLS Certification/Clearance (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CGLS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a request letter for re-enlistment.	1. Receive, check, and log the request in the incoming logbook	None	5 minutes	Duty Personnel, Communications Branch



	and forward it to the Re-enlistment Branch			
	1.1 Validate the completeness and authenticity of the request and the requirements. Afterwards, encode in the re-enlistment tracking.	None	10 minutes	Member, Re-enlistment Branch
	1.2 Prepare a Disposition Form (DF) addressed to CPCG through DCO, DCA, and CS for the approval of the issuance of re-enlistment order and subsequent update in the re-enlistment tracking.	None	1 working day	Chief or Asst Chief or POIC or Members, Re-enlistment Branch
	1.3 Check the DF and affix the initial signature.	None	10 minutes	Chief, Re-enlistment Branch
	1.4 Check the DF and affix the initial signature.	None	30 minutes	Asst DC of CGS for HRM, CG-1 O/CG-1
	1.5 Approve the DF and affix signature.	None	1 working day	DC of CGS for HRM, CG-O/CG-1
	1.6 Log the DF in the Outgoing logbook and forward it to the next concurring or concerned office.	None	10 minutes	Duty Personnel, Communications Branch
	1.7 Sign the DF (if applicable) and forward it for the initial or signature	None	4 working days	c/o Concurring, CS, DCA, DCO and CPCG Office



	of CS, DCA, DCO, and CPCG for the approval or disapproval of the request.			<i>Note: Please refer to the respective Citizen's Charter of concerned offices</i>
	1.8 Approve DF, log it in the Incoming logbook, and forward it to the Re-enlistment Branch.	None	5 minutes	Duty Personnel, Communications Branch
	1.9 Prepare a DF addressed to CGAO for the issuance of re-enlistment order.	None	1 working day	POIC or Members, Re-enlistment Branch
	1.10 Check DF and affix initial.	None	15 minutes	Chief, Re-enlistment Branch
	1.11 Approve DF and affix initial.	None	30 minutes	Asst. DC of CGS for HRM, CG-1 O/CG-1
	1.12 Approve DF and affix signature.	None	22 hours	DC of CGS for HRM, CG-1 O/CG-1
	1.13 Log the DF in the Outgoing logbook and forward it to CGAO.	None	5 minutes	Duty Personnel, Communications Branch
2.Receive a copy of Re-enlistment Order.	2.Publish order.	None	1 working day	c/o CGAO <i>Note:</i>



				<i>Please refer to the Citizen's Charter of CGAO</i>
TOTAL		None	9 working days	



Request for Replacement Clothing Allowance (RCA) for PCG Non-Officers

To prescribe policies and procedures on the issuance of authorized RCA of re-enlisted PCG Non-Officers.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Active PCG Non-Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 original copy or 1 photocopy)		Requesting Unit		
2.Re-enlistment Order (1 original copy or 1 photocopy)		Requesting Unit (to be requested from CGAO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter.	1.Receive, check/verify, and log the request in the Incoming logbook and forward it to the Re-enlistment Branch.	None	5 minutes	Duty Personnel, Communications Branch
	1.1 Validate the completeness and authenticity of the request and requirements, and encode in the re-enlistment tracking.	None	10 minutes	Member, Re-enlistment Branch
	1.2 Prepare Disbursement Voucher (DV) for the Replacement Clothing	None	23 hours	POIC or Members, Re-enlistment Branch



	Allowance (RCA) and subsequent update in the re-enlistment tracking.			
	1.3 Check the DV, and affix the initial.	None	10 minutes	Chief, Re-enlistment Branch
	1.4 Check the DV, and affix the initial.	None	30 minutes	Asst. DC of CGS for HRM, CG-1 O/CG-1
	1.5 Approve DV and affix signature.	None	1 working day	DC of CGS for HRM, CG-1 O/CG-1
	1.6 Log the DV in the Outgoing logbook and forward it to the next concurring or concerned office.	None	5 minutes	Duty Personnel, Communications Branch
	1.7 Process, sign, and forward the DV for approval and signature of the authorized signatories following the sequence: CS/DCA/DCO.	None	4 working days	CGFS, CGAO, CG-6, CGASO and CS/DCA/DCO Offices <i>Note: Please refer to the respective Citizen's Charter of concerned offices.</i>
2.Receive RCA.	2. Load the funds.	None	1 working day	CGFS <i>Note:</i>



				<i>Please refer to the Citizen's Charter of CGFS.</i>
TOTAL		None	7 working days	



Request for Sea Duty Pay

This service grants the eligible CGFLEET personnel to claim their sea duty pay as stipulated in Circular Number 14-20 dated 04 November 2020 (Sea Duty Entitlements).

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	CGFLEET and CGSMG Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For the issuance of orders for the Sea Duty Pay of entitled PCG personnel:		Head of Unit of the Requesting Party; CG Finance Service	
1. Request Letter from C, CGFLEET 2. Unit Certification of SDP-eligible personnel 3. Payroll register/computation 4. Such other pertinent supporting documents as are required by the nature of the expense			
For the payment of Instructor's Duty Pay:			
1. Disbursement Voucher 2. Obligation Request 3. Payroll Register/Payroll Computation 4. Authenticated Orders for Sea Duty Pay Entitlements 5. Certification from the Unit Commander indicating that the personnel are entitled to SDP 6. Certification from the Unit Commander that the concerned personnel were not absent without leave			



(AWOL), leave, furlough, or any other form of unauthorized absence during the specified period 7. Authenticated Payslips (if applicable) 8. Unit Monthly Morning Report 9. CGFS Certificate of Non-Payment 10. After Activity Report 11. Certificate of the Availability of Funds				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the issuance of order granting Sea Duty Pay for the eligible PCG personnel.	1. Receive and check the request.	None	10 minutes	Duty personnel, Budget Branch
	1.1 Verify the validity and the legality of the submitted documents.	None	20 minutes	Chief Officer, Budget Branch
	1.2 Endorse the request to CPCG for approval.	None	22 hours and 50 minutes	DC of CGS for HRM, CG-1
	1.3 Submit the documents to O/CG-6 to assess the availability of funds.	None	40 minutes	O/CG-6
	1.4 Approve the request.	None	1 working day	O/CPCG
	1.5 Issue and publish appropriate orders.	None	1 working day	O/CG-1 and CGAO



2.Wait for the amount to be reflected on the personnel's LBP account.	2.Include the SDP in the CG FLEET payroll cycle.	None	Note: See CGFS CC	CGFS
Additional Steps for CGSM				
3.Submission of requirements for the payment of Sea Duty Pay to the eligible PCG personnel (for CGSM).	3. Receive and check the request.	None	10 minutes	Duty Personnel, Budget Branch
	3.1 Verify the validity and the legality of the submitted documents.	None	15 minutes	Chief Officer, Budget Branch
	3.2 Approve/disapprove the request.	None	4 hours	DC of CGS for HRM, CG-1
	3.3 Submit the documents to O/CG-6 for the obligation of funds.	None	15 minutes	O/CG-6
	3.4 Approve the request.	None	1 working day, 12 hours and 20 minutes	O/CPCG
4.Wait for the amount to be reflected on the personnel's LBP account.	4. Forward the Disbursement Voucher to O/CGFS for cash flow.	None	7 hours	O/CGFS
TOTAL		None	5 working days (CGSM) 3 working days	



		(CGFLEET)	
--	--	-----------	--



Deputy Chief of Coast Guard Staff for Operations, CG-3



Request for the Availability of PCG Assets, PCG Personnel and PCG Service

This service accommodates private entities and other government agencies through requests submitted via email or hard copy. The processing is conducted within the organization, and the requesting party will await approval or disapproval.

Office or Division:	Deputy Chief of Coast Guard Staff for Operations, CG-3			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units/Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original copy or via email)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CG-3.	1. Receive the request.	None	10 minutes	Duty Office Watch, CG-3
	1.1 Evaluate and identify appropriate assets and personnel to deploy.	None	10 minutes	Operation Officer, Operations Division, CG-3
	1.2 Coordination with concerned PCG Unit for the requested assets and personnel	None	2 hours	Operations Division, CG-3
	1.3 Prepare communication.	None	20 minutes	Operations Division, CG-3
	1.4 Recommend the approval/disapproval of the request to the CPCG.	None	1 hour	Deputy Chief of Coast Guard Staff for Operations, CG-3
	1.5 Approve/disapprove the request.	None	2 working days	Commandant, PCG
2. Update on the status of the request by sending email to cg3operations2022@gmail.com	2. Inform the requesting party.	None	10 minutes	Duty Office Watch, CG-3



or call cellphone no. 09166424057				
TOTAL		None	2 working days, 3 hours and 50 minutes	



Deputy Chief of Coast Guard Staff for Logistics, CG-4



Request for Issuance of FOL and the Availability of PCG Bus / Coaster Bus

The Fuel, Oil, and Lubricant and Mobility Division (FOLMD) assists the Deputy Chief of Coast Guard Staff for Logistics, CG-4 in efficient management of fuel, oil, and lubricant (FOL) to ensure the operational readiness of all Philippine Coast Guard (PCG) air, sea, and land assets. FOLMD is also tasked to provide assistance in mobility requirements such as Bus and Coaster Bus for the NHQPCG and its tenant units.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Logistics, CG-4/ FOLM Division/ Mobility Branch			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Units within Metro Manila-Cavite Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished hard copy of Vehicle Request Letter/ Incoming Communications with the following information: <ul style="list-style-type: none"> • Must be signed by the respective Unit commanders/Command Officer/ Head of Office • Minimum of two (2) receiving copies 		Requesting Party		
2. Via Email Communications <ul style="list-style-type: none"> • Must be sent to cg4.mobilty1@gmail.com / cg4.pol@gmail.com • Must be addressed to the Chief, FOLM Division/ Mobility Branch or Asst. DCCGS for Logistics, CG-4 or DCCGS for Logistics, CG-4 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Incoming Communications (hard copy)				
1. Get a number through O/CG-4 queuing machine.	1. Assist the client/s in operating the queueing machine at the O/CG-4.	None	5 minutes	Operations Division Staff



2. Standby at O/CG-4 while waiting for the provided queuing number to be called.	2. Call or announce the number for processing.	None	Processing time may vary depending on the queuing number of the clients.	Operations Division Staff
3. Present the original document and the receiving copy to the Office watch.	3. Checks the completeness of the document.	None	5 minutes	Operations Division Staff
4. Sign the O/CG-4 logbook.	4. Sign the receiving copy and forward it to the FOLM Division/ Mobility Branch for appropriate action.	None	5 minutes	Operations Division Staff
	4.1 Receive the document and record in FOLM/Mobility Branch monitoring.	None	5 minutes	FOLM Division/ Mobility Branch Staff
	4.2 Draft the appropriate communication.	None	1 hour (depending on concern)	Chief, FOLMD Division/ Mobility Branch
	4.3 Approve/disapprove the request.	None	4 hours	Asst. DCCGS for Logistics, CG-4 and DCCGS for Logistics, CG-4
5. Receive official communication and sign it in the O/CG-4 logbook for the receiving copy.	5. Send a communication reply to the requesting party about the approval/disapproval of the request.	None	1 hour	Messenger
TOTAL		None	6 hours and 20 minutes	

2. Via Email Communications



1. Send communication through the email of FOLM Division/ Mobility Branch.	1. Acknowledge receipt of the email.	None	5 minutes	FOLM Division/ Mobility Branch Staff
	1.1 Print necessary documents.	None	5 minutes	FOLM Division/ Mobility Branch Staff
	1.2 Draft necessary communication and records to Mobility Branch Vehicle Dispatch Monitoring.	None	2 hours (depending on the concern)	Chief, FOLM Division/ Mobility Branch
	1.3 Approve/ disapprove the request.	None	4 hours	Asst. DCCGS for Logistics, CG-4 and DCCGS for Logistics, CG-4
2. To acknowledge receipt email response of O/CG4	2. Send an email to the requesting party about the approval/disapproval of the request.	None	5 minutes	FOLM Division/ Mobility Branch Staff
TOTAL		None	6 hours and 15 minutes	



Request for Issuance of Office Equipment / Supplies

The Troops and Organizational Support Division (TOSD) is responsible for logistics and supply management O/CG-4 due to its experience in supporting personnel needs, resource coordination, and operational readiness. TOSD oversees a wide array of essential supplies, including combat clothing, shipboard items, and medical provisions, ensuring efficient distribution and alignment of budgets with mission requirements.

With the centralized logistics functions, TOSD enhances accountability, streamlines operations, and fosters continuous improvement, enabling the PCG to remain operationally effective. This role is vital for the PCG to meet multi-faceted functions.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Logistics, CG-4/ TOS Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Central Staff and HSSG: Requisition Issue Slip (RIS)		Requesting Party		
For other units: Request Letter and Requisition Issue Slip (RIS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number through O/CG-4 queuing machine.	1. Assist the client/s in operating the queueing machine at the O/CG-4.	None	5 minutes	Operations Division Staff
2. Standby at O/CG-4 while waiting for the provided queuing number to be called.	2. Call or announce the number for processing.	None	Processing time may vary depending on the queuing number of the client.	Operations Division Staff



3. Present the original document and the receiving copy to the Office Watch.	3. Checks the completeness of the document.	None	5 minutes	Operations Division Staff
4. Sign the O/CG-4 logbook.	4. Sign the receiving copy and turn over to the TOS Division for appropriate action.	None	5 minutes	Operations Division Staff
	4.1 Receive the document and record in TOSD monitoring.	None	5 minutes	TOS Division Staff
	4.2 Check the availability of supplies at SAO.	None	1 hour	Supplies Member, TOS Division
	4.3 Approve the RIS.	None	2 hours	Asst. DCCGS for Logistics, CG-4
	4.4 Photocopy and file the copied RIS.	None	5 minutes	TOS Division Staff
5. Receive the approved RIS and sign it in the O/CG-4 logbook for the receiving copy.	5. Release the approved RIS to the client.	None	15 minutes	Operations Division Staff
6. Claim the equipment/supplies from the O/CGSAO.	6. Release the requested equipment/supplies.	None	See CGSAO CC	CGSAO
TOTAL		None	3 hours and 40 minutes	



Deputy Chief of Coast Guard Staff for Comptrollership, CG-6



Notice Of Transfer Allocation (NTA) - Commercial Claims, Travel Reimbursements, and Other Expenditures Not Considered Mandatories

The Notice of Transfer Allocation (NTA) serves as the authority for Coast Guard Districts to cover their operating expenses, procure supplies and materials, acquire Personal, Protective, and Equipment (PPE), settle accounts payable, and process other authorized disbursements. These transactions may be carried out through the issuance of Modified Disbursement System (MDS) checks, Advice to Debit Account (ADA), or other approved modes of disbursement.

Office or Division:	DEPUTY CHIEF OF COAST GUARD STAFF FOR COMPTROLLERSHIP, CG-6			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	COAST GUARD DISTRICTS WITH MDS SUB-ACCOUNT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Notice of Transfer Allocation (NTA) signed by the Commanding Officer from various Coast Guard Districts (1 photocopy)		Requesting Party (Coast Guard Districts)		
ADDITIONAL REQUIREMENTS				
1. Approved Disbursement Voucher - 1 photocopy		Requesting Party (Coast Guard Districts)		
2. Approved List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) (1 photocopy)		Requesting Party (Coast Guard Districts)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for NTA with documentary requirements (DV and LDDAP-ADA).	1. Check and compare the submitted request letter with the attached total DVs and LDDAP-ADA.	None	1 hour	Duty Processor
	1.1 Prepare the transmittal addressed to CPCG for the approval of Notice of Transfer Allocation (NTA) of the specific CGD.	None	1 hour	POIC or OIC of Cash Management Branch



	1.2 Prepare Notice of Transfer Allocation (NTA) of the specific CGD subject to availability of cash allocation.	None	1 hour	POIC or OIC of Cash Management Branch
	1.3 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller.	None	1 working day	Assistant Comptroller, PCG
	1.4 For approval and signature of CG-6.	None	1 working day	Comptroller, PCG
	1.5 Forward the signed documents to CGFS for the signature of NTA. Thereafter, forward the documents to CS, DCA, DCO, and CPCG for notation and approval	None	2 working days	CGFS, CS, DCA, DCO, AND CPCG
2. Follow-up status of the request.	2. Forward the Advice of Notice to Transfer of Cash Allocation to the concerned Coast Guard Districts (CGDs), outlining the specific guidelines for their reference and compliance.	None	2 working days	POIC or OIC of Cash Management Branch
TOTAL		None	6 working days and 3 hours	



Notice of Transfer Allocation (NTA) - Quarterly Release for Mandatories and Petty Cash Fund (PCF)

The Notice of Transfer Allocation (NTA) shall be the authority of the Coast Guard Districts to pay their operating expenses, purchase supplies and materials, acquisition of PPE, accounts payable, and other authorized disbursements through the issuance of Modified Disbursement System (MDS) checks, Advice to Debit Account (ADA) or other modes of disbursements.

Office or Division:	DEPUTY CHIEF OF COAST GUARD STAFF FOR COMPTROLLERSHIP, CG-6			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Coast Guard Districts With Mds Sub-Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request and quarterly projection of Mandatories and Petty Cash Fund (PCF) (1 photocopy)		Requesting Party (Coast Guard Districts)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request and quarterly projection for Mandatories and PCF prior to the beginning of the Fiscal Year (FY).	1. Check and compare the submitted quarterly projection to their previous expenditures for the past quarter. If with variance, the concerned CGD explains and justifies their submitted projection for possible additional NCA.	None	2 working days	Duty Processor
	1.1 Record the projection as the basis for the automatic release of the NTA for the upcoming quarters of the fiscal year. The amount for automatic release should cover three (3) months' worth of mandatory expenditures and the	None	1 working day	Duty Processor



	Petty Cash Fund (PCF) for each Coast Guard District (CGD).			
	1.2 Prepare a transmittal addressed to CPCG for the approval of the NTA.	None	1 hour	POIC or OIC of Cash Management Branch
	1.3 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller.	None	1 working day	Assistant Comptroller, PCG
	1.4 For approval and signature of CG-6.	None	1 working day	Comptroller, PCG
	1.5 Forward the signed transmittal to CS, DCA, DCO, and CPCG for notations and approval.	None	1 working day	CS, DCA, DCO and CPCG
2. Follow-up status of the request.	2. If approved, record and allocate cash. Thereafter, forward the signed NTA to CGFS for endorsement to GSB.	None	2 hours	POIC or OIC of Cash Management Branch
TOTAL		None	6 working days and 3 hours	



Preparation of List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) Form

This reflects the names of creditors/payees to be paid by the PCG and its Operating Units and the corresponding amounts of the unpaid claims. This also serves as instruction for the payment of creditors/payees through the Expanded Modified Disbursement Payment Scheme.

Office or Division:	DEPUTY CHIEF OF COAST GUARD STAFF FOR COMPTROLLERSHIP, CG-6			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units within Manila-Cavite Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher (For all claims) (1 original copy)		Requesting Party / Office of the Chief of Coast Guard Staff, PCG		
2. Payroll Registry (in case of payroll transactions) (1 original copy)		Coast Guard Finance Service		
3. Other Documentary Requirements in accordance with RA 9184, budgeting, accounting, and auditing rules and regulations (1 original copy)		Requesting Party		
ADDITIONAL REQUIREMENTS				
Bank Account Details (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Disbursement Voucher (DV), Payroll registry, and other requirements.	1. Check if the DV is stamped with NCA number before lining it up for the preparation of LDDAP-ADA. Classify the DVs according to the kind of transaction (e.g., Payroll, remittances, travel reimbursements, PCF, etc.), and authorized	None	2 hours	Duty Processor



	signatories (e.g., CS, DCA, DCO, CPCG).			
	1.1 Encode in the standard format of LDDAP-ADA the claims by indicating the bank account name and bank account number (as per passbook or ATM card), customer account number (if any - as per billing statement), ORS number, allotment class per UACS, gross amount (as per ORS), withholding tax (as per BIR Form 2306 and 2307), net amount (as per DV and payroll registry), and remarks.	None	2 hours	Duty Processor
	1.2 Print the LDDAP-ADA in five (5) copies. Prepare and attach a QR code for each LDDAP-ADA. Note: Prepare separate LDDAP-ADA for creditors/ payees with Current/Savings/ATM Account maintained with other banks outside the MDS-GSB of the NGAs and OUs (receiving NCAs directly from DBM). Example: The MDS-GSB of the NGAs and OUs (receiving NCAs directly from DBM) is LBP, but	None	1 working day	Duty Processor



	some of the creditors are maintaining accounts with DBP, PVB and private banks. One LDDAP-ADA shall be prepared for creditors with LBP accounts, while separate LDDAP-ADA shall be prepared for those with accounts outside LBP.)			
	1.3 Check the completeness and correctness of all the details encoded in the printed LDDAP-ADA. Compare the bank account name and bank account number as per passbook or ATM card, customers account number as per statement of account or billing statement, ORS number and gross amount as per ORS, tax withheld as per BIR Form 2306 and 2307, and check the net amount and compare with the attached DV and payroll registry (if any).	None	1 working day and 2 hours	OIC of Cash Management Branch
	1.4 Review the printed LDDAP-ADA before forwarding it to the Coast Guard Accounting Service Office (CGASO) for the signature of the Chief Accountant.	None	2 working days	Assistant Comptroller, PCG



	1.5 After Coast Guard Accounting Service Office (CGASO) forwards the LDDAP-ADA signed by Chief Accountant to O/CG-6, it will be for review and signature of the Comptroller.			Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents, and forward to CG Finance Service.	None	2 working days	Comptroller, PCG
TOTAL		None	6 working days and 6 hours	



Request for Cash Allocation

The Notice of Cash Allocation (NCA) shall be the authority of the PCG to pay operating expenses, purchases of supplies and materials, acquisition of PPE, accounts payable, and other disbursements through the issuance of Modified Disbursement System (MDS) checks, Advice to Debit Account (ADA) or other modes of disbursements.

Office or Division:	DEPUTY CHIEF OF COAST GUARD STAFF FOR COMPTROLLERSHIP, CG-6			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units within Manila-Cavite Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher (for all claims) (1 original copy)		1. Requesting Party / Office of the Chief of Coast Guard Staff, PCG		
2. Payroll Registry (in case of payroll transactions) (1 original copy)		2. Coast Guard Finance Service		
3. Other Documentary Requirements in accordance with RA 9184, budgeting, accounting, and auditing rules and regulations (1 original copy)		3. Requesting Party		
ADDITIONAL REQUIREMENTS		WHERE TO SECURE		
Bank Account Details (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Disbursement Voucher (DV),	1. Log the Disbursement Voucher (DV) with the attached ORS and other supporting documents into	None	1 working day and 30 minutes	Duty Encoder



Obligation Request and Status (ORS), and other requirements.	the "Incoming" file in Excel format to track documents received while awaiting the availability of the Notice of Cash Allocation (NCA).			
	1.1 Check the correctness of the amount indicated in the DV, ORS, and Payroll Registry (if any). Check the completeness of the requirements and the signatures of the authorized signatories and documentary requirements.	None	2 working days and 4 hours	Duty Processor
	1.2 If NCA is readily available, stamp with NCA number on the face of the DV as proof of cash availability for the particular transaction. Record the claim in the "Disbursement Monitoring" excel file with transaction date, payee, gross amount, and deductions such as taxes, retention fee, and liquidated damages as indicated in the DV. Mandatory requirements from PS, MOOE and CO or current year accounts payables are prioritized first over Prior year	None	2 working days and 3 hours	POIC or OIC of Cash Management Branch



	accounts payables. Payment of prior year's accounts payable shall be subject to availability of cash allocations. If cash is unavailable, availability shall be requested from the DBM for issuance of NCA for its settlement.			
2. Follow-up of the request.	2. Waiting for LDDAP, first come first serve basis. Proceed to LDDAP Procedure.	None	1 working day and 5 hours	Cash Management Branch - Member
TOTAL		None	6 working days, 12 hours and 30 minutes	



Request for Direct Payment

This account is used to recognize the expenditure attributable to all commercial claims such as but not limited to the lease of venue, repair, and maintenance of building, motor vehicle, floating and air assets, etc.

Office or Division:	Resource Allocation: Maintenance and Other Operating Expenses (MOOE) Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request Status (ORS) - 4 copies (1 original, 3 photocopies)		Requesting Party/End-User		
2. Contract or Purchase Order/Work Order (1 original copy)		Requesting Party/End-User		
3. Notice of Award (NOA) (1 original copy)		Requesting Party/End-User		
4. PhilGEPS Award Notice Abstract (above 50k) (1 original copy)		Requesting Party/End-User		
5. BAC Resolution Recommending Award of Contract (1 original copy)		Requesting Party/End-User		
ADDITIONAL REQUIREMENTS		WHERE TO SECURE		
1. Authenticated Copy of APB, PPMP, APP (1 authenticated copy)		Requesting Party/End-User		
2. Such other pertinent supporting documents as required by the nature of expenses (1 original or authenticated copy)		Requesting Party/End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Affix the "Date Received" stamp on the ORS form.	None	1 hour	Duty Processor Assigned



1. Submit Obligation Request and Status (ORS) and other requirements for funding request.	1.1 Record in the MOOE Monitoring System.			Duty Processor Assigned
	1.2 Verify the completeness of the requirements attached; otherwise, return to the end-user.			Duty Processor Assigned
	1.3 Process and record the corresponding amount and other necessary details to the original ORS.	None	30 minutes	Duty Processor Assigned
	1.4 Maintain and update the particular Registry of Expenses pertaining to the transaction.	None	20 minutes	Duty Processor Assigned
	1.5 Forward the document for the assignment of the ORS Control Number and updating of the Registry of Allotments and Obligations – Maintenance and Other Operating Expenses (RAOMO).	None	30 minutes	POIC, MOOE Branch
	1.6 Checking correctness of document and marking initial of OIC, MOOE Branch before forwarding to Assistant Comptroller, CG-6.	None	1 hour	OIC, MOOE Branch
	1.7 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller.	None	12 hours	Assistant Comptroller, PCG
	1.8 For approval and signature of CG-6 to Box B of ORS.	None	2 working days	Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents, and	None	3 hours	CG-6 Operations Branch -



	forward to CG Accounting Service.			Member
	TOTAL	None	2 working days, 18 hours and 20 minutes	



Request for Disbursement of Mandatory Expenses (Electricity, Water, Internet, Office Equipment Rental, etc.)

The amounts programmed for petroleum, oil, and lubricants water illumination and power services, telephone and other communication services, and rental expenses shall be disbursed exclusively for such expenditures. Any available allotment from these items after considering the agency full year requirements may be modified only in the last quarter and subject to the provisions of Section 80 hereof.

Office or Division:	Resource Allocation: Maintenance and Other Operating Expenses (MOOE) Section	
Classification:	Simple	
Type of Transaction:	G2B – Government to Government	
Who may avail:	All PCG Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Obligation Request Status (ORS) - 4 copies (1 original, 3 photocopies)		Requesting Party/End-User
2. Original/Authenticated Billing Statement or Invoice/Official Receipt or Machine Validated Statement (whichever is applicable) - 2 copies (1 original, 1 authenticated copy)		Requesting Party/End-User
3. Authenticated Copy of Notarized Contract of Lease (if applicable) – 1 original copy		Utility Companies/ Lessor
ADDITIONAL REQUIREMENTS		
1. Authenticated Copy of APB, PPMP, APP – 1 authenticated copy		Requesting Party/End-User
2. Certificate of Tax Exemption (if applicable) – 1 original or authenticated copy		Supplier
3. Such other pertinent supporting documents as required by the nature of expenses - 1 original or authenticated copy		Requesting Party/End-User



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Obligation Request and Status (ORS) and other requirements for funding request.	1. Affix the "Date Received" stamp on the ORS form.	None	1 hour	Duty Processor
	1.1 Record in the MOOE Monitoring System.	None		Duty Processor Assigned
	1.2 Verify the completeness of requirements; otherwise, return to the end-user.	None		Duty Processor Assigned
	1.3 Process and record the corresponding amount and other necessary details to the original ORS.	None	30 minutes	Duty Processor Assigned
	1.4 Maintain and update the particular Registry of Expenses pertaining to the transaction.	None	15 minutes	Duty Processor Assigned
	1.5 Forward the document for the assignment of the ORS Control Number and updating of the Registry of Allotments and Obligations – Maintenance and Other Operating Expenses (RAOMO).	None	15 minutes	POIC, MOOE Branch
	1.6 Checking correctness of document and marking initial of OIC, MOOE Branch before forwarding to Assistant Comptroller, CG-6.	None	1 hour	OIC, MOOE Branch



	1.7 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller.	None	12 hours	Assistant Comptroller, PCG
	For approval and signature of CG-6 to Box B of ORS.	None	2 working days	Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents, and forward to CG Accounting Service.	None	3 hours	CG-6 Operations Branch – Member
TOTAL		None	2 working days and 18 hours	



Request for Obligation for PCG Personnel Pay and Allowances and Other Benefits

This request seeks the allocation of mandatory Personnel Services (PS) funds for the current year to cover all certified claims related to the pay, allowances, and other benefits of Philippine Coast Guard (PCG) personnel.

Office or Division:	Resource Allocation Branch: Personnel Services (PS) Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PCG Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher (1 original copy)		Coast Guard Finance Service
2. Obligation Request (1 original copy)		Office of the Deputy Chief of Coast Guard Staff for Comptrollership, CG-6
3. Computation of Claim from CGFS/Payroll Register (1 original copy)		Coast Guard Finance Service
4. Authenticated Copy of Special Order (1 original copy)		Coast Guard Adjutant Office
5. Authenticated Copy of Applicable Payslip (1 original copy)		Coast Guard Finance Service
6. Certification from CGFS – Payroll Master (1 original copy)		Coast Guard Finance Service
7. Certificate of Non-Payment from CGFS (1 original copy)		Coast Guard Finance Service
8. Monthly Morning Report per Unit (1 original copy)		Claimant's Unit/Office
9. After Activity Report (1 original copy)		Claimant's Unit/Office
ADDITIONAL REQUIREMENTS		
1. Certificate of Last Payment (1 original copy)		Coast Guard Finance Service
2. Certificate of Monetization (1 original copy)		Coast Guard Finance Service
3. Computation of Benefits (1 original copy)		PCG Pension Gratuity Management Center
4. Leave Records (1 original copy)		Coast Guard Adjutant Office
5. Statement of Service (1 original copy)		Coast Guard Adjutant Office



6. Retirement Order (1 original copy)	Coast Guard Adjutant Office
7. Command Clearance (1 original copy)	Office of the Command Master Chief Petty Officer
8. Unit Clearance (1 original copy)	Requesting Party's Unit
9. CGSAO Clearance (1 original copy)	Coast Guard Supply Accountable Office
10. CGASO Clearance (1 original copy)	Coast Guard Accounting Service
11. Certificate of Non-Pending Case (1 original copy)	Coast Guard Inspector General and Internal Affairs Service
12. Ombudsman Clearance (1 original copy)	Office of the Ombudsman
13. Latest SALN (1 original copy)	Requesting Party
14. Retirement Application (1 original copy)	PCG Pension Gratuity Management Center
15. Approved SOTr Memo (1 original copy)	Department of Transportation
16. Such other pertinent supporting documents as may be required by the nature of expenses. (1 original copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the disbursement voucher and attached documentary requirements.	1. Receive the documents.	None	3 hours	Resource Allocation Branch (RA Br): PS -Member
	1.1 Stamp the date received.	None		RA Br: PS Sec – Member
	1.2 Record the incoming documents in the PS Monitoring System.	None		RA Br: PS Sec – Member
	1.3 Verify the completeness of the attachment and other requirements.	None		RA Br: PS Sec – Member
	<i>Note: If there is compliance, then return to the end-user.</i>			
	1.4 Verify the availability of allotments in PS Funds.	None	15 minutes	RA Br: PS Sec – Member



	<i>Note: The processing time depends on the availability of funds from the DBM. (Up to 3 months)</i>			
	1.5 Check the computation of claim from CGFS/Payroll Registry.	None	30 minutes	RA Br: PS Sec – Member
	1.6 Process and record transactions of documents.	None	30 minutes	RA Br: PS Sec – OIC/POIC
	1.7 Review the documents initially before forwarding them to the Comptroller.	None	12 hours	Assistant Comptroller, PCG
	1.8 Approve and sign the documents.	None	2 working days	Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents.	None	3 hours	CG-6 Operations (OPN) Branch - Member
TOTAL		None	2 working days, 19 hours and 15 minutes	



Request for Obligation of Capital Outlay

Funding for the PCG's purchase of goods and services, the benefits of which extend beyond the fiscal year.

Office or Division:	Resource Allocation: Capital Outlay (CO) Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any PCG Units/Offices wherein the procurement is considered as a capital outlay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (1 original copy)		Office of the Deputy Chief of Coast Guard Staff for Comptrollership, CG-6		
2. Approved Contract (1 original copy)		Coast Guard Procurement Service/End-User		
3. Notice of Award (1 original copy)		Requesting Party/End-User		
4. Notice to Proceed (1 original copy)		Requesting Party/End-User		
5. Purchase Order/Work Order (1 original copy)		Requesting Party/End-User		
6. Approved Disposition Form (1 original copy)		Requesting Party/End-User		
7. BAC Resolution (1 original copy)		Requesting Party/End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Receive and encode them in the monitoring system of INCOMING documents.	None	1 hour	Resource Allocation (RA): Capital Outlay Section (CO) Branch - Member/POIC
	1.1 Validate the attached documentary requirements.	None	3 hours	RA Br: CO Sec - POIC/OIC
	1.2 Process and record documents for obligation.	None	1 hour	RA Br: CO Sec - OIC



	1.3 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller.	None	12 hours	Assistant Comptroller, PCG
	1.4 For approval and signature of CG-6 to Box B of ORS.	None	2 working days	Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents, and forward to CG Accounting Service.	None	3 hours	Comptroller, PCG
TOTAL		None	2 working days and 20 hours	



Request for Petty Cash Funds (PCF)

This recognizes the amount granted to a duly designated petty cash custodian for the payment of authorized petty or miscellaneous expenses that cannot be conveniently paid through checks.

Office or Division:	Resource Allocation: Maintenance and Other Operating Expenses (MOOE) Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request Status (ORS) - 4 copies (1 original, 3 photocopies)		Requesting Party/End-User		
2. Petty Cash Voucher (PCV) (1 original copy)		Requesting Party/End-User		
3. Petty Cash Fund Register (PCFReg) (1 original copy)		Requesting Party/End-User		
4. Confirmation Letter from Bureau of Treasury (BTr) (1 authenticated copy)		Requesting Party		
5. Valid Official Receipts/Sales Invoice (1 original copy)		Requesting Party/End-User		
ADDITIONAL REQUIREMENTS				
1. Authenticated Copy of APB, PPMP, APP (1 authenticated copy)		Requesting Party/End-User		
2. Such other pertinent supporting documents as required by the nature of expenses (1 original or authenticated copy)		Requesting Party/End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Obligation Request	1. Affix the "Date Received" stamp on the ORS form.	None	1 hour	Duty Processor



and Status (ORS) and other requirements for funding request.	1.1 Record in the MOOE Monitoring System.			Duty Processor Assigned
	1.2 Verify the completeness of the requirements attached; otherwise, return to the end-user.			Duty Processor Assigned
	1.3 Process and record the corresponding amount and other necessary details to the original ORS.	None	30 minutes	Duty Processor Assigned
	1.4 Maintain and update the particular Registry of Expenses pertaining to the transaction.	None	15 minutes	Duty Processor Assigned
	1.5 Forward the document for the assignment of the ORS Control Number and updating of the Registry of Allotments and Obligations – Maintenance and Other Operating Expenses (RAOMO).	None	15 minutes	POIC, MOOE Branch
	1.6 Check the correctness of the document, and affix the initial.	None	1 hour	OIC, MOOE Branch
	1.4 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller,	None	12 hour	Assistant Comptroller, PCG
	1.5 For approval and signature of CG-6 to Box B of ORS,	None	2 working days	Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents, and forward to CG Accounting Service.	None	3 hours	CG-6 Operations Branch - Member



TOTAL	None	2 working days and 18 hours	
-------	------	-----------------------------	--



Request for Travel Reimbursement Expenses

This service recognizes the costs incurred in the movement/transport of government officers and employees within the country. This includes transportation, travel per diems, ferriage, and all other related expenses. This account shall be closed to the Revenue and Expense Summary account.

Office or Division:	Resource Allocation: Maintenance and Other Operating Expenses (MOOE) Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request Status (ORS) - 4 copies (1 original, 3 photocopies)		Requesting Party		
2. Travel/Letter Order (1 authenticated copy)		Requesting Party		
3. Certificate of Appearance (1 authenticated copy)		Requesting Party		
4. Travel Itinerary (1 original copy)		Requesting Party		
5. Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes (1 authenticated copy)		Requesting Party		
6. After Travel Report (1 authenticated copy)		Requesting Party		
ADDITIONAL REQUIREMENTS				
1. Authenticated Copy of APB, PPMP, APP (1 authenticated copy)		Requesting Unit		
2. Such other pertinent supporting documents as required by the nature of expenses (1 original or authenticated copy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Obligation Request and Status (ORS) and other requirements for funding request.	1. Affix the "Date Received" stamp on the ORS form.	None	1 hour	Duty Processor
	1.1 Record in the MOOE Monitoring System.	None		Duty Processor Assigned
	1.2 Verify the completeness of the requirements attached; otherwise, return to the end-user.	None		Duty Processor Assigned
	1.3 Process and record the corresponding amount and other necessary details to the original ORS.	None	30 minutes	Duty Processor Assigned
	1.4 Maintain and update the particular Registry of Expenses pertaining to the transaction.	None	15 minutes	Duty Processor Assigned
	1.5 Forward the document for the assignment of the ORS Control Number and updating of the Registry of Allotments and Obligations – Maintenance and Other Operating Expenses (RAOMO).	None	15 minutes	POIC, MOOE Branch
	1.6 Checking correctness of document and marking initial of OIC, MOOE Branch before forwarding to Assistant Comptroller, CG-6.	None	1 hour	OIC, MOOE Branch
	1.7 For review of documents and initial of Assistant Comptroller prior to forwarding the same to Comptroller.	None	12 hours	Assistant Comptroller, PCG



	1.8 For approval and signature of CG-6 to Box B of ORS.	None	2 working days	Comptroller, PCG
2. Follow-up status of the request.	2. Record outgoing documents, and forward to CG Accounting Service..	None	3 hours	CG-6 Operations Branch - Member
TOTAL		None	2 working days and 18 hours	



Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10



Request for Spare Parts or Repair for PCG Floating and Air Assets Amounting to Five (5) Million Above

This refers to the step-by-step procedures on how to request spare parts or repair such as drydocking, overhauling, major repair, and inspection for PCG floating and air assets from the Office of the Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10/ Repair and Maintenance Divisions	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PCG personnel (CG Fleet, CG AvCom, CGSOF, and CG Districts/D-10)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR THE SPARE PARTS REQUEST:		Respective Units
1. Duly signed request letter by the Unit's Commanding Officer with the following attachments: <ul style="list-style-type: none"> • Requisition and Issue Slip • Purchase Request • Agency Estimate • Market Study • Quotation 		CG Fleet Deputy Chief of Fleet Staff for Ships Repair and Maintenance, F-10 CG AvCom Aviation Staff for Maintenance, AC-10
FOR THE REPAIR REQUEST:		



2. Duly signed request letter by the Unit's Commanding Officer with the following attachments:

- Purchase Request
- Requisition and Issue Slip
- Agency Estimate
- Job/ Work Request
- Works to be done
- Pre-Repair Inspection
- Photos of Affected Portions of the Project
- Market Study
- Quotation

CGSOF

Small Boat Group, CGSOF

CG Districts

Deputy Chief of District Staff for Ships and Aircraft Engineering, D-10

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with complete attachments to the CG-10 receiving desk.	1. Receive the request letter from the client. Record it in the INCOMING logbook, and hand it over to the concerned division.	None	5 minutes	Member, Operations Division
	1.1 Receive the request letter and review the completeness of the request. Then, hand it over to the POIC of the concerned division for proper disposition.	None	5 minutes	Concerned Division Member



	1.2 Receive the request letter from the concerned division member and draft Disposition Form (DF). Afterwards, forward it to the OIC of the concerned division.	None	1 hour	POIC, Concerned Division
	1.3 Receive the request letter and check the drafted DF. Then, forward it to the Asst. Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10.	None	1 hour	OIC, Concerned Division
	1.4 Receive the DF from the OIC of the concerned division for checking and countersignature.	None	1 hour	Asst. Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10
	1.5 Receive the DF from the Asst. Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10 for approval, checking, and concurrence.	None	2 hours	Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG- 10
	1.6 Forward the DF to O/CG-4, O/CG-6 for concurrence.	None	See respective CC	Liaison of Respective Offices
	1.7 Forward the DF to O/CCGS, O/DCA, O/DCO, O/CPCF for signature.	None	5 working days	Liaison of Respective Offices



2. Receives the approved DF from O/CG-10.	2. Receive the DF and inform the client once approved by CPCG. Thereafter, forward the approved DF to the client.	None	10 minutes	POIC or OIC, Concerned Division
TOTAL		None	5 working days, 5 hours and 20 minutes	



Request for Spare Parts or Repair for PCG Floating and Air Assets Amounting to Five (5) Million Below

This refers to the step-by-step procedures on how to request spare parts or repair such as drydocking, overhauling, major repair, and inspection for PCG floating and air assets from the Office of the Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10.

Office or Division:	Office of the Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10/ Repair and Maintenance Divisions	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PCG Personnel (CG Fleet, CG AvCom, CGSOF, and CG Districts/D-10)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR THE SPARE PARTS REQUEST:		Respective Units
1. Duly signed request letter by the Unit's Commanding Officer with the following attachments: <ul style="list-style-type: none">• Requisition and Issue Slip• Purchase Request• Agency Estimate• Market Study• Quotation		CG Fleet Deputy Chief of Fleet Staff for Ships Repair and Maintenance, F-10 CG AvCom Aviation Staff for Maintenance, AC-10
FOR THE REPAIR REQUEST:		
2. Duly signed request letter by the Unit's Commanding Officer with the following attachments:		CGSOF Small Boat Group, CGSOF



- Purchase Request
- Requisition and Issue Slip
- Agency Estimate
- Job/Work Request
- Works to be done
- Pre-Repair Inspection
- Photos of Affected Portions of the Project
- Market Study
- Quotation

CG Districts

Deputy Chief of District Staff for Ships and Aircraft Engineering, D-10

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with complete attachments to the CG-10 receiving desk.	1. Receive the request letter from the client. Record it in the INCOMING logbook, and hand it over to the concerned division.	None	5 minutes	Member, Operations Division
	1.1 Receive the request letter and review the completeness of the request. Then, hand it over to the POIC of the concerned division for proper disposition.	None	5 minutes	Member, Concerned Division
	1.2 Receive the request letter from the concerned division member and draft Disposition Form (DF), then	None	1 hour	POIC, Concerned Division



	forward to the OIC of the concerned division.			
	1.3 Receive the request letter and check the drafted DF. Then, forward the DF to the Asst. Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10.	None	1 hour	OIC, Concerned Division
	1.4 Check and countersign the DF.	None	1 hour	Asst. Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10
	1.5 Review and sign the DF.	None	2 hours	Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10
	1.6 Forward the signed DF to O/CG-6 for the approval of DF.	None	10 minutes See CG6 CC	Duty Liaison, CG-10
	1.7 Return the DF to O/CG-10.			Duty Liaison, CG-10
2. Receive the signed DF.	2. Forward the signed DF to the client.	None	10 minutes	POIC or OIC, Concerned Division
TOTAL		None	5 hours, and 30 minutes	



Deputy Chief of Coast Guard Staff for Maritime Communications, Weapons, Electronics and Information System, CG-11



Request Availability of Firearms/Ammunition, Certificate of Non-Availability, and Zoom Link for Online Meetings

This service supports Philippine Coast Guard offices and personnel by handling requests for the availability of firearms and ammunition, certificates of non-availability, and Zoom links for online meetings. Requests can be submitted via email or hard copy. The processing occurs within the organization, and the requesting party will be notified upon approval or disapproval of the request.

Office or Division:	Deputy Chief of Coast Guard Staff for Maritime Communications, Electronics, Weapons and Information System, CG-11			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCG Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (email or original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter.	1. Receive, check, and verify the request.	None	10 minutes	Office Watch, Operations Division
	1.1 Evaluate and endorse the request to DCCGS for MCWEIS, CG-11.	None	20 minutes	Concerned Division
	1.2 Approve/disapprove the request.	None	1 working day	DCCGS for MCWEIS, CG-11



2. Receive notification about the approval of the request.	2. Inform the requesting office about the approval of the request.	None	20 minutes	Office Watch/ Operations Division
	2.1 Coordinate with the requesting office about the details of the disapproval, if disapproved.			
TOTAL		None	1 working day and 50 minutes	



Deputy Chief of Coast Guard Staff for Education and Training, CG-12



Request for Issuance of Certificate of No Pending/Nomination/Ongoing Local and International Schooling

The Certificate of No Pending / Nomination / Ongoing Local and International Schooling certifies that a PCG personnel has no ongoing and completed foreign and local- based schooling that requires service obligation.

Office or Division:	Admin Division, Deputy Chief of Coast Guard Staff for Education and Training, CG-12			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PCG Officers, Non-Officers and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished CG-12 Request Form		Admin Division, CG-12		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished CG-12 Request Form	1. Receive and check the completeness of data on the accomplished CG-12 Request Form.	None	2 minutes	Duty Office Watch, O/CG-12
	1.1. Verify the status of the requesting party to CG-12 Divisions Chief. If the personnel has an ongoing service obligation, coordinate with the originator of the request.	None	5 minutes	Member, Admin Division, O/CG-12
	1.2. Prepare the Certification of No Pending / Nomination/	None	2 minutes	POIC, Admin Division, O/CG-12



	Ongoing Schooling for Local and Abroad.			
	1.3. Check drafted certification. If needed, return to POIC, Admin Division, CG-12 for possible correction.	None	5 minutes	Chief, Admin Division, O/CG-12
	1.4. Review drafted certification and attach initials prior endorsement to DCCGS for Education and Training, CG-12.	None	2 minutes	Assistant DCCGS for Education and Training, O/CG-12
	1.5. Review and sign the drafted certification.	None	2 minutes	DCCGS for Education and Training, O/CG-12
2. Receive the signed Certification of No Pending/Nomination/Ongoing Schooling for Local and Abroad.	2. Release the signed Certification of No Pending / Nomination/ Ongoing Schooling for Local and Abroad.	None	5 minutes	Duty Office Watch or Member, Admin Division, O/CG-12
TOTAL		None	23 minutes	



Request for Issuance of Certificate of No Service Mandatory Obligation

To confirm that a PCG personnel has no ongoing and completed foreign or local-based schooling that requires service obligation to support the application for retirement/separation from the PCG Service.

Office or Division:	Admin Division, Deputy Chief of Coast Guard Staff for Education and Training, CG-12			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PCG Officers, Non-Officers, and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Command Clearance of the requesting party		Requesting Party/CGRBAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Command Clearance of PCG personnel.	1. Receive and check the completeness of the request.	None	2 minutes	Duty Office Watch, O/CG-12
	1.1. Verify the status of the requesting party to CG-12 Divisions Chief. Coordinate with the originator of the request, if the personnel has an ongoing service obligation.	None	5 minutes	Member, Admin Division, O/CG-12
	1.2. Prepare the Certification of No Service Mandatory Obligation.	None	2 minutes	POIC, Admin Division, O/CG-12
	1.3. Check the drafted certification.	None	5 minutes	Chief, Admin Division,



	Return to POIC, Admin Division, CG-12 for possible correction.			O/CG-12
	1.4. Review drafted certification and attach initials prior to endorsement to DCCGS for Education and Training, CG-12.	None	2 minutes	Assistant DCCGS for Education and Training, O/CG-12
	1.5. Review the endorsed certification and sign together with the Command Clearance if no correction was found.	None	2 minutes	DCCGS for Education and Training, O/CG-12
2. Receive and acknowledge notification about the status / completion of the request.	2. Notify the requesting party about the completion of the request.	None	5 minutes	Duty Office Watch, O/CG-12 or Member, Admin Division, O/CG-12
TOTAL		None	23 minutes	



SPECIAL SERVICE COMMANDS



Coast Guard Finance Service



Request for Certificate of Remittance

This Service issues a Certificate of Remittance to both uniformed and non-uniformed personnel, certifying their payment contributions to government and financial institutions. The certificate supports personnel in claiming benefits, loans, or other financial assistance by providing official proof of their remittance history.

Office or Division:	HCGFS - Centralized Payroll Management Unit (CPMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Uniformed and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CGFS Form 00-005 (via Google Form)		Coast Guard Finance Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the CGFS Form 00-005. https://forms.gle/htD99uW6qeitbDzMA	1. Receive the request.	None	5 minutes	Encoder, CPMU
	1.2 Verify the records.	None	15 minutes	Encoder, CPMU
	1.3 Draft the Certificate of Remittance.	None	10 minutes	Encoder, CPMU
	1.4 Review the drafted Certificate of Remittance.	None	10 minutes	POIC, CPMU
	1.5 Affix signature on the certificate.	None	15 minutes	Commanding Officer, CPMU; and Executive Officer, CPMU
2. Claim the Certificate of Remittance at the	2. Release the Certificate of Remittance.	None	5 minutes	



Headquarters Coast Guard Finance Service.				Duty Office Watch, CGFS
TOTAL		None	1 hour	



Request for Correction of Detail/s on Payslip

This Service ensures the accuracy of PCG personnel payslips, validating key data such as salary, deductions, and bonuses. It supports employees in verifying their income for claims to government and financial institutions, ensuring compliance with regulations and providing necessary documentation for processes like loans, taxes, or benefits.

Office or Division:	Coast Guard Finance Service-Centralized Payroll Management Unit (CPMU)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All PCG Uniformed and Non-Uniformed Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Correction on Employee Data		
1. Accomplished PCG E-Payslip Request Form (1 Original Copy/Photocopy or via email)	Coast Guard Finance Service	
2. Latest Payslip (1 Photocopy)	Client	
3. PCG ID (1 Photocopy)	Coast Guard Adjutant Office	
4. Amendment Order (1 Authenticated Copy)	Coast Guard Adjutant Office	
Change of Unit Assignment		
1. Accomplished PCG E-Payslip Request Form (1 Original Copy/Photocopy or via email)	Coast Guard Finance Service	
2. Carried MR (1 Photocopy)	Client	
Correction in Credentials		
1. Accomplished PCG E-Payslip Request Form ((1 Original Copy/Photocopy or via email)	1. Coast Guard Finance Service	
2. Tax Identification Number ID / PhilHealth ID / Pag-IBIG ID / GSIS ID (1 Photocopy)	Client	
Change of Email Address/ Account Reactivation/ Account Verification		



1. Accomplished PCG E-Payslip Request Form (1 Original Copy/Photocopy or via Email)		Coast Guard Finance Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PCG E-Payslip Request Form and other requirements at Headquarters Coast Guard Finance Service or via email cgfc@coastguard.gov.ph	1. Receive the request form and forward it to FS-3.	None	2 working days	Duty Office Watch, CGFS
	1.1 Sort the request forms and forward to CPMU.	None		Duty Operations, CGFS
	1.2 Verify the records.	None		Encoder, CPMU
	1.3 Update the records. <i>Note: Once the payslip for the current month is already uploaded, the update will reflect the following month.</i>	None	1 working day	Encoder, CPMU
TOTAL		None	3 working days	



Request for the Creation of PCG E-Payslip Portal Account

The PCG Electronic Payslip (E-Payslip) system replaces traditional paper-based payslips with digital versions that PCG personnel can access online. This system improves efficiency by enabling instant, secure, and convenient access to payslips via a web portal or mobile app. It reduces costs, minimizes environmental impact, enhances security through encryption, and simplifies administrative tasks by eliminating the need for manual printing and distribution. PCG Personnel can view and download their payslips anytime, ensuring quick and easy access to important payroll information.

Office or Division:	Coast Guard Finance Service - Centralized Payroll Management Unit (CPMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Uniformed and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Registration Form		Headquarters Coast Guard Finance Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Registration Form. https://sites.google.com/view/cgfs-online-platforms/home	1. Receive the Online Registration Form.	None	5 minutes	Encoder, CPMU
	1.1 Verify the records and the created accounts.	None	5 working days	Encoder, CPMU
	1.2 Upload the records.	None	1 working day	Encoder, CPMU
TOTAL		None	6 working days and 5 minutes	



Request for Certificate of Monetization

This Service issues a Certificate of Monetization to both uniformed and non-uniformed personnel of the Philippine Coast Guard (PCG). The certificate confirms the monetization (cash conversion) of the personnel's leave credits based on official records, providing documentation for financial or administrative purposes.

Office or Division:	HCGFS - Coast Guard Finance Service Unit Port Area, MDS Branch			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Uniformed and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy or Photocopy) 2. Leave Record (1 Original Copy or Photocopy)		Coast Guard Adjutant Office (CGAO) or Coast Guard Retirement and Benefits Administration Service (CGRBAS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter at Headquarters Coast Guard Finance Service.	1. Receive and evaluate the request letter and the completeness of the attached documents	None	5 minutes	Duty Office Watch, CGFS
	1.1 Draft and prepare a Routing Slip (RS) for the signatures of the different CGFS Staff.	None	3 hours	Duty Operations, CGFS
	1.2 Approval/Disapproval of the RS.	None		Concerned CGFS Staff Officers/ CS, CGFS/ DC, CGFS/ C, CGFS
	1.3 Approved RS will be forwarded to CGFSU-Port Area, MDS Branch	None		Duty Office Watch



	1.4 Check the records of monetized leaves of personnel from 01 January 2015	None	1 hour	MDS Encoder, CGFSU-Port Area
	1.5 Check the records of monetized leaves of personnel from 01 January 2015	None	1 hour	MDS Encoder, CGFSU-Port Area
	1.6 Review/Double checking of the monetization records from 01 January 2015	None	1 hour	POIC, CPMU
	1.7 Draft the Certificate of Monetization	None	10 minutes	MDS Encoder, CGFSU-Port Area
	1.8 Review the drafted Certificate of Monetization	None	30 minutes	CMAA, CGFSU-Port Area
	1.9 Affix signature on the Certificate Monetization	None	30 minutes	CGFSU-Port Area Officers
2. Claim the Certificate of Monetization	2. Forward/Release the Certificate of Monetization to CGAO/CGRBAS.	None	10 minutes	Duty Office Watch, CGFS
TOTAL		None	6 hours and 25 minutes	



Request for Certificate of Last Payment (CLP)

The Certificate of Last Payment (CLP) is used to support the various claims of Uniformed and Non-Uniformed personnel of the Philippine Coast Guard (PCG). The CLP is duly filed-up specifically indicating the following: mode of retirement or separation from the PCG service, last pay period specifying the mandatory and collateral entitlements and the deductions made to show the monthly net pay. It also indicated the pay period when the personnel will be deleted from the PCG payroll.

Office or Division:	Coast Guard Finance Service-Centralized Payroll Management Unit (CPMU)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All PCG Uniformed and Non-Uniformed Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR RETIRING/SEPARATING PERSONNEL:		
1. Request Letter (1 Original Copy or Photocopy)	Client	
2. Retirement/Separation Order (1 Original Copy or Photocopy)	Coast Guard Adjutant	
3. Latest Payslip (1 Original Copy or Photocopy)	Client	
FOR AWOL PCG PERSONNEL:		
1. Discharged Order (1 Original Copy or Photocopy)	Coast Guard Adjutant	
FOR PCG PERSONNEL WITH EXISTING LOAN:		
1. Loan Balance Certificate	Financial Institutions and Associations	
FOR PCG PERSONNEL WITH EXISTING OVERPAYMENT OR MONETARY ACCOUNTABILITY:		
1. Official Receipt (1 Original Copy or Photocopy)	Coast Guard Finance Service	
2. Authority to Deduct Form (1 Original Copy or Photocopy)		
FOR REPLACEMENT OF LOST CLP:		
1. Notarized Affidavit of Loss (1 Original Copy or Photocopy)	Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter at Headquarters Coast Guard Finance Service.	1. Receive and evaluate the request letter and the completeness of the attached documents	None	5 minutes	Duty Office Watch, CGFS
	1.1 Draft and prepare a Routing Slip (RS) for the signatures of the different CGFS Staff.	None	3 hours	Duty Operations, CGFS
	1.2 Approval/Disapproval of the RS.	None		Concerned CGFS Staff Officers/ CS, CGFS/ DC, CGFS/ C, CGFS
	1.3 Approved RS will be forwarded to CPMU.	None		Duty Office Watch
	1.4 Check and validate the details in the database if the retiring/separating personnel has still salary claims, overpayment of pay and allowances, loan balances and/or deleted in the database	None	1 hour	Encoder, Admin Branch, CPMU
	1.5 Informs the client if the client has an existing loan or overpayment <i>(if none proceed to Agency Action 2.2)</i>	None	15 minutes	Encoder, Admin Branch, CPMU
2. Submit the following to Coast Guard Finance Service: a. Loan Balance Certificate (if	2. Receives the documents	None	5 minutes	Duty Office Watch, CGFS
	2.1 Draft the CLP	None	15 minutes	Encoder, Admin Branch, CPMU



client has existing loan) b. Official Receipt/Authority to Deduct Form (if client has existing overpayment or monetary accountabilities)	2.2 Review the drafted CLP	None	10 minutes	POIC, CPMU
	2.3 Counter-check the correctness of details and affix signature on the certificate	None	30 minutes	1. Executive Officer, CPMU 2. Commanding Officer, CPMU
	2.4 Certify the correctness of details and affix signature on the certificate	None	15 minutes	Any of the following Officer: Deputy Commander, CGFS Chief of Staff, CGFS
	2.5 Affix signature on the certificate	None	1 hour	Commander, CGFS
3. Claim the CLP	3. Release the CLP	None	5 minutes	Duty Office Watch, CGFS
TOTAL		None	5 hours and 40 minutes	



Request for Ceremonial Cheque

The Ceremonial Cheque is a symbolic representation of the retiree's Lump Sum and Commutation of Leave benefits, presented as a gesture of gratitude for their dedication and service to the organization.

Office or Division:	HCGFS - Coast Guard Finance Service Unit Port Area, Teller Section, Management Branch			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Uniformed and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy or Photocopy)		Client		
2. Computation of Lump Sum and Commutation of Unused Leave (1 Original Copy or Photocopy)		Coast Guard Retirement and Benefits Administration Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter and Computation of Lump Sum and Commutation of Unused Leave to Coast Guard Finance Service	1. Receives the Request Letter and attachments	None	5 minutes	Duty Office Watch, CGFS
	1.1 Draft and prepare a Routing Slip (RS) for the signatures of the different CGFS Staff.	None	3 hours	Duty Operations, CGFS
	1.2 Approval/Disapproval of the RS.	None		Concerned CGFS Staff Officers/ CS, CGFS/ DC, CGFS/ C, CGFS
	1.3 Approved RS will be forwarded to CGFSU-Port Area, Teller Section, Management Branch	None		Duty Office Watch



	1.4 Draft the Ceremonial Cheque	None	1 hour	Encoder, CGFSU-Port Area
	1.5 Review the drafted Ceremonial Cheque	None	30 minutes	Any of the following Officer: Commanding Officer, CGFSU-Port Area Executive Officer, CGFSU-Port Area Officer-In-Charge, Management Branch, CGFSU-Port Area
2. Claim the Ceremonial Cheque	2. Release the Ceremonial Cheque	None	5 minutes	Teller Section, Management Branch, CGFSU-Port Area
TOTAL		None	4 hours and 40 minutes	



Coast Guard Public Affairs Service



Request for Availability of PCG Personnel for Interview

The Media Relations Branch of the Coast Guard Public Affairs Service (CGPAS) is responsible for developing and implementing the overall media strategy supporting the Command. It cultivates and enhances collaborative working relationships with the local and foreign media, manages the flow of news about the organization, disseminates press statements, handles media requests, and is responsible for all media relations activities such as press conferences, media briefings, etc.

Office or Division:	CGPAS Media Relations Branch			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business Entities			
Who may avail:	Philippine Media, International Media, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpao@coastguard.gov.ph or cgpublicaffairs.official@gmail.com		Requesting Party (Request Letter) or Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email.	1. Receive the request and forward it to the Member/POIC CGPAS Media Relations Branch.	None	5 minutes	Duty Office Watch
	1.1 Check the request.	None	10 minutes	POIC or Member, Media Relations Branch
	1.2 Verify the necessary details for the interview.	None	15 minutes	OIC, Media Relations Branch
	1.3 Approve/disapprove the request.	None	15 minutes	Commander, Coast Guard Public Affairs Service



2. Receive notification via email or phone call about the approval/disapproval of the request. If approved, coordinate the preparatory measures needed for the interview	2. Notify the requesting media about the approval or disapproval of the request. If approved, coordinate with the requesting media for the preparatory measures needed in the conduct of the interview If disapproved, coordinate for possible rescheduling or inform them about the reason for disapproval.	None	10 minutes	OIC, Media Relations Branch
	2.1 Coordinate with the requested PCG Personnel for the scheduling of the interview.	None	20 minutes	Commander, Coast Guard Public Affairs Service
3. Coordinate with the OIC, CGPAS Media Relations Branch.	3. Coordinate with the requesting party to give feedback on the request.	None	15 minutes	OIC, Media Relations Branch
TOTAL		None	1 hour and 30 minutes	



Request for Availability of Photographers and Videographers

CGPAS official photographers and videographers can be requested to cover PCG current events and activities.

Office or Division:	Coast Guard Public Affairs Service Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Philippine Media, International Media, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpaos@coastguard.gov.ph or cgpublicaffairs.official@gmail.com or Accomplished Request Form		Requesting Party (Request Letter) or Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter or the accomplished request form.	1. Receive and check/verify the request; and subsequently forward the request to POIC, Operations Division.	None	5 minutes	Duty Office Watch
	1.1 Check the CGPAS Calendar of Activities and the availability of the requested photographers and/or videographers.	None	20 minutes	POIC, Operations Branch
	1.2 Forward the request and the suggested action to OIC, Operations for approval.	None	5 minutes	POIC, Operations Branch
	1.3 Approve/disapprove the request.	None	20 minutes	OIC, Operations Branch



2. Receive notification about the approval/disapproval of the request.	2. Inform the requesting party about the approval of the request. If disapproved, inform the requesting party regarding the disapproval details.	None	10 minutes	Duty Office Watch
TOTAL		None	1 hour	



Request for Posting on PCG Official Website

The Coast Guard Public Affairs Service is the only office authorized to manage the official website of the PCG. Anything in need of posting shall be requested by the PCG unit through the Coast Guard Public Affairs Service.

Office or Division:	Coast Guard Public Affairs Service Information and Communications Technology Branch			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCG Units and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpao@coastguard.gov.ph or cgpublicaffairs.official@gmail.com		Requesting party (Request Letter) or Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter via email.	1. Receive the request and forward it to the Member/POIC, ICT Branch.	None	5 minutes	Duty Office Watch
	1.1 Check the request and forward it to the OIC, ICT Branch for approval.	None	10 minutes	Member/POIC, ICT Branch
	1.2 Approve/disapprove the request.	None	30 minutes	OIC, ICT Branch
2. Receive notification via email or phone call about the approval/disapproval of the request and check the post on the official PCG website.	2. Post the content on the official PCG website. If disapproved, inform the client about the details of the disapproval.	None	30 minutes	OIC, ICT Branch
TOTAL		None	1 hour and 15 minutes	



Request for Reproduction of Pictures and Video Clippings

Copies of pictures and videos taken by CGPAS official photographers and videographers can be requested for documentation and press release.

Office or Division:	Coast Guard Public Affairs Service Operations Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	PCG Units, Philippine Media, International Media, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) sent via email at cgpao@coastguard.gov.ph or cgpublicaffairs.official@gmail.com or Accomplished Request Form		Requesting Party (Request Letter) Coast Guard Public Affairs Service (Request Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter or the accomplished request form.	1. Receive and check/verify the request.	None	5 minutes	Duty Office Watch
	1.1 Approve/disapprove the request. If disapproved, inform the requesting party about the disapproval details.	None	15 minutes	OIC/POIC, Operations Branch
	1.2 Search/consolidate pictures and/or video clippings.	None	1 hour	Duty Office Watch



	<p><i>Notes:</i></p> <p><i>Photos totaling less than 25 MB will be sent via email.</i></p> <p><i>For larger collections exceeding 25 MB, the files will be transferred to external storage provided by the client.</i></p>			
2. Receive the copy of pictures and/or video clippings.	2. Release the copy of pictures and/or video clippings.	None	10 minutes	Duty Office Watch
TOTAL		None	1 hour and 30 minutes	



Philippine Coast Guard Command Center



Request for Data and Statistics of Maritime Incidents

The PCGCC provides data or statistics of consolidated maritime incidents reported to this center for the consumption of the command, other government agency, shipping agency and concerned individuals. Copies of data and statistics may be released upon a valid request and are subject for the approval by the Director, PCGCC.

Office or Division:	Philippine Coast Guard Command Center (PCGCC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from Requesting Party addressed to Director, PCGCC (One (1) Original copy)		Any Government Agency and Non-Government Entity/ Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to NHQ-PCG thru Director, PCGCC	1. Receive the request letter and forward it to the concerned division.	None	5 minutes	Clerk/ Assistant Clerk, Operations Division
	1.1 Request approval from the Director, PCGCC, for the release of the requested data.	None	5 minutes	Chief, Data Management Division
	1.2 Approved or disapproved the request for the release of data.	None	15 minutes	Director, PCGCC
	1.3 If approved, prepare the reply letter including the requested data.	None	1 hour	POIC, Data Management Division



	1.4 If disapproved, prepare a request letter to inform the requesting party that the request has been disapproved by Director, PCGCC.	None	10 minutes	Clerk, Data Management Division
2. Receive the requested data.	2. Issue reply letter including the requested data to the requesting party.	None	5 minutes	Chief, Data Management Division
TOTAL		None	1 hour and 40 minutes	



Coast Guard Accounting Service Office



Request for Issuance of Certificate of No Money Accountability

The Certificate of No Money Accountability is a document requested to the Coast Guard Accounting Service Office which certifies that someone is not accountable for unliquidated cash advances. It is also one of the requirements for personal foreign travel, schooling, retirement, and promotion of officers.

Office or Division:	Coast Guard Accounting Service Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Personnel/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		Coast Guard Accounting Service Office		
FOR BULK REQUESTS				
1. Memorandum re Request for Issuance of Certificate of No Money Accountability		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for the Certificate of No Money Accountability.	1.Receive request or memorandum from the requesting unit/office.	None	5 minutes	Duty Gangway/ Office Watch
	1.1 Check the status of cash advances in the Monitoring Record.	None	1 working day	Duty Processor
	1.2 Encode and print the details written on the request.	None	2 hours	Duty Processor
	1.3 Review and sign the drafted certificate.	None	1 working day	Chief Accountant, CGASO
2. Claim the Certificate of No Money Accountability.	2. Release the document.	None	10 minutes	Duty Gangway



TOTAL	None	2 working days, 2 hours and 15 minutes	
-------	------	--	--



Headquarters Service Support Group



Request for Availability of Function Hall/ Multi-Purpose Building (shaded area, 2nd floor and/or 3rd floor) for PCG Units/ Personnel

This pertains to the guidelines in requesting for reservation of Function Hall and/or Multi-Purpose Bldg. (shaded area, 2nd floor and/or 3rd floor) for the conduct of seminars, workshops, ceremonial activities, and other events in accordance with the SOP Nr. 05-15 dated 12 May 2015.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units/ Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Commander, National Headquarters and Headquarters Service Support Group.		PCG Entity (Requesting Party)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with HSSG Operations for the availability of the specific venue.	1. Check the availability of the requested venue and instruct the requesting party to submit a request letter addressed to the Commander, National Headquarters and Headquarters Service Support Group not later than one (1) week prior to the actual activity.	None	20 minutes	Duty Personnel, HSSG Operations Division
2. Submit a request letter addressed to the Commander, National Headquarters and Headquarters Support Group.	2. Forward the request letter to C, HSSG via CS and DC, HSSG.	None	1 working day	OIC, HSSG Operations Division
	2.1 Approve/disapprove the request.			
3. Receive notification about the approval/disapproval of the request.	3. Inform the requesting party about the approval of the request.	None	10 minutes	Duty Personnel, HSSG Operations Division



	<p>*If disapproved, there might be an issue with the following:</p> <ul style="list-style-type: none">a. The venue is reserved on the requested date;b. Ongoing repair or renovation on the requested venue;c. Invalid purpose stated on the request letter such as non-PCG related events and potential security threat activities compromising safety and security of NHQ-PCG.			
TOTAL		None	1 working day and 30 minutes	



Request for Issuance of PCG Service Firearms

This pertains to the guidelines for the issuance of PCG Service Firearms for PCG uniformed personnel and PCG non-uniformed personnel prior grant of request for dispatch and security purposes.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PCG Employees (Uniformed and Non-Uniformed Personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCG request letter (Hand Carry/email)		Requesting Party		
2. PCG ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide a request letter to be forwarded at HSSG Armory office	1. Record the incoming request then forward to the OIC, Armory	None	5 Minutes	Duty Armorer, HSSG Armory Division
	1.1 Route the request letter to Deputy Commander			
2. Provide PCG ID	2. Verify the completeness and authenticity of submitted requirements	None	2 Hours	Officer in Charge, HSSG Armory Division
	2.1 HSSG Commander to Approve/ Disapprove Memorandum submitted	None		
	2.2 Notify the applicant if Approved/ Disapproved	None		



	<i>*If approved, proceed to step 2.3</i>	<i>*If disapproved, there might be an issue on the following: a) Submitted document authenticity b) Incomplete submission of requirement</i>	None		
	2.3 Proceed to Armory Office for the record and release of Requested PCG Service Firearms		None		
	2.4 HSSG Armory Officer to record the quantity, type and serial number of the borrowed PCG service Firearm		None		
	2.5 HSSG Armory Officer to acquire the Valid ID of the assigned personnel borrowing the Service Firearm		None		
	2.6 HSSG Armory Officer to signed the record regarding the aforementioned request		None		
3. Requesting party to proceed to HSSG Armory Office for the release of requested PCG Service Firearms	3. To release the requested PCG Service Firearm at HSSG Armory Office		None	15 minutes	<i>Duty Personnel</i> HSSG Armory Division
	TOTAL		None	5 hours and 15 minutes	



Request for Issuance of PCG Vehicle Pass

This pertains to the guidelines for the issuance of PCG Vehicle Pass for PCG uniformed personnel and PCG non-uniformed personnel prior to granting access to National Headquarters, Philippine Coast Guard premises in accordance to NHQ-PCG/HSSG SOP Nr. 18-24.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PCG Employees (Uniformed and Non-Uniformed Personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCG Vehicle Pass Application Form (1 Original)		Headquarters Service Support Group Office, Operations Division		
2. Data Privacy Consent Form (1 Original)				
3. OR/CR from LTO (1 Photocopy) attached to the application form		Applicant		
4. Valid PCG ID (Photocopy of front and back in one A4 size paper)				
5. Notarized Deed of Sale (1 photocopy) *for secondhand vehicles				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the application form to be secured from the HSSG Operations office.	1. Provide an application form and inform the applicant of the requirements.	None	5 minutes	Duty Personnel, HSSG Operations Division
2. Scan the QR Code to access the Google Form to be filled	2. Provide the QR code and check if the application has been uploaded to the database.	None	20 minutes	Duty Personnel, HSSG Operations Division



out and upload the requirements.				
3. Submit accomplished application form and necessary requirements to HSSG Operations Office	3. Verify the completeness and authenticity of submitted requirement	None	3 hours	Officer in Charge, HSSG Operations Division
	3.1 HSSG Operations Officer to Approve/ Disapprove application submitted	None		
	3.2 Notify the applicant if Approved/ Disapproved	None		
	<div> <div><i>*If approved, proceed to step 3.3</i></div> <div><i>*If disapproved, there might be an issue on the following: a) Submitted document authenticity b) Incomplete submission of requirement c) Vehicle ownership as indicated on the OR/CR (the OR/CR submitted must be named after the applicant or have direct relation to applicant)</i></div> </div>			



		<i>Applicant to resubmit lacking requirement to HSSG Operations Division</i>			
	3.3	Create QR Code verification and assign security code to the vehicle pass to ensure authenticity	None		
	3.4	Print vehicle pass	None		
	3.5	HSSG Operations Officer to sign the Vehicle Pass	None		
	3.6	HSSG Operations Officer to sign the Vehicle Pass	None		
4. Applicant to proceed to HSSG Operations Office to claim PCG Vehicle Pass	4.	To release the vehicle pass to the applicant at HSSG Operations Office	None	15 minutes	<i>Duty Personnel</i> HSSG Operations Division
TOTAL			None	4 hours	



Request for Issuance of Temporary Pass

This pertains to the guidelines for the issuance of Temporary Pass for NHQ suppliers, contractors, or guests before granting access to National Headquarters, Philippine Coast Guard premises under NHQ-PCG/HSSG SOP Nr. 18-24.

Office or Division:	National Headquarters and Headquarters Service Support Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PCG Employees (Uniformed and Non-Uniformed Personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Temporary Pass Application Form (1 Original)		Headquarters Service Support Group Office, Operations Division Applicant		
2. Data Privacy Consent Form (1 Original)				
3. OR/CR (1 photocopy) from LTO attached to the application form				
4. Valid Government ID (Photocopy of front and back in one A4 size paper)				
5. Notarized Deed of Sale (1 photocopy) *for secondhand vehicles				
6. Request Letter		PCG Unit (Unit primary responsible [UPR] for entry of guest[s]/contractor[s]/supplier[s])		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the application form to be secured from the HSSG Operations office.	1. Provide an application form and inform the applicant of the requirements.	None	5 minutes	Duty Personnel, HSSG Operations Division
2. Scan the QR Code to access the Google Form to be filled out and upload the requirements.	2. Provide the QR code and check if the application has been uploaded to the database.	None	20 minutes	Duty Personnel, HSSG Operations Division
	2.1 Verify the completeness and authenticity of the submitted requirements.	None	5 minutes	



	2.2 Approve/disapprove the application submitted.	None	15 minutes	Duty Personnel, HSSG Operations Division
3. Submit accomplished application form and requirements to the HSSG Operations Office.	3. Notify the applicant if Approved/ Disapproved.	None	3 hours	Duty Personnel HSSG Operations Division
	*If approved, proceed to step 3.1 *If disapproved, there might be an issue with the following: <ul style="list-style-type: none"> a. Authenticity of the submitted document; b. Completeness of the requirement submitted; c. Vehicle ownership as indicated on the OR/CR (the OR/CR submitted. It must be named after the applicant or have a direct relation to the applicant) 			



		Request the applicant to resubmit the lacking requirement to the HSSG Operations Division.			
	3.1	Create a QR Code verification and assign a security code to the vehicle pass to ensure authenticity.			
	3.2	Print the Temporary Vehicle Pass.			
	3.3	Sign the Temporary Vehicle Pass.			HSSG Operations Officer
4. Applicant to proceed to HSSG Operations Office to claim Temporary Vehicle Pass.	4.	Release the Temporary Vehicle Pass to the applicant at the HSSG Operations Office.	None	15 minutes	Duty Personnel HSSG Operations Division
TOTAL			None	4 hours	



Request for the Service of National Headquarters and Headquarters Service Support Group Post Engineering Unit (PEU)

This assists the Commander, National Headquarters and Headquarters Service Support Group in ensuring the operational readiness and efficiency of the National Headquarters Philippine Coast Guard (NHQ-PCG) through proactive and reliable maintenance services.

Our mission is to maintain and enhance all facilities, equipment, and infrastructure within these key areas, ensuring they are in optimal condition to support the administrative and strategic functions at NHQ-PCG.

Office or Division:	National Headquarters and Headquarters Service Support Group Post Engineering Unit (PEU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCG Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) or scanned copy (1 original soft copy)		Requesting Party		
2. Maintenance Service Request Form 3. Service Completion Form		NHQ and HSSG Post Engineering Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter and the Maintenance Service Request Form.	1. Receive and check/verify the Request Letter and the Maintenance Service Request Form.	None	10 minutes	Duty Personnel, Operations Division
	1.1 Evaluate the Request Letter and the Maintenance Service Request Form and log for documentation.	None	10 minutes	Duty Personnel, NHQ and HSSG Post Engineering Unit
	1.2 Approve/disapprove the request for the availability of NHQ and HSSG Post Engineering Unit Personnel.	None	10 minutes	OIC/POIC, NHQ and HSSG Post Engineering Unit



	[1 signature from Officer-in-Charge / Petty Officer-in-Charge, NHQ and HSSG Post Engineering Unit (OIC/POIC, NHQ and HSSG PEU)]			
	1.3 Inform the requesting party about the approval/disapproval of the request.	None	30 minutes	Officer-in-Charge PCG Post Engineering Unit; Duty Personnel, Admin Division, NHQ and HSSG Post Engineering Unit
2. Submit the Service Completion Form.	2. Receive the Service Completion Form, and log for proper documentation.	None	10 minutes	Duty Personnel, NHQ and HSSG Post Engineering Unit
TOTAL		None	1 hour and 10 minutes	



Coast Guard Adjutant Office



Request for Authenticated Copies of Order

The CGAO, upon request, authenticates copies of PCG directives. These directives encompass both temporary and specific matters, such as personnel/vessel deployment and program implementation; and permanent and broad matters, such as organization and administrative structure. The office grants authorization to release these copies as official personal copies of the concerned personnel.

Office or Division:	Records Management Branch, Coast Guard Adjutant Office (CGAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Active Coast Guard Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Screenshot of the confirmation of accomplished online request form or Filled-out CGAO Request Slip		Requestor CGAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online filing, scan the provided QR code and accomplish online request form. <i>Note: Clients shall secure a screenshot of the accomplished online request form.</i>	1. Check the correctness and completeness of the information in the form.	None	5 Minutes <i>Note: Incomplete or inaccurate data might cause delay in processing of request</i>	Researcher/Encoder, Records Mgmt. Br.
For walk-ins, submit filled-out CGAO Request Slip	1.1 Retrieve and print the document.		20 minutes	Researcher/Encoder, Records Management Branch



	1.2 Recommend for authentication of the document.	None	5 minutes	POIC, Records Management Branch / Authorized Representative
	1.3 Authenticate the document.	None	5 minutes	OIC, Records Mgmt. Br.
2. Claim the authenticated order by presenting the claim stub or the screenshot of the accomplished online request form.	2. Release the document.	None	2 minutes	Duty Office Watch
TOTAL		None	37 minutes	



Request for Certificate of Employment

The CGAO issues official documents to verify the employment history and status of PCG personnel for private and/or personal purposes. These include the Certificate of Employment (COE) and the Certificate of Non-Pending Tasks (NPT). The former confirms an individual's employment with the PCG, while the latter assures there are no outstanding obligations hindering transfer, travel, or deployment. This document may be required for their application of loans (i.e. ACCC, Innobank, Diamond, Pag-IBIG, PCGSLAI etc.), credit card application, visa application, claims, clearances and other related or similar transactions. Other types of certifications are offered depending on its nature of purpose.

Office or Division:	Records Mgmt. Branch, Coast Guard Adjutant Office (CGAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Active Coast Guard Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Screenshot of the confirmation of accomplished online request form; or the accomplished CGAO Request Slip		Concerned Personnel (Screenshot of the confirmation of accomplished online request form) CGAO		
2. Latest Payslip (“COE with compensation” only)		PCG Employee Portal (pcgepayslip.com.ph)		
3. Birth Certificate (“for Oneness” only); and		Requestor		
4. Document subject for correction (“for Oneness” only)		Requestor		
5. Travel Order (“for Appearance” only)		Requestor		
6. Suspension Order and Reinstatement Order (as appropriate)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online filing, scan the provided QR code, accomplish	1. Check the correctness and completeness of the information in the form.	None	5 Minutes <i>Note:</i>	Filer/Encoder, Records Mgmt. Br.



<p>online request form and upload the latest payslip (as appropriate)</p> <p><i>Note: Clients shall secure a screenshot of the accomplished online request form.</i></p> <p>For walk-in, submit filled-out CGAO Request Slip with the copy of latest payslip (as appropriate)</p>			<i>Incomplete or inaccurate data might cause delay in processing of request</i>	
	1.1 Draft and prepare the document.	None	30 minutes	Filer/ Encoder, Records Management Branch
	1.2 Print the document.	None	5 minutes	Filer/ Encoder, Records Management Branch
	1.3 Review the document.	None	5 minutes	OIC, Records Management Branch
	1.4 Recommend for approval and signature.	None	5 minutes	Deputy CGA
	1.5 Review and affix signature on the document.	None	2 minutes	CGA / Authorized Representative
2. Claim the requested certificate by presenting the claim stub or the screenshot of the accomplished online request form.	2. Affix the dry seal to the document.	None	1 minute	Duty Office Watch
	2.1 Release the document.	None	1 minute	Duty Office Watch
TOTAL		None	54 minutes	



Request for Computation of Overall Leave Record

Upon request, the CGAO provides a record of accumulated and unused leave for PCG personnel. This may be used as a requirement for filing mandatory, ordinary, terminal or sick leave, separation or posthumous separation, optional or compulsory retirement, travel abroad, monetization of unused leave, and lastly, for filing of 201 files.

Office or Division:	Records Management Branch, Coast Guard Adjutant Office (CGAO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Coast Guard Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Screenshot of the confirmation of accomplished online request form; or Filled-out CGAO Request Slip		Requestor CGAO		
2. SOS		CGAO / Branch of Service <i>(if from different agency)</i>		
3. Unit Leave Record <i>(from the start of PCG service up to current unit)</i>		Current Unit of Requestor / Previous Units		
4. Previous Leave Record <i>(if from different agency)</i>		Branch of Service		
5. Certificate of Leave Accreditation <i>(if from different agency)</i>		Branch of Service		
6. Personnel Action Form <i>(for Separation, Optional Separation and Compulsory Retiring)</i>		Requestor		
7. Death Certificate <i>(for Posthumous Separation and Posthumous Retirement)</i>		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online filing, scan the provided QR code and	1. Check the correctness and completeness of the information in the form.	None	5 Minutes <i>Note:</i>	Filer/Encoder, Records Mgmt. Br.



<p>accomplish online request form</p> <p><i>Note: Clients shall secure a screenshot of the accomplished online request form.</i></p> <p>For walk-in, submit filled-out CGAO Request Slip</p>			<i>Incomplete or inaccurate data might cause delay in processing of request</i>	
	1.1 Compute and draft the leave record.	None	50 minutes	Filer/Encoder, Records Mgmt. Br.
	1.2 Request a Certificate of No Monetization to ensure no record of previous monetization. (applicable only if the purpose is Retirement / Separation / Posthumous Separation / Monetization of Unused Leave)	None	25 minutes	CGFS
	1.3 Print the document.	None	5 minutes	Filer/Encoder, Records Mgmt. Br.
	1.4 Review the document.	None	10 minutes	OIC, Records Mgmt. Br.
	1.5 Recommend for approval and signature.	None	5 minutes	Assistant CGA
	1.6 Review and affix signature on the document.	None	10 minutes	CGA
2. Claim Leave Record by presenting the Proof of Transaction.	2. Scan and file the document for records purposes.	None	10 minutes	Filer/Encoder, Records Mgmt. Br.
	2.1 Release the document	None	2 minutes	Duty Office Watch
TOTAL		None	2 hours and 2 minutes	



Request for PCG Identification Cards

The CGAO provides PCG Identification Card to all active and retired personnel, as well as their Direct Dependents, Legal Beneficiaries, and Non-Uniformed Personnel.

Office or Division:	ID Section, Coast Guard Adjutant Office (CGAO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen and G2G - Government to Government		
Who may avail:	All PCG Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Active Personnel			
1. Duly accomplished PCG ID Data Sheet - one (1) original copy		ID Section, CGAO	
2. CAD / ETAD, Enlistment / Re-enlistment, Promotion, Assignment, Change in Marital Status (As appropriate) - one (1) authenticated copy		Requestor	
Retired Personnel			
1. Duly accomplished PCG ID Data Sheet - one (1) original copy		ID Section, CGAO	
2. Retirement Order / Separation Order / Amendment Order (As appropriate) - one (1) authenticated copy		Records Management Branch, CGAO	
3. Order of Payment (Submit to CGFS)		Coast Guard Accounting Services Office (CGASO)	
4. Official Receipt		Coast Guard Finance Service (CGFS)	
Direct Dependents			
1. Duly accomplished PCG ID Data Sheet - one (1) original copy		ID Section, CGAO	
2. a. if Spouse – PSA Marriage Contract b. if Children – PSA Birth Certificate		Philippine Statistics Authority (PSA)	



c. if Parents – PSA Birth Certificate and CENOMAR of Active personnel – one (1) authenticated copy	
3. Order of Payment (Submit to CGFS)	Coast Guard Accounting Services Office (CGASO)
4. Official Receipt	Coast Guard Finance Service (CGFS)
Legal Beneficiaries	
1. Duly accomplished PCG ID Data Sheet - one (1) original copy	ID Section, CGAO
2. Declaration of Legal Beneficiary - one (1) authenticated copy	Coast Guard Legal Service (CGLS)
3. Death Certificate - one (1) authenticated copy	PSA
4. a. if Spouse – PSA Marriage Contract b. if Children – PSA Birth Certificate c. if Parents – PSA Birth Certificate and CENOMAR of Active personnel - one (1) authenticated copy	
5. Retirement / Posthumous Order - one (1) authenticated copy	Records Management Branch, CGAO
6. Order of Payment (<i>Submit to CGFS</i>)	CGASO
7. Official Receipt	CGFS
Non-Uniformed Personnel	
1. Duly accomplished PCG ID Data Sheet - one (1) original copy	ID Section, CGAO
2. Appointment Order / Plantilla, Promotion, Assignment, Change in Marital Status (<i>as appropriate</i>) - one (1) authenticated copy	Records Management Branch, CGAO
Renewal / Replacement of PCG ID	
1. Duly accomplished PCG ID Data Sheet	ID Section, CGAO



- one (1) original copy				
2. Old PCG ID		Personnel concerned		
3. Affidavit of Loss / Police Blotter (for Replacement) - one (1) original copy		CGLS / Notary Public / Police Station		
4. Order of Payment (for Replacement ; Submit to CGFS)		CGASO		
5. Official Receipt (for Replacement)		CGFS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CGASO to request Order of Payment. (<i>Dependents, Retirees, Legal Beneficiaries and for Replacement only</i>).	1. Provide Order of Payment.	None	20 minutes	CGASO personnel
2. Present the Order of Payment and pay the required amount at CGFS. (<i>Dependents, Retirees, Legal Beneficiaries and for Replacement only</i>).	2. Process payment and provide Official Receipt.	PHP 102.00 (Regular card) PHP 334.38 (Beep card-enabled) <i>Note: Price may vary based on the prevailing operating / market cost</i>	20 minutes	CGFS personnel
3. Submit the accomplished PCG ID Data Sheet and other requirements.	3. Check the correctness and completeness of the information in the form and other requirements.	None	5 minutes	ID Encoder



	3.1 For approval and signature of the form	None	5 minutes	CGA / Authorized representative
	3.2 Encode the information.	None	20 minutes	ID Encoder
	3.3 Scan the Form.	None	5 minutes	ID Encoder
4. Review the information indicated in the PCG ID prior printing.	4. Wait for the confirmation of the requestor about accuracy of details encoded on the ID prior printing.	None	5 minutes	Requestor
	4.1 Print the ID.	None	7 minutes	ID Encoder
	4.2 Log and release ID.	None	3 minutes	ID Encoder
TOTAL		None or PHP 102.00 <i>(Dependents, Retirees, Legal Beneficiary and for Replacement only)</i>	50 minutes or 1 hour and 30 minutes <i>(Dependents, Retirees, Legal Beneficiary and for Replacement only)</i>	



Request for Statement of Service

The CGAO provides Statements of Service (SOS) to personnel upon request for private and/or personal needs. This official document outlines the individual's employment history and promotions; and serves as a record of service for various purposes, including promotion, retirement, claims (i.e., Pag-IBIG, AFPMBAI, PNCGEPAI, CHEVRON, PVAO, VMMC ID application), longevity pay, leaves, loan application requirements, schooling requirements, PTCFOR and LTOPF requirements, passport requirements and other related or similar transactions.

Office or Division:	Records Management Branch, Coast Guard Adjutant Office (CGAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Active Coast Guard Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Screenshot of the confirmation of accomplished online request form; or - Filled-out CGAO Request Slip		Requestor CGAO		
2. Updated and Latest Summary of Information (SOI) authenticated by their Admin Officer / Branch of Service - one (1) authenticated copy		Unit/Office Admin Officer / Branch of Service		
3. Statement of Service (<i>for “Lateral Entrants” only</i>)		Branch of Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online filing, scan the provided QR code, accomplish online request form and upload SOI and SOS (<i>as appropriate</i>) <i>Note: Clients shall secure a</i>	1. Check the correctness and completeness of the information in the form.	None	5 Minutes <i>Note: Incomplete or inaccurate data might cause delay</i>	Researcher/Encoder, Records Mgmt. Br.



<i>screenshot of the accomplished online request form.</i> For walk-in, submit filled-out CGAO Request Slip with the copy of SOI and SOS (as appropriate)			<i>in processing of request</i>	
	1.1 Confirm personal information and existing assignment orders.	None	50 minutes	Researcher/Encoder, Records Mgmt. Br.
	1.2 Draft and prepare the document.	None	50 minutes	Researcher/Encoder, Records Mgmt. Br.
	1.3 Print the document.	None	5 minutes	Researcher/Encoder, Records Mgmt. Br.
	1.4 Review the document.	None	10 minutes	OIC, Records Mgmt. Br.
	1.5 Recommend for approval and signature.	None	5 minutes	Assistant CGA
	1.6 Review and affix the signature to the document.	None	2 minutes	CGA
2. Claim the requested statement of service by presenting the claim stub or the screenshot of the accomplished online request form.	2. Affix the dry seal to the document.	None	1 minute	Duty Office Watch
	2.1 Release the document.	None	1 minute	Duty Office Watch
TOTAL		None	2 hours and 10 minutes	



Office of the Command Master Chief Petty Officer



PCGMAS Death Claims of Members

This guide provides a clear and detailed procedure for claiming death assistance under the Philippine Coast Guard Mutual Assistance System (PCGMAS) for members, outlining the necessary steps and requirements.

Office or Division:	Non-Officer Development and Assistance, Office of the Command Master Chief, Philippine Coast Guard				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Government				
Who may avail:	PCGMAS members				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
10. Death Certificate		Requesting Party (claimant)			
11. Updated CENOMAR (If Death of Parent)					
12. Marriage Certificate (If Death of Spouse)					
13. Birth Certificate of Claimant (If Death of Parent)					
14. Birth Certificate (If Death of Child)					
15. Claimant ID/PCG ID					
16. Land Bank of the Philippines (LBP) Savings Account					
17. Contact Number					
18. Payslip (based on the stated date on the Death Certificate)					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements of PCGMAS Death Claims to O/CMCPO or via email at cmcpopcg@gmail.com or	3. Receive the requirements from the claimant via email or hand-carry.		None	5 minutes	Detailed Duty Personnel, NO Dev't & Assist. / PCGMAS Branch
	1.11 Verify the authenticity and completeness of the requirements.		None	5 minutes	



pcgmasdeathclaim@gmail.com	1.12 Prepare the disbursement voucher for the signature of the FMCPO (Remittance Officer).	None	5 minutes	
	1.13 Check and sign the disbursement voucher.			FMCPO
	1.14 Check and sign the disbursement voucher.	None	3 hours	C, CG-1 Vice Chairperson, PCGMAS
	1.15 Check and sign the disbursement voucher.	None	3 hours	C, CGFS Financial Assistance Manager, PCGMAS
	1.16 Check and sign the disbursement voucher.	None	3 hours and 15 minutes	C, CG-6 Treasurer, PCGMAS
	1.17 Check and sign the disbursement voucher.	None	3 hours and 15 minutes	CCGS Chairperson, PCGMAS
	1.18 Issue and sign the LBP cheque to be forwarded to the CCGS Chairperson, PCGMAS.	None	3 hours	C, CGFS Fund Custodian, PCGMAS
	1.19 Sign the LBP cheque and forward it to CGFS.	None	3 hours and 15 minutes	CCGS Chairperson, PCGMAS
	1.20 Forward the LBP cheque along with the disbursement voucher to NO Dev't & Assist. / PCGMAS Branch.	None	3 hours	Detailed Duty Personnel CGFS
2. Receive the cheque through the O/CMCPO or land bank deposit.	4. Release the LBP cheque to PCGMAS claimant for walk-in claimants. For claimants in remote or distant locations, deposit the amount to	None <i>NOTE: Additional payment may be collected for the</i>	2 hours	Detailed Duty Personnel, NO Dev't & Assist. / PCGMAS Branch



	the nearest Land Bank of the Philippines (LBP) branch.	<i>processing fee needed in depositing the amount to the bank account of the claimant.</i>		
TOTAL		NONE	1 working day	



TECHNICAL SERVICE COMMANDS



Coast Guard Dental Service



Request for Dental Services

- Provide measures to treat, correct, and arrest oral, dental, and maxillo-facial diseases and/or injuries
- Execute preventive measures to preserve and maintain the general oral health of all Coast Guard Personnel.

Office or Division:	Treatment Section of Dental Operating Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and			
Who may avail:	PCG personnel and PCG Civilian employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. PCG Uniformed ID (1 original copy) 4. PCG Civilian employee ID (1 original copy)		Coast Guard Adjutant Office / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Dental Appointment	2. Online / Face to face / via phone call schedule of appointment <ul style="list-style-type: none"> • Triaging • Provision of Schedule • Walk-in/unscheduled • Patients maybe accommodated in availability of dental chair. 	NONE	15 Mins	Duty Dental Officer/ Duty Dentist / Duty Dental Operation/ Duty Dental Technician
2. Report to his/her scheduled dental appointment	2. Accommodation of patient	NONE	20 Mins	Duty Dental Assistant /Duty Dental Technician/ Dental Records Personnel
	2.1 Taking of Vital Signs and medical history taking			Duty Dentist/Duty Dental Assistant



3. Patient proceeds to treatment area	3. Provision of necessary treatment	NONE	1 HOUR (duration varies depending on case)	Dental Officer / Civilian Dentist
	3.1 Provide Post-operative instructions.			
	3.2 Updating of patient's dental record			
	3.3 Recording of dental procedure			Duty Dental Assistant
TOTAL		None	1 hour and 35 minutes	



Request for Issuance of Dental Clearance

Dental Examination and issuance of dental clearance and/or dental certificate as part of the requirements for Call to Active Duty (ACAD), Promotion, schooling or training, and reenlistment.

Office or Division:	Examination / Records Branch of a Dental Operating Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and			
Who may avail:	PCG personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Routing Slip / PE Form		CG Medical Dispensary NHQ- PCG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure date of appointment	1. Provide a schedule to the requesting personnel	NONE	15 mins	Duty Dental Operation/ Duty Dental Technician
	1.1 Walk-in / unscheduled Patients may be accommodated in availability of dental chair			
2. Report to his/her scheduled dental appointment	2. Observe Patient Basic Health Protocol	NONE	10 mins	Duty Dental Assistant
	2.1 Prepare Dental Record Forms	NONE	10 Mins	Duty Dental Personnel from Records Branch
3. Proceed to examination area	3. Oral Examination and Dental Recording	NONE	30 Mins	Attending Dental Officer / Duty Dental Personnel from Records Branch



	3.1 If dentally fit / DCSI IV (Dental Classification System of Individual Class IV), issuance of dental clearance.			CGDS/ CO, DOU
	3.2 If not dentally fit (DCSI Class I- III), or with dental compliances, will be referred to clinical section for dental treatment			
	3.3 Prepare DS Forms and Dental Clearance for signature of head of dental office			
4. Claim DS Form and Dental Clearance	4.1 Issuance of DS form and Dental Clearance, Affix of signature on Medical Routing slip/ PE form	NONE	5 Mins	Attending Dental Officer/ Duty Dental Personnel from Record Branch
TOTAL		None	1 hour and 10 minutes	



Coast Guard Nursing Service



Request for Availability of Coast Guard Nursing Service Personnel

The request for Coast Guard Nursing Personnel is a frontline service offered by the PCG Nursing Service. This service provides nursing functions to the community in collaboration with LGUs, NGOs, government agencies and other stakeholders.

Office or Division:	Coast Guard Nursing Service Deputy Chief of Nursing Staff for Operations, NS-3 Nursing Service Sub-Unit (for Districts and Operational Commands)			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government G2C –Government to Citizen			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy) indicating the following details: <ul style="list-style-type: none"> • purpose • target date and time • venue <i>Note:</i> <i>The letter should indicate that the requesting unit/agency will shoulder all logistical requirements and mobility/transportation of the CGNS personnel for the activity.</i>		Requesting Unit/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to The Chief Nurse, Philippine Coast Guard (Attn:	1. Receive request and record all important details including Name and Contact Details.	None	10 minutes	Office Watch Officer/Nursing Service Personnel



<p>DCNS for Operations, NS-3) at the Headquarters Coast Guard Nursing Service, Coast Guard Base Taguig M.L. Quezon St., New Lower Bicutan, Taguig City, 1632 Metro Manila:</p> <p>nursing.service@coastguard.gov.ph</p> <p>For urgent requests, call: 09186527047</p>				<p>D3/DCC (for Districts)</p> <p>Office Watch (for Operational Commands)</p>
	1.1 Evaluate, and review the request letter for identification of appropriate assets and personnel to be deployed.	None	1 hour	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit</i> (for Districts and Operational Commands)</p>
	1.2 Route the request for information from the appropriate authorities.	None	8 hours	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit</i></p>



				<i>(for Districts and Operational Commands)</i>
	1.3 Review and sign the request.	None	8 Hours	<p>The Chief Nurse, Philippine Coast Guard (TCN,PCG)</p> <p>District Commander (for PCG Districts)</p> <p>Commanding Officer (for Operational Commands)</p>
2. Receive and acknowledge notification about the approval of the request.	2. Notify the client about the approval of the request.	None	30 minutes	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub- Unit</i></p> <p><i>(for Districts and Operational Commands)</i></p>
TOTAL		None	17 hours and 40 minutes	





Request for Nursing-Related Trainings

One of the key nursing-related trainings offered by the Coast Guard Nursing Service (CGNS) is Basic Life Support (BLS) Training. This frontline service is conducted upon request by the command or other agencies and sectors. Through this training, participants will gain essential knowledge, skills, and attitude needed to sustain life and minimize the consequences of respiratory and cardiac emergencies until more advanced medical help arrives while strictly adhering to infection control protocols. This training is limited to participants aged 13 to 60 years old but excludes individuals who are physically and mentally unfit, including those aged above 60 years old with known comorbidities, those exhibiting symptoms of COVID-19 such as fever (>37.5 degrees Celsius or >99.5 degrees Fahrenheit), cough and colds, sore throat, diarrhea and pregnant.

Second is the Standard First Aid (SFA) Training which aims to equip both laypersons and healthcare personnel with the knowledge, skills, and attitude needed to deliver effective first aid during emergencies and disasters. This training is available to all adults who are physically and mentally fit.

Lastly, the Psychosocial Support Training equips individuals with the knowledge, skills, and attitude to promote mental well-being and address psychological needs, especially in crises. All adults who are physically and mentally fit can avail of this training. Currently, this service is only being offered by the Headquarters Coast Guard Nursing Service (CGNS).

Office or Division:	Philippine Coast Guard Nursing Service Deputy Chief of Nursing Staff for Education and Training, NS-12 Nursing Service Sub-Unit (for Districts and Operational Commands)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who may avail:	All PCG Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter (1 original copy) indicating the following details: <ul style="list-style-type: none">• purpose• target date and time		Requesting Unit/Agency



- venue

Note:

The letter should indicate that the requesting unit/agency will shoulder all logistical requirements and mobility/transportation of the CGNS personnel for the activity.

Training Ratio: Under normal condition, the following ratio shall be strictly followed in the conduct of Basic Life Support Training and Standard First Aid (SFA) Training:

- a) Ratio of participants to facilitators is 5:1
- b) Minimum of 10 participants: at least 2 facilitators
- c) Maximum of 30 participants: 6 facilitators plus 1 course director and/or 1 monitor

For Basic Life Support Training, (Cardiopulmonary Resuscitation (CPR) with Automated External Defibrillator (AED), Rescue Breathing, and Foreign Body Airway Obstruction Management), it must meet the following criteria:

- a) Duration: 2 days
- b) Group Size: 10-30 participants
- c) Certification: Issuance of a Certificate of Completion and BLS Provider ID
- d) Assessment: Includes Pre- and Post-Tests, along with Skills Exams



e) Outcome: Participants must pass all evaluations, with remedial sessions available for those who do not initially meet passing standards	
2. Face mask and a pair of clean gloves per participant	Requesting Unit/Agency
3. Conducive venue preparation with audio-visual equipment and sound system	Requesting Unit/Agency
Additional Requirement for the Request of Standard First Aid (SFA) Training	
1. Two (2) triangular bandages per participant.	Requesting Unit/Agency
2. Blankets and two poles, each approximately 2 meters in length.	Requesting Unit/Agency
3. Splints (should be flat, smooth and rigid) Sizes of Splints: <ul style="list-style-type: none"> ● 3" x 16" x 1/4" (16pcs) ● 3" x 28" x 1/2" (16pcs) ● 5" x 40" x 1/2" (16pcs) ● 5" x 55" x 1/2" (8pcs) 	Requesting Unit/Agency
Additional Requirement for the Request of Mental Health and Psychosocial Support (MHPSS) Training	
1. Venue preparation with 2 breakout rooms and Audio-Visual Equipment	Requesting Unit/Agency
2. Training Materials <ul style="list-style-type: none"> ● 100 pieces of metal card (cutouts from construction paper; no dark colors) ● 15 sheets of manila paper ● 2 rolls masking tape ● 2 working laptops ● projector with white screen ● whiteboard 	



<ul style="list-style-type: none"> • 3 pairs of scissors 				
3. Training Kits <ul style="list-style-type: none"> • permanent and whiteboard markers for each participant • pencils (enough for all participants) • name tags for each participant • bond papers • MHPSS Handout (for printing) • PSP Outline (for printing) • Boat and Sailor figure (for printing) 		Requesting Unit/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to The Chief Nurse, Philippine Coast Guard (Attn: DCNS-12) at Headquarters Coast Guard Nursing Service, Coast Guard Base Taguig M.L. Quezon St., New Lower Bicutan, Taguig City, 1632 Metro Manila	1. Receive the request letter.	None	10 minutes	Office Watch, Deputy Chief of Nursing Staff for Operations, NS-3 or Duty OOD, HCGNS D3/DCC (for Districts) Office Watch (for Operational Commands)
	1.1 Evaluate and review the request letter for the identification of appropriate assets and personnel to be deployed.	None	1 hour	Officer in Charge, Deputy Chief of Nursing Staff for Education and Training, NS-12



				Education and Training Division (for Districts and Operational Commands)
	1.2 Route the request for information from the appropriate authorities.	None	8 hours	Officer in Charge Deputy Chief of Nursing Staff for Education and Training, NS-12 Education and Training Division (for Districts and Operational Commands)
	1.3 Approve/disapprove request.	None	8 hours	The Chief Nurse, Philippine Coast Guard (TCN, PCG) District Commander (for PCG Districts) Commanding Officer (for Operational Commands)
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify the client about the approval/disapproval of the request.	None	30 minutes	Office Watch/Officer in Charge, Deputy Chief of Nursing Staff for Education and Training, NS-12



	If disapproved, coordinate with the client for the possible compliances/rescheduling of request.			Education and Training Division (for Districts and Operational Commands)
TOTAL		None	17 hours and 40 minutes	



Request for Mental Health and Psychosocial Support (Post mission debriefing/Crisis intervention)

Post Mission Debriefing / Crisis Intervention is a frontline service offered by PCG Nursing Service upon the request of the command and other agencies/sectors. It aims to provide timely, effective, and appropriate mental health care to prevent mental health conditions and / or illnesses to individuals who have encountered operational stress and traumatic experiences.

Office or Division:	Coast Guard Nursing Service; Deputy Chief of Nursing Staff for Operations, NS-3; and Nursing Service Sub-Unit (for Districts and Operational Commands)	
Classification:	Simple	
Type of Transaction:	G2G –Government to Government; G2C –Government to Citizen	
Who may avail:	All PCG Units (Internal); All Government Agency, Private Non-Profit Agency / Organization and LGUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Client/patient request (face-to-face / via telephone).		Requesting Unit/Agency
2. Direct instruction from Operational/District Commanders for Group Debriefing Session.		Requesting Unit/Agency
3. Request letter (1 original copy) indicating the following details: <ul style="list-style-type: none"> • purpose • target date and time • venue <p><i>Note: The letter should indicate that the requesting unit/agency will shoulder all logistical requirements and mobility/transportation of the CGNS personnel for the activity.</i></p>		Requesting Unit/Agency



4. For group-based debriefing sessions, provide chairs and private room that can accommodate at least 10 persons.

Requesting Unit/Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a request letter addressed to The Chief Nurse, Philippine Coast Guard (Attn: DCNS for Operations, NS-3) at the Headquarters Coast Guard Nursing Service, Coast Guard Base Taguig M.L. Quezon St., New Lower Bicutan, Taguig City, 1632 Metro Manila</p> <p>For urgent requests, call: 09186527047</p>	<p>1. Receive request, and record all important information including the name and contact details.</p>	None	10 minutes	<p><i>Office Watch</i> Officer/Nursing Service Personnel</p> <p><i>D3/DCC</i> (for Districts)</p> <p><i>Office Watch</i> (for Operational Commands)</p>
	<p>1.1 Evaluate, and review the request letter for identification of appropriate assets and personnel to be deployed.</p>	None	1 hour	<p><i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i></p> <p><i>Chief Nurse, CGNS Sub-Unit</i> (for Districts and Operational Commands)</p>



	1.2 Route the request for information from the appropriate authorities.	None	8 hours	<i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i> <i>Chief Nurse, CGNS Sub-Unit</i> <i>(for Districts and Operational Commands)</i>
	1.3 Review and sign the request.	None	8 Hours	The Chief Nurse, Philippine Coast Guard (TCN, PCG) District Commander (for PCG Districts) Commanding Officer (for Operational Commands)
2. Receive and acknowledge notification about the approval of the request or coordinate with the concerned authority for possible rescheduling.	2. Notify the client about the approval of the request or coordinate with the client for possible rescheduling.	None	30 minutes	<i>Officer in Charge, Deputy Chief of Nursing Staff for Operations, NS-3</i>



				Chief Nurse, CGNS Sub-Unit (for Districts and Operational Commands)
TOTAL		None	17 hours and 40 minutes	



Coast Guard Ecumenical Chaplain Service



Request for Availability of PCG Chaplain

The general public may request the availability of PCG Chaplain from the Philippine Coast Guard Ecumenical Chaplain Service for the following purposes:

- Mass
- Confession
- Wedding Mass
- Baptism
- Anointing of the Sick
- Confirmation
- Invocation
- Blessing
- Pastoral Counseling
- Christian Worship
- Christian Baptism
- Outreach Social Relations
- Islamic Friday Worship (Jumaat)
- Islamic Daily Prayer
- Visiting Sick
- Aqueeqa
- Wedding
- Paglilo ng Patay (Janazah)
- Imam Counseling

Office or Division:	Base Chaplain/ Chaplain Operation	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	PCG Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Request Letter		Chaplain Operation Office		
Additional Requirements for Confirmation				
1. Baptismal Certificate		Parish/Place of Baptism		
2. Accomplished Confirmation Form		Base Chaplain		
Additional Requirements for Blessing				
1. Baptismal Certificate		Parish/Place of Baptism		
2. Confirmation Form (Filled Up		Base Chaplain		
Additional Requirements for Blessing				
1. Request Letter		Chaplain Operation Office		
Additional Requirements for Christian Baptism				
1. Birth Certificate of the Child		PSA		
2. Marriage Contract of Parents (if married)		PSA		
3. Accomplished Baptismal Form		Chaplain Operation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document/s to the Office of the Chaplain Operation or via the unit's email for assessment and verification.	1. Receive the request and check for the completeness of the required documents.	None	20 minutes	Office Watch
	1.1 Forward request to the concerned Chaplain	None	15 minutes	Office Watch
2. Receive the result of request.	2. Approve/disapprove the request. Notify the requesting party about the approval of the request and coordinate regarding the necessary preparation for the conduct of the activity.	None	1 working day	Concerned Chaplain



	If disapproved, notify the requesting party about disapproval details and/or coordinate for alternative arrangements or possible rescheduling.			
TOTAL		None	1 working day and 35 minutes	



Coast Guard Legal Service



Request for Issuance of Declaration of Legal Benefits / Beneficiary

This service refers to a formal document that identifies the PCG personnel or entity entitled to receive benefits under the legal arrangement.

Office or Division:	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD), Coast Guard Legal Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CGHRMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum from Commander, CGHRMC		Requesting Party		
2. Supporting Documents and Enclosures approved by CGHRMC.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents	1. Receive and submit the request to the Operations Branch, CGLS.	None	10 minutes	CGLS, Office Watch Duty of the day
	1.1 Review and record request to the logbook.	None	5 minutes	Operations Branch, CGLS
	1.2 Review details of the request.	None	5 minutes	CS, CGLS
	1.3 Check the completeness and veracity of the attachments, and draft the requested document.	None	2 working days	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)
	1.4 Review and check the drafted Declaration of Legal Benefits / Beneficiary. If needed, return to the PMDBLD for possible corrections.	None	1 working day	Deputy Commander, CGLS



	1.5 Review and sign the drafted Declaration of Legal Benefits/Beneficiary. If needed, return to the PMDBLD for possible corrections.	None	1 working day	Commander, CGLS
2. Receive and acknowledge the reply letter with the requested Declaration of Legal Benefits/Beneficiary.	2. Transmit a reply letter with the requested Declaration of Legal Benefits/ Beneficiary to CGHRMC.	None	5 minutes	Operations, CGLS
TOTAL		None	4 working days and 25 minutes	



Request for Issuance of No Pending Case Clearance

Issuance of No Pending Case Clearance is for the PCG personnel who intends to apply for schooling, re-enlistment or commissionship and also to clarify if the personnel have no outstanding legal issues or lawsuits against them.

Office or Division:	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD), Coast Guard Legal Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Re-enlistment				
1. Letter Request		Requesting Party		
For Schooling				
1. Personnel Action Form		Requesting Party		
2. Letter Request				
3. Summary of Information (SOI)				
4. Course Prospectus				
5. Transcript of Records				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1. Receive the request letter.	None	3 minutes	Office watch
	1.1 Check for pending cases.	None	1 hour	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)
	1.2 Approve/ disapprove of the request. If approved, draft the clearance.	None	1 hour	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)



	If disapproved, return the documents to the client and coordinate for possible additional compliances.			
	1.3 Review and sign the drafted clearance. If needed, return to the PMDBLD for possible corrections.	None	1 hour	Commander, CGLS
2. Receive the Clearance for No Pending Case.	2. Release the Clearance for No Pending Case to the requesting party.	None	2 minutes	CGLS, Personnel Management Discipline and Benefits Law Division (PMDBLD)
TOTAL		None	3 hours and 5 minutes	



Request for Legal Comment/Opinion

Lawyers from the Coast Guard Legal Service may review information, and provide expert's interpretation of legal issues or documents.

Office or Division:	Concerned Division, Coast Guard Legal Service			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the requesting unit or agency		Requesting Party		
2. Document needing Legal Opinion/Comment		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1. Receive the request letter and submit it to the Operations Branch, CGLS.	None	10 minutes	CGLS, Office Watch Duty of the Day
	1.1 Review and record requests to the logbook.	None	5 minutes	Operations Branch, CGLS
	1.2 Forward request to CS, CGLS		5 minutes	
	1.3 Assign handling lawyer to give comment/opinion on the letter request.	None	30 minutes	CS, CGLS
	1.4 Review and assess the document and draft a reply letter with legal opinion/comment.	None	Simple (3 working days) Complex (7 working days)	Handling Lawyer, CGLS



			Highly Technical (20 working days)	
	1.5 Review the drafted reply letter. If needed, return to the handling lawyer for possible corrections.	None	1 hour	CS, CGLS
	1.6 Review for approval. If needed, return to the handling lawyer for possible corrections.	None	1 hour	DC, CGLS
	1.7 Approve/disapprove the legal comment/ opinion. If disapproved, return to the handling lawyer for correction.	None	1 working day	Commander, CGLS
	1.8 Transmit the reply letter with legal comment/opinion to the requesting unit/agency.	None	30 minutes	Operations, CGLS
TOTAL		None	Simple: 4 working days, 3 hours	



		<p>and 20 minutes</p> <p>Complex:</p> <p>8 working days, 3 hours and 20 minutes</p> <p>Highly Technical:</p> <p>21 working days, 3 hours and 20 minutes</p>	
--	--	---	--



Rendering Legal Advice/Assistance

This service refers to the assistance provided by legal officer to individuals or organizations regarding their legal rights, obligations, and issues.

Office or Division:	Legal Officer of the Day, CGLS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Requesting Party		
2. Any necessary supporting documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Office Watch to avail legal advice/assistance	1. Review concern and record requesting personnel/dependents to the logbook.	None	10 minutes	CGLS, Office Watch Duty of the day
	1.1 Review and check availability of Legal Officer of the Day	None	5 minutes	CGLS, Duty Petty Officer of the Day
	1.2 Legal officer of the Day to prepare for legal advice/assistance.	None	5 minutes	Legal Officer of the Day
2. Proceed to the Office of the Legal Officer of the Day	2. Legal Officer of the Day to render legal advice/assistance to the requesting party For Simple Issues, resolution of the legal officer will be given immediately	None	2 hours	Legal Officer of the Day



	For Complex and Highly technical, issues will be referred to CS, CGLS for appropriate action			
TOTAL		None	2 hours and 20 minutes	



Coast Guard Medical Service



Request for Issuance of Neuro-Psychological Clearance

This service involves the evaluation of the client's mental and emotional health to identify any possible psychopathological disturbances.

Office or Division:	COAST GUARD MEDICAL DISPENSARY - Neuro-Psychological Assessment Department (NPAD)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Uniformed and PCG Civilian Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processing Form of Applicants (1 original copy)		CGMEDSVC		
2. Materials needed: <ul style="list-style-type: none"> One (1) 2x2 latest ID picture with white background and name tag One (1) black ball pen One (1) pencil 		To be provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out processing form and take written neuro-psychological (NP) examination.	1. Conduct written NP examination.	None	7 hours	Duty Neuro-psychological (NP) Section Personnel
	1.1 Checking, interpreting, and sorting all psychological test.	None	30 minutes	Duty Neuro-psychological (NP) Section Personnel
	1.2 Conduct initial interview.	None	30 minutes	Authorized Psychometrician
	1.3 Summarize and record psychological test results.	None	30 minutes	Authorized Psychometrician
	1.4 Conduct Final interview.	None	30 minutes	PCG NUP Psychologist



	1.5 Transmit Neuro-Psychological Clearance to Concerned PCG Unit or Individual	NONE	15 minutes	Duty NP Section Personnel
TOTAL		None	9 hours and 15 minutes	



Request for Issuance of Comprehensive Psychological Report for Clinical and Legal Purposes

This service involves the conduct of comprehensive, standardized, and ethical conduct and the issuance of a Psychological Assessment Report intended for Clinical and Legal Purposes such as Violence Against Women and Children (VAWC), Civil related cases, Annulment, and Adoption.

Office or Division:	COAST GUARD MEDICAL DISPENSARY – Neuro-Psychological Assessment Department (NPAD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Civilian			
Who may avail:	PCG Uniformed and PCG Civilian Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Medical referral from Medical Officer CGMED / Civilian Physician or Walk-in consultation at NPAD		CGMEDSVC		
3. Materials needed: <ul style="list-style-type: none"> One (1) 2x2 latest ID picture with white background (Civilian) / Prescribed uniform (PCG Personnel) One (1) Black ball pen One (1) Pencil Availability of two (2) witnesses for a psychological interview, as necessary 		To be provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Medical Consultation and Psychological Referral	1.2 Medical examination and clinical history taking	None	30 minutes	Duty Medical Officer
	1.3 Client referral and endorsement to the Psychological Assessment Department	None	15 minutes	Duty Medical Officer



	1.4 Brief Clinical Psychological Interview of the Client for data and basic personal information intake.	None	2 Hours	Registered Psychologist and Authorized Psychometrician
6. Conduct of Psychological Written Examination for Clinical/Legal Purposes	2.4 Psychological test administration composed of I.Q, Personality, and Projective tests.	None	8 Hours	Registered Psychologist and Authorized Psychometrician
	2.5 Comprehensive Interpretation and documentation of psychological test results	None	3 Hours	Registered Psychologist and Authorized Psychometrician
	2.6 Conduct of In-depth Psychological Interview and Case Study	None	1 Hour	Registered Psychologist and Authorized Psychometrician
7. Case presentation and conference	3.2 Case discussion and presentation to determine Psychological condition, diagnosis, and recommended disposition.	None	3 Hours	Registered Psychologist and at least three (3) Authorized Psychometrician
8. Issuance of Psychological Report for Clinical/Legal Purposes	4.5 Finalization, Client follow-up, Case Study, and editing of Psychological report.	None	Five (5) working days	Registered Psychologist and at least three (3) Authorized Psychometrician
	4.6 Release of Finalized Psychological Report signed by three (3) Psychometrician and Psychologist	None	5 minutes	Registered Psychologist and at least three (3) Authorized Psychometrician
	4.7 Transmit Psychological Report to Coast Guard Chief Surgeon via Commanding Officer, Coast Guard Medical Dispensary NHQ-PCG	None	30 Minutes	Duty NP Section Liaison/ Personnel
	4.8 Verify the Psychological Report, enclosed and sealed with a confidential catalog, and transmit it to the concerned personnel or unit.	None	30 Minutes	Duty NP Section Liaison/ Personnel
TOTAL		None	5 working days, 18	



		hours and 50 minutes	
--	--	-------------------------	--



Request for Laboratory Services

This service provides laboratory services that aids in the assessment, diagnosis, and management of patients. Results are provided promptly to enable timely medical intervention, when necessary.

Office or Division:	COAST GUARD MEDICAL DISPENSARY – Clinical Laboratory Department (CLABD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Uniformed Personnel and Non-Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form (1 original copy)		1. Clinical Laboratory Department, MEDD NHQ-PCG 2. Medical Officer on Duty (MOD)/Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request Form.	1. Receive and check/verify the request	None	5 minutes	Medtech on Duty (MTOD)
2. Proceed to Urine Collection/ Blood Extraction.	2. Collects Urine and Blood samples.	None	15 minutes	Medtech on Duty (MTOD)
	2.1 Conduct Laboratory services.	None	2 hours	Medtech on Duty (MTOD)
	2.2 Log and Release Laboratory Result.		For emergency cases, release Laboratory Result within 30 minutes – 1 hour	



TOTAL	None	<p>2 hours and 20 minutes</p> <p><i>Note: Processing time may vary on some occasions where the Medtech on Duty (MTOD) has to cater higher volume of transactions.</i></p> <p><i>Other factors may also be considered such as bulk transactions and severity per case.</i></p>	
-------	------	--	--



Request for Medical / Mental Health Related Trainings/Lectures

The Coast Guard Medical Service offers training programs and lectures on the following topics:

- Basic Life Support (BLS) Training
- Standard First Aid (SFA) Training
- Mental Health and Psychosocial Support Lecture

Standard First Aid and Basic Life Support training provide the knowledge and confidence to respond effectively in emergency situations, promoting community safety and preparedness.

The Mental Health and Psychosocial Support Lecture provides the importance of mental health, coping strategies, stress management and the recognition of mental health issues. Likewise, participants will gain valuable insights into maintaining mental health, understanding available resources and enhancing resilience in their professional and personal lives.

Office or Division:	AC of MS for Education and Training, MED-12			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Requesting Party		
2. Venue/ Transportation, if necessary				
3. Projector and White Screen / TV Monitor				
Additional requirement for Basic Life Support (BLS) Training and Standard First Aid (SFA) Training				
1. Training Materials		Requesting Party		
2. Training Mannequins				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter via physical mail or via email	1. Receive request letter	None	5 Minutes	AC of MS for Operations, MED-3



at cgmed-3@coastguard.gov.ph	1.1 Coordinate with the requesting party for the necessary details;	None	1 working day	AC of MS for Education and Training, MED-12
	1.2 Verify the availability of the medical team to be detailed;			
	1.3 Prepare directives; and			
2. Receive reply letter about the approval of the request or coordinate for alternative arrangement or possible rescheduling.	2. Review and sign directives.	None	1 working day	Chief Surgeon, CGMED
	2.1 Return to AC of MS for Education and Training, MED-12 for possible corrections			
	2.2 Send a reply letter to the requesting party about the approval of the request or coordinate for alternative arrangement or possible rescheduling.	None	15 minutes	AC of MS for Education and Training, MED-12
TOTAL		None	2 working days and 20 minutes	



Request for Treatment and Consultation Procedure

This service provides medical consultations and treatment for PCG uniformed personnel, dependents, civilian employees, retired personnel, and other personnel authorized by the command presenting non-urgent health concerns.

Office or Division:	COAST GUARD MEDICAL DISPENSARY - Dispensary Outpatient Section (DOPS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Uniformed, Dependents, Civilian Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCG Uniformed/Non-Uniformed Personnel - Sick Call Slip signed by the Commanding Officer (1 original copy)		Respective PCG Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For PCG Uniformed/Non-Uniformed Personnel: Submit accomplished Sick Call Slip signed by the Commanding Officer to Duty Hospitalman. For dependents, retired personnel, and other personnel authorized by the Command: Proceed to the nearest PCG Medical Clinic for provision of	1. Retrieve and accomplish patient's clinical record documenting pertinent details including Name, Unit, Contact Number, Address; 1.1 Take note of patient's chief complaint; 1.2 Take and record vital signs. For emergency cases, Nurse Officer on Duty (NOD) and Medical Officer on Duty (MOD) may directly refer the patient to	None	30 minutes	Duty Hospitalman



basic information and consultation.	hospital / partner health institutions.			
	1.3 Assess and verify client's chief complaint;			
	1.4 Assess and verify client's chief complaint;			
	1.5 Assess and record patient's health and medical history;	None	30 minutes	Nurse Officer on Duty (NOD)
	1.6 Review history of present illness;			
	1.7 Provide nursing intervention and refer to MOD for further assessment and management.			
	1.8 Conduct detailed medical assessment;	None	1 hour	Medical Officer on Duty (MOD), Laboratory, ECG, X-Ray Section
	1.9 Referral to concerned sections for diagnostic tests (Laboratory, ECG, X-RAY);			
	1.10 Determine patient's status: DUTY, SIQ, ISOLATION, SICKBAY;			



	1.11 Conduct management of patients or refer to hospital / patient's hospital of choice, for further management and care.			
	TOTAL	None	2 hours <i>Note:</i> <i>Processing time may vary on some occasions where the Duty Hospitalman has to cater higher volume of transactions.</i> <i>Other factors may also be considered such as bulk transactions and severity per case.</i>	



Coast Guard Veterinary Service



Request for Anti-Parasitic Control

The Coast Guard Veterinary Service provides anti-parasitic control to maintain pets' health, enhance public safety, and preserve the bond between pets and people. Some pet parasites cause zoonotic infections, which means they can be transferred from pets to people.

Office or Division:	CGVS Veterinary Hospital			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by PCG personnel and dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Concerned Animal a) Dogs- 2 weeks old and above b) Cats- 1 month old and above		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Antiparasitic Control Procedure (External and Internal Parasite Prevention).	1. Renders assistance for basic physical examination of the patient.	None	5 minutes	Duty Veterinary Aide
2. Present the Animal Health Records and fill out the record book	2. Check/verify the Animal Health Records and secure the record book.	None	5 minutes	Duty Veterinary Aide
3. Surrender the pet for Anti-Parasitic Control.	3. Interview the pet owner for the health history of the animal.	None	5 minutes	Duty Veterinary Officer



4. Wait for the conduct of the treatment.	4. Administer necessary anti-parasitic medications and update the health record.	None	5 minutes	Duty Veterinarian
5. Send the patient home.	5. Discharge the patient.	None	5 minutes	Duty Veterinary Officer/ Duty Veterinary Aide
TOTAL		None	25 minutes	



Request for Anti-Rabies and Other Vaccinations

The Coast Guard Veterinary Service actively supports the "Anti-Rabies Act of 2007," aiming to control, prevent, and ultimately eradicate rabies in both humans and animals, along with mitigating the risk of leptospirosis through its vaccination services.

Free anti-rabies vaccinations are offered—subject to vaccine availability—to government agencies, private entities, and community members within the area of responsibility. All animal vaccinations are administered by a licensed veterinarian, ensuring safe and effective disease prevention.

Office or Division:	CGVS Veterinary Reaction Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by PCG personnel and dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Vet Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		Coast Guard Adjutant Office		
3. Concerned Animal/s (2-3 months old and above)		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request anti-rabies and other vaccinations.	1. Entertain request.	None	5 minutes	Duty Veterinary Aide
2. Submit the Animal Health Record and fill out the record book.	2. Verify the Animal Health Record and secure the record book.	None	5 minutes	Duty Veterinary Aide
3. Surrender dogs /cats for health assessment.	3. Interview the client about the condition of the animal.	None	5 minutes	Duty Veterinary Officer



4. Wait until the dog is vaccinated.	4. Administer Anti-Rabies and other vaccinations and update the animal health record.	Core Vaccine Dog- Php 350.00 / dose Cat- Php 650.00 / dose	5 minutes	Duty Veterinary Officer
TOTAL		Dog- Php 350.00 /dose Cat- Php 650.00 /dose	20 minutes	



Request for Dental Prophylaxis

The Coast Guard Veterinary Service provides preventative measures to preserve and maintain the general oral health of all pets of PCG personnel and dependents, civilian pets within AOR and pets of other government agencies.

Office or Division:	CGVS Veterinary Hospital			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by PCG personnel and dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Concerned Animal		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule the procedure via email at cgvet.service@gmail.com or send SMS and call CGVS Operations number at 0945 477 7775	1. Confirm and schedule the appointment.	None	10 minutes	Duty Veterinary Officer/ Duty Operations
2. Present the pet on the scheduled date.	2. Render assistance for basic physical examination of the patient.	None	30 minutes	Duty Veterinary Aide
3. Surrender the pet for general health assessment	3. Conduct a general health assessment and decide for the approval of the surgical procedure.	None	30 minutes	Duty Veterinary Officer



	If disapproved, inform the client about the details of the disapproval and coordinate for possible necessary actions to be done.			
4. Sign a consent for dental prophylaxis.	4. Assist the client during the signing of the consent form.	None	5 minutes	Duty Veterinary Aide
5. Wait until the procedure is done and the animal has fully recovered.	5. Perform dental prophylaxis procedures.	None	2 hours (Operating time may vary)	Duty Veterinary Officer
6. Receive post-dental prophylaxis care instructions for patients.	6. Give post-procedural care instructions to the client and prescribe medications.	None	10 minutes	Duty Veterinary Officer
7. Discharge and send the patient home.	7. Discharge the patient.	None	5 minutes	Duty Veterinary Officer Duty Veterinary Aide
TOTAL		None	3 hours and 30 minutes	



Request for Issuance of Veterinary Health Certificate

The Coast Guard Veterinary Service issues veterinary health certificates for any purposes together with the supporting health records of animals. This service certifies that the animal is free of any communicable animal diseases. This can be availed for free by any PCG personnel's pets. In all cases, a certificate shall be issued by a duly licensed veterinarian.

Office or Division:	CGVS Preventative Health Care Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2C- Government to Citizen			
Who may avail:	Pets Owned by PCG Personnel and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pet Vaccination Record indicating that the pet is vaccinated against rabies		CGVS Preventative Health Care Unit Private Vet Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		Coast Guard Adjutant Office		
3. Concerned Pet		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vaccination Health Record.	1. Evaluate the required document.	None	3 minutes	Duty Veterinarian
2. Present the concerned animal for health assessment.	2. Examine the animal.	None	4 minutes	Duty Veterinarian
3. Wait for the assessment result.	3. Process the veterinary health certificate if the animal is healthy.	None	10 minutes	Duty Personnel, Operations Division, CGVS
4. Claim the Veterinary Health Certificate.	4. Release the Veterinary Health Certificate.	None	3 minutes	Duty Veterinarian



TOTAL	None	20 minutes	
-------	------	------------	--



Request for Small Animal Spay and Neuter

The Coast Guard Veterinary Service aims to curtail dog and cat populations thereby reducing the number of stray animals that may cause the spread of zoonotic diseases, especially rabies.

This service can be availed by any government agencies and members of the community within AOR. Medicines needed for the procedure are purchased/provided by the pet owner outside CGVS. In all cases, the procedure shall be performed by a duly licensed veterinarian upon schedule.

Office or Division:	CGVS Veterinary Hospital			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by PCG personnel and dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Healthy Animal/s (6 Months and Above)		Owner of the Animal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule the procedure via email through cgvet.service@gmail.com or send SMS and call CGVS Operations number at 0945 477 7775.	1. Confirm and schedule the appointment.	None	10 minutes	Duty Veterinary Officer/ Duty operations
2. Present the dog/cat on the scheduled date	2. Render assistance in conducting a basic physical examination.	None	30 minutes	Duty Veterinary Aide



3. Surrender dogs/cats for general health assessment.	3. Animal Health Record	CGVS Preventative Health Care Unit, Private Clinic, LGU	30 minutes	Duty Veterinary Officer
4. Sign a consent form for the conduct of the surgical procedure.	4. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID	CGAO	5 minutes	Duty Veterinary Aide
5. Wait until the procedure is done and the animal has fully recovered.	5. Healthy Animal/s (6 Months and Above)	Owner of the Animal	3 hours (Operating time may vary)	Duty Veterinary Officer
6. Wait for the post-operative care instructions.	6. Provide post-operative instructions and prescribe meds for the animal.	None	10 minutes	Duty Veterinary Officer
7. Discharge and send the patient home.	7. Discharge the patient.	None	5 minutes	Duty Veterinary Officer Duty Veterinary Aide
TOTAL		None	4 hours and 30 minutes	



Request for Veterinary Consultation and Treatment

The Coast Guard Veterinary Service in support of the “**Animal Welfare Act of 1998**” makes it unlawful for any person to torture any animal, to neglect to provide adequate care, sustenance, or shelter, or to maltreat any animal.

This service can be availed by any government agencies, private entities and members of the community within AOR. Medicines needed are purchased/provided by the pet owner outside CGVS. In all cases, the treatment of animals shall be performed by a duly licensed veterinarian.

Office or Division:	CGVS Preventative Health Care Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen			
Who may avail:	Pets owned by civilian within AOR, PCG personnel and dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Record		CGVS Preventative Health Care Unit, Private Clinic, LGU		
2. PCG ID (Uniformed or Non-Uniformed) and PCG Dependents ID		CGAO		
3. Concerned Animal/s		Client/ Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for veterinary consultation and treatment.	1. Entertain request.	None	2 minutes	Duty Veterinary Aide
2. Present the Animal Health Record and fill out the record book.	2. Check and verify the Animal Health Record and secure the record book.	None	3 minutes	Duty Veterinary Aide
3. Surrender dogs/cats for consultation.	3. Interview the pet owner about the health history of the presented animal.	None	5 minutes	Duty Veterinary Officer



4. Wait for the health assessment and treatment of the concerned animal.	4. Assess the animal and administer necessary treatment.	None	15 minutes	Duty Veterinary Officer
5. Wait for the Duty Veterinary Officer's recommendations.	5. Recommend further treatment or confinement of the animal, depending on the assessment.	None	5 minutes	Duty Veterinary Officer
6. Send the patient/client home.	6. Explain the patient's disease, prescribe meds, and instruct the client. (for outpatient)	None	10 minutes	Duty Veterinary Officer
TOTAL		None	40 minutes	



FUNCTIONAL COMMANDS



Maritime Security Law Enforcement Command



Request for Accommodation for CGSBPF Trainings

Security and Border Protection Specialization Course (SBPSC)

This course aims to empower, professionalize and equip the personnel with the specialized knowledge and skill as Officer/s and Non-officer/s of Coast Guard Security and Border Protection Force. Upon completion of this course, the personnel will gain specialized knowledge, skills and precise attitude indispensable in performing duties and responsibilities such maritime security concepts, threats and requirements, international law, state jurisdictions, relevant provisions of the UNCLOS and other international legal regimes, and domestic laws relative to maritime security and law enforcement.

Very Important Person Protection and Security Course (VIPPSC)

The VIP Protection and Security Course (VIPPSC) aims to provide Education and Training for the uniformed personnel of the PCG in the field of executive protection, close protection, emergency response, tactical driving, and firearms training and security services to high-ranking officials of other government agencies and dignitaries.

Office or Division:	HMARSLEC/ CGSBPF			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
2. Recommendation Letter signed by the Unit Commander				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter directly to the C, CGSBPF including the recommendation of the Unit Commander (Attn: F-12)	1. Receive the request letter and prepare a transmittal letter to the Commander, MARSLEC (Attn: M-12).	None	4 hours	DCS for Education and Training, F-12 (CGSBPF)
	1.1 Receive communications from the DCS for Education and Training,	None	1 hour	DCS for Education and Training, M-12



	CGSBPF, and forward to DCCGS for Education and Training (CG-12).			(MARSLEC)
	1.2 Receive communications from DCCGS Education and Training (CG-12) and forward them to the DCCGS for Human Resource Management (CG-1).	None	1 hour	DCCGS Education and Training (CG-12)
	1.3 Issue directives to the approved participants.	None	1 hour	DCCGS for Human Resource Management (CG-1)
	1.4 Inform the MSLES of the directives.	None	1 hour	DCS for Education and Training, M-12 (MARSLEC)
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify the client about the approval/disapproval of the request. If disapproved, coordinate the details of the disapproval for the possible rescheduling of the request.	None	20 minutes	DCS for Education and Training, F-12 (CGSBPF)
TOTAL		None	8 hours and 20 minutes	



Request for the Availability of CG SPF Conference Room

Conference Room may be requested from the Coast Guard Surface Patrol Force (CGSPF) upon availability.

Office or Division:	CGSPF Operation Office, F- 3			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Forces from Maritime Security Law Enforcement Command (MARSLEC) and other PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed/approved request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request via email cgspfooperation.gov@gmail.com or viber 09150923794.	1. Receive the request.	None	10 minutes	Duty Operation Office F-3
	1.1 Evaluate the request and verify the availability of the facility. If the facility is already reserved, inform the requesting party for possible rescheduling.	None	10 minutes	Duty Operation Office F-3
	1.2 Approve/disapprove the request.	None	10 minutes	Commander, CG SPF
2. Receive and acknowledge notification about the approval/disapproval of the said request.	2. Inform the requesting party about the approval of the request. If disapproved, inform the requesting party of possible alternative arrangements/rescheduling of the request.	None	20 minutes	CGSPF Operation Office, F-3
TOTAL		None	50 minutes	



Request for Additional Deployment/Augmentation and Security

The team consists of an 8-man team or more who will be assigned or augmented to Coast Guard districts under their operational control. Said team shall conduct Vessel Board Search and Seizure, Close Quarter Battle, provide security assistance, and perform other tasks as directed by the Commander of CG districts within their area of responsibilities.

Office or Division:	HMARSLEC/ CGSBPF			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Coast Guard District/ Major Commands and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to HCGSBPF operations email (cgsbps@gmail.com).	1. Receive the request letter and prepare communication addressed to the C, CGSBPF.	None	30 minutes	DCS for Operations, CGSBPF
	1.1 Approve/disapprove the request and issuance of directives.	None	20 minutes	Commander, CGSBPF
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify the client about the approval/disapproval of the request. If disapproved, coordinate the details of the disapproval for alternative arrangements to be made.	None	10 minutes	DCS for Operations, CGSBPF
TOTAL		None	1 hour	



Request for Availability of Coast Guard K9 Evaluation Team

The CGK9 Force through the CGK9 Training Center shall provide evaluators to conduct efficiency assessments on Detection Dogs and Handlers of PCG units/districts upon request.

Office or Division:	HMARSLEC/ Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2B- Government to Business			
Who may avail:	PCG Districts/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to CPCG (Attn: CGK9 Force)	1. Receive the request letter and prepare communication to Coast Guard K9 Force.	None	1 hour	Personnel from the Operations (CG-3)
2. The requesting party can check on the status of their request by sending an email to cgk9force@coastguard.gov.ph or call telephone no: 8876728 or cellphone nos: 09458949876/ 096339657 50	2. Route the received communication together with the request letter to all CGK9 Force concerned staff.	None	30 minutes	Coast Guard K9 Operations Duty Personnel and CGK9 Force concerned Staff
	2.1 Approve/disapprove the request.	None	20 minutes	Commander, Coast Guard K9 Force
3. Receive and acknowledge notification about the approval/disapproval of the request.	3.1 Issue directives and inform the client about the approval of the request.	None	10 minutes	Director, Accreditation, Evaluation and Inspection Unit



	If disapproved, coordinate for the possible alternative arrangements/ rescheduling of request.			
TOTAL		None	2 hours	



Request for Availability of Coast Guard K9 Firing Range and Coast Guard K9 Range Officer

The Coast Guard K9 Firing Range serves as a venue for firearms qualification, practice, training, and competition among other courses. Range Officers at the Coast Guard K9 Headquarters Support Unit are in charge of the maintenance and operation of the firing range.

Office or Division:	HMARSLEC/ Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government;			
Who may avail:	All Coast Guard District/ Major Commands and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CGK9 Force by sending an email through cgk9force@coastguard.gov.ph or call telephone no: 8876728 or cellphone nos: 09458949876/ 09633965750	1. Receive letter from the requesting parties and forward to the Headquarters Support Unit.	None	15 minutes	Office Watch/ Operations Personnel
	1.1 Identify the schedule for the availability of CGK9 Firing Range and detailed CGK9 Range Officers.	None	20 minutes	HSU, CGK9F
	1.2 Forward the request to C, CGK9F for approval/disapproval of the requesting party once the CGK9 Firing Range and detailed CGK9 Range Officers are available.	None	5 minutes	Office Watch/ Operations Personnel



	<p>If the CGK9 Firing Range and detailed CGK9 Range Officers are not available, inform the requesting party about the unavailability of the requested firing range and officer, or coordinate for alternative arrangement/rescheduling of the request.</p>			
	<p>1.3 Forward the request to C, CGK9F for approval/disapproval of the requesting party once the CGK9 Firing Range and detailed CGK9 Range Officers are available.</p> <p>If the CGK9 Firing Range and detailed CGK9 Range Officers are not available, inform the requesting party about the unavailability of the requested firing range and officer, or coordinate for alternative arrangement/rescheduling of the request.</p>	None	5 minutes	Office Watch/ Operations Personnel
2. Receive and acknowledge notification about the approval/disapproval of the request.	<p>2. Issue memorandum upon approval.</p> <p>If disapproved, inform the requesting party about the disapproval of the request, or coordinate for the alternative</p>	None	5 minutes	HSU or Office Watch/ Operations Personnel



	arrangement/rescheduling of the request.			
TOTAL		None	1 hour and 45 minutes	



Request for Availability of Coast Guard K9 Evaluation Team

The CGK9 Force through the CGK9 Training Center shall provide evaluators to conduct efficiency assessments on Detection Dogs and Handlers of PCG units/districts upon request.

Office or Division:	HMARSLEC/ Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2B- Government to Business			
Who may avail:	PCG Districts/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to CPCG (Attn: CGK9 Force)	1. Receive the request letter and prepare communication to Coast Guard K9 Force.	None	1 hour	Personnel from the Operations (CG-3)
2. The requesting party can check on the status of their request by sending an email to cgk9force@coastguard.gov.ph or call telephone no: 8876728 or cellphone nos: 09458949876/ 096339657 50	2. Route the received communication together with the request letter to all CGK9 Force concerned staff.	None	30 minutes	Coast Guard K9 Operations Duty Personnel and CGK9 Force concerned Staff
	2.1 Approve/disapprove the request.	None	20 minutes	Commander, Coast Guard K9 Force
3. Receive and acknowledge notification about the approval/disapproval of the request.	3. Issue directives and inform the client about the approval of the request.	None	10 minutes	Director, Accreditation, Evaluation and Inspection Unit



	If disapproved, coordinate for the possible alternative arrangements/ rescheduling of request.			
TOTAL		None	2 hours	



Request for Availability of Coast Guard K9 Firing Range and Coast Guard K9 Range Officer

The Coast Guard K9 Firing Range serves as a venue for firearms qualification, practice, training, and competition among other courses. Range Officers at the Coast Guard K9 Headquarters Support Unit are in charge of the maintenance and operation of the firing range.

Office or Division:	HMARSLEC/ Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government;			
Who may avail:	All Coast Guard District/ Major Commands and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CGK9 Force by sending an email through cgk9force@coastguard.gov.ph or call telephone no: 8876728 or cellphone nos: 09458949876/ 09633965750	1. Receive letter from the requesting parties and forward to the Headquarters Support Unit.	None	15 minutes	Office Watch/ Operations Personnel
	1.1 Identify the schedule for the availability of CGK9 Firing Range and detailed CGK9 Range Officers.	None	20 minutes	HSU, CGK9F
	1.2 Forward the request to C, CGK9F for approval/disapproval of the requesting party once the CGK9 Firing Range and detailed CGK9 Range Officers are available.	None	5 minutes	Office Watch/ Operations Personnel



	<p>If the CGK9 Firing Range and detailed CGK9 Range Officers are not available, inform the requesting party about the unavailability of the requested firing range and officer, or coordinate for alternative arrangement/rescheduling of the request.</p>			
	<p>1.3 Forward the request to C, CGK9F for approval/disapproval of the requesting party once the CGK9 Firing Range and detailed CGK9 Range Officers are available.</p> <p>If the CGK9 Firing Range and detailed CGK9 Range Officers are not available, inform the requesting party about the unavailability of the requested firing range and officer, or coordinate for alternative arrangement/rescheduling of the request.</p>	None	5 minutes	Office Watch/ Operations Personnel
2. Receive and acknowledge notification about the approval/disapproval of the request.	<p>2. Issue memorandum upon approval.</p> <p>If disapproved, inform the requesting party about the disapproval of the request, or coordinate for the alternative</p>	None	5 minutes	HSU or Office Watch/ Operations Personnel



	arrangement/rescheduling of the request.			
TOTAL		None	1 hour and 45 minutes	



Request for Availability of Coast Guard K9 Personnel/Teams

The Philippine Coast Guard K9 Force offers assistance to PCG units by providing personnel or CG K9 Team for specific purposes.

a) Coast Guard K9 Search and Rescue (SAR) Team/s

The team shall conduct search, rescue, and retrieval operations during an earthquake, landslide, or other disaster. A SAR team shall be composed of two (2) K9 handlers, a Coast Guard Working Dog (Search and Rescue), three (3) spotters and a team leader.

b) Availability of Coast Guard K9 Explosive Ordnance Disposal (EOD) Technician

The CGK9 offers the availability of its EOD Technician to detect, identify, render safe procedures, and manage all explosive threats. The EOD Technician may also be requested for the conduct of an Explosive Ordnance Reconnaissance Agent (EORA) and Counter Improvised Explosive Device (IED) Seminar.

c) Additional Deployment/Augmentation of Coast Guard K9 Teams

The PCG Field Operating Unit may request additional deployment/augmentation of coast guard K9 teams consist of K9 handlers, Coast Guard Working Dogs (Explosive Detection Dog, Narcotics Detection, and Search and Rescue) and EOD technicians who will be assigned or augmented to Coast Guard Districts under their operational control. Said team shall conduct K9 paneling, provide security assistance and perform other tasks as directed by Commander CG Districts within their area of responsibilities.

d) Availability of K9 Team for Conduct of K9 Paneling/ Sanitation, K9 Visibility and Security Assistance

The team consists of a team leader, K9 handlers and Coast Guard Working Dogs (Explosive Detection Dog, Narcotics Detection, and Search and Rescue) spotters/ security and EOD technicians. The team shall conduct K9-related operations during the PCG international or locally hosted major events and ceremonies.

Office or Division:	HMARSLEC/ Coast Guard K9 Force
Classification:	Simple
Type of Transaction:	G2G- Government to Government;



Who may avail:		All Coast Guard District/ Major Commands and Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via physical mail or email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter directly to CPCG, Coast Guard Districts, or Coast Guard K9 Force (for PCG Units). For emergency cases, call 09458949876/ 09633965750.	1. Receive the request letter and prepare a communication addressed to MARSLEC.	None	1 hour	Personnel from the Operations CG3 or Field Operating Unit, PCG District
	1.1 Send the signed transmittal letter to Coast Guard K9 Force.	None	1 hour	Operations Division, MARSLEC
2. Follow up the status of the request through email: <u>cgk9force@coastguard.gov.ph</u> or call telephone no: <u>cgk9force@coastguard.gov.ph</u> or call telephone no:8876728 88876728 or the cellphone numbers: 09458949876/ 09633965750	2. Forward the transmittal letter with the copy of the request letter to the Commander, Coast Guard K9 Force.	None	10 minutes	Coast Guard K9 Operations Duty Personnel and CGK9 Force concerned Staff
	2.1 Approve/ disapprove the request and issue directives.	None	40 minutes	Commander, Coast Guard K9 Force,
3. Receive and acknowledge notification about the approval/disapproval of the request.	3. Inform the requesting party about the approval/disapproval of the request. If disapproved, coordinate for possible	None	10 minutes	Commander, Coast Guard K9 Group Commanding



	compliances/rescheduling of request.			Officer and Coast Guard K9 Field Operating Unit/s
TOTAL		None	3 hours	



Request for Availability of Coast Guard Personnel as VIP Security and Protection (Protective Security Personnel)

The CGSBPF will provide well-equipped and trained Protective Security Personnel (PSP) for Very Important Persons (VIPs).

Office or Division:	HMARSLEC/ Coast Guard Security and Border Protection Force			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All PCG High-Ranking Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email/hand carry with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to HCGSBPF operations email (cgsbps@gmail.com)	1. Receive the request letter, and prepare communication addressed to the C, CGSBPF.	None	30 minutes	DCS for Intelligence, CGSBPF
2. Follow up on the status of the request through email: cgsbps@gmail.com or through cellphone no. 09498292279.	2. Receive communications from DCS for Intelligence, CGSBPF, and forward to the Commander, CGSBPF.	None	30 minutes	CGSBPF Operations Duty Personnel and concerned Staff
	2.1 Approve/disapprove the request and issue directives.	None	20 minutes	Commander, CGSBPF
3. Receive and acknowledge notification about the approval/disapproval of the request.	3. Notify the client about the approval/disapproval of the request. If disapproved, coordinate the details of the disapproval for the possible rescheduling.	None	10 minutes	DCS for Intelligence, F-2 or CGSBPF Operations Duty Personnel and concerned Staff
TOTAL		None	1 hour and 30 minutes	



Request for Availability of Rigid-Hulled Inflatable Boat (RHIB)

Rigid-Hulled Inflatable Boat (RHIB) may be requested from the Coast Guard Surface Patrol Force upon availability.

Office or Division:	CGSPF Operation Office, F- 3			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Other PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed/Approved Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter via email through cgsfpoperation.gov@gmail.com or Viber at 09150923794.	1. Receive the request, inform, and forward it to the C, CGSPF via OIC, Operations, CS and DC, CGSPF.	None	1 hour	Duty Operation Office Watch, F-3
2. Follow up on the status of their request via email at cgsfpoperation.gov@gmail.com or call CGSPF OPNS cell no. 09150923794.	2. Approve/disapprove the request.	None	20 minutes	Commander, CGSPF
3. Receive and acknowledge notification about the approval/disapproval of the said request.	3. Issue directives and inform the requesting party about the approval of the request. If disapproved, inform the requesting party of possible alternative arrangements/rescheduling of the request.	None	20 minutes	CGSPF Operation Office, F-3
TOTAL		None	1 hour and 40 minutes	



Request for Coast Guard K9 Basic Dog and Handler Basic Course / Coast Guard K9 EDD / NDD Dog and Handler Specialization Course and CGK9 Search and Rescue Dog and Handler Advance Course Cross-Training

The PCG personnel together with their material dogs, may avail the trainings upon the recommendation of their Commander/Head of Office. The personnel with his/her material dog must complete the four (4) months Coast Guard K9 Dog and Handler Basic Course as well as the four (4) months Coast Guard K9 EDD/NDD Detection Dog and Handler Specialization Course and four (4) months CGK9 Search and Rescue Dog and Handler Advance Course after which a certificate of completion shall be issued to them.

Office or Division:	Coast Guard K9 Force			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (via email with signature)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to CPCG (Attn: CG3). 2. Submit a request letter addressed to CPCG (Attn: CG3).	1. Receipt of letter request and prepare transmittal letter to MARSLEC.	None	1 hour	CG-3
	1.1 Prepare transmittal letter to Operation CGK9 Force.	None	20 minutes	Operation MARSLEC (Office Watch)
	1.2 Forward the request letter to F-12 CGK9 Force.	None	10 minutes	Operation CGK9 Force (Office Watch)
	1.3 Review, and forward request letter to Commander, Coast Guard K9 Force for approval.	None	1 hour	Operation CGK9 Force (Office Watch)
	1.4 Approve/disapprove the request and issue directives.	None	1 hour	Commander, Coast Guard K9 Force



	1.5 Prepare a memo transmittal letter (Attn: CG-12).	None	40 minutes	DCS for Education and Training, F-12
2. Receive and acknowledge notification about the approval/disapproval of the request.	2. Notify client about the approval/disapproval of the request. If disapproved, inform the client about the details of the disapproval.	None	10 minutes	DCS for Education and Training, F-12
TOTAL		None	4 hours and 20 minutes	



Request for Conduct of Investigations

Upon receiving the request letter from the requesting party, the process of conducting an investigation is initiated. The letter provides details of the case, leading the Investigation and Detection Unit (IDU) to evaluate the situation, assign investigators, and commence the investigation within the designated Area of Responsibility (AOR)

Office or Division:	COAST GUARD INVESTIGATION AND DETECTION MANAGEMENT SERVICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Coast Guard Stations and Sub-Stations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request or Recommendation Letter signed by the Head of Office.		Requesting Party/Unit Assignment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter from the requesting party to the Coast Guard District.	1. Receive request and forward to the District Commander.	None	5 minutes	Office Watch, D3
	1.1 Issue directives to the Officer-in Charge (OIC) of MARSLEG.	None	5 minutes	The Coast Guard District, within its Area of Responsibility (AOR)
2. Receive and acknowledge notification about the approval of the request.	2. Inform the requisition station/substation about the approval of the request.	None	5 minutes	Officer-in-Charge (OIC) of MARSLEG
TOTAL		None	15 minutes	



Request for Conduct of Modified EORA Course and Bomb Threat Management Seminar

The Modified EORA Course is issued to members of Military and Uniformed Personnel who completed the prescribed course of instruction from the Coast Guard CBRNE Force.

Office or Division:	Chemical, Biological, Radiological, Nuclear and Explosive Force			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Military and Uniformed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request or Recommendation Letter signed by the Head of Office <i>Note:</i> <i>Logistical requirements for the conduct of the course shall be provided by the requesting agency.</i> <i>Bomb Threat Management Seminar is offered to both Public and Private sectors.</i> <i>Modified EORA Course is offered to Military and Uniformed Personnel only.</i>		Requesting Party/Unit Assignment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a signed request or recommendation letter through hardcopy or e-copy at CBRNEF email: cbrnefmarslec@gmail.com and call CBRNEF operations number 09954869402.	1. Acknowledge receipt of email and call.	None	10 minutes	Duty Personnel, Operations Section- F3



	1.1 Conduct initial coordination and identify a list of requirements and participants.	None	30 minutes	Duty Personnel, Operations Section-F3
	1.2 Review the confirmation of timeline, availability of instructors, training aids and equipment.	None	1 working day	Duty Personnel, Education and Training Section-f12
	1.3 Return the email and call the client for confirmation.	None	5 minutes	Duty Personnel, Operations Section-F3
	1.4 Approve/disapprove the request.	None	1 working day	Commander, CGBRNEF
2. Receive and acknowledge notification of the approval/disapproval of request.	2. Return the email and call the client for confirmation once the request has been approved. If disapproved, coordinate for possible rescheduling.	None	5 minutes	Duty Personnel, Operations Section-F3
TOTAL		None	2 working days and 45 minutes	



Request for Intensive Search/Paneling Inspection of Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) and Weapons of Mass Destruction (WMD) Materials in Port Areas and Maritime Vessels

The intensive search/paneling inspection of chemical, biological, radiological, nuclear, and explosive (CBRNE) and weapons of mass destruction (WMD) material are provided to all PCG units who request and require the services and capabilities of Coast Guard CBRNE Force.

Office or Division:	Chemical, Biological, Radiological, Nuclear and Explosive Force			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request or Recommendation Letter signed by the Head of Office		Requesting Party/Unit Assignment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a signed request or recommendation letter through hardcopy or e-copy at CBRNEF email cbrnefmarslec@gmail.com and call CBRNEF operations number at 09954869402.	1. Acknowledge receipt of email and call.	None	10 minutes	Duty Personnel, Operations Section-F3
	1.1 Coordinate, interview, and gather information initially.	None	30 minutes	Duty Personnel, Operations Section-F3
	1.2 Review the confirmation of the timeline, and preparation of CBRNEF personnel, equipment, and response team.	None	45 minutes	Duty Personnel, Operations Section-F3/Headquarters Support Group -HSG/Logistic Section-F4/ Weapons, Electronics, Information



				and Communication Section- F11
	1.3 Approve/disapprove the request.	None	1 working day	Commander, CGBRNEF
2. Receive and acknowledge notification of the approval/disapproval of the request.	2. Return the email and call the client for confirmation once approved. If disapproved, coordinate for possible rescheduling.	None	5 minutes	Duty Personnel, Operations Section-F3
TOTAL		None	1 working day, 1 hour and 30 minutes	



Request to Undergo Investigation and Detection Course (IDC)

The Investigation and Detection Course (IDC) is one of the trainings offered by the Investigation and Detection Management Service (CGIDMS). The objective of this course is to prepare CGIDMS, Coast Guard Districts/Stations/Sub-Stations personnel for maritime law enforcement duties, focusing on maritime criminal investigations and the filing of criminal charges in the Prosecutor's Office before the Court.

The said course aims to enhance the student's skills and knowledge in Maritime law, the Philippine Constitution, General Principles of Investigation, Report Writing, Criminal Procedure, Revised Rules of Court and Rules on Evidence.

Additionally, this course is essential in equipping Coast Guard personnel with the competencies needed to address the challenges of modern maritime security and law enforcement, through this course, the abovementioned personnel will be better prepared to maintain order at sea, investigate maritime crimes, and contribute to the protection of the nation's maritime borders.

Office or Division:	COAST GUARD INVESTIGATION AND DETECTION MANAGEMENT SERVICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Coast Guard Districts, Stations and Sub-Stations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request or Recommendation Letter signed by the Head of Office		Requesting Party/Unit Assignment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter providing the participants to undergo the IDC from the requesting party to the CGIDMS IS-12.	1. Receive request and forward to Duty Education and Training, IS-12.	None	5 minutes	Office Watch, CGIDMS IS-12.
	1.1 Consolidate all the participants from CGIDMS, IDUs, and every Coast Guard District/Station/Sub-Station.	None	2 working days	OIC, IS-12



	1.2 Draft a letter for commencing the Convening Ceremony of IDC Class, and request letters for Coast Guard personnel attending the said ceremony, as well as lecturers and participants for the course.	None	10 minutes	OIC, IS-12
	1.3 Route drafted a letter to C, CGIDMS via CS, CGIDMS, and DC, CGIDMS.	None	30 minutes	Office Watch, CGIDMS IS-12
	1.4 Approve/disapprove the request.	None	10 minutes	C, CGIDMS
2. Receive notification about the approval/disapproval of the request.	<p>2. Forward the signed letter to MARSLEC, M12 for the conduct of necessary preparation for convening and inform the requesting party about the approval of the request.</p> <p>If disapproved, coordinate with the requesting party regarding the disapproval of the request.</p>	None	10 minutes	Office Watch, CGIDMS IS-12
TOTAL		None	2 working days, 1 hour and 5 minutes	



Maritime Safety Services Command



Request for Issuance of Maritime Casualty Investigation Records, Reports and Statistics

The issuance of maritime casualty investigation records, reports, and statistics on maritime incidents and accidents that have occurred in the Philippines is requested from the Maritime Safety Services Command - Maritime Casualty Investigation Service (MCIS). These records can be used as references for safety improvements and research studies.

Office or Division:	MARITIME SAFETY SERVICES COMMAND-Maritime Casualty Investigation Service (MCIS)			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Offices under the HMSSC and personnel of the PCG, as well as other government agencies, may use these as references for further studies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum from NHQ-PCG/CG8 <i>NOTE: When requesting for the copy of the Maritime Casualty Investigation Report, the memorandum shall be signed by the Commandant, Philippine Coast Guard.</i>		Maritime Safety Services-CG8		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via email the memorandum from NHQ-PCG/CG8 thru: Email: mcis.mssc2@gmail.com	1. Receive the memorandum from NHQ-PCG/CG-8 and submit it to CMCIS.	None	5 minutes	Operations, MCI-3
	1.1 Extract the requested Maritime Casualty or Incident Records and Reports, and generate the requested statistics.	None	3 working days	POIC, Records and Statistics Branch



	1.2 Draft a letter with the requested Maritime Casualty Incident Reports or Statistics attached.	None	30 minutes	POIC, Operations (MCI-3)
	1.3 Check and correct the MCIS Records and Reports.	None	30 minutes	C, MCIS (Commander, MCIS)
	1.4 Approve the corrected MCIS Records and Reports by the C, MSSC via CS, MSSC and D, MSSC	None	1 working day	1. C, MSSC 2. D, CMSSC (Deputy Commander, MSSC) CS, MSSC (Chief of Staff, MSSC)
2. Receive a copy of letter with Maritime Casualty Incident Report and Statistics attached.	2. Secure a receiving copy and send it to CG-8 via email for the release of the requested statistics or reports.	None	30 minutes	POIC, Operations (MSS-3)
TOTAL		None	4 working days, 1 hour and 35 minutes	



Request for PCG Lifeguard Training

The PCG offers PCG Lifeguard Training to all individuals, entities or private/government organizations who are interested in becoming PCG Trained Lifeguards in coastal and beach resorts.

Office or Division:	Coast Guard Station, S8			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	All qualified individuals interested to be a PCG-trained lifeguard in coastal and beach resorts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for the conduct of PCG Lifeguard Training.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter to the nearest PCG Station for the conduct of PCG Lifeguard Training.	1. Receive the letter and transmit it to PCG District for approval.	None	30 minutes	PCG Sub-Station
	1.1 Approve/ Disapprove request.	None	2 working days	District Commander
2. Receive notification about the approval/disapproval of the request.	2. Notify the applicant about the approval/disapproval of the request.	None	30 minutes	PCG Sub-Station
TOTAL		None	2 working days and 1 hour	



Marine Environmental Protection Command



Request for District Oil Spill Contingency Plan (DOSCAP)

This provides comprehensive preparedness for oil spill incidents to minimize their environmental, economic, and social impacts in the districts. By adhering to the established procedures and regulatory requirements, the districts can enhance their ability to respond promptly, effectively, and safely to spill incidents, thereby protecting both natural resources and human well-being.

Office or Division:	Marine Environmental Protection Command			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Coast Guard Districts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Oil Spill Contingency Plan (4 hardcopies, 1 electronic copy)		PCG District		
2. Signed Request Letter from the District Commander (4 Original Copies)		PCG District		
3. Endorsement Letter from the Commander, MEP ERG (1 original copy)		MEP ERG		
4. Signed Request Letter from the Commander, MEPCOM (4 Original Copies)		Headquarters MEPCOM		
5. Letter of Promulgation of the Commandant, PCG (4 Original Copies)		National Headquarters, PCG		
6. Cover Page (4 Original Copies)		PCG District		
7. Signed Request Letter from the City Mayor (4 Original Copies)		City Mayor's Office		
8. Acknowledgment Letter from the Commander, MEP ERG (4 Original Copies)		MEP ERG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Receive and verify the completeness of requirements.	None	15 minutes	MEP ERG Staff



	1.1	Evaluate and review all requirements for endorsement to the OIC, OSRT, and NOCOP. If necessary, notify the requesting party of any disapproval and provide guidance on the required amendments for compliance.	None	1 hour	Commander, MEP ERG
	1.2	Submit four (4) hard copies of DOSCP to Headquarters, MEPCOM (HNOCOP).	None	3 working days <i>Note: Processing time may vary on the location of the district in consideration of the duration of the delivery.</i>	MEP ERG
	1.3	Submit an electronic copy to the OSRT, NOCOP.		15 minutes	
	1.4	Receive and verify the completeness of the requirements.	None	15 minutes	OIC/OSRT Staff
	1.5	Deliberate DOSCP prior to the endorsement to the Director, NOCOP.	None	2 working days <i>Processing time may vary.</i>	Deliberations Board
	1.6	Approve/disapprove the request.	None	30 minutes	D, NOCOP



	1.7 Draft the transmittal letter with the four (4) hard copies of DOSCP attached, addressed to C, MEPCOM (Attn: MEP Staff for Operations, M-3) for representation to Higher Headquarters. If disapproved, inform the MEP ERG about the disapproval.	None	30 minutes	Operations, NOCOP
	1.8 Receive and verify the requirements' completeness before the endorsement to Duty Officer, M-3 for the drafting of Communication (DF and Transmittal).	None	30 minutes	Messenger, MEP Staff for Operations, M-3
	1.9 Draft the communication (DF and Transmittal) for approval and signature of C, MEPCOM via Chief of MEP Staff and DC, MEPCOM, along with the four (4) hard copies of DOSCP.	None	30 minutes	Duty Officer, M-3
	1.10 Review the drafted communication.	None	10 minutes	MEP Staff for Operations, M-3
	1.11 Forward the documents to O/CMS for review and correction. If disapproved, return the draft to the Duty Officer, M-3 for revision.	None	30 minutes	Messenger, MEP Staff for Operations, M-3



	1.12 Review and sign the communications (DF and Transmittal).	None	30 minutes	C, MEPCOM
	1.13 Route the signed and approved communication to M-3 via O/CMS.	None	10 minutes	C, MEPCOM Staff and CMS Staff
	1.14 Endorse the communication to CG-9 for approval.	None	3 hours (including travel time)	Liaison, MEPCOM
	1.15 Ensure the completeness and accuracy of all required documents before drafting communications to the CPCG through the CS, DCA, and DCO.	None	1 working day	Staff, DCCGS for MEP, CG-9
	1.16 Approve/disapprove the request.	None	5 working days	Commandant, Philippine Coast Guard
	1.17 Release the DOSCP to MEPCOM. (MEP Staff for Operations, M-3). If disapproved, return the documents to Operations NOCOP via MEPCOM (MEP Staff for Operations, M-3) for editing and revision.	None	3 hours (Including Travel Time)	CG-9 Staff
	1.18 Release the DOSCP to OIC, OSRT, NOCOP.	None	15 minutes	Messenger, MEP Staff for Operations, M-3



	1.19 Release the DOSCP.	None	5 working days (Depending on the travel time)	OSRT Staff
2. Claim the DOSCP.	2. Release the DOSCP to the concerned district.	None	30 minutes	MEP ERG Staff
TOTAL		None	16 working days, 12 hours and 50 minutes	



Request for Provincial Oil Spill Contingency Plan (POSCOP)

This provides comprehensive preparedness for oil spill incidents to minimize their environmental, economic, and social impacts in the province. By adhering to the established procedures and regulatory requirements, the province can enhance their ability to respond promptly, effectively, and safely to spill incidents, thereby protecting both natural resources and human well-being.

Office or Division:	Marine Environmental Protection Command			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Coast Guard Districts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Oil Spill Contingency Plan (4 hardcopies and 1 electronic copy)		PCG District		
2. Signed Request Letter from the District Commander (4 Original Copies)		PCG District		
3. Endorsement Letter from the Commander, MEP ERG (1 original copy)		MEP ERG		
4. Signed Request Letter from the Commander, MEPCOM (4 Original Copies)		Headquarters MEPCOM		
5. Letter of Promulgation of the Commandant, PCG (4 Original Copies)		National Headquarters, PCG		
6. Cover Page (4 Original Copies)		PCG District		
7. Signed Request Letter from the City Mayor (4 Original Copies)		City Mayor's Office		
8. Acknowledgment Letter from the Commander, MEP ERG (4 Original Copies)		MEP ERG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the requirements.	1. Receive and verify the completeness of the requirements submitted.	None	15 minutes	MEP ERG Staff
	1.1 Evaluate and review all requirements for endorsement to the OIC, OSRT, and NOCOP. If necessary, notify the requesting party of any disapproval and provide guidance on the required amendments for compliance.	None	1 hour	Commander, MEP ERG
	1.2 Submit four (4) hard copies of DOSCP to the Headquarters, MEPCOM (HNOCOP).	None	3 working days <i>Processing time may vary on the location of the district in consideration with the duration of the delivery.</i>	MEP ERG
	1.3 Submit the electronic copy to OSRT, NOCOP.	None	15 minutes	
	1.4 Receive and verify the completeness of the requirements.	None	15 minutes	OIC/OSRT Staff
	1.5 Deliberate the POSCP before its endorsement to the Director, NOCOP.	None	2 working days <i>Processing time may vary on the</i>	Deliberations Board



			<i>document being reviewed</i>	
	1.6 Approve/disapprove the request.	None	30 minutes	D, NOCOP
	1.7 Draft a transmittal letter with the four (4) hard copies of POSCP attached, addressed to the C, MEPCOM (Attn: MEP Staff for Operations, M-3) for representation to Higher Headquarters. If disapproved, inform the MEP ERG about its disapproval.	None	30 minutes	Operations, NOCOP
	1.8 Receive and verify the completeness of the requirements.	None	30 minutes	Messenger, MEP Staff for Operations, M-3
	1.9 Draft the communications (DF and Transmittal) for approval and signature of C, MEPCOM via Chief of MEP Staff and DC, MEPCOM, along with the four (4) hard copies of POSCP.	None	30 minutes	Duty Officer, M-3
	1.10 Review the drafted communications prior to forwarding documents to O/CMS.	None	10 minutes	MEP Staff for Operations, M-3
	1.11 Forward the documents to O/CMS for review and correction. If disapproved, return the draft to the Duty Officer, M-3 for revision.	None	30 minutes	Messenger, MEP Staff for Operations, M-3



	1.12 Route the approved Complete Staff Work to C, MEPCOM via CMS and DC, MEPCOM.	None	1 hour	CMS/DC, MEPCOM Staff
	1.13 Review and sign the communications (DF and Transmittal).	None	30 minutes	C, MEPCOM
	1.14 Route the signed and approved communication to M-3 via O/CMS.	None	10 minutes	C, MEPCOM Staff and CMS Staff
	1.15 Endorse the communications to CG-9 for approval of CPCG.	None	3 hours (including travel time)	Liaison, MEPCOM
	1.16 Ensure the completeness and accuracy of all required documents before drafting communications to the CPCG through the CS, DCA, and DCO.	None	1 working day ¹	Staff, DCCGS for MEP, CG-9
	1.17 Approve/disapprove the request.	None	5 working days	Commandant, Philippine Coast Guard
	1.18 Release the POSCP to MEPCOM (MEP Staff for Operations, M-3). If disapproved, return the documents to the Operations NOCOP via MEPCOM (MEP Staff for Operations, M-3) for editing and revision.	None	3 hours (Including Travel Time)	CG-9 Staff
	1.19 Release the POSCP to the OIC, OSRT, NOCOP.	None	15 minutes	Messenger, MEP Staff for Operations, M-3



	1.20 Release the POSCP to the concerned MEP ERG.	None	5 working days (Depending on the travel time)	OSRT Staff
2. Claim of POSCP.	2. Release the POSCP to the concerned district.	None	30 minutes	MEP ERG Staff
TOTAL		None	16 working days, 12 hours and 50 minutes	



ADMIN SUPPORT COMMANDS



Coast Guard Education Training and Doctrine Command



Filing for Resignation of Candidate Coast Guard Officers (CCGOs), Coast Guard Student Officers (CGSOs), and Candidate Coast Guard Non-Officers (CCGNOs)

This pertains to the request of CCGOs, CGSOs, and CCGNOs who voluntarily signified their intention to resign from training. The RTC and the Training Directorate of a certain class of Coast Guard Officers'/Non-Officers' Course will send the said request through email or hardcopy. The processing is handled within the organization in which the requesting party will wait for the approval/ disapproval of the request.

Office or Division:	Officers Basic Education and Training (OBET) Division, PCG Academy / Non-Officer Basic Education and Training Division (NOBET)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Trainees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to Superintendent, PCG Academy (via PCG Academy email-address, Viber account, or via hard copy).		OBET, PCG Academy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal resignation letter.	1. Receive and review the resignation letter.	None	30 minutes	Admin, Training Directorate
	1.1 Prepare relevant documents and forward the request to the Course Director.	None	1 working day	Admin, Training Directorate
	1.2 Review documents and transmit them to the Director, Regional Training Center.	None	2 hours	Course Director
	1.3 Review documents and transmit them to the Superintendent, PCG Academy / CGNOS.	None	2 hours	Director, Regional Training Center



	1.4 Receive the request letter and forward it to the Member, OBET/ NOBET Division.	None	5 minutes	Member, Operations Division
	1.5 Log the request letter in their monitoring sheet/system.	None	5 minutes	Member, OBET/NOBET Division
	1.6 Draft a transmittal letter of the request for checking and approval of OIC, OBET/NOBET Division via Asst OIC, OBET/NOBET Division.	None	2 hours	Member, OBET/NOBET Division
	1.7 Review and check the drafted transmittal letter. If needed, return to the Member, OBET/NOBET Division for corrections.	None	2 hours	Assistant OIC, OBET/NOBET Division/ OIC, OBET/NOBET Division
	1.8 Review and attach initials to the drafted transmittal.	None	2 hours	Chief of Staff, PCG Academy / CGNOS
	1.9 Review and attach initials to the drafted transmittal.	None	2 hours	Assistant Superintendent, PCG Academy / CGNOS
	1.10 Approve/ disapprove the transmittal letter.	None	1 working day	Superintendent, PCG Academy / CGNOS
	1.11 Send the request letter to HCGETDC (Attn: Deputy 2.3 Chief of Training Staff for Professional Enhancement and Development, T-12) via email to ensure that the submitted letter has been acknowledged or received.	None	10 minutes	Member, OBET/NOBET Division
	1.12 Return the drafted transmittal letter to Member, OBET/NOBET			



	Division for correction, once the request has been disapproved.			
2. Wait for the issuance of the order for the resignation.	2. Monitor the status of the request and inform the resignee about the status of the request.	None	10 minutes	Personnel, OBET /NOBET Division
TOTAL		None	2 working days and 11 hours	



Request for CCTV Access

To provide rationale and procedure in requesting for CCTV Access.

Office or Division:	DCTS for ISLEN, T-2			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form.		DCTS for ISLEN, T-2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the details required on the CCTV access request form.	1. Receive and log the filled-out request form.	None	2 minutes	Clerk, Admin and Logistics Branch
	1.1 Forward the request form with the routing slip to the CCTV Operator for assessment.	None	2 minutes	Clerk, Admin and Logistics Branch
	1.2 Receive the request form. If data is complete, the CCTV Operator will affix his/her initial signature in the routing slip and forward it to the POIC, SACI Brach for review.	None	5 minutes	CCTV Operator, Security Assessment and Counter-Intelligence Branch
	1.3 Receive and check the correctness of details in the request form. If details are complete, he/she will affix his/her initial signature in the routing slip and forward it to the OIC, SACIB.	None	5 minutes	POIC, Security Assessment and Counter-Intelligence Branch



	1.4 Receive the request form with the routing slip and verify for corrections. If no corrections, affix the initial signature in the routing slip and forward it to the Asst. DCTS for ISLEN, T-2 for info and review.	None	5 minutes	OIC, Security Assessment and Counter- Intelligence Branch
	1.5 Receive the request form with the routing slip for a thorough review. If no comments, affix the initial signature in the routing slip and forward it to the DCTS for ISLEN, T-2 for approval.	None	5 minutes	Asst. DCTS for ISLEN, T-2
	1.6 Receive and log the request form with the routing slip and forward it to the DCTS for ISLEN, T-2 for approval.	None	3 minutes	Secretary, DCTS for ISLEN, T-2
	1.7 Approve/disapprove the request. Affix signature in the request form and routing slip once the request has been approved.	None	5 minutes	DCTS for ISLEN, T-2
	1.9 Forward the signed request to the SACIB for CCTV review upon approval.	None	2 minutes	Secretary, DCTS for ISLEN, T-2
	1.10 Conduct a review of the requested information and details.	None	2 hours	POIC and CCTV Operator, Security Assessment and Counter-Intelligence Branch
2. Receive feedback on the requested information.	2. Feedback to the requesting party.	None	10 minutes	OIC and POIC, Security Assessment and Counter- Intelligence Branch



TOTAL	None	2 hours and 44 minutes	
-------	------	------------------------	--



Request for Conduct of Information Program Visit (IPV)

This service caters to all CGETDC units through requests sent via e-mail or hardcopy. The processing is handled internally in which the requesting party will wait for the approval/ disapproval of the request.

Office or Division:	DCTS for PDE, T-12			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from PCG Academy/CGNOS/CGSSMA addressed to CGETDC (Attn: DCTS for PDE, T-12) (via email, Viber or hard copy)		Coast Guard Education, Training, and Doctrine Command (DCTS for PDE, T-12)		
2. Fuel and Oil Allocation (FOL) (if required);		DCTS for PDE, T-12		
3. Training Fund (APB and PPMP);		DCTS for Comptrollership, T-6		
4. List of Attendees / Participants		DCTS for PDE, T-12		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CGETDC.	1. Receive the request.	None	10 minutes	Duty Personnel, Admin and Logistics Branch, DCTS for PDE, T-12
	1.1 Draft Disposition Form (mention the request for vehicles, fuel allocation, and meals) and reply letter.	None	15 minutes	
	1.2 Review and check the Draft Disposition Form If necessary, return to the Duty Personnel, Admin and Logistics Branch, DCTS for PDE, T-12 for correction	None	1 hour	Officer-in-Charge DCTS for PDE, T-12



2. Receive notification about the approval/disapproval of the request or coordinate for possible rescheduling.	2. Approve/ disapprove the request.	None	1 working day	Commander, CGETDC (via Chief of Training Staff and Deputy Commander, CGETDC)
	2.1 Issue directives to the concerned unit and inform the requesting party once the request has been approved. If disapproved, coordinate for alternative arrangements or possible rescheduling of the activity.	None	10 minutes	Duty Personnel, Admin and Logistics Branch, DCTS for PDE, T-12
TOTAL		None	1 working day, 1 hour and 35 minutes	



Request for Conduct of Seminars, Workshops, Short Courses and Training in CGETDC

This service caters to all CGETDC units through the requests sent via e-mail or hardcopy. The processing will be handled internally wherein the requesting party will wait for the approval/ disapproval.

Office or Division:	DCTS for PDE, T-12			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Units within CGETDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposed seminar/workshop/short courses and trainings addressed to CGETDC (sent through email or hard copy)		Requesting Party		
2. Seminar/workshop/short courses and training requirements;		Requesting Party / DCST for Logistics, T-4		
3. Fuel and Oil Allocation (FOL) (if required)				
4. Training Fund (APB and PPMP)		Requesting Party / DCTS for Comptrollership, T-6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to CGETDC. (Attn: DCTS for PDE, T-12)	1. Receive the request.	None	5 minutes	Duty Office Watch, DCTS for PDE, T-12
	1.1 Validate the request, verify, and check the completeness of the requirements/attachments.	None	30 minutes	POIC, Officers' Training Branch / POIC, Non-Officers' Training Branch, POIC, Admin and Logistics Branch



	1.2 Coordinate properly with the requesting unit, if the attachment and requirements are incomplete.	None	1 hour	Member, Officers' Training Branch Office of the DCTS for PDE, T-12 Member, Non-Officers' Training Branch, Member, Admin and Logistics Branch
	1.3 Draft a Disposition Form including all the necessary attachments and requests to all concerned units and staff upon completion of the requirements.	None	1 hour	Non-Officers Branch/Officers Branch/ Admin and Logistics Branch
	1.4 Approve/ disapprove the draft of the Disposition Form. If necessary, return the draft for correction.	None	2 hours	DCTS for PDE, T-12
	1.5 Upload the approved Disposition Form to the Microsoft Teams to be properly monitored by the concerned branch.	None	1 hour	Duty Office Watch, DCTS for PDE, T-12
2. Wait for the confirmation of the request if approved/ disapproved by the Commander, CGETDC.	2. Approve/disapprove the draft of the Disposition Form. If necessary, return the draft for correction.	None	2 working days	Commander, CGETDC (via Chief of Training Staff and Deputy Commander, CGETDC)



3. Receive notification about the approval of the request or coordinate for possible rescheduling.	3. Forward all the signed request letters and attachments to the concerned unit, inform the requesting party of the approval of their request, and secure the receiving copy of the letter. If disapproved, coordinate for possible rescheduling.	None	10 minutes	Duty Office Watch, DCTS for PDE, T-12
TOTAL		None	2 working days, 5 hours and 45 minutes	



Request for Drafting of Legal Instrument

The legal unit drafts legal documents, such as but not limited to, contracts, agreements, deeds, and memorandums of understanding which shall be clear, precise, and outline the rights, obligations, and responsibilities of the parties involved; and shall ensure that the instrument is enforceable, reflects the intent of the parties, and complies with applicable laws and regulations.

Office or Division:	Coast Guard Legal Unit - CGETDC			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CGETDC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid government-issued identification card/s		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, etc.		
2. Supporting documents		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for general instructions on availing the service.	1. Provide adequate and appropriate response.	None	2 minutes	Duty Personnel (Office Watch)
2. Log personal details and the purpose of the consultation (e.g., Affidavit of Loss)	2. Have the client fill out the Legal Consultation Logbook.	None	3 minutes	
3. Wait to be called by the legal officer.	3. Inform the Commanding Officer, Legal Unit of the client's concern.			
4. Answer the questions correctly to the best of knowledge and provide pertinent documents.	4. Inquire as to the circumstances and purpose of the legal instrument requested to be drafted.	None	30 minutes	
	4.1 Draft legal instrument.			
5. Review the document.	5. Print the drafted legal form and request the client to review the contents and sign the instrument.	None	10 minutes	



6. Claim the document.	6. Record the documents in the Outgoing Logbook. Release the document to the client.	None	3 minutes	Duty Personnel (Office Watch)
TOTAL		None	48 minutes	



Request for Free Legal Advice/Consultation

The legal unit provides all CGETDC personnel initial legal guidance at no cost by answering their queries, explaining their legal rights and options, and offering basic advice on legal matters without representing the client in formal legal proceedings.

Office or Division:	Coast Guard Legal Unit - CGETDC			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CGETDC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supporting documents for legal query/ies.		Client's Source		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for general instructions on availing the service.	1. Provide adequate and appropriate response.	None	2 minutes	Duty Personnel (Office Watch)
2. Log personal details and the purpose of consultation. Then, wait to be called.	2. Have the client fill out the Legal Consultation Logbook.	None	3 minutes	
	2.1 Refer the client to the Legal Officer available.			
3. Fill out the Confidentiality Agreement.	3. Explain the nature of the consultation and ask the client to sign the Confidentiality Agreement.	None	1 hour	Legal Officer
	3.1 Notes action taken and recommendations concerning the case.			
4. Wait for the release of the legal form, if any.	4. Draft legal forms, if any.	None	15 minutes	Legal Officer
5. Receive the legal form, if any.	5. Record the legal form in the OUTGOING Logbook.	None	3 minutes	Duty Personnel (Office Watch)
	5.1 Release the document to the client.			



TOTAL	None	1 hour and 23 minutes	
-------	------	-----------------------	--



Request for Issuance of Identification (ID) Tag to Personnel Assigned at HCGETDC

To provide procedure in requesting for Identification tags.

Office or Division:	DCTS for ISLEN, T-2			
Classification:	Simple			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	HCGETDC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		DCTS for ISLEN, T-2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out the form for the issuance of ID tag.	1. Receive and log the accomplished form from the requesting party.	None	2 minutes	Clerk, Admin and Logistics Branch, T-2
	1.1 Forward the accomplished form to the SACI Branch.	None	2 minutes	Clerk, Admin and Logistics Branch, T-2
	1.2 Check the request form for the completeness of data.	None	2 minutes	Encoder, Security Assessment and Counter-Intelligence Branch
	1.3 Encode the data and print the ID tag.	None	15 minutes	Encoder, Security Assessment and Counter-Intelligence Branch
2. Check and review the details encoded in the printed ID Tag and affix signature.	2. Give a printed ID tag to the client to check and verify if the details and information are correct.	None	10 minutes	Encoder, Security Assessment and Counter-Intelligence Branch
3. Return the Printed ID Tag to the Encoder, SACI Branch.	3. Receive and route the printed ID tag and subsequently affix his/her signature on the routing slip and forward to POIC, SACI Branch for his/her initial.	None	5 minutes	Encoder, Security Assessment and Counter-Intelligence Branch



	3.1 Receive and check if the printed ID tag is correct. Affix his/her initial signature in the routing slip and forward it to the OIC, SACI for comments/corrections.	None	5 minutes	POIC, Security Assessment and Counter-Intelligence Branch
	3.2 Double-check the correctness and completeness of the details of the requested ID. If no correction, affix the initial signature in the routing slip and forward it to the Asst. DCTS for ISLEN, T-2 for final checking.	None	2 minutes	OIC, Security Assessment and Counter-Intelligence Branch
	3.3 Conduct a thorough review of the request. If no correction, affix the initial signature in the routing slip and forward it to the DCTS for ISLEN, T-2 for approval.	None	2 minutes	Asst. DCTS for ISLEN, T-2
	3.4 Receive and log the ID tag with the routing slip.	None	2 minutes	Secretary, DCTS for ISLEN, T-2
	3.5 Approve and affix signature in the ID tag and routing slip.	None	2 minutes	DCTS for ISLEN, T-2
	3.6 Forward ID tag with routing slip to the Encoder, SACI Branch.	None	2 minutes	Secretary, DCTS for ISLEN, T-2
	3.7 Laminate the printed ID tag.	None	5 minutes	Encoder, Security Assessment and Counter-Intelligence Branch
	3.8 Forward the ID tag to the Clerk, Admin and Logistics Branch for its log and release.	None	2 minutes	Encoder, Security Assessment and Counter-Intelligence Branch



4. Receive the ID Tag.	4. Log and release the ID tag.	None	3 minutes	Clerk, Admin and Logistics Branch
TOTAL		None	1 hour and 1 minute	



Request for Issuance of No Derogatory Record of CGETDC Personnel

To establish a procedure for requesting a record check of CGETDC (Coast Guard Education, Training, and Doctrine Command) personnel in determining the presence of any derogatory records.

Office or Division:	DCTS for ISLEN, T-2			
Classification:	Simple			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	All CGETDC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DCTS for HRM and Records, T-1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the record check of CGETDC personnel. (O/T-1)	1. Receive and log the request letter for record check from O/T-1.	None	2 minutes	Clerk, Admin and Logistics Branch, T-2
	1.1 Forward the request letter to ISB.	None	2 minutes	Clerk, Admin and Logistics Branch, T-2
	1.2 Receive the request letter to verify if the personnel for record check have administrative cases and/or derogatory records.	None	30 minutes	Record Custodian, Investigation and Surveillance Branch
	1.3 Draft reply letter with routing slip and forward to POIC, ISB for review.	None	5 minutes	Record Custodian, Investigation and Surveillance Branch
	1.4 Review and correct the draft letter and subsequently affix his/her initial signature in the letter and routing slip.	None	5 minutes	POIC, Investigation and Surveillance Branch
	1.5 Comment and correct the draft letter and subsequently affix	None	5 minutes	OIC, Investigation and Surveillance Branch



	his/her initial signature in the letter and routing slip.			
	1.6 Review and comment the draft letter and subsequently affix the initial signature in the letter and routing slip.	None	5 minutes	Asst. DCTS for ISLEN, T-2
	1.7 Receive and log the draft letter.	None	2 minutes	Secretary, DCTS for ISLEN, T-2
	1.8 Approve/disapprove the draft letter. If necessary, return the draft to the secretary for appropriate action.	None	5 minutes	DCTS for ISLEN, T-2
	1.9 Forward the letter to the Clerk, Admin and Logistics Branch.	None	2 minutes	Secretary, DCTS for ISLEN, T-2
2. Receive the approved Record Check of CGETDC Personnel.	2. Log and release the approved Letter of Record Check to O/T-1.	None	3 minutes	Clerk, Admin and Logistics Branch, T-2
TOTAL		None	1 hour and 6 minutes <i>Note: Processing time may vary depending on the volume of requests especially on the promotions and re-enlistment.</i>	



Request for Original and Authenticated Copies of Certificates

The copies of the original and authenticated certificates for the Coast Guard Officers' Course (CGOC), Coast Guard Station and Sub-Station Course (CGSCC), Tactical Officers' Course (TOC), Coast Guard Officers' Advance Course (CGOAC), and Coast Guard Command and Staff Course (CGCSC) may be requested from the PCG Academy for any of the following legal purposes:

- a) Certificate of Completion
- b) Special Awards
- c) Scholastic Records
- d) Order of Merit

Office or Division:	Philippine Coast Guard (PCG) Academy			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Registrar Division, PCG Academy		
2. Additional requirements for Coast Guard Officer’s Advance Course (CGOAC) and Coast Guard Command and Staff Course (CGCSC)				
3. Completed Research Paper (2 hardbound copies) and e-copy		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance from the Duty Help Desk or Duty Operations to inform the Duty Registrar.	1. Accommodate the requesting party and send the Request Form.	None	5 minutes	Duty Help Desk/ Duty Operations, PCG Academy
2. Fill out the request form.	2. Send the completed Request Form to the Registrar Division.	None	5 minutes	Duty Help Desk/ Duty Operations, PCG Academy



	2.1 Verify the pertinent records of the requesting party.	None	15 minutes	Clerk/Encoder of Registrar Division, PCG Academy
	2.2 Process the said request, if the record is available.	None	10 minutes	
	2.3 Recommend the said request to the POIC for checking and validation.	None	10 minutes	Member, Registrar, PCG Academy
	2.4 Review and recommend the said request to OIC, Registrar, for authentication.	None	15 minutes	POIC Registrar, PCG Academy
	2.5 Authenticate and sign the requested document.	None	1 working day	OIC Registrar, PCG Academy
	2.6 Inform the client for the release of the document.	None	5 minutes	Duty Personnel, Registrar, PCG Academy
3. Receive/ claim of certificate.	3. Log the requested document to the Outgoing Logbook of the Registrar before releasing it to the requesting party.	None	5 minutes	Duty Personnel, Registrar, PCG Academy
	3.1 Ask the requesting party to provide an authorization letter with ID and signature, in case of non-appearance.	None		



TOTAL	None	1 working day, 1 hour and 10 minutes (Processing time may vary for bulk requests)	
-------	------	---	--



Request for Review of Contracts, Deeds, and Other Legal Instruments

The legal unit carefully examines all legal documents to ensure that the CGETDC will not be put in a disadvantageous position, and that the documents comply with relevant laws and regulations to prevent legal disputes and ensure the document's validity and enforceability.

Office or Division:	Coast Guard Legal Unit – CGETDC			
Classification:	Complex/ Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All CGETDC Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for review of legal documents with complete pertinent facts and attachments.		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to review documents, complete with pertinent facts and attachments.	1. Receive the letter and all supporting documents.	None	5 minutes	Office Staff (Office Watch)
	1.1 Record the details of the request in the Incoming Logbook.			
	1.2 Forward the request to the Commanding Officer, Legal Unit.			
	1.3 Assign and forward documents to the Legal Officer.	None	3 minutes	Commanding Officer, Legal Unit/ Head of Unit
	1.4 Conduct research and review legal documents.	None	5 working days <i>Note: Processing time may vary depending on the complexity of the document for review.</i>	Legal Officer
	1.5 Draft legal comment.			



	1.6 Conduct final review of legal comment and forward to office staff on duty for release.	None	1 working day	Commanding Officer, Legal Unit/ Head of Unit
	1.7 Record the documents in the Outgoing Logbook.	None	3 minutes	Duty Personnel (Office Watch)
2. Receive the written legal comment.	2. Send out documents to the Requesting Unit/Office.	None	5 minutes	Duty Personnel (Messenger)
TOTAL		None	6 working days and 16 minutes Note: Processing time may vary depending on the complexity of the document for review.	



Coast Guard Inspector General and Internal Affairs Service



Filing of Complaints/ Walk-In-Complaints against PCG Personnel

The CGIG-IAS has the authority to investigate complaints against PCG erring personnel, unsatisfactory conduct, including alleged commission of fraud and improper use of the PCG organization's resources by PCG personnel, or other activities in breach of the organization's regulations, rules, policies or procedures.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Complaints and Investigation Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Transacting Public G2G-Government Employee to Another Government Agency			
Who may avail:	Client/Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified Complaint Affidavit with the necessary attachments (1 Original Copy)		1. Client/Requesting Party		
2. Certified True Copies of Documentary Evidence (1 Original Copy)		2. Client/Requesting Party		
3. Certification of Non-Forum Shopping (1 Original Copy)		3. Complaint and Investigation Division, Coast Guard Provost Marshal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance from the Duty Investigator and present the Complaint Affidavit, Evidence, and Certification of Non-Forum Shopping.	1. Verify the initial mediation of complaint with possible agreement.	None	1 hour and 40 minutes	Duty Investigator
	1.1 Verify the sufficiency of the Complaint Affidavit, along with the attached documentary evidence, and ensure compliance with the requirements for Verification and Certification of Non-Forum Shopping.	None	20 minutes	Duty Investigator



	1.2. Assist the complainant, along with the Admin Officer, in verifying the answers to any questions. This document must be signed by the Admin Officer.	None	10 minutes	Duty Investigator
TOTAL		None	2 hours and 10 minutes	



Filing of Counter Affidavit

The CGIG-IAS ensures observance of due process in the conduct of administrative investigations. Hence, the parties thereto are allowed to explain his/her side and/or make the necessary response to counter or clarify the allegations in the complaint filed.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Records and Clearance			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Respondent (PCG personnel being complained)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Counter Affidavit, Answer or Reply (1 Original Copy)		Respondent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance from the concerned investigator, and present notarized Counter Affidavit or explanation.	1. Receive the Counter Affidavit/Explanation Letter with the attached documentary evidence and incorporate it in the Case folder.	None	5 minutes	Duty Investigator/ Investigator on-Case
TOTAL		None	5 minutes	



Request for a Copy of Resolutions

The CGIG-IAS provides copies of case documents to the respondent or other concerned parties as a lawful means of accessing case information. Copies may be released upon a valid request, provided they are intended for legitimate and legal purposes.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Records and Clearance Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government Employee to Another Government Agency			
Who may avail:	Client/Requesting Party (complainant, respondent, heads of PCG units, Ombudsman, and any other pertinent government agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with the statement of purpose (1 Original Copy)		Central Records and Archives Unit		
2. Government-issued identification card for non-PCG requesting party and PCG identification card for PCG personnel.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit a formal written request letter for a copy of case resolution.	1. Receive request the request letter and check its sufficiency for approval.	None	5 minutes	Central Records and Archives Unit
	1.1. Approve/Disapprove request. If disapproved, notify the client regarding the disapproval of the request.	None	1 working day	The Coast Guard Inspector General



TOTAL	None	1 working day and 10 minutes	
-------	------	------------------------------------	--



Request for a Copy of SALN

The CGIG-IAS is the repository of copies of the Statements of Assets, Liabilities, and Net Worth (SALN) of all PCG personnel. Copies of SALN may be released upon a valid request intended for legitimate and legal purposes.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Ethical Standard and Public Accountability Unit (ESPAU)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	PCG Personnel, other pertinent government agencies, and beneficiaries of PCG Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with a statement of purpose, addressed to the Inspector General, CGIG-IAS.		Requesting Party		
2. Valid identification card for non-PCG personnel.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter with the necessary documents attached.	1. Receive the request letter and check the veracity of the documents.	None	5 minutes	Duty Office Watch, ESPAU
	1.1 Approve/ disapprove request. If disapproved, notify the client regarding the disapproval of the request.	None	2 working days	Coast Guard Inspector General
2. Receive a copy of SALN.	1.2 Release a copy of SALN to the requesting party.	None	5 minutes	Central Records and Archives Unit



TOTAL	None	2 working days and 10 minutes	
-------	------	-------------------------------	--



Request for Assistance for Apprehension of PCG Uniformed & Non-Uniformed Personnel

The CGIG-IAS assists in the apprehension of PCG uniformed and non-uniformed personnel, placing them in custody to compel compliance with PCG policies and guidelines, lawful court orders, or directives from other law enforcement agencies.


Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Coast Guard Provost Marshal			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Law Enforcement Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Warrant of Arrest		Regional / Municipal / City Trial Courts		
2. Warrantless arrest (special circumstance)		PNP Offices/ Station		
3. Valid Law Enforcement ID		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report any known valid ground or basis for arrest or apprehension.	1. Receive requests and verify the identity and credentials of the requestor as well as the grounds for arrest and apprehension.	None	30 minutes	Duty Marshal / Duty OOD
	1.1 Render immediate assistance.	None	<i>NOTE: Processing time may vary depending on the location of operation and other operational circumstances.</i>	Duty Marshal / Duty OOD
TOTAL		None	30 minutes	



Request for Issuance of Certificate of No Pending Case (CNPC)

The CGIG-IAS issues a certificate or clearance for all PCG personnel, indicating whether they have any pending cases or derogatory records with this service. A certification is also issued to PCG personnel who are subjects of ongoing investigations or whose cases have been referred to the appropriate disciplinary board or authority.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Records and Clearance Division	
Classification:	Simple (for individual requests) / Complex (for bulk requests)	
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government	
Who may avail:	All PCG Uniform/Non-Uniform Personnel and their beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter/ endorsement letter from Unit Commanders/ Heads of PCG Units for promotion, re-enlistment and commissionship purposes.		Requesting Unit
2. Request letter, and approved NHQ DF letter from cognizant Central Staff Office for travel abroad (meetings, schooling, etc.).		Admin & Records of cognizant Central Staff Office
3. Retirement, Personnel Action Form duly endorsed by Unit Commander.		Admin & Records of the unit of retiring personnel
4. Posthumous, Request Letter.		Survivor Officer/PO
5. Order as PCF Custodian or Special Disbursing Officer (SDO).		CGAO
6. Request letter from CG-1, for separation of cause		Admin & Records Officer of the unit of the applying personnel.
7. Photocopy of PCG Identification Card and Firearm License, for PTCFOR and FAS registration purposes.		Admin & Records Officer of the unit of the applying personnel.
8. For loan purposes, a copy of the recent pay slip.		Download from the PCG ePayslip site.
9. For personal travel abroad, Personnel Action Form duly endorsed by the Unit Commander.		Admin & Records Officer of the unit of the requesting personnel.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in clients, submit relevant documents depending on the purpose of the request. (See checklist of requirements)</p> <p>For online application, visit https://forms.gle/kLvHm7F32oYWXvwX6</p> <p>or scan the QR code below to fill out the Google form insert QR code</p> 	1. Receive and validate the request letter and the submitted requirements.	None	5 minutes	Clearance Information Desk
	1.1 Verify and check the status of applying personnel, then draft the appropriate certificate/ certification.	None	10 minutes (individual application / loan) 5 working days (bulk application/promotion and the like)	Duty Clearance / Duty Records
	1.2 Route for The Coast Guard Inspector General's signature or his authorized signatory.	None	1 working day	Coast Guard Inspector General or the authorized signatory
2. Claim the Certificate at the release counter.	2. Release the Certificate to the applicant.	None	10 Minutes	Help Desk Officer / Duty Records and Clearance Section



TOTAL	None	1 working day and 25 Minutes (for individuals) 5 working days and 25 minutes (for bulk application)	
-------	------	--	--



Request for Mediation of Cases

The CGIG-IAS conducts mediation for certain cases during confrontation of parties to help immediate resolution of their differences and find solutions which enable them to move forward respectively.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government Employee to Another Government Agency			
Who may avail:	Complainant/Respondent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from either party (text, call, email, physical mail)		Client		
2. Valid identification card for non-PCG personnel (government-issued identification documents such as UMID, driver’s license, PRC, passport, postal, voter’s ID)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate to the investigator on the case of the request for mediation.	1. Communicate with the requesting party.	None	5 hours	Case Investigator
	1.1 Consult with the other party on willingness to undergo mediation.			
2. Execute undertaking if both parties arrive at an amicable settlement. If both parties did not arrive at an amicable settlement, the	2. Release a notarized copy of the agreement if both parties arrive at an amicable settlement.	None	1 working day	Case Investigator



complainant may proceed with a formal administrative case.				
TOTAL		None	1 working day and 5 hours	



Request for Status of Case

The CGIG-IAS recognizes the respondent's and other parties' right to the speedy disposition of cases and administration of justice.

Office or Division:	Coast Guard Inspector General and Internal Affairs Service - Records and Clearance			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government Employee to Another Government Agency			
Who may avail:	Client/Requesting Party (complainant, respondent, heads of PCG units, Ombudsman, and any other pertinent government agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Case Reference		Complaint and Investigation Division, Coast Guard Provost Marshal		
2. Formal Request Letter / accomplished Request Form		-Client (Formal Request Letter) -Request Form (Records and Clearance Division, Coast Guard Provost Marshal)		
3. Authorization Letter with attached photocopy of the ID of the requestee.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/submit a formal request letter or fill out the Request Form <i>NOTE: For clients who cannot physically attend to request the status of the case, the duly authorized person shall bring the Authorization Letter with an</i>	1. Receive formal request letter or accomplished Request Form, and check the case files for information retrieval.	None	1 working day (For other unit/ government agencies) 10 minutes (For general clients)	Central Records and Archives Unit



<i>attached photocopy of the ID of the requestee.</i>				
2. Receive the status of the case.	2. Release the status of the case.	None	5 minutes	Central Records and Archives Unit
TOTAL		None	1 working day and 5 minutes	



Coast Guard Human Resource Management Command



Request for Approval of Proposed Peculiar Uniform

PCG Units may request for the approval of the proposed policies and procedures governing the standards for the design, wearing, and maintenance of respective uniforms.

Office or Division:	Personnel Management Center			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Officers, Non-Officers and Non-Uniformed Personnel of the PCG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Unit Commander 2. Draft of Peculiar Uniform		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for the approval of proposed peculiar uniform.	1. Consolidate requests and review the completeness of the requirements submitted.	None	3 calendar days	PMC, Duty Office Watch
	1.1 Transmit the consolidated requests for the proposed peculiar uniforms to the PCG Uniform Board.	None	30 minutes	Acting Chief of Morale and Welfare Division
	1.2 Deliberate and review the peculiar uniform in accordance with the established policies.	None	2 working days	Chairman, PCG Uniform Board
2. Receive notification about the approval/disapproval of the request. If approved, wait for the publication of orders.	2. Obtain signatures from Board Members for the Board Resolution and minutes of meeting. If disapproved, instruct the requesting party to redesign the proposed peculiar uniforms based	None	1 working day	PMC Secretariat



	on the board's recommended changes			
TOTAL		None	6 working days and 30 minutes	



Request for Issuance of Awards and Decorations

The Coast Guard Human Resource Management Command prescribes the different PCG Awards and Decorations conferred to eligible PCG personnel upon request. It includes policies, guidance and procedures on awarding these honors to the deserving PCG personnel.

Office or Division:	Personnel Management Center			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Officers, Non-Officers and Non-Uniformed Personnel of the PCG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation for the Awards and Decorations from the Unit Commander 2. Draft Citation of Awards		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for the approval of the proposed awards and decorations.	1. Consolidate the recommendations for the awards submitted to CPCG or higher approving authority for approval.	None	3 calendar days	PMC, Duty Office Watch
	1.1 Consolidate the recommendations for the awards submitted to CPCG or higher approving authority for approval.	None	30 minutes	Acting Chief of Morale and Welfare Division
	1.2 Deliberate and review the recommended awards in accordance with established policies.	None	2 working days	Chairman, PCG ADB



2. Receive notification about the approval/disapproval of the request. If approved, wait for the publication of orders.	2. Obtain signatures from Board Members for the Board Resolution and minutes of the meeting. If disapproved, inform the requesting individual or party of the decision via phone call, followed by a formal response letter detailing the reasons for the disapproval.	None	1 working day	PMC Secretariat
TOTAL		None	3 calendar days, 3 working days and 30 minutes	



Coast Guard Logistics Systems Command



Application for CGBT ID

This service facilitates the issuance of a Coast Guard Base Taguig (CGBT) Identification Card for personnel and stakeholders requiring access to base premises. The CGBT ID is a security measure to verify and control entry, ensuring the safety and security of all personnel and property within the base.

Office or Division:	CGBT Headquarters Support Unit				
Classification:	Complex Transaction				
Type of Transaction:	G2G – Government to Government				
Who may avail:	CGBT Personnel and Tenant Units				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished ID Application Form		CGBT Headquarters Support Unit			
2. 2x2 Picture (1pc)					
3. Php 25.00 Fee					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the CGBT ID Application Form from the CGBT Operations Office or the respective unit's Operations Division.	1. Provide an application form to the requesting personnel.		None	5 minutes	CGBT Headquarters Support Unit
2. Submit the accomplished application form to the CGBT Headquarters Support Unit.	2. Consolidate the application forms.		Php 25.00	3 working days	CGBT Headquarters Support Unit
	2.1 Print ID.		None	1 working day	
3. Claim the ID at the CGBT Headquarters Support Unit Note: If no claimant is present after 3 Days, the CGBT Headquarters Support Unit will create a	3. Release ID.			10 minutes	



<i>transmittal to the applicant's respective office for distribution and will secure a receiving copy for documentation and proof of release.</i>				
	TOTAL	Php 25.00	4 working days and 15 minutes	



Application for CGBT Vehicle Decal

This service facilitates the issuance of a Coast Guard Base Taguig (CGBT) Vehicle Decal to authorized personnel. The vehicle decal serves as a security measure to identify and regulate vehicles entering and operating within the base premises, ensuring the safety and security of personnel and property.

Office or Division:	CGBT Operations Division				
Classification:	Complex Transaction				
Type of Transaction:	G2G – Government to Government				
Who may avail:	CGBT Personnel and Tenant Units				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished Decal Application Form		CGBT Operations Division			
2. LTO Car/ Motorcycle Registration					
3. LTO Official Receipt					
4. Driver’s License of Owner					
5. Driver’s License of Driver					
6. Proof of Contract / Legal Arrangement/ Documents (ex. Deed of Sale)					
7. Vehicle Picture					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Obtain the CGBT Decal Application Form from the CGBT Gangway Entrance or CGBT Operations Office.	1. Provide application form.	None	10 minutes	CGBT Operations Division	
2. Submit the accomplished decal application form and requirements.	2. Consolidate and input the decal application forms into the system and include the QR Code on the sticker for the identification of the owner.	Motorcycle Php 40.00 Car Php 50.00	7 working days	CGBT Operations Division	
	2.1 Print the Decals.	None	1 working day	CGBT Operations Division	



			(every Fridays)	
3. Receive Decals.	3. Issue Decals.	None	10 minutes (Every Mondays)	CGBT Operations Division
TOTAL		Motorcycle Php 40.00 Car Php 50.00	8 working days and 20 minutes	



Request for Augmentation/Deployment of Personnel for PCG Activities and Missions

This supports the deployment of additional personnel and enhances the agency's operational capabilities. The goal is to strengthen the PCG's capacity to carry out its responsibilities, especially during large-scale public relations, operations, or emergencies.

Office or Division:	Coast Guard Base Farola /BF-3 Operations/BF-1 Admin			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units within Manila-Cavite Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) from the requesting unit signed by the Unit Commander/ Commanding Officer.		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBF Operations Office through email or via walk-in with the purpose, complete details, and contact number of the requesting unit indicated. <i>* Make sure to secure the receiving copy that will be issued.</i>	1. Receive and check/verify the request letter and issue a receiving copy with a signature.	None	15 minutes	Duty Personnel, BF-3 Operations
	1.1 Evaluate request.	None	15 minutes	Duty Officer, BF-1 Admin/ BSG-Base Support Group
	1.2 Approve/disapprove the request for the Augmentation of Personnel.	None	1 working day	Commander, CGBF
	1.3 Draft an office memorandum for the personnel augmentation.	None	15 minutes	Duty Officer, BF-1 Admin/ BSG-Base Support Group
	1.4 Review and sign the memorandum.	None	10 minutes	Commander, CGBF
2. Receive information on the approval/disapproval of the request and acknowledge the augmented/deployed	2. Inform the requesting unit of the approval/disapproval and coordinate for the actual deployment.	None	10 minutes	Duty Personnel, BF-3 Operations



personnel on the date and time requested.				
TOTAL		None	1 working day, 1 hour and 5 minutes	



Request for Availability of Additional Manpower

This provides services that facilitate the deployment of additional personnel to support official activities, operations, or missions requiring extra workforce. The service ensures timely and appropriate manpower augmentation to address specific operational demands, including administrative tasks, field operations, and community engagements.

Office or Division:	CGBT Headquarters Support Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the requesting unit signed by the Unit Commander / Commanding Officer.		CGBT Headquarters Support Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBT Operations Office, specifying whether the requesting party will provide mobility for the requested personnel. Include the purpose of the request, the date of the activity, and the contact details of the requesting unit.	1. Receive and submit the request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO
	1.1 Approve/disapprove the request.	None	10 minutes	C, CGBT
	1.2 Proceed to the issuance of directives once the request has been approved.	None	10 minutes	CGBT Operations Division
	1.3 Inform the requesting unit if the request has been disapproved.	None	10 minutes	CGBT Operations Division
	1.4 Coordinate with the CGBT Headquarters Support Unit for the names of the personnel to be deployed.	None	10 minutes	CGBT Operations Division
	1.5 Release a memorandum regarding the deployment of personnel to the requesting party.	None	30 minutes	CGBT Headquarters Support Unit



2. Receive notification about the approval of the request and a copy of the memorandum.	2. Coordinate and send a softcopy to the requesting party once the Memorandum is signed by the C, CGBT.	None	10 minutes	CGBT Operations Division
TOTAL		None	1 hour and 20 minutes	



Request for Availability of Additional Manpower (Security Teams)

This provides service access to additional security teams to support official operations, events, or activities requiring enhanced safety and security measures including support to other agencies and friendly forces. The service ensures the timely deployment of trained personnel to safeguard personnel, equipment, and facilities and maintain order during operations and public engagements.

Office or Division:	CGBT Headquarters Support Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the requesting unit signed by the Unit Commander / Commanding Officer.		CGBT Headquarters Support Unit		
2. Approval from the C, CGBT.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBT Operations Office, specifying whether the requesting party will provide mobility for the requested personnel. Include the purpose of the request, the date of the activity, and the contact details of the requesting unit.	1. Receive and forward the request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO
	1.1 Approve/disapprove the request.	None	10 minutes	C, CGBT
	1.2 Proceed to the issuance of directives upon approval of the request.	None	10 minutes	CGBT Operations Division
	1.3 Inform the requesting unit regarding the disapproval of the request.			
	1.4 Coordinate with the CGBT Headquarters Support Unit for the names of the personnel to be deployed.	None	10 minutes	CGBT Operations Division



	1.5 Release a memorandum concerning the deployment of personnel to the requesting party.	None	30 minutes	CGBT Headquarters Support Unit
2. Receive notification about the approval of the request and the copy of the memorandum.	2. Coordinate and send a softcopy to the requesting party once the Memorandum is signed by the C, CGBT.	None	10 minutes	CGBT Operations Division
TOTAL		None	1 hour and 20 minutes	



Request for Availability of CGIDS Personnel

The request for CGIDS personnel emphasizes the need for expert involvement in key areas of construction and renovation projects such as the Conducting Site Inspection for Conceptual Design and Budgetary Cost Estimates of New Construction Projects, Drawing Plans, Scope of Works and Detailed Cost Estimate of Repair and Renovation Projects, Validation/Updating of Drawing Plans, Scope of Works and Detailed Cost Estimates of Repair and Renovation Projects and Evaluation of Work Accomplishment of Ongoing/Completed Repair and Renovation Projects.

This ensures that all plans are current and aligned with standards, ultimately contributing to successful project outcomes.

Office or Division:	Coast Guard Infrastructure Development Service			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Coast Guard Districts, Stations, Major Commands and other PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to CGLSC (Attn: CGIDS) or send it via email cgids.operations@gmail.com.	1. Receive the request.	None	5 minutes	Duty Personnel, Operations Branch (IDS-3)
	1.1 Evaluate the request and forward it to the Head, Site Survey & Inspection Branch.	None	15 minutes	Office-in-charge Operations Branch (IDS-3)
	1.2 Verify if the request is within/outside Manila-Cavite Area.	None	15 minutes	Head, Site Survey & Inspection Branch
	1.3 Coordinate with IDS-6 for the travel fund (outside Manila/Cavite).	None	30 minutes	Head, Site Survey & Inspection Branch
2. Receive notification about the approval/disapproval of the request.	2. Send an email of confirmation to the requesting party.	None	10 minutes	Duty Personnel, Operations Branch (IDS-3)



	If neither the requested personnel nor travel fund is available, inform the requesting party about the details of the disapproval.			
TOTAL		None	1 hour and 15 minutes	



Request for Availability of CGREMS Personnel to Conduct Property Survey

The Coast Guard Real Estate Management Service (CGREMS) oversees the management and administration of Philippine Coast Guard (PCG) real estate. It assists all PCG units in securing property titles by conducting property surveys and preparing lot plans, which are essential for the titling process. These efforts ensure the properties are classified as non-alienable, safeguarding them from acquisition or encroachment by other entities.

Office or Division:	Coast Guard Real Estate Management Service			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Coast Guard Districts, Stations, Major Commands, and Other Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy or via email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the availability of CGREMS personnel to conduct a property survey.	1. Receive the request.	None	5 minutes	Duty Office Watch, CGREMS
	1.1 Evaluate the request and forward to the concerned branch.	None	10 minutes	Operations Branch
	1.2 Coordinate with the requesting party to verify the legal documents, technical description of the property to be surveyed, etc.	None	1 hour	Technical and Survey Branch
	1.3 Investigate the legality of the donors.	None	1 working day	Technical and Survey Branch
	1.4 Request a copy of the property's proof of ownership from the owner/donor.	None	3 working days <i>Note: Processing time may</i>	Records and Processing Branch / Technical and Survey Branch



			<i>vary on the availability of the document.</i>	
	1.5 Request cadastral map from DENR to verify the adjustment plot of the said property.	None	4 working days	Technical and Survey Branch
2. Wait for the confirmation of the request if approved/disapproved.	2. Forward the request to the Admin Branch to draft a request of Travel Order to CGLSC. (Attention LSC-1)	None	30 minutes	Admin Branch
	2.1 Follow-up on the issuance of Travel Order from CGLSC.	None	3 working days	Admin Branch
3. Check the status requested by sending an email to cg.remo@coastguard.gov.ph or call 09672431548.	3. Inform the requesting party.	None	15 minutes	Operations Branch
	3.1 Deploy Surveying Team to conduct a property survey.	None	8 working days	Technical and Survey Branch
TOTAL		None	18 working days and 2 hours	



Request for Availability of Medical Team / Medical Personnel

This provides service access to medical teams or personnel to support PCG events, operations, or activities that require medical assistance or standby emergency services. The service ensures that qualified healthcare professionals are available to address health and safety needs, provide first aid, and respond to medical emergencies as necessary.

Office or Division:	CGBT Operations Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the requesting unit signed by the Unit Commander / Commanding Officer.		CGBT Operations Division		
2. Approval from the C, CGBT.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBT Operations Office with the purpose, date, and contact number of the requesting unit indicated.	1. Coordinate with the Medical Service – Base Taguig for the availability of Medical Team / Personnel. If not available, inform the requesting unit of the disapproval of the request. If available, submit a request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO
	1.1 Proceed to the issuance of directives upon approval.			



	If disapproved, inform the requesting unit of the disapproval of the request.			
	1.2 Issue directives to Medical Service – Base Taguig for the deployment of Medical Team / Personnel.	None	10 minutes	CGBT Operations Division
2. Receive notification about the approval of the request.	2. Inform the requesting party about the approval of the request.	None	10 minutes	CGBT Operations Division
TOTAL		None	40 Minutes	



Request for Availability of Mobility Assets (CGBF Hilux or Isuzu Truck), PCG Event Paraphernalia and Repair and Maintenance Equipment

The request for the availability of mobility assets provides resources used to facilitate movement, transport, or logistics relating to PCG activities and missions. Such are crucial for efficient transportation systems within the organization.

On the other hand, the request for PCG paraphernalia provides support for the logistical/event materials during ceremonial events organized by the Philippine Coast Guard.

This fosters the organization's ceremonial theme such as the formality, pride, and sense of identity during PCG events and ceremonies. Also, the resources for the repair and maintenance of different machinery, infrastructure, and facilities within the Coast Guard Base Farola are essential for improving and keeping Coast Guard assets and facilities operational and functional.

Office or Division:	Coast Guard Base Farola /BF-3 Operations/BF-4 Logistics			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units within Manila-Cavite Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) from the requesting unit signed by the Unit Commander/ Commanding Officer		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBF Operations Office through email or via walk-in indicating the purpose, complete details, and contact number of the requesting unit. <i>* Make sure to secure the receiving copy that will be issued.</i>	1. Receive and check/verify the request letter, and issue a receiving copy with a signature.	None	15 minutes	Duty Personnel, BF-3 Operations
	1.1 Evaluate request.	None	15 minutes	Duty Officer, BF-4 Logistics
	1.2 Approve/disapprove the request.	None	1 working day	Commander, CGBF



2. Receive information on the approval/disapproval of the request.	2. Inform the requesting unit of the approval/disapproval of the request.	None	5 minutes	Duty Personnel, BF-3 Operations
TOTAL		None	1 working day and 35 minutes	



Request for Availability of Mobility Assets (CGBT Hilux / Isuzu Lite Truck)

This provides mobility assets, such as Hilux or Isuzu Lite Trucks, to support official missions, operations, and activities of the requesting unit or personnel. The service ensures the timely deployment of vehicles to aid in logistical requirements, including transport of personnel, equipment, or materials essential for Coast Guard operations and community services.

Office or Division:	CGBT Headquarters Support Unit – Motorpool				
Classification:	Simple Transaction				
Type of Transaction:	G2G – Government to Government				
Who may avail:	PCG Units				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Letter from the requesting unit signed by the Unit Commander / Commanding Officer.		CGBT Operations Division			
2. Gas Slip					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a request letter to the CGBT Operations Office through email or via walk-in indicating the purpose, complete details, date, and contact number of the requesting unit.	1. Receive and forward the request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO	
	1.1 Approve/disapprove the request.	None	10 minutes	CGBT Operations Division	
2. Receive information on the approval/disapproval of the request and confirmation of the actual date and time of the Information Drive.	2. Inform the requesting business entity or external client of the approval and coordinate the actual date and time of the Information Drive.	None	15 minutes	CGBT Operations Division / DUTY CDO	



	If disapproved, inform the requesting unit of the disapproval details.			
TOTAL		None	35 minutes	



Request for Availability of PA System and Sound System Operator

This provides service access to a Public Address (PA) System and a qualified Sound System Operator to support CGBT Tenant units' events, ceremonies, and other activities requiring audio equipment. The service ensures proper setup, operation, and maintenance of the sound system during the event for seamless communication and enhanced audience engagement.

Office or Division:	CGBT Base Support Service Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units, and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the requesting unit signed by the Unit Commander / Commanding Officer.		CGBT Base Support Service Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBT Operations Office, specifying whether the requesting party will provide mobility for the requested personnel. Include the purpose of the request, the date of the activity, and the contact details of the requesting unit.	1. Submit the request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO
	1.1 Approve/disapprove the request.	None	10 minutes	C, CGBT
2. Receive notification about the approval of the request and the copy of the memorandum.	2. Inform the requesting party about the approval of the request. If approved, inform the requesting unit of the disapproval of the request.	None	10 minutes	CGBT Operations Division



	TOTAL	None	30 minutes	
--	-------	------	------------	--



Request for Availability of Paraphernalia

To provide services to Coast Guard units, personnel access necessary paraphernalia for PCG activities. The service ensures that essential equipment and materials, such as flags, banners, uniforms, signage, or other logistical items, are available and allocated appropriately to support the organization's objectives.

Office or Division:	CGBT Logistics Division				
Classification:	Simple Transaction				
Type of Transaction:	G2G – Government to Government				
Who may avail:	PCG Units				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Letter from the requesting unit signed by the Unit Commander / Commanding Officer		CGBT Logistics Division			
2. Approval from the C, CGBT.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a request letter to the CGBT Operations Office through email or via walk-in indicating the purpose, complete details, date, and contact number of the requesting unit.	1. Receive and forward the request letter to the C, CGBT for approval.	None	10 minutes	CGBT Operations Division / DUTY CDO	
	1.1 Approve/disapprove the request.	None	10 minutes	CGBT Operations Division	
2. Receive information on the approval/disapproval of the request and confirmation of the actual date and time of the Information Drive.	2. Inform the requesting business entity or external client of the approval and coordinate the actual date and time of the Information Drive	None	15 minutes	CGBT Operations Division / DUTY CDO	



	If disapproved, inform the requesting party regarding the disapproval details.			
TOTAL		None	35 minutes	



Request for Base Facility Site Visit and Survey

This provides necessary assistance during Base Facility Site Visit and Survey which are valuable for data gathering and analysis that assist in decision-making for future planning, facility management, renovation projects, budgeting, and ensuring the long-term sustainability of the site or facility.

Office or Division:	Coast Guard Base Farola /BF-3 Operations			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) from the requesting unit signed by the Unit Commander/ Commanding Officer.		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the CGBF Operations Office through email or via walk-in indicating the purpose, complete details, and contact number of the requesting unit. <i>* Make sure to secure the receiving copy that will be issued.</i>	1. Receive and check/verify the request letter and issue a receiving copy with signature.	None	15 minutes	Duty Personnel, BF-3 Operations
	1.1 Evaluate request.	None	15 minutes	Duty Officer, BF-4 Logistics
	1.2 Approve/disapprove the request.	None	1 working day	Commander, CGBF
2. Receive information on the approval/disapproval of the request.	2. Inform the requesting unit regarding the approval/disapproval of the request.	None	5 minutes	Duty Personnel, BF-3 Operations



TOTAL	None	1 working day and 45 minutes	
-------	------	------------------------------------	--



Request for Issuance of Certificate of No Property Accountability

The Certificate of No Property Accountability is issued to officers, non-officers, and non-uniformed personnel stating that he/she has no property accountability to this office.

Office or Division:	Coast Guard Supply Accountable Office/ PPE Branch			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PCG Personnel and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unit Clearance		Unit Assignment		
2. Request Form		CGSAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit relevant documents and accomplish the required form. (for walk-in clients) For online application, send through email at sao@coastguard.gov.ph or send a request via Viber at 09672431613	1. Receive and validate the request and the submitted requirements.	None	10 minutes	Duty Office Watch
	1.1 Forward to the concerned branch	None	10 minutes	Duty Office Watch
	1.2 Verify and check the records. If the personnel has property accountability, coordinate with the requesting party to turn in the equipment. If the personnel have no property accountability, encode the certificate.	None	30 minutes	Property, Plant and Equipment (PPE) and Storage and Disposal Branch
	1.3 Route drafted certificate to the Coast Guard Chief, Supply Accountable Officer for signature.	None	1 working day	Chief SAO



2. Claim the certificate at the PPE Branch.	2. Release the Certificate to the Applicant.	None	10 minutes	PPE Branch
TOTAL		None	1 working day and 1 hour	



Request for Issuance of Common-Used Supplies and Equipment Procured from PS-DBM

PCG Units may request for the issuance of common-used supplies and equipment procured from PS-DBM to support the logistical requirements of the requesting unit/s.

Office or Division:	Coast Guard Ready Store Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Requesting Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS) (1 original copy)		Requesting Party/ Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip (RIS) approved by the CG-4.	1. Receive and review Requisition and Issue Slip (RIS); and verify the availability of supplies and equipment. If the semi-expendable property is included, provide ICS for the item.	None	5 minutes	POIC, Warehouse Management Branch/ SAO Authorized Personnel
	1.1 Withdraw the items requested from the warehouse for the release of supplies and/or equipment.	None	20 minutes	POIC, Warehouse Management Branch
	1.2 Route drafted certificate to the Coast Guard Chief, Supply Accountable Officer for signature.	None	1 working day	Chief SAO
2. Receive the supplies requested and sign the "Received by" portion of the RIS.	2. Issue the supplies and/or equipment; and sign the "Issued by" portion of the RIS.	None	10 minutes	POIC, Warehouse Management Branch/ SAO Authorized Personnel




TOTAL	None	1 working day and 35 minutes	
-------	------	------------------------------------	--



Request for the Standard Design and Budgetary Cost Estimates

This request aims to streamline the planning process, ensuring that designs adhere to established standards while providing accurate budget estimates. By standardizing these elements, the request facilitates efficient project execution, promotes transparency in budgeting, and supports effective resource allocation.

Office or Division:	Coast Guard Infrastructure Development Service			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Coast Guard Districts, Stations, Major Commands, and Other Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy) or accomplished Google Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to CGLSC (Attn: CGIDS) or scan the QR Code below: 	1. Receive the request.	None	5 minutes	Duty Personnel, Operations Branch (IDS-3)
	1.1 Evaluate the request.	None	15 minutes	Office-in-Charge Operations Branch (IDS-3)
	1.2 Prepare the documents.	None	2 hours	Duty Personnel, Operations Branch (IDS-3)
2. Receive the requested documents.	2. Send the documents to the requesting party via email.	None	10 minutes	Duty Personnel, Operations Branch (IDS-3)
TOTAL		None	2 hours and 30 minutes	



OPERATIONAL SUPPORT COMMANDS



Coast Guard Weapons, Communications, Electronics and Information System Command



Request for Additional Ammunition Requirements

PCG Units may request an additional ammunition allocation for missions, training, marksmanship activity and the like for the unit's special events.

Office or Division:	Deputy Chief of Staff for Weapons, Communications, Electronics and Information System, WCEIS-11			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for Additional Allocation of Ammunition (Attn: DCS Weapons, Communications, Electronics and Information System Command, WCEIS-11).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward the request to O/WCEIS-11.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with a memorandum attached, addressed to CO, Coast Guard Weapons System (CGWS) for the confirmation of ammunition inventory to cater the additional ammo request.	None	30 minutes	POIC/Member, O/WCEIS-11
	1.3 Review the drafted DF and memo. If necessary, return it to the POIC/Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11



	1.4 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.5. Review and sign the drafted DF.	None	1 working day	Commander, CGWCEISC
	1.6 If approved, send a copy of the Memorandum to CGWS.	None	30 minutes	Duty Personnel, O/WCEIS-3
	1.7 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Weapons System (CGWS)
	1.8 Verify the sufficiency of the ammunition inventory to accommodate the additional request beyond its allocated ammo of the requesting unit.	None	30 minutes	Duty Personnel, Logistics Staff CGWS
	1.9 Draft a reply letter addressed to the C, CGWCEISC stating that the request can be granted. If ammunition inventory is insufficient to accommodate the additional request, draft a reply letter addressed to C, CGWCEISC stating that the request cannot be granted.	None	30 minutes	POIC/Member, Logistics Staff CGWS
	1.10 Review the drafted reply letter. If necessary, return it to the POIC/Member, Logistics Staff for correction.	None	30 minutes	OIC, Logistics Staff, CGWS



	1.11 Forward the drafted reply letter to the Commanding Officer, CGWS via CS and DC.	None	3 hours	Office of CS and DC, CGWS
	1.12 Review and sign the reply letter.	None	1 working day	Commanding Officer, CGWS
	1.13 Forward a copy of the reply letter to the O/WCEIS-11.	None	30 minutes	Duty Operations, CGWS
	1.14 Receive a reply letter from CGWS.	None	15 minutes	Duty Personnel, O/WCEIS-11
	1.15 Draft the DF with the Letter of Ammunition Delivery attached, addressed to CPCG (Attn: DCCGS for Weapons, Communications, Electronics and Information System, CG-11) attached, if the inventory is sufficient. If inventory is not sufficient, draft the DF addressed to CPCG (Attn: DCCGS for Weapons, Communications, Electronics and Information System, CG-11) stating that the additional ammunition request cannot be accommodated.	None	30 minutes	POIC/Member, O/WCEIS-11
	1.16 Review the drafted DF. If necessary, return it to the	None	30 minutes	OIC, O/WCEIS-11



	POIC/Member, O/WCEIS-11 for correction.			
	1.17 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.18 Review and sign the drafted DF.	None	1 working day	Commander, CGWCEISC
2. Coordinate with CG-11 about the status of the request.	2. Forward the approved Letter of Ammunition Request to CG-11 for appropriate action.	None	15 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	3 working days, 14 hours and 45 minutes	



Request for Availability of Handheld VHF / HF Radio

PCG Units may request for the availability of very high frequency (VHF) and high frequency (HF) radios to assist and support their personnel for their unit's activities and missions.

Office or Division:	Deputy Chief of Staff for Operations, WCEIS-3			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for the Availability of the Handheld VHF/HF Radio/s (Attn: DCS Operations, WCEIS-3).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Verify the availability of the requested handheld radios to the nearest CGWCEISC unit.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with the reply letter attached, addressed to the requesting party	None	30 minutes	POIC/Member, O/WCEIS-3
	1.3 Review the drafted DF. If necessary, return it to the POIC/Member, O/WCEIS-13 for correction.	None	30 minutes	OIC, O/WCEIS-3
	1.4 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC



	1.5 Review and sign the DF with the Reply Letter attached.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	<p>2. Send a copy of the reply letter to the client or inform via email / phone call.</p> <p>If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.</p>	None	30 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	1 working day and 5 hours	



Request for Availability of Public Address (PA) System.

Units may request for the availability of PA system usually used in the ceremonies and programs together with the operator for the proper utilization.

Office or Division:	Deputy Chief of Staff for Operations, WCEIS-3			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Request Letter for the Availability of PA System (Attn: DCS Operations, WCEIS-3).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Verify the availability of the requested PA system to the nearest CGWCEISC unit.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with the reply letter attached, addressed to the requesting party about the availability of the requested PA system.	None	30 minutes	POIC/Member, O/WCEIS-3
	1.3 Review the drafted DF.	None	30 minutes	OIC, O/WCEIS-3



	If necessary, return it to the POIC/Member, O/WCEIS-3 for correction.			
	1.4 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.5 Review and sign the drafted reply letter.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	<p>2. Send a copy of the reply letter to the client or inform via email / phone call.</p> <p>If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.</p>	None	30 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	1 working day and 5 hours	



Request for Conduct of Annual Preventive Maintenance of Panel Boards for Co-Located Equipment at the DICT Data Center

DICT may request for Technical Personnel from CGWCEISC to render assistance for the conduct of Annual Preventive Maintenance of Panel Boards for Co-Located Equipment at DICT Data Center.

Office or Division:	Deputy Chief of Staff for Maintenance and Repair, WCEIS-10			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for PMS request by DICT (Attn: DCS Maintenance and Repair, WCEIS-10)	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward request to O/WCEIS-10	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2. Draft Memo addressed to the CO, Coast Guard Information System (CGIS) regarding the request	None	30 minutes	Duty Personnel, O/WCEIS-10
	1.3 Review the draft memo for correction. If necessary, return it to the POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-10



	1.4 Transmit the draft memorandum to CGIS.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.5 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Information System (CGIS)
	1.6 Determine which of the CGIS Operating Units the project falls under. <i>Note: CGIS will not reject any request from PCG Units. However, due to the volume of projects accepted by the unit, further requests will be lined up one after the other.</i>	None	30 minutes	Office DC, CGIS
	1.7 Draft a reply letter addressed to C, CGWCEISC stating the accommodation of the request.	None	30 minutes	POIC/Member, Maintenance and Repair Group, CGIS
	1.8 Review the drafted reply letter. If necessary, return it to the POIC/Member, Maintenance and Repair Group for correction.	None	30 minutes	OIC, Maintenance and Repair Group, CGIS
	1.9 Forward the drafted reply letter to Commanding Officer via CS and DC.	None	3 hours	Office of the CS and Deputy CO, CGIS
	1.10 Approve/disapprove the request.	None	1 working day	Commanding Officer, CGIS



	1.11 Forward a copy of the approved reply letter to the O/WCEIS-10. <i>Note: The reply letter of CGIS will only indicate that the requested project will be lined up for development. It does not imply that the project will commence immediately due to the workload of the unit.</i>	None	30 minutes	Duty Operations Personnel, CGIS
	1.12 Receive the reply letter.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.13 Draft the DF and the reply letter.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.14 Review the drafted DF. If necessary, return it to the POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-10
	1.15 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.16 Approve/disapprove the request.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Send a copy of the reply letter to the client or inform via email / phone call. If disapproved, inform the client about the disapproval of the	None	30 minutes	Duty Personnel, O/WCEIS-3



	request and/or coordinate for alternative arrangement or possible rescheduling.			
TOTAL		None	2 working days, 11 hours and 45 minutes	



Request for Distribution of Allocated Ammunition

PCG Units may request for the delivery of their allocated ammunition from the inventory of CGWS.

Office or Division:	Deputy Chief of Staff for Weapons, Communications, Electronics and Information System, WCEIS-11			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for the Distribution of Allocated Ammunition (Attn: DCS Weapons, Communications, Electronics and Information System Command, WCEIS-11).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward the request to O/WCEIS-11.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with the memorandum attached, addressed to the CO, Coast Guard Weapons System (CGWS) for the confirmation of ammunition inventory.	None	30 minutes	POIC/Member, O/WCEIS-11
	1.3 Review the drafted DF and memo. If necessary, return it to the POIC/Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11



	1.4 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.5 Review and sign the drafted DF.	None	1 working day	Commander, CGWCEISC
	1.6 Send a copy of the memorandum to CGWS	None	30 minutes	Duty Personnel, O/WCEIS-3
	1.7 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Weapons System (CGWS)
	1.8 Verify the sufficiency of the ammunition inventory.	None	30 minutes	Duty Personnel, Logistics Staff CGWS
	1.9 Draft a reply letter addressed to C, CGWCEISC stating the details on the requested ammunition request.	None	30 minutes	POIC/Member, Logistics Staff CGWS
	1.10 Review the drafted reply letter. If necessary, return it to the POIC/Member, Logistics Staff for correction.	None	30 minutes	OIC, Logistics Staff, CGWS
	1.11 Forward the drafted reply letter to the Commanding Officer, CGWS via CS and DC.	None	3 hours	Office of CS and DC, CGWS
	1.12 Review and sign the drafted reply letter.	None	1 working day	Commanding Officer, CGWS
	1.13 Forward a copy of the signed reply letter to O/WCEIS-11.	None	30 minutes	Duty Operations, CGWS
	1.14 Receive the reply letter.	None	15 minutes	Duty Personnel, O/WCEIS-11



	1.15 Draft the DF with the Letter of Ammunition Delivery attached, addressed to CPCG (Attn: DCCGS for Weapons, Communications, Electronics and Information System, CG-11).	None	30 minutes	POIC/Member, O/WCEIS-11
	1.16 Review the drafted DF. If necessary, return it to the POIC/Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.17 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.18 Review and sign the drafted DF.	None	1 working day	Commander, CGWCEISC
2. Coordinate with CG-11 regarding the status of the request.	2. Forward the approved Letter of Ammunition Delivery to CG-11.	None	15 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	3 working days, 14 hours and 45 minutes	



Request for Installation of Information System

PCG units may request to install information systems to ensure a successful setup and operation of the software.

Office or Division:	Deputy Chief of Staff for Weapons, Communications, Electronics and Information System, WCEIS-11			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for Installation of Information System (Attn: DCS Weapons, Communication, Electronics and Information System, WCEIS-11).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward request to O/WCEIS-11.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft a memo addressed to CO, Coast Guard Information System (CGIS) regarding the request	None	30 minutes	Duty Personnel, O/WCEIS-11
	1.3 Review the draft memo for correction. If necessary, return to the POIC/Member, ICT Support Group for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.4 Transmit the draft memo to CGIS.	None	15 minutes	Duty Personnel, O/WCEIS-11
	1.5 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard



				Information System (CGIS)
	1.6 Determine which CGIS Operating Unit the project falls under. <i>Note: CGIS will not reject any request from PCG Units. However, due to the volume of projects accepted by the unit, further requests will be lined up one after the other.</i>	None	30 minutes	Office DC, CGIS
	1.7 Draft a reply letter addressed to C, CGWCEISC stating the accommodation of the request.	None	30 minutes	POIC/Member, ICT Support Group, CGIS
	1.8 Review the drafted reply letter. If necessary, return to POIC/Member, ICT Support Group for correction.	None	30 minutes	OIC, ICT Support Group, CGIS
	1.9 Forward the drafted reply letter to the Commanding Officer via CS and DC.	None	3 minutes	Office of the CS and Deputy CO, CGIS
	1.10 Forward a copy of the approved reply letter to O/WCEIS-11.	None	30 minutes	Duty Operations Personnel, CGIS
	1.11 Receive a reply letter from CGIS stating their accommodation of the project.	None	15 minutes	Duty Personnel, O/WCEIS-11
	1.12 Draft DF and other pertinent documents stating the acceptance of the project	None	30 minutes	POIC/Member, O/WCEIS-11



	1.13 Review drafted DF. If necessary, return to POIC/Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.14 Forward drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.15 Approve/disapprove the request.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Send a copy of the reply letter to the client or inform via email / phone call. If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	None	30 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	2 working days, 11 hours and 45 minutes	



Request for Issuance of Firearms

Other PCG personnel may request issuance of their individual firearm from the inventory of the CGWS for their own responsible usage.

Office or Division:	Coast Guard Weapons System			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any PCG Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original Copy)		Requesting Party		
Neuropsychological Certificate (1 Original Copy)		CG MED		
Medical Certificate		CGIG-IAS		
Certificate of Non-Pending Case		CG-2 / CGIF		
CG-2 / CGIF Clearance		CG MARSLEC		
1. Firearms Qualification Certificate issued by CG MARSLEC		Firing Range (within PCG or outside)		
Latest Certificate of Gun Safety Seminar issued not more than one (1) year prior to the submission and acceptance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the issuance of firearms to Coast Guard Weapons System (CGWS).	1. Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Weapons System
	1.1 Verify the availability of the firearm from inventory.	None	15 minutes	Duty Logistics Personnel, CGWS
	1.2 Draft the issuance request addressed to C, CGWCEISC (Attn: DCS for Weapons,	None	30 minutes	POIC/Member, Logistics Staff, CGWS



	Communications, Electronics and Information System, WCEIS-11) once the firearm inventory is sufficient.			
	1.3 Review the drafted issuance request. If necessary, return it to the POIC/Member, Logistics Staff, CGWS for correction.	None	30 minutes	OIC, Logistics Staff, CGWS
	1.4 Forward the drafted issuance letter to the Commanding Officer, CGWS via CS and DC.	None	3 hours	Office CS and Office DC
	1.5 Review and sign the drafted issuance letter.	None	1 working day	Commanding Officer, CGWS
	1.6 Forward the Letter of Issuance to the C, CGWCEISC (Attn: DCS for Weapons, Communications, Electronics and Information System, WCEIS-11).	None	15 minutes	Duty Operations Personnel, CGWS
	1.7 Receive and check the Letter of Issuance.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.8 Forward the Letter of Issuance to the O/WCEIS-11.	None	15 minutes	Duty Personnel, O/WCEIS-11
	1.9 Draft the DF with the issuance order attached, addressed to CPCG (Attn: DCCGS for Weapons, Communications,	None	30 minutes	POIC/Member, O/WCEIS-11



	Electronics and Information System, CG-11).			
	1.10 Review the drafted issuance request. If necessary, return it to the POIC/Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.11 Forward the drafted issuance letter to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.12 Review and sign the drafted issuance letter.	None	1 working day	Commander, CGWCEISC
2. Coordinate with CG-11 about the status of the request.	2. Forward the Letter of Issuance addressed to CPCG (Attn: DCCGS for Weapons, Communications, Electronics and Information System, CG-11).	None	15 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	2 working days and 10 hours	



Request for Preventive Maintenance Service (PMS) of PCG Firearms

PCG units may request CGWCEISC for the regular PMS of PCG firearms to avert the gradual break down of unmaintained firearms in storage. They may also perform such procedures to issued individual firearms.

Office or Division:	Deputy Chief of Staff for Maintenance and Repair, WCEIS-10			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any PCG Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from Requesting Part (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for PMS of PCG Issued Firearm (Attn: DCS Maintenance and Repair, WCEIS-10).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, WCEIS-3
	1.1 Forward the request to O/WCEIS 10.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with memorandum attached, addressed to CO, Coast Guard Weapons System (CGWS) regarding the request.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.3 Review the drafted DF and memo. If necessary, return to POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-10



	1.4. Forward the drafted DF to Commander, CGWCEISC via CS and DC	None	3 hours	Office CS and Office DC
	1.5 Review and sign the drafted DF.	None	1 working day	Commander, CGWCEISC
	1.6 Send a copy of the Memorandum to CGWS	None	30 minutes	Duty Personnel, O/WCEIS-3
	1.7. Receive and check/verify the request	None	15 minutes	Duty Operations Personnel, Coast Guard Weapons System (CGWS)
	1.8 Verify the extent of maintenance to be done via submitted documents.	None	30 minutes	Duty Personnel, Mechanical Maintenance Repair and Survey Group, CGWS
	1.9. Draft a reply letter addressed to C, CGWCEISC.	None	30 minutes	POIC/Member, Mechanical Maintenance Repair and Survey Group CGWS
	1.10 Review the drafted reply letter. PCG units may request CGWCEISC for the regular PMS of PCG firearms to avert the gradual break down of unmaintained firearms in storage. They may also perform such procedures to issued individual firearms. If necessary, return it to the POIC/Member, Mechanical	None	30 minutes	OIC, Mechanical Maintenance Repair and Survey Group, CGWS



	Maintenance Repair and Survey Group for correction.			
	1.11 Forward the drafted reply letter to the Commanding Officer, CGWS via CS and DC.	None	3 hours	Office of CS and DC, CGWS
	1.12. Review and sign the drafted reply letter.	None	1 working day	Commanding Officer, CGWS
	1.13 Forward a copy of the approved reply letter to O/WCEIS-10.	None	30 minutes	Duty Operations, CGWS
	1.14 Receive the reply letter.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.15 Draft a reply letter stating the accommodation of the request.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.16 Review the drafted reply letter. If necessary, return it to the POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.17 Forward the drafted reply letter to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.18. Review and sign the drafted reply letter.	None	1 working day	Commander, CGWCEISC
2. Receive the signed reply letter.	2. Forward the signed reply letter to the requesting party.	None	15 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	3 working days, 14 hours and 45 minutes	





Request for Preventive Maintenance Service (PMS) of Radio Equipment

The Philippine Coast Guard (PCG) units are encouraged to request the Preventive Maintenance Service (PMS) for their radio equipment. This service can be conducted within the unit's vicinity or area of responsibility to ensure the operational readiness and reliability of communication systems.

Office or Division:	Deputy Chief of Staff for Maintenance and Repair, WCEIS-10			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from Requesting Part (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for PMS of Radio Equipment to the HCGCWEISC (Attn: DCS Maintenance and Repair, WCEIS-10).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, WCEIS-3
	1.1 Forward the request to the O/WCEIS-10.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with the memorandum attached, addressed to the CO, Coast Guard Communication and Electronics System (CG COMELS) regarding the PMS request.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.3 Review the drafted DF and the memo.	None	30 minutes	OIC, O/WCEIS-10



	If necessary, return them to the POIC/Member, O/WCEIS-10 for correction.			
	1.4 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.5 Review and sign the DF with the Memorandum attached.	None	1 working day	Commander, CGWCEISC
	1.6 Forward a copy of the Memorandum to the CG COMELS. If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	None	30 minutes	Duty Personnel, O/WCEIS-3
	1.7 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Communications and Electronics System (CG COMELS)
	1.8 Verify the extent of maintenance to be done via submitted documents.	None	30 minutes	Duty Personnel, Maintenance and Repair Group, CG COMELS
	1.9 Draft a reply letter addressed to C, CGWCEISC stating that the request can be granted.	None	30 minutes	POIC/Member, Maintenance and Repair Group, CG COMELS



	1.10 Review the drafted reply letter. If necessary, return it to the POIC/Member, Maintenance and Repair Group, CG COMELS for correction.	None	30 minutes	OIC, Maintenance and Repair Group, CG COMELS
	1.11 Forward the drafted reply letter to the Commanding Officer, CG COMELS via CS and DC.	None	3 hours	Office of CS and DC, CGWS
	1.12 Review and sign the reply letter.	None	1 working day	Commanding Officer, CG COMELS
	1.13 Forward a copy of the approved reply letter to O/WCEIS-10.	None	30 minutes	Duty Operations, CG COMELS
	1.14 Receive the reply letter from CG COMELS.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.15 Draft the DF with the reply letter attached stating the accommodation of the request.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.16 Review the drafted DF. If necessary, return it to the POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.17 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.18 Approve/disapprove the request.	None	1 working day	Commander, CGWCEISC



2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Forward the approved reply letter to the requesting party.	None	15 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	3 working days, 14 hours and 45 minutes	

Request for Preventive Maintenance Service (PMS) of Rapidly Deployable Surveillance Camera (RDSC).

PCG Units may request the PMS of Rapidly deployable surveillance cameras as the systems designed for quick installation and mobility, ideal for temporary or changing environments.

Office or Division:	Deputy Chief of Staff for Maintenance and Repair, WCEIS-10			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Request Letter for Installation of Information System (Attn: DCS Maintenance and Repair, WCEIS-10).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward request to O/WCEIS-10.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft a memo addressed to the CO, Coast Guard Information System (CGIS) regarding the request.	None	30 minutes	Duty Personnel, O/WCEIS-10
	1.3 Review the draft memo for correction. If necessary, return to POIC/Member, ICT Support Group for correction.	None	30 minutes	OIC, O/WCEIS-10
	1.4 Transmit the draft memo to CGIS.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.5 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Information System (CGIS)
	1.6 Determine which CGIS Operating Unit the project falls under.	None	30 minutes	Office DC, CGIS



	<i>Note: CGIS will not reject any request from PCG Units. However, due to the volume of projects accepted by the unit, further requests will be lined up one after the other.</i>			
	1.7 Draft a reply letter addressed to C,CGWCEISC stating the accommodation of the request.	None	30 minutes	POIC/Member, Maintenance and Repair Group, CGIS
	1.8 Review drafted reply letter. If necessary, return to POIC/Member, Maintenance and Repair Group for correction.	None	30 minutes	OIC, Maintenance and Repair Group, CGIS
	1.9 Forward the drafted reply letter to the Commanding Officer via CS and DC.	None	3 hours	Office of the CS and Deputy CO, CGIS
	1.10 Review and sign the reply letter.	None	1 working day	Commanding Officer, CGIS
	1.11 Forward a copy of the approved reply letter to O/WCEIS-10. <i>Note: The reply letter of CGIS will only indicate that the requested project will be lined up for development. It does</i>	None	30 minutes	Duty Operations Personnel, CGIS



	<i>not imply that the project will commence immediately due to the workload of the unit.</i>			
	1.12 Receive a reply letter from CGIS stating their accommodation of the project.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.13 Draft DF and other pertinent documents stating the acceptance of the project.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.14 Review the drafted DF. If necessary, return to POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-10
	1.15 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.16 Approve/disapprove the request.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Send a copy of the reply letter to the client or inform via email / phone call. If disapproved, inform the client about the disapproval of the	None	30 minutes	Duty Personnel, O/WCEIS-3



	request and/or coordinate for alternative arrangement or possible rescheduling.			
TOTAL		None	2 working days, 11 hours and 45 minutes	



Request for Repair of Damaged Firearm

PCG units may seek assistance from the Coast Guard Weapons, Communications, Electronics, and Information Systems Command (CGWCEISC) for the repair of damaged firearms issued by the Philippine Coast Guard.

Office or Division:	Deputy Chief of Staff for Maintenance and Repair, WCEIS-10			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for Repair Issued Firearm (Attn: DCS Maintenance and Repair, WCEIS-10)	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, WCEIS-3
	1.1 Forward the request to O/WCEIS-10.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft the DF with the memorandum attached, addressed to the CO, Coast Guard Weapons System (CGWS) regarding the repair request.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.3 Review the drafted DF and memo. If necessary, return it to the POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-10



	1.4 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.5 Review and sign the drafted DF.	None	1 working day	Commander, CGWCEISC
	1.6 Send a copy of the memorandum to CGWS.	None	30 minutes	Duty Personnel, O/WCEIS-3
	1.7 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Weapons System (CGWS)
	1.8 Verify the extent of repair to be done via submitted documents.	None	30 minutes	Duty Personnel, Mechanical Maintenance Repair and Survey Group, CGWS
	1.9 Draft a reply letter addressed to C, CGWCEISC stating that the request can be granted if the firearm is verified to be repairable. If the firearm is verified to be beyond repair, draft a reply letter stating that the request cannot be granted due to the status of the firearm that is beyond repair.	None	30 minutes	POIC/Member, Mechanical Maintenance Repair and Survey Group CGWS
	1.10 Review the drafted reply letter. If necessary, return it to the POIC/Member, Mechanical Maintenance Repair and Survey Group for correction.	None	30 minutes	OIC, Mechanical Maintenance Repair and Survey Group, CGWS



	1.11 Forward the drafted reply letter to the Commanding Officer, CGWS via CS and DC.	None	3 hours	Office of CS and DC, CGWS
	1.12 Review and sign the drafted reply letter.	None	1 working day	Commanding Officer, CGWS
	1.13 Forward a copy of the signed reply letter to O/WCEIS-10.	None	30 minutes	Duty Operations, CGWS
	1.14 Receive the reply letter from CGWS.	None	15 minutes	Duty Personnel, O/WCEIS-10
	1.15 Draft the DF with the reply letter to the requesting party stating the accommodation of the request.	None	30 minutes	POIC/Member, O/WCEIS-10
	1.16 Review the drafted DF and the reply letter. If necessary, return them to the POIC/Member, O/WCEIS-10 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.17 Forward the drafted DF with the reply letter to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
2. Receive reply letter	2. Review and sign the drafted DF with the reply letter attached.	None	1 working day	Commander, CGWCEISC
	2.1 Forward the signed reply letter to the requesting party.	None	15 minutes	Duty Personnel, O/WCEIS-3
TOTAL		None	3 working days, 14 hours and	



		45 minutes	
--	--	------------	--



Request for System Development

PCG units may request to develop their own systems for creating, designing, and implementing a digitalized, typically software-based, to meet specific needs or solve particular problems.

Office or Division:	Deputy Chief of Staff for Weapons, Communications, Electronics and Information System Command, WCEIS-11			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for Installation of Information System (Attn: DCS Weapons, Communications, Electronics and Information System Command, WCEIS-11).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward request to O/WCEIS-11.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft a memo addressed to CO, Coast Guard Information System (CGIS) regarding the request.	None	30 minutes	Duty Personnel, O/WCEIS-11
	1.3 Review the draft memo for correction. If necessary, return to POIC/Member, WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.4 Transmit the draft memo to CGIS.	None	15 minutes	Duty Personnel, O/WCEIS-11



	1.5 Receive and check/verify the request	None	15 minutes	Duty Operations Personnel, Coast Guard Information System (CGIS)
	1.6 Determine which CGIS operating units the project falls under. <i>Note: CGIS will not reject any request from PCG Units. However, due to the volume of projects accepted by the unit, further requests will be lined up one after the other.</i>	None	30 minutes	Office DC, CGIS
	1.7 Draft a reply letter addressed to C, CGWCEISC stating the accommodation of the request.	None	30 minutes	POIC/Member, Information System Group, CGIS
	1.8 Review a drafted reply letter. If necessary, return it to the POIC/Member, Maintenance and Repair Group for correction.	None	30 minutes	OIC, Information System Group, CGIS
	1.9 Forward the drafted reply letter to the Commanding Officer via CS and DC.	None	3 hours	Office of the CS and Deputy CO, CGIS
	1.10 Review and sign the reply letter.	None	1 working day	Commanding Officer, CGIS
	1.11 Forward a copy of approved reply letter to O/WCEIS-11.	None	30 minutes	Duty Operations Personnel, CGIS



	<i>Note: The reply letter of CGIS will only indicate that the requested project will be lined up for development. It does not imply that the project will commence immediately due to the workload of the unit.</i>			
	1.12 Receive the reply letter from CGIS stating their accommodation of the project.	None	15 minutes	Duty Personnel, O/WCEIS-11
	1.13 Draft DF and other pertinent documents stating the acceptance of the project for approval / disapproval of C, CGWCEISC.	None	30 minutes	POIC/Member, O/WCEIS-11
	1.14 Review drafted DF. If necessary, return it to the POIC/Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.15 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.16 Review and sign the DF.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Send a copy of the reply letter to the client or inform via email / phone call.	None	30 minutes	Duty Personnel, O/WCEIS-3



	If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.			
TOTAL		None	2 working days, 11 hours and 45 minutes	



Request for Technical Assistance for Information and Communication Technology (ICT) Equipment.

Other PCG units may request assistance from CGWCEISC for technical assistance in terms of maintenance, troubleshooting, and other problems in software or hardware of various ICT equipment of their concerned offices/units.

Office or Division:	Deputy Chief of Staff for Weapons, Communications, Electronics and Information System Command, WCEIS-11			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter for the Installation of Information System (Attn: DCS Weapons, Communications, Electronics and Information System Command, WCEIS-11).	1. Receive and check/verify the request.	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.1 Forward the request to O/WCEIS-11	None	15 minutes	Duty Personnel, O/WCEIS-3
	1.2 Draft a memo addressed to the CO, Coast Guard Information System (CGIS) regarding the request.	None	30 minutes	Duty Personnel, O/WCEIS-11
	1.3 Review the draft memo FOR correction. If necessary, return it to the POIC/Member, WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.4 Transmit the draft memo to CGIS.	None	15 minutes	Duty Personnel, O/WCEIS-11



	1.5 Receive and check/verify the request.	None	15 minutes	Duty Operations Personnel, Coast Guard Information System (CGIS)
	1.6 Determine which CGIS Operating Units the project falls under. Note: CGIS will not reject any request from PCG Units. However, due to the volume of projects accepted by the unit, further requests will be lined up one after the other.	None	30 minutes	Office DC, CGIS
	1.7 Draft a reply letter addressed to C, CGWCEISC stating the accommodation of the request.	None	30 minutes	POIC/Member, ICT Support Group, CGIS
	1.8 Review drafted reply letter. If necessary, return it to the POIC/Member, ICT Support Group for correction.	None	30 minutes	OIC, ICT Support Group, CGIS
	1.9 Forward the drafted reply letter to the Commanding Officer via CS and DC.	None	3 hours	Office of the CS and Deputy CO, CGIS
	1.10 Review and sign the reply letter.	None	1 working day	Commanding Officer, CGIS
	1.11 Forward a copy of approved reply letter to O/WCEIS-11.	None	30 minutes	Duty Operations Personnel, CGIS



	Note: The reply letter of CGIS will only indicate that the requested project will be lined up for development. It does not imply that the project will commence immediately due to the workload of the unit.			
	1.12 Receive reply letter from CGIS stating their accommodation of the project.	None	15 minutes	Duty Personnel, O/WCEIS-11
	1.13 Draft DF and other pertinent documents stating the acceptance of the project for approval/disapproval of C, CGWCEISC.	None	30 minutes	POIC/Member, O/WCEIS-11
	1.14 Review the drafted DF. If necessary, return it to the POIC / Member, O/WCEIS-11 for correction.	None	30 minutes	OIC, O/WCEIS-11
	1.15 Forward the drafted DF to the Commander, CGWCEISC via CS and DC.	None	3 hours	Office CS and Office DC
	1.16 Review and sign the DF with the Reply Letter attached.	None	1 working day	Commander, CGWCEISC
2. Receive notification about the approval/disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.	2. Send a copy of the reply letter to the client or inform via email / phone call.	None	30 minutes	Duty Personnel, O/WCEIS-3



	If disapproved, inform the client about the disapproval of the request and/or coordinate for alternative arrangement or possible rescheduling.			
TOTAL		None	2 working days, 11 hours and 45 minutes	



Coast Guard Special Operations Force



Request for Conduct of Basic SCUBA Diving Course

The Basic SCUBA Diving Course in the Philippine Coast Guard (PCG) is an essential training program aimed at developing underwater operational skills among its personnel. This course provides foundational knowledge and hands-on experience in scuba diving, which is crucial for a wide range of Coast Guard missions, including search and rescue, underwater inspection, and environmental protection.

Office or Division:	Headquarters Coast Guard Special Operation Force/ Special Operation School			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BLS Certification		Requesting Party		
2. Signed Waiver		CGSOF		
3. Issued "FIT for Training" Medical Certificate		Any medical clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to Commander, CGSOF.	1. The SOS, CGSOF will receive the request letter.	None	1 working day	POIC, CGSOS
	1.1 Approve/ disapprove the request. If approved, the SOS will select instructors for the training, and subsequently create a training directorate.			C, CGSOF



	If not approved, the SOS will inform the requesting party of the disapproval of the request.			
2. Receive and acknowledge email regarding approval/ disapproval of request. If approved, proceed to step 3. If disapproved, coordinate with CMAA, SOS for the details of disapproval.	2. Notify the requesting party regarding the approval/disapproval of the request via email.	None	10 minutes	POIC, CGSOS
3. Submit medical certificate to CGSOS with "FIT FOR TRAINING" status.	3. Collect medical certificate and check the veracity of information declared.	None	10 minutes	POIC, CGSOS
4. Fill out and sign the Waiver Form and submit it to CGSOS.	4. Collect the signed Waiver Form of the trainee and disseminate the instructions.	None	5 minutes	POIC, CGSOS
5. Receive and acknowledge notification regarding the schedule of training. Note: Applicants may follow up the schedule of training via email or phone call.	5. Notify the applicants about the schedule of training.	None	5 minutes	POIC, CGSOS
TOTAL		None	1 working day and 30 minutes	



Request for Conduct of Water Search and Rescue (WASAR) Training

WASAR Training is offered to PCG personnel, allied forces, and other agencies. Under the newly approved Interim Guidelines of WASAR Training, all participants shall undergo land and water screening and secure a medical certificate before undergoing the said training.

Office or Division:	Headquarters Coast Guard Special Operation Force/ Special Operation School			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government and			
Who may avail:	PCG Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BLS Certification		Requesting Party		
2. WASAR Screening Record		CGSOF		
3. Signed Waiver		CGSOF		
4. Issuance of "FIT for Training" Medical Certificate		Any medical clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the Commander, CGSOF.	1. Receive the request letter and wait for the approval of the request.	None	1 working day	POIC CGSOS
	1.1 Approve/ disapprove the request If approved, the SOS will select instructors for the training, and subsequently create a training directorate. If NOT approved, the SOS will inform the requesting party of the disapproval of the request.	None	1 working day	C, CGSOF



<p>2. Receive and acknowledge email regarding the approval/disapproval of the request.</p> <p>If approved, proceed to step 3.</p> <p>If disapproved, coordinate with CMAA, SOS for the details of disapproval.</p>	<p>2. Notify the requesting party regarding the approval/disapproval of the request via email.</p>	None	10 minutes	POIC, CGSOS
<p>3. Submit a medical certificate to CGSOS with "FIT TO TRAINING" status.</p>	<p>3. Collect the medical certificate and check the veracity of the information declared.</p>	None	10 minutes	Operation CGSOS
<p>4. Receive and acknowledge receipt of the schedule of screening.</p>	<p>4. Schedule the conduct of screening and notify the students once the schedule is fixed.</p>	None	2 working days	POIC, CGSOS
<p>5. Undergo screening.</p>	<p>5. Facilitate screening of applicants.</p>	None	1 working day	POIC,CGSOS
<p>6. Receive and acknowledge the result of the screening.</p> <p>If passed, proceed to step 6.</p> <p>If failed, wait and coordinate for the next schedule for reapplication for training.</p>	<p>6. Inform applicants regarding the result of the screening via email or phone call.</p>	None	10 minutes	POIC,CGSOS
<p>7. Fill out and sign the Waiver Form and submit it to CGSOS.</p>	<p>7. Collect the signed Waiver Form of the trainee and disseminate the WASAR instructions.</p>	None	5 minutes	Operation CGSOS



Receive and acknowledge the notification regarding the schedule of WASAR Training. <i>Note: Applicants may follow up the schedule of WASAR training via email or phone call.</i>	7.1 Notify the applicants about the schedule of WASAR Training.	None	5 minutes	POIC, CGSOS
TOTAL		None	4 working days and 40 minutes	



How's our service?

To file a complaint or give feedback, you may visit the nearest Philippine Coast Guard Office, and our Public Assistance and Complaints Desks are ready to assist you.

You may also reach us or file a complaint through the following:

Philippine Coast Guard	Website: www.coastguard.gov.ph Facebook: www.facebook.com/coastguardph Text/Call: 0966-217-9610 0969-641-8964 0945-579-4203 0977-729-8382 Trunkline: 5278481
Philippine Coast Guard Contact Center ng Bayan (PCG-CCB)	Email: pcg@8888.gov.ph Text/Call: 0945-209-7619
Philippine Coast Guard Committee on Anti-Red Tape (PCG-CART) Secretariat	Email: pcgcart@gmail.com Text/Call: 0945-209-0586
Anti-Red Tape Authority (ARTA)	Website: www.arta.gov.ph Email: complaints@arta.gov.ph Landline: 1-ARTA (12782) (02) 8246-7940 Text/Call: 0920-925-3078 0998-856-8338
Presidential Complaints Center (PCC)	Website: www.8888.gov.ph Text/Call: 8888
Civil Service Commission (CSC) Contact Center ng Bayan	Website: www.contactcenterngbayan.gov.ph Facebook: www.facebook.com/civilservicegovph Email: email@contactcenterngbayan.gov.ph Text/Call: 0908-8816565 Hotline: 8932-0111



LIST OF OFFICES

OFFICE	CONTACT NO.	EMAIL ADDRESS
Office of the Commandant, PCG (O/CPCG)	527-8481 Local: 6001/6002 Fax: 6003 0945-248-3826 / 0949-663-9534	office.cpcg@gmail.com / cpcg@coastguard.gov.ph
Office of the Deputy Commandant for Operations, PCG (O/DCOPCG)	527-8481 Local: 6004 0947-869-0245 / 0977-021-2997	dcopcg@coastguard.gov.ph
Office of the Deputy Commandant for Administration, PCG (O/DCAPCG)	527-8481 Local: 7012 0917-852-9079	dcaoffice2022@gmail.com
Office of the Chief of Coast Guard Staff, PCG (CCGS)	527-8481 Local 6013/6021 Fax: 6011 0945-652-3204	ccgs@coastguard.gov.ph
Deputy Chief of Coast Guard Staff for Human Resource Management, CG-1	527-8481 Local: 6113 Fax: 6112 Recruitment: 6114 / 0966-844-8292	cg1.hpcg@gmail.com
Deputy Chief of Coast Guard Staff for Intelligence, CG-2	527-8481 Local: 6122/6126 0998-585-6382 / 0945-579-5011	imbcoms.dos@gmail.com / cg2@coastguard.gov.ph
Deputy Chief of Coast Guard Staff for Operations, CG-3	527-8481 Local: 6131/6134 0916-642-4057/0968-543-0993	cg3@coastguard.gov.ph
Deputy Chief of Coast Guard Staff for Logistics, CG-4	527-8481 Local: 6141/6142 0917-836-6794 / 0998-589-3966 / 0945-579-4200	logistics.cg4@gmail.com
Deputy Chief of Coast Guard Staff for International Affairs, CG-5	527-8481 Local: 6151/6152 / 0961-9075-280	cg5@coastguard.gov.ph
Deputy Chief of Coast Guard Staff for Comptrollership, CG-6	527-8481 Local: 6162 Fax: 6163/ 0967-243-1521	cg6@coastguard.gov.ph



Deputy Chief of Coast Guard Staff for Civil Relations Service, CG-7	0965-620-7400 / 0935-467-3168	cg7operations@gmail.com / cg7@coastguard.gov.ph
Deputy Chief of Coast Guard Staff for Maritime Safety Services, CG-8	0995-337-2664	nhqpcg8@gmail.com
Deputy Chief of Coast Guard Staff for Marine Environmental Protection, CG-9	527-8481 Local: 6191 0917-842-5030 / 0915-579-0336 / 0998-589-3973	cg9@coastguard.gov.ph/ dcccformepcg9@gmail.com
Deputy Chief of Coast Guard Staff for Ships and Aircraft Engineering, CG-10	5310-3484 / 0945-795-8413	nhqpcg10@gmail.com / cg10@coastguard.gov.ph
Deputy Chief of Coast Guard Staff for Maritime Communications, Weapons, Electronics and Information System, CG-11	527-8481 Local: 6422 / 0968- 696-5808 / 0995-007-8663	cg11.mcweis@gmail.com
Deputy Chief of Coast Guard Staff for Education and Training, CG-12	527-8481 Local: 6431 / 0915- 241-3583 / 0999-828-7292 / 0906-976-0607	cg12official2022@gmail.com
Deputy Chief of Coast Guard Staff for Maritime Security Law Enforcement, CG-14	527-8481 Local: 6212 / 0996- 367-0819	cg14DCCGS@outlook.com
Deputy Chief of Coast Guard Staff for Strategic Studies and Modernization, CG-15	527-8481 Local: 6215 / 0998- 585-5316 / 0927-857-3734 / 0969-168-2220	cg15office2022@gmail.com
Coast Guard Legal Service	527-8481 Local: 6242 / 6362 / 0928-235-1977	cglsl_legalservice@yahoo.com
Coast Guard Legislative Liaison Affairs	527-8481 Local: 6331 / 0967- 243-1547	cglegislativeliaison@gmail.com / cgliaison@coastguard.gov.ph / cglla@coastguard.gov.ph
Coast Guard Medical Service	527-8481 Local: 6322 / 6323 / 6341 / 6342 / 0956-174-6964 / 0969-511-2556	cgmed3.operations@gmail.com / medical.service@coastguard.gov.ph
Coast Guard Dental Service	527-8481 Local: 6310/ 6311 / 6312 / 0963-846-0548	cgdentalsvc@yahoo.com/ cgdentalservice@gmail.com
Coast Guard Ecumenical Chaplain Service	527-3787 / 0917-623-3246	cgechs22@gmail.com



Coast Guard Veterinary Service	0945-477-7775	cgvetservice@coastguard.gov.ph
Coast Guard Nursing Service	0918-6527047	nursing.service@coastguard.gov.ph
Philippine Coast Guard Command Center	Hotline: 8527-3877 / 527-8481 Local: 6136/6137 / 0966-217-9610 / 0977-792-8382 / 0969-641-8964	pcgcomcen@coastguard.gov.ph / Pcgcommandcenter@gmail.com
Coast Guard Public Affairs Service	527-8481 Local: 6292/6291 / 0927-560-7729 / 0917-840-2126	cgpao@coastguard.gov.ph / cgpublicaffairs.official@gmail.com
Headquarters Service Support Group	527-8481 Local: 6301/6302 / 0917-623-1980 / 0966-845-7531	hsgoperation@gmail.com
Office of the Command Master Chief Petty Officer	527-8481 Local: 6969 / 0969-118-9366 / 0945-579-4203	cmcpopcg@gmail.com / cmcpopcg@yahoo.com
Office of the Chief of Coast Guard Staff	527-8481 Local: 6040	scgs@coastguard.gov.ph
Project Management Office, Philippine Coast Guard	706-9827	pcgpmo2018@coastguard.gov.ph
Coast Guard Adjutant Office	527-8481 Local: 6271/6272 /0926-962-9291 / 0946-965-2099	cgao@coastguard.gov.ph
Coast Guard Receiving Station	527-8481 Local: 6425/ 0945-524-6158	pcgreceivingstation@gmail.com
Maritime Safety Services Command	0927-839-8546	mssc3@copn3@gmail.com
National Port State Control Service (NPSCS)	0916-435-2164	portstatecontrol.centra.mssc@gmail.com
Maritime Casualty Investigation Service (MCIS)	963-762-1604	mcis.mssc2@gmail.com
Aids to Navigation Service (ANS)	0915-094-3896	ansmssc@gmail.com
Vessel Safety Services Unit (VSSU)	0945-128-3279	mssc.vssu@gmail.com
Maritime Search and Rescue (MARSAR) Group	0992-016-0892	marsargroup.mssc.coastguard@gmail.com
Navigational Safety Services Unit (NSSU)	0955-206-7536	vtmscentralmssc@gmail.com
Recreational Safety Enforcement Unit (RSEU)	0967-479-8636	msscseu@yahoo.com
Maritime Safety Services Training Institute (MSSTI)	0915-498-0915	mssc.traininginstitute2024@gmail.com
Maritime Safety Services Headquarters Support Group (MSSHSG)	0991-748-3248	msshsg.mssc@gmail.com



Marine Environmental Protection Command	09569348832 09178150065	mepcomflag2023@gmail.com mepcom2k22@gmail.com
National Operations Center for Oil Pollution	0993-457-1547	nocop2022operation@gmail.com nocop@coastgurad.gov.ph
Headquarters Support Group -MEPCOM	0917-815-0065	mepcomhsg123@gmail.com
Marine Environmental Protection Training Center	0966-147-4996	meptimepcom@gmail.com
Marine Science Investigation Force	0917-815-0065	msif2021@gmail.com
Marine Environmental Protection Accreditation and Certification Services	0917-146-7304	mepacservice@gmail.com
MEP Staff for HRM, M-1	0917-815-0065	mepcom946@gmail.com m1.mepcom@coastguard.gov.ph
MEP Staff for Operations, M-3	0917-815-0065	mepcom2k22@gmail.com
Maritime Security Law Enforcement Command	0927-693-7763	marslec.operation@coastguard.gov.ph /
Coast Guard K-9 Force	0963-396-5750 0945-894-9876	Cgk9force@gmail.com
Coast Guard Security and Border Protection Service	0949-829-2279	cgsbps@gmail.com
Coast Guard Sea Marshall Force	0977-133-7294	cgsmsg@coastguard.gov.ph
Coast Guard Investigation and Detection Management Service	0916-262-2189	cgidms@coastguard.gov.ph
Coast Guard Surface Patrol Force	0915-092-3794	cgspf@coastguard.gov.ph
Maritime Security Law Enforcement School	0945-235-8120	marslenopns@gmail.com
CGD National Capital Region- Central Luzon	0956-162-4587	ncrcldac@gmail.com
CGD Southern Tagalog	0997-785-4915	hcgdstl_opn@yahoo.com
CGD Northeastern Luzon	0997-163-2854	cgdnelzn.operations@gmail.com cgdnelzn@coastguard.gov.ph ccdnelzn.operation@coastguard.gov.ph
CGD Central Visayas	0966-780-5606	coastguarddistrict.cv@coastguard.gov.ph



	Local: (032) 402-0489	
CGD Eastern Visayas	0916-232-7414	cgdev0518@gmail.com
CGD Southwestern Mindanao	0967-276-1478 0969-467-3621	hcgdswm@yahoo.com cgdswm2018@gmail.com
CGD Palawan	0970-216-8956 0975-110-7858	cgdpal.pcg@gmail.com cgdpal@coastguard.gov.ph
CGD Western Visayas	0931-713-7123 0945-687-5254	cgdwv@coastguard.gov.ph
CGD Northwestern Luzon	0945-746-3430	cgdnwln3@gmail.com
CGD Southeastern Mindanao	0955-508-3665 0919-452-2685	cgdsem@coastguard.gov.ph
CGD Bicol	0948-874-4595 0977-612-1237	cgd.bicol@yahoo.com
CGD Northern Mindanao	0967-438-0918	cgdnm.comcen@gmail.com
CGD Southern Mindanao	0965-516-3025	cgdsmd3@coastguard.gov.ph
CGD Northeastern Mindanao	0951-091-4219 0953-397-6127	cgdnem@coastguard.gov.ph
CGD Bangsamoro Autonomous Region in Muslim Mindanao	0917-153-9739	cgdbarmm@gmail.com
Coast Guard Logistics System Command	0927-852-3944	cglsc@coastguard.gov.ph
Coast Guard Procurement Service	09623833605 09565787067	procurement@coastguard.gov.ph
Coast Guard Infrastructure Development Service	0966-219-8008	cgids.operations@gmail.com
Coast Guard Real Estate Management Service	0967-243-1548	cg.rem@coastguard.gov.ph
Coast Guard Base Taguig	028-522-9873 0956-998-5773	cgbt@coastguard.gov.ph
Coast Guard Base Farola	527-8481 Local: 7410 0965-114-3048	basefarola2022@gmail.com
Coast Guard Motorpool	N/A	lscmotorpool@gmail.com



Coast Guard Disposal Division	0977-485-2262	cglscdisposal002@gmail.com
Coast Guard Logistics Training Institute	0993-457-1449	institutelogisticstraining@gmail.com
Coast Guard Ready Store Division	N/A	Readystore2023@gmail.com
Coast Guard Supply Accountable Office	0967-243-1613	sao@coastguard.gov.ph
Coast Guard Education Training and Doctrine Command	0966-884-7179	operations.cgetdc.owl@gmail.com
Coast Guard Officer School	0995-788-4269	cgetdc.cgos@coastguard.gov.ph
Coast Guard Non-Officer School	0916-627-9224	cgetdc.cgnos@coastguard.gov.ph
Leadership and Doctrine Development Command	0975-082-1426	cgetdc.ildc@coastguard.gov.ph
Coast Guard School for Special Maritime Affairs	0915-063-5101	cgetdc.cgssma@coastguard.gov.ph
CGETDC Installation and Service Support Group	0916-257-4137	cgetdc.cissg@coastguard.gov.ph
Coast Guard Fleet	Local: 527-8481 6872/6873 0998-589-3988 0998-589-3988	cgssf@coastguard.gov.ph
Coast Guard Special Operations Force	527-8481 Local: 7405/ 0917-448-5684	cg_sog3@yahoo.com
Coast Guard Anti-Terrorist Unit	0917-843-1077	sogcgatu@yahoo.com
Coast Guard Aviation Command	52-4001/851-1639 0916-331-5072	cgag@coastguard.gov.ph
Coast Guard Weapons, Communications, Electronics and Information System Command	532-3983/527-8481 Local: 7423 / 0906-409-4900	cgwceisc.operation@coastguard.gov.ph hcgwceisc.operation@coastguard.gov.ph cgwceisc@coastguard.gov.ph
Coast Guard Civil Relations Service	0916-634-3542	cgcrs2022@gmail.com
Coast Guard Human Resource Management Command	0935-782-2386	sticghrmc@gmail.com



PCG Pension and Gratuity Management Center	0926-064-6613	pcgpgmc@gmail.com
Acting Chief Civilian Affairs Division	0945-265-9395	civilianaffairs@yahoo.com
Coast Guard Gender and Development	0955-654-2908	cggad2022@gmail.com
Coast Guard Special Service Center	0956-162-4492	cgssotech@gmail.com
Coast Guard Finance Service	0966-897-7333	cgfc@coastguard.gov.ph
Coast Guard Strategic Studies and International Affairs Center	(02) 5310-3547 0995-277-1373 0999-833-4626	cgssiac@gmail.com / cgssiac@coastguard.gov.ph
Coast Guard Internal audit	527-8482 Local: 6252 / (02)8800-5395 0995-652-2401 0920-250-6660	cgia@coastguard.gov.ph cgia.operation2@ciastguard.gov.ph
Coast Guard Inspector General Affairs Service	0905-464-8830	cgigias2022@gmail.com / cgias@coastguard.gov.ph
Coast Guard Intelligence Force	0926-628-4519	iod.hcgif@gmail.com / oic.cgif@coastguard.gov.ph