



PRIVATIZATION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER

2023 (6th Edition)



PRIVATIZATION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER

2023 (6th Edition)



I. Mandate:

- Implement the marketing/disposition program for government corporations, assets and other properties (Executive Order No. 323-2000).
- Dispose assets and/or rights, mandated under Executive Order No. 372 transferred to the National Government and held in trust by the Privatization and Management Office (PMO) (Executive No. 471-2005).
- Dispose assets and/or rights as may be mandated by the Privatization Council, other authorized entity or via other authorized means.

II. Vision:

- Promote an orderly, coordinated and efficient privatization of identified government assets.
- Broaden economic base by turning state-owned enterprises and under-utilized assets over to the private sector.
- Provide more investment and employment opportunities to help attain economic growth and development through successful privatization of previously identified non-performing assets/agencies.

III. Mission:

Take title to and possession of, conserve, provisionally manage, and dispose of assets, previously identified for privatization; and, in the process, reduce the Government's maintenance expense on non-performing assets while generating maximum cash recovery for the National Government.

IV. Service Pledge:

The PMO strives to conduct its function to dispose government assets and other properties with a total commitment to efficiency, quality and timeliness in the performance of its mandate.

Our men and women personnel provide responsive, proactive and dedicated service to its clients and colleagues in the pursuit of nation building.

We commit to continually improve the quality management system by ensuring that all processes are constantly evaluated to increase the efficiency of the agency to fulfill its objectives in accordance with applicable laws.



LIST OF SERVICES

Central/Head Office

External Services	Page Number
Conduct of Public Bidding	6
Payment for Purchased/Leased Property	9
Payment for Bidding Documents (Disposition of Assets)	10
Respond to Queries of Walk-In Clients/ With Appointment	12
Internal Services	
Request of Documents from Records Section (Asset-related)	14
Request of Employment Records	15



MAIN OFFICE

External Services



Conduct of Public Bidding

The purpose of Public Bidding is to ensure that all qualified prospective bidders have an equal opportunity to participate, and for PMO to generate maximum revenue for the National Government.

Office or Division:	Marketing Divisions 1/2/3
Classification:	SIMPLE
Type of Transaction:	Public Bidding
Who may avail:	Prospective Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Bidder	
Valid Government Issued ID* (1 copy) (Driver's License, Passport, PhilID, UMID, PRC, BIR-TIN, Pag-IBIG, Phil Postal, Senior Citizen, PWD, Solo Parent, SSS, Voter's ID, PhilHealth, other valid government-issued IDs) *Within validity period	Personal
Sole Proprietor	
Certified true copy of the Bidder's Registration Certificate. The certification must be issued by the: (a) Department of Trade and Industry, or (b) sole proprietor, in which case, the certification must be notarized.	Department of Trade and Industry Sole Proprietor
Partnership	
a. Certified true copy of the Bidder's Registration Certificate. The certification must be issued by the: (a) Securities and Exchange Commission, or Bidder's Managing Partner, in which case, the certification must be notarized stating the following: <ul style="list-style-type: none"> i. that at least sixty percent (60%) of its total capital contribution and controlling interest is owned by Philippine Nationals; and ii. name of partners holding at least five percent (5%) of the capital. 	Securities and Exchange Commission Bidder's Managing Partner
b. Certified true copy of the Bidder's latest Articles of Partnership. This certification must be issued by the: (a) Securities and Exchange Commission, or (b) Bidder's Managing Partner, in which case, the certification must be notarized.	Securities and Exchange Commission Bidder's Managing Partner
c. Authorization that the person is the legal representative of the partnership in the bidding.	Bidder's Managing Partner



Corporation				
a. Certified true copy of the Bidder's Registration Certificate. The certification must be issued by the: (a) Securities and Exchange Commission, or (b) Bidder's Corporate Secretary, in which case, the certification must be notarized stating the following: i. that at least sixty percent (60%) of its outstanding capital stock and entitled to vote is owned by Philippine Nationals; and ii. name of shareholders with at least five percent (5%) of the equity.		Securities and Exchange Commission Bidder's Corporate Secretary		
b. Certified true copy of the Bidder's latest Articles of Incorporation, which must be issued by the: (a) Securities and Exchange Commission, or (b) Bidder's Corporate Secretary, in which case, the certification must be notarized.		Securities and Exchange Commission Bidder's Corporate Secretary		
c. Authorization to participate/legal representative of corporation.		Legal Representative of Corporation		
d. Duly accomplished and notarized letter, in the form attached to the Asset Specific Bidding Rules (ASBR) containing the Bidder's submissions and representations, with the Bidder's signature, or that of its/his/her authorized representative, affixed on each page.		Asset Specific Bidding Rules issued by PMO		
e. Duly accomplished Asset Specific Bidding Forms (ASBF) with the Bidder's signature, or that of its/his/her authorized representative, affixed on each page.		Asset Specific Bidding Forms issued by PMO		
f. ASBR with the bidder's signature or its/his/her authorized representative affixed on each page, and the Bidder's Acknowledgment duly accomplished.		Asset Specific Bidding Rules issued by PMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers Attendance	1. Attends to the registration of bidders/representatives or give the registration sheet to the client.	None	1 minute	<i>Market Specialist</i> Marketing Division 1/2/3



2. Clarification from Bidders (if any).	2. Notifies bidders of the procedures of public bidding. 2.1. Announces the start and end of bid submission and other conditions. 2.2. Answers questions/clarifications/ concerns.	None	30 minutes	<i>Market Specialist Marketing Division 1/2/3 or Deputy Privatization Officer (DPO) Office of Deputy Privatization (ODPO) for Marketing</i>
3. Submits/drops the sealed bid proposal and bid deposit in the secured transparent bid drop box.	3. Notes the submission. 3.1 Announces the closing of acceptance of bids (with pre-announcement 5 minutes before closing time).	None	25 minutes	<i>Market Specialist Marketing Division 1/2/3 or DPO ODPO for Marketing</i>
4. None	4. Opens bid proposal, evaluates and ranks bid proposal (1 bid at a time).	None	1-1.5 hours	<i>Market Specialist Marketing Division 1/2/3 or DPO ODPO for Marketing</i>
5. None	5. Announces the winner/highest bid (subject to post qualification) and next procedure for winner.	None	2 minutes	<i>Market Specialist Marketing Division 1/2/3 or DPO ODPO for Marketing</i>
6. Winner/Highest Bidder accepts Official Receipt for Bid Deposit.	6. Issues Official Receipt for Bid Deposit to the winner/highest bidder.	None	3 minutes	<i>Cashier Administrative Division</i>
Total Turnaround Time			Maximum of 2 hours and 31 minutes	



Payment for Purchased/Leased Property

The Cashier accepts all payments coming from sale/disposition of assets, lease of PMO properties, and other sources of income which should have a duly approved Order of Payment Form. The Cashier shall issue an official receipt as an acknowledgment that payment has been made.

Office or Division:	Cashier - Administrative Division			
Classification:	SIMPLE			
Type of Transaction:	All types			
Who may avail:	Any buyer, lessor, investor, or any person with interest			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (1 copy)		From Marketing Divisions 1/2/3		
Payment		Buyer, Lessor, Investor or Any Person with Interest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Informs Marketing Division of the payment for purchased/ leased property.	1. Prepares Order of Payment Form.	None	3 minutes	<i>Market Specialist</i> Marketing Divisions 1/2/3
2. None	2. Reviews and approves Order of Payment Form.	None	15 minutes	<i>Market Specialist</i> Marketing Division 1/2/3 <i>Chief Accountant</i> Financial and Management Division; and <i>DPO</i> ODPO for Marketing/ In-Charge
3. Gives cash/check payment/copy of deposit slip payment/ proof of online banking; or Submits proof of payment through	3. Receives the cash/ check payment/copy of deposit slip with duly approved Order of Payment Form. Submits the duly approved Order	Approved purchase price, rent, and other obligation based on contract agreement.	10 minutes	<i>Cashier</i> Administrative Division



online communication/ messaging app.	of Payment Form to the Cashier.			
4. None	4. Issues Official Receipt to the Payor; Issues Official Receipt to the Payor after bank confirmation, in the case of deposit slip/ online payment.		3 minutes from receipt of cash/ check payment/ hard copy of deposit slip; or 1 day after bank confirmati- on of proof of payment	<i>Cashier</i> Administrative Division
Total Turnaround Time			Minimum of 31 minutes; Maximum of 1 day and 28 minutes	

Payment for Bidding Documents (Disposition of Asset)

The Cashier accepts all payments coming from purchase of bidding documents, which should have a duly approved Order of Payment Form. The Cashier shall issue an official receipt as an acknowledgment that payment has been made.

Office or Division:	Cashier – Administrative Division			
Classification:	SIMPLE			
Type of Transaction:	All types			
Who may avail:	Prospective Bidder or any person with interest			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (1 copy)		From Marketing Divisions 1/2/3		
Payment		Buyer, Lessor, Investor or Any Person with Interest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Informs (a) Marketing Div./ Bids & Awards Committee (BAC) Secretariat for Disposition of Asset	1. Prepares Order of Payment Form.	None	3 minutes	<i>Market Specialist/ BAC-Secretariat for Disposition of Asset</i>



of payment for bid documents.				
2. None	2.Reviews and approves Order of Payment Form.	None	15 minutes	<i>Division Chief Marketing Divisions 1/2/3 (Disposition of Asset); Chief Accountant Financial and Management Division; and DPO ODPO for Marketing/ In-Charge</i>
3.Gives cash/ check payment/ copy of deposit slip payment; or Submits proof of payment through online communication/ messaging app.	3.Receives the cash/ check payment/copy of deposit slip with duly approved Order of Payment Form. Submits the duly approved Order of Payment Form to the Cashier.	Disposition of Asset: • Assets valued less than P1 Million = P1,500.00; • Assets valued more than P1 Million = P5,000.00; • Big Ticket Assets (worth billions of Pesos) = maximum P100,000.00	10 minutes	<i>Cashier Administrative Division</i>
4. None	4.Issues Official Receipt to the Payor; or Issues Official Receipt to the Payor after bank confirmation, in	None	3 minutes from receipt of cash/ check payment/ hard copy of deposit slip; or 1 day after bank confirmati	<i>Cashier Administrative Division</i>



	the case of deposit slip/online payment.		-on of proof of payment	
Total Turnaround Time			Minimum of 31 minutes; Maximum of 1 day and 28 minutes	

Respond to Queries of Walk-In Clients/With Appointment

Any buyer, lessor, investor or person with interest may request an appointment with a Market Specialist to ask questions, relay concerns, or seek clarification in relation to assets handled or for disposition by PMO.

Office or Division:	Marketing Divisions 1/2/3			
Classification:	SIMPLE			
Type of Transaction:	All types			
Who may avail:	Any buyer, lessor, investor, or any person with interest			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Confirmation of Appointment		Marketing Division 1/2/3		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs concerned Marketing Division of the request to talk to a Market Specialist.	1. Assigns Market Specialist.	None	3 minutes	<i>Market Specialist</i> Marketing Divisions 1/2/3
2. None	2. Proceeds to the lobby/assigned room and entertains/ answers the queries of clients; or Schedules video/ teleconference with client.	None	15 – 27 minutes Within 3 days from receipt of request	<i>Market Specialist</i> Marketing Division 1/2/3
Total Turnaround Time			Minimum of 30 minutes; Maximum of 3 days	



MAIN OFFICE

Internal Services



Request of Documents from Records Section (Asset-related)

Original documents received as well as turned over files pertaining to assets of PMO are well maintained by the Records Officer of the Custodianship Services Division, Office of the Deputy Privatization Officer for Asset Management. Employee/s involve in pre-disposition activities and disposition transaction from any division may request for a copy of the record/document if necessary for the fulfillment of their work output.

Office or Division:	Records – Custodianship Services Division			
Classification:	SIMPLE			
Type of Transaction:	All types			
Who may avail:	Employee of any division of the PMO involve in pre-disposition activities and disposition transaction.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Request Form		Issuances Site of PMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Fills up the official request form indicating the requested asset-related record/ document addressed to the Deputy Privatization Officer.	1.Approves the Request Form.	None	25 Minutes	<i>Division Chief and Deputy Privatization Officer</i>
2. None	2.Reviews the inventory list and checks if requested document is available.	None	1-2 days	<i>Records Officer/ Alternate</i>
3. None	3.If the record/ document requested is available, photocopy/scan the original record/document and/or certify as true copy when requested. If record is not available, the person-in-charge	None	10 minutes	<i>Records Officer/ Alternate</i>



	indicates in the request form that "no record available".			
4. None	4.Logs the requested record/ document/ notation of "no record available" and transmits to the requesting division.	None	2 minutes	<i>Records Officer/ Alternate</i>
5. Receives the requested record/ document, if available, or request form with notation "no record available", if not available.	5.Files the receiving copy.	None	2 minutes	<i>Records Officer/ Alternate</i>
Total Turnaround Time			Maximum of 2 days and 39 minutes	

Request of Employment Records/Certification from Human Resource

Current/former employees of the PMO may request for their employment records/documents/certification from the Human Resource Unit of the Administrative Division, Office of the Deputy Privatization Officer for Administration, Financial and Management Services for their personal use or reference in their transactions.

Office or Division:	Human Resources– Administrative Division			
Classification:	SIMPLE			
Type of Transaction:	All types			
Who may avail:	Current/former employees of the PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Request Form		Issuances Site of PMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Fills up the official request form indicating the requested. employment record/	1. Approve the Request Form.	None	25 minutes	<i>Division Chief/Chief Administrative Officer and Deputy</i>



document/ certification addressed to the Deputy Privatization Officer				<i>Privatization Officer</i>
2. None	2. Checks 201 files and retrieves all information related to the requested record/ document/ certification.	None	3/4 Day - 1 and 3/4 Day <i>(Depending on complexity of employee's status)</i>	<i>Human Resource Officer</i>
3. None	3. Prepares the requested record/ document/ certification.	None	1 hour	<i>Human Resource Officer</i>
4. None	4. Reviews and approves the requested record/ document/ certification.		30 minutes	<i>Chief Administrative Officer</i>
5. None	5. Logs the requested record/ document/ certification and transmits to the requesting party.	None	3 minutes	<i>Human Resource Officer</i>
6. Receives the requested record/document/ certification.	6. Files the receiving copy.	None	2 minutes	<i>Human Resource Officer</i>
Total Turnaround Time			Minimum of 1 day; Maximum of 2 days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Each client is given a customer feedback form which will be immediately accomplished by the client/customer and drop it to the designated lockbox.</p> <p>Note: Each floor (3/f, 4/f, 5/f, and 6/f) occupied by PMO has a designated lockbox where clients can drop their duly accomplished feedback form.</p>
How feedbacks are processed	<p>The lockbox will be opened at the end of every quarter in the presence of at least one (1) representative from Human Resource Unit, one (1) representative from the concerned division, and one (1) representative from the ISO Internal Audit Team.</p> <p>Once obtained, each division shall submit a Customer Feedback Report, which include summary statistics and analysis to their respective Division Chief/Deputy Privatization Officer. The Customer Feedback Report also contains their action plan to improve their customer feedback and/or processes in the next evaluation period in accordance with its commitment to continually improve their processes.</p>
How to file a complaint	<p>Complainant may send/email letter of complaint to the Office of the Chief Privatization Officer (OCPO) through the Executive Assistant, Rosalinda C. Almaden, with email address rcaimaden@pmo.gov.ph attaching a photocopy of one (1) valid proof of identification. The letter should state the following: a) name and contact information of complainant; and b) clear statement of complaint.</p>
How complaints are processed	<p>The complaint will be referred to the Chief Privatization Officer, who will refer it to the proper division for appropriate action. The division shall explain by submitting an answer to the complaint. If no answer is made, the Management shall take the necessary action in accordance with government rules and regulations.</p>
Contact Information of CCB, PCC, ARTA	<p>Office of the Chief Privatization Officer: 8893-2383 (landline) rcaimaden@pmo.gov.ph (e-mail) ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



List of Offices

Office	Address	Contact Information
Office of the Chief Privatization Officer	3 rd Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8893-2383
Office of Deputy Privatization Officer for Marketing	3 rd Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8818-8305
Marketing Division I	5 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8818-8305
Marketing Division II	5 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8817-6331
Marketing Division III	5 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8810-7578
Office of Deputy Privatization Officer for Asset Management	5 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8818-4625
Custodianship Services Division	5 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8817-6661
Office of Deputy Privatization Officer for Administration, Financial and Management Services	6 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8893-1886
Administrative Division	6 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8818-8304
Financial and Management Division	6 th Floor, PMO Building 104 Gamboa St., Legaspi Village, Makati City	8818-4591