



CENTER FOR INTERNATIONAL TRADE
EXPOSITIONS AND MISSIONS

CITIZEN'S CHARTER

2026 • First Edition

TABLE OF CONTENTS

I.	MANDATE	3
II.	VISION	4
III.	MISSION STATEMENT	4
IV.	CORE VALUES	5
V.	PERFORMANCE PLEDGE	5
VI.	CORE FUNCTIONS	5
VII.	CORE PROCESS	
	A. EXTERNAL SERVICES	
	CONSUMER BUSINESS DEPARTMENT	
	Online Exhibitor Application Procedure	
	for IFEX Philippines Participation	7
	SERVICE BUSINESS DEPARTMENT	
	Online Exhibitor Application Procedure	
	for Manila FAME Participation	20
	B. INTERNAL SERVICES	
	GENERAL SERVICES DIVISION PROCEDURES	
	• Request for Service Vehicle	23
	HUMAN RESOURCE MANAGEMENT DIVISION PROCEDURES	
	• Request for Additional Non-Permanent Personnel	26
	(Contract of Service. CoS/Service Provider. SP)	
	SYSTEMS MANAGEMENT DEVELOPMENT DIVISION	
	PROCEDURES	
	• Request for ICT Equipment Set-Up	29
VIII.	FEEDBACK AND COMPLAINTS MECHANISM	31

I. MANDATE

The Philippines' export promotion strategy is anchored on two complementary frameworks: the foundational **Executive Order No. 989 (EO 989)**, "Further Strengthening the Export Promotion Program Through the Institutionalization of the Philippine Trade Exhibition Center" (10 October 1984), and the modernizing **Executive Order No. 75 (EO 75)**, "*Strengthening the Center for International Trade Expositions and Missions (CITEM)*" (22 November 2024), which builds upon EO 989 to enhance organizational capacity, strategic coordination, and global market engagement.

A sustained national program

EO 989 served as the formal institutionalization of the country's export efforts by providing a permanent corporate structure and venue for trade exhibits, the Philippine Trade Exhibition Center (PTEC). Its institutionalization formalized trade fairs to promote locally manufactured products and elevate local product quality to international standards.

- **Key Objectives of EO 989**

EO 989 drives the promotion of Philippine products by enhancing quality, expanding markets at home and abroad, and boosting foreign exchange through exhibitions, marketing, and technical support.

- **Salient Points of EO 989**

- Provision of capitalization and transfer of existing facilities to support the Center's operations.
- Creation of a Board of Governors composed of government and private sector representatives to guide policy.
- Institutionalization of programs to:
 - Promote Filipino products through trade fairs and missions
 - Improve product quality and industry standards
 - Support industry development initiatives
 - Expand domestic and international market access for locally manufactured goods

- **CITEM Mandate per EO 989**

CITEM is tasked with promoting Philippine products locally and globally through trade exhibitions, marketing initiatives, and industry support programs to improve product quality, expand market access, and generate foreign exchange.

As global trade grew more complex and digital, the government recognized that this original structure required an upgrade. This led to the signing of EO 75 on November 22, 2024, to refine and reinforce CITEM's capabilities.

The Modernizer: Strengthening Capacity for Global Competitiveness

EO 75 builds on EO 989's foundational mission by realigning organizational elements within CITEM, including the creation of a new board composition and the directive to all agencies, bureaus, offices, and instrumentalities to render full support and assistance to CITEM, thus ensuring the effective implementation of said EO.

- **Key Objective of EO 75**

Strengthening the organizational structure of CITEM to ensure an integrated approach in export marketing to reinforce the country's posture as the leading producer of quality export products and services

- **Salient points of EO 75**

- Recomposition of the CITEM Board
- Reorganization to determine appropriate structure and staffing pattern
- Expanded mandate and functions to include:
 - Establish exhibition facility and/or permanent showrooms
 - Industry development programs for export products and services
 - Merchandise and technical assistance programs
 - Generate consumer-level awareness and demand
- Draft roadmap detailing strategic plans and programs
- Funding support from DBM and other Board Members through the Program Convergence Budgeting system or similar means

- **CITEM Mandate as per EO 75**

Continue efforts to enhance the visibility and the marketability of Philippine products and services in the global market through various promotional initiatives.

II. VISION

By 2034, CITEM is the Philippines' trade promotion authority, driving growth in export quality products and services through innovation, market intelligence, and global recognition.

III. MISSION STATEMENT

To strengthen the Philippines' global competitiveness by expanding export markets, empowering enterprises, developing industry sectors, and modernizing trade promotion and exhibition strategies through digital transformation, strategic partnerships, and governance excellence.

IV. CORE VALUES

- Integrity
- Results-driven
- Inclusivity
- Resiliency

V. PERFORMANCE PLEDGE

C : CLIENT-FOCUSED

We commit to the development of small and medium enterprises (SMEs) through client-focused export marketing and development promotion programs.

I : INTEGRITY

We commit to upholding the principle of integrity in public service.

T : TIMELINESS

We commit to delivering timely and efficient service.

E : EXCELLENCE

We commit to setting standards of excellence that empower stakeholders.

M : MOVER

We commit to be an export mover of Philippine quality products and services through the creation and management of cost-effective trade promotion programs.

VI. CORE FUNCTIONS

CITEM's core function is the promotion of Philippine products and services in the world market. This includes export market expansion and branding the Philippines as an exporting nation. Our message is that the Philippines is a reliable source of quality products and services that are at par with global standards. CITEM works closely with other DTI agencies in the performance of its mandate.

- Careful selection of international trade fairs and missions
- Sustained presence in traditional markets while opening up new markets
- Regular provision of market updates and merchandise design trends
- Sourcing and coordination of technical and merchandise consultancies
- Development and promotion of new export industries
- Organization of incoming trade missions timed with exhibitions
- Participation in overseas special exhibitions

CORE PROCESS

CONSUMER BUSINESS DEPARTMENT

Online Exhibitor Application Procedure

for IFEX Philippines/IFEXConnect Participation

OFFICE/DIVISION

Consumer Business Department

CLASSIFICATION

Complex Transaction

TRANSACTION TYPE

G2B – Government to Business/es

WHO MAY AVAIL

PHILIPPINE BASED NEW EXHIBITORS

Philippine-based or local companies that have not joined any edition of IFEX Philippines; or old/regular exhibitors registered under a new company name; or which did not join for at least two (2) editions of IFEX Philippines, that meet the following qualifications:

- a. Must be a duly registered manufacturing, export, or trading company firm in the Philippines that preferably has at least one (1) year direct export experience/with export potential.
- b. Must carry locally manufactured Philippine products.
- c. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court.
- d. No pending financial and/or reportorial obligation with CITEM.
- e. Not included in the DTI Watchlist.

PHILIPPINE BASED REGULAR EXHIBITORS

Philippine-based companies that has joined IFEX Philippines for the past two (2) editions that meet the following qualifications:

- a. Must be duly registered manufacturing, export, or trading firm in the Philippines.
- b. Must carry locally manufactured Philippine products.
- c. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court.
- d. Must not have violated any rules of the show in accordance with the Exhibit's Table of Violations C Sanctions and in the Overseas Trade Fair Terms and Conditions (not applicable to new applicants).
- e. Must have no outstanding balance and is able to submit complete reports and/or required forms in connection with previous participation in CITEM - organized and local and international shows.
- f. Not included in the DTI Watchlist.

FOREIGN EXHIBITORS

Foreign-owned companies registered as manufacturing, exporting, or trading firm based outside the Philippines; or duly registered Philippine- based foreign companies with established production capacity and carrying non-Philippine made products that meet the following qualifications:

- a. Products must be of quality that conform to the standards of international shows.
- b. Must not have violated any rules of the show in accordance with the Exhibit's Table of Violations and Sanctions (not applicable to new applicants).
- c. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court.
- d. Not included in the DTI Watchlist.

CHECKLIST OF REQUIREMENTS

NEW Exhibitor (Philippine-based)	Where to Secure
1. Verified email address and operational website (if any)	Applicant via Website
2. Fully accomplished Application Contract/Registration Form at IFEXConnect.com with uploaded/attached valid documents, including: <ol style="list-style-type: none"> a. Valid DTI or SEC Registration b. BIR Form 2303 c. Valid Mayor's Permit d. Valid FDA LTO e. Valid FDA Certificate of Product Registration f. Company and/or Product Brochure 	Applicant via Website Registration
<ol style="list-style-type: none"> g. Operational website (if any) h. Email address i. Social Media Account (Facebook/Instagram) 	<ul style="list-style-type: none"> • Operational website (if any) • Email address • Social Media Account (Facebook/Instagram)
<ol style="list-style-type: none"> j. Results of Factory visit 	To be issued by the Project Team upon receipt of approved application form and requirements

REGULAR Exhibitor (Philippine-based)		Where to Secure
1. Verified email address and operational website (if any)		Applicant via Website
2. Fully accomplished Application Contract/Registration Form at IFEXConnect.com with uploaded/attached valid documents, including: a. Valid DTI or SEC Registration b. BIR Form 2303 c. Valid Mayor's Permit d. Valid FDA LTO e. Valid FDA Certificate of Product Registration Company and/or Product Brochure		Applicant via Website Registration
f. Operational website (if any) g. Email address h. Social Media Account (Facebook/Instagram)		<ul style="list-style-type: none"> • Operational Website (if any) • Email address • Social Media Account (Facebook/Instagram)
h. Results of Factory Visit* (*conducted once every three (3) years)		To be issued by the Project Team

FOREIGN Exhibitor		
1. Verified email address and operational website (if any)		Applicant via Website
2. Fully accomplished Application Contract/Registration Form at IFEXConnect.com with uploaded/ attached valid documents, including: a. Business Registration/Permit b. FDA-equivalent and/or other Food Certifications if available c. Company Profile and/or Product Brochure		Applicant via Website Registration
d. Operational website (if any) e. Email address f. Social Media Account (Facebook/Instagram)		<ul style="list-style-type: none"> • Operational Website (if any) • Email address • Social Media Account (Facebook/Instagram)

ONLINE EXHIBITOR APPLICATION PROCESS

for PHILIPPINE BASED NEW EXHIBITOR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
1 Visit www.ifexconnect.com and click the REGISTER button on the Pre-registration page. Select “Be an Exhibitor.”				
2 Input the needed information in the Pre-Registration page. An email with a link will be sent to the applicant company’s inbox. <i>(Remind Applicant Company to check the spam/junk/trash folder in case no email is received in the company inbox.)</i>				
3 The Applicant-Company clicks the link found in the email to complete the verification of the Applicant-Company’s email address.	A system generated reply will be sent to the email address provided by the Applicant Company.	None	0.5 Working Day	Applicant-Company
4 Once e-mail is verified, Applicant-Company must now login to access the Event Registration button.				
5 After successfully logging in, a pop-up message will appear regarding Exhibitor interest to participate in IFEX.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
<p>A pop- up message will appear regarding exhibitor interest in participating in IFEX 2026. In the Dashboard.</p> <p>Applicant Company to click “Register” or “Complete Registration” button.</p>		None		Applicant-Company
<p>6 The Applicant Company fills out the Registration Form and uploads the necessary documentation requirements, review the Summary of Application and agree to the Terms and Conditions.</p> <p>Clicking the “Submit” button to complete the registration.</p>	<p>The Project Officer reviews the exhibitor information, submitted documents, and participation preferences.</p> <p>IF SATISFACTORY, the Project Officer marks the registration as: REVIEWED and forwards it to the Approving Officer for confirmation</p> <p>IF UNSATISFACTORY, the Project Officer duly informs the Applicant Company regarding the status of the application and, if applicable, the incompleteness of their submission; request for submission of complete documents.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Working Day</p> <p>10minutes</p> <p>10minutes</p>	<p>Applicant-Company</p> <p>Project Officer TPS-Food, CBD</p> <p>Project Officer TPS-Food, CBD</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	[WHEN APPROVED] Project Officer posts notice for the conduct of a company/factory visit prior to securing Approving Officer's confirmation of the Registration.	None	0.5 Working Day	Project Officer TPS-Food, CBD
7 Secure the confirmed schedule of the company/factory visit Undertake the necessary preparation for the visit	Coordinate company/factory visit If necessary, coordinate the visit with DTI Regional/Provincial Office concerned	None	0.5 Working Day	Project Officer
	Conduct company/factory visit	None	1 Working Day <i>(excluding travel time; depends on the number of companies)</i>	Project Officer or DTI-ROG Officer concerned
	Evaluate product/s/service/s and recommend status of application	None	0.5-Day	Project Officer
	IF THE APPROVING OFFICER CONFIRMS THE REGISTRATION The Controllership Division is notified via the IFEX Dashboard regarding the status of the Applicant-Company's registration.	None	0.5 Working Day	Project Officer Controllership Division Officer-in-Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	The Controllershship Division reviews the participation details and the payment summary.	None		
	Once marked as REVIEWED, a Conforme is generated and emailed to the Applicant-Company.	None	0.5 Working Day	Project Officer Controllershship Division Officer-in-Charge
8 Applicant-Company receives the Conforme via email and verifies the approved participation and payment details by clicking the APPROVE button in the email.	Once the Controllershship Division receives the APPROVED notice from the Applicant Company, it triggers the preparation and issuance of the billing statement to the Applicant-Company.	None	1 Working Day	Applicant-Company
9 Upon receipt of the billing statement, Exhibitor can then complete the payment via CITEM's available payment channels.	CITEM Cashier validates payment and sends a copy of the Official Receipt (OR) to the Exhibitor.	None	0.5 Working Day	Applicant-Company
10 Exhibitor posts the proof of payment and other relevant payment information to the IFEX Connect Exhibitor Dashboard.	CITEM officially recognizes the Applicant Company as an IFEX Exhibitor.	None	0.5 Working Day	Applicant-Company
		TOTAL	Seven (7) Working Days	

ONLINE EXHIBITOR APPLICATION PROCESS

for PHILIPPINE BASED REGULAR EXHIBITOR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
<p>1</p> <p>Log-into IFEXConnect account: https://www.ifexconnect.com/login</p> <p>After successfully logging in, a pop-up message will appear regarding exhibitor interest in participating in IFEX 2026. In the Dashboard, click "Register."</p>	<p>Send acknowledgement email to exhibitor on the receipt of application and list of documentary requirements.</p>	None	1 Working Day	<p>Project Officer</p> <p>Applicant-Company</p>
<p>2</p> <p>Update the required fields and upload the required documents in the form.</p>		None		Applicant-Company
<p>3</p> <p>Agree to the Terms and Conditions and click, "Submit."</p> <p>Click the "Next" or "Submit" button found at the lower right portion of each page to proceed to the next page until registration is completed.</p>	<p>Project Officer to review the completeness and validity of requirements.</p> <p>Evaluate products and/or services and recommend the application status.</p> <p><i>For regular companies, a factory visit is conducted every three (3) years.</i></p>	None		Applicant-Company
	<p>Project Manager/ Director to approve the application.</p>	None	2 Working Days	Project Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	<p>IF THE APPROVING OFFICER CONFIRMS THE REGISTRATION</p> <p>The Controllership Division is notified via the IFEX Dashboard regarding the status of the Applicant-Company's registration.</p>	None	1 Working Day	Project Officer Controllership Division Officer-in-Charge
	The Controllership Division reviews the participation details and the payment summary.	None		Controllership Division Officer-in-Charge
	Once marked as REVIEWED, a Conforme is generated and emailed to the Applicant-Company.	None	0.5 Working Day	Controllership Division Officer-in-Charge
4	Applicant-Company receives the Conforme via email and verifies the approved participation and payment details by clicking the APPROVE button in the email.	None	1 Working Day	Applicant-Company
5	Upon receipt of the billing statement, Exhibitor can then complete the payment via CITEM's available payment channels.	None	0.5 Working Day	Applicant-Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
<p>6 Exhibitor posts the proof of payment and other relevant payment information to the IFEX Connect Exhibitor Dashboard.</p>	<p>CITEM officially recognizes the Applicant Company as an IFEX Exhibitor.</p>	<p>None</p>	<p>1 Working Day</p>	<p>Applicant-Company</p>
		TOTAL	Seven (7) Working Days	

ONLINE EXHIBITOR APPLICATION PROCESS

for FOREIGN EXHIBITOR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
1 Visit www.ifexconnect.com and click the REGISTER button on the Pre-registration page. Select “Be an Exhibitor.”				
2 Input the needed information in the Pre-Registration page. An email with a link will be sent to the applicant company’s inbox. <i>(Remind Applicant Company to check the spam/junk/trash folder in case no email is received in the company inbox.)</i>				Project Officer
3 The Applicant-Company clicks the link found in the email to complete the verification of the Applicant-Company’s email address.	A system generated reply will be sent to the email address provided by the Applicant Company.	None	1 Working Day	Applicant-Company Hired Marketing Agent (if any)
4 Once e-mail is verified, Applicant-Company must now login to access the Event Registration button.				
5 After successfully logging in, a pop-up message will appear regarding Exhibitor interest to participate in IFEX.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
<p>A pop-up on the Dashboard will show exhibitors' interest in IFEX 2026. Click "Register" or "Complete Registration" to proceed.</p>		None	0.5 Working Day	<p>Applicant-Company</p> <p>Hired Marketing Agent (if any)</p>
<p>6 The Applicant Company fills out the Registration Form and uploads the necessary documentation requirements, review the Summary of Application and agree to the Terms and Conditions.</p> <p>Clicking the "Submit" button to complete the registration.</p>	<p>The Project Officer reviews the exhibitor information, submitted documents, and participation preferences.</p> <p>If satisfactory, the Project Officer marks the registration as: REVIEWED and forwards it to the Approving Officer for confirmation</p>	None	1 Working Day	<p>Applicant-Company</p> <p>Hired Marketing Agent (if any)</p>
	<p>Evaluate product/s/ service/s and recommend status of application</p>	None	0.5-Day	Project Officer
	<p>IF THE APPROVING OFFICER CONFIRMS THE REGISTRATION</p> <p>The Controllership Division is notified via the IFEX Dashboard regarding the status of the Applicant-Company's registration.</p>	None	0.5 Working Day	<p>Project Officer</p> <p>Controllership Division Officer-in-Charge</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	The Controllershship Division reviews the participation details and the payment summary.	None		Controllershship Division Officer-in-Charge
	Once marked as REVIEWED, a Conforme is generated and emailed to the Applicant-Company.	None	0.5 Working Day	Project Officer Controllershship Division Officer-in-Charge
7 Applicant-Company receives the Conforme via email and verifies the approved participation and payment details by clicking the APPROVE button in the email.	Once the Controllershship Division receives the APPROVED notice from the Applicant Company, it triggers the preparation and issuance of the billing statement to the Applicant-Company.	None	1 Working Day	Applicant-Company
8 Upon receipt of the billing statement, Exhibitor can then complete the payment via CITEM's available payment channels.	CITEM Cashier validates payment and sends a copy of the Official Receipt (OR) to the Exhibitor.	None	1 Working Day	Applicant-Company
9 Exhibitor posts the proof of payment and other relevant payment information to the IFEX Connect Exhibitor Dashboard.	CITEM officially recognizes the Applicant Company as an IFEX Exhibitor.	None	1 Working Day	Applicant-Company
		TOTAL	Seven (7) Working Days	

SERVICE BUSINESS DEPARTMENT

Online Exhibitor Application Procedure for Manila FAME/FAME+ Participation

OFFICE/DIVISION

Creative Goods Division - Service Business Department

CLASSIFICATION

Complex Transaction

TRANSACTION TYPE

G2B – Government to Business/es

WHO MAY AVAIL

New : Companies that have never joined Manila FAME or have not participated within the last three years.

Returning : Companies that have joined one of the last three (3) editions of Manila FAME

LOCAL AND PHILIPPINE-BASED FOREIGN COMPANIES

- a. Duly registered manufacturing, export, or trading firm in the Philippines with at least one (1) year direct export experience/with export potential
- b. Must carry locally manufactured Philippine products.
- c. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court
- d. Must not have violated any rules of the show, as stated in the Manila FAME Table of Violations and Sanctions.
- e. Must have no outstanding financial and/or reportorial obligation with CITEM
- f. Not included in the DTI Watchlist.

FOREIGN COMPANIES

- a. A legitimate and duly registered business in their country with proof of legal personality.
- b. Must carry products manufactured overseas.
- c. No pending valid business or administrative complaint/s filed by third parties, CITEM, DTI, or any Philippine court
- d. (for repeat participant/s) must not have any previous violations of the show's rules, as stated in the manila fame table of violations and sanctions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished online application form	www.fameplus.com
2. Valid Business/Mayor's Permit (or equivalent for foreign companies)	Applicant
3. Certifications, if any	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Active Email Address 5. Website, and/or Social Media Account (Facebook/Instagram)	Applicant
6. Three (3) high-resolution photos of newest product collection	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
1 Accomplish and submit the online application form via www.fameplus.com	Assess Application Form and completeness of requirements	None	0.5 days	Manila FAME (MF) Team Sectoral Officer
For REGULAR / RETURNING Exhibitors Companies must log in to access their FAME+ account at https://fameplus.com/dashboard/login for their application.				
For NEW Exhibitors Click "Register" to proceed with application at https://fameplus.com/registration/exhibitor				
Submit complete application requirements to CITEM				
2 For NEW Exhibitors: Prepare for factory visit	Conduct factory visit as part of the assessment of the companies.	None	0.5 Working Days (excluding travel time)	MF Team Sectoral Officer and/or DTI Regional Officer
3 Review and approval of Application Form	Validate application and endorse for final approval Final Approval pf Application Send fully signed application form to exhibitor.	None	2 Working Days	MF Team Sectoral Officer Project Manager/ Director and Head of Agency MF Team Sectoral Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	Accounting to process and issue billing statement/ statement of account (SOA) to exhibitor.	None	2 Working Days	Accounting
4 Settle payment through CITEM Cashier or Online Payment Facility	Validate payment and issue sales invoice	Subject to participation package availed	2 Working Days	Manila FAME Team Sectoral Officer Budget & Cash
		TOTAL	Seven (7) Working Days	

Internal Service

GENERAL SERVICES DIVISION

Request for Service Vehicle

The General Services Division (GSD) provides internal logistical support through the Request for Service Vehicle, which may be availed of by CITEM requesting Units and Divisions for official, work-related transactions. This service supports day-to-day operational needs such as bank transactions, transport of employees to official meetings, events, and factory or site visits, and other authorized activities performed in an official capacity. The service ensures the timely, efficient, and accountable use of CITEM’s official vehicles in support of institutional operations.

OFFICE/DIVISION

General Services Division - Corporate Services

CLASSIFICATION

Simple

TRANSACTION TYPE

G2G – Government to Government

Who May Avail

Requesting Department/Division/Unit within CITEM

Checklist of Requirements			Where to Secure	
Fully accomplished Vehicle Trip e-Ticket Form			CITEM Intranet at GSD Support Site	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Client fills out the Vehicle Trip Ticket via the intranet.	GSD Transportation Officer checks the availability of a service vehicle and driver	None		GSD Transportation Dispatcher
	[IF SERVICE VEHICLE AND DRIVER IS AVAILABLE] GSD receives the submitted request and inputs the necessary information in the Trip Ticket (Reference Tracking No, ETA/ETD, etc.) and sends back the filled-up trip ticket to the requester for signature.	None	Two (2) Hours	GSD Transportation Dispatcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
<p>Client prints the filled-out Trip Ticket and routes the Vehicle Trip Ticket for signature (Requested By: and the Division/ Department Head portion)</p> <p>Submits the completely signed Ticket back to GSD.</p>	<p>[IF SERVICE VEHICLE AND DRIVER IS NOT AVAILABLE]</p> <p>Inform the client about the unavailability of the service vehicle.</p>	None	10mins.	GSD Transportation Dispatcher
	<p>GSD OIC signs and approves the Trip Ticket.</p> <p>GSD Dispatcher informs the client that the trip ticket is approved.</p> <p>GSD Dispatcher contacts the assigned driver to claim the approved trip ticket.</p> <p>Dispatcher logs the Trip Ticket details (Trip Ticket No., Date of Trip, Driver, Vehicle, Plate No., Passengers, Destination).</p>	None	Two (2) Hours and 30 minutes	GSD Transportation Dispatcher
<p>The Requesting Division/Unit meets the assigned driver at the lobby 10 minutes before the scheduled departure time.</p>	<p>The driver prepares for departure to the designated destination.</p> <p>Driver prepares to depart and return to the CITEM Office.</p>	None	10 minutes	GSD Assigned Driver

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
The passenger completes their official activity at the destination.	GSD Dispatcher sends out the ARTA-prescribed HCSM survey to Client for assessment of the Request for Service Vehicle	None	20 Minutes	GSD Assigned Driver
The passenger fills out the Driver Evaluation Form via the intranet after returning to the CITEM Office.		None	1 Hour	GSD Transportation Dispatcher
		TOTAL	Six (6) Working Hours	

Internal Service

HUMAN RESOURCE MANAGEMENT DIVISION

Processing of Request for Additional Non-Permanent Personnel (Contract of Service/Service Provider)

A transactional procedure for processing requests for additional personnel under the Contract of Service (CoS) or Service Provider (SP) arrangement. Personnel under CoS or SP are engaged to perform specific tasks or projects that typically require specialized skills, within a defined timeframe.

OFFICE/DIVISION

Human Resource Management Division - Corporate Services

CLASSIFICATION

Simple

TRANSACTION TYPE

G2G – Government to Government

Who May Avail

Requesting Department/Division/Unit within CITEM

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> Fully Accomplished Personnel Requisition Form (PRF) (CITEM.HRM.FR.008 REV 3) 	CITEM Intranet at HRD SUPPORT
Other attachments: <ul style="list-style-type: none"> PPMP of the current year (budget source) Attached documents indicating Scope of Work/ Duties and Responsibilities, Work Schedule, Terms of Reference <i>(as necessary)</i> 	Requesting Department/Division/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Submit the fully accomplished PRF (duly signed by the Requestor, Department Manager SMDD Chief, and GSD Chief), together with the relevant supporting documents and	Receive and acknowledge the PRF and supporting documents from the requesting department/division/unit.	None	1 hour	Human Resource Management Assistant (HRMA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
identified budget source.				
	Endorse PRF to the HRMO III in charge of Recruitment, Selection, and Placement (RSP).			HRMA
	HRMO III to assess the completeness of the PRF and supporting documents			HRMO III in charge of RSP
	<p>[IF COMPLETE] Endorse PRF to HRMO V for final review and recommendation for approval.</p> <p>[IF INCOMPLETE] Return the PRF to requestor for compliance/ completion of required supporting documents</p>	None	3 hours	HRMA
<p>Requesting Division/Unit receives the reference copy of the approved PRF.</p> <p>Receive the PRF with HRMO V's</p>	<p>[IF APPROVED] Provide a copy of the approved PRF to the Requesting Division/Unit.</p> <p>[IF DISAPPROVED] Return the PRF to the Requesting Division/Unit.</p>	None	4 hours	HRMO V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
notations, verify compliance with established requirements, and transmit the PRF back to HRMO V for final review and approval.				
		TOTAL	One (1) Working Day One (1) Working Day and Two (2)-Hours	<i>If APPROVED on first submission</i> <i>If DISAPPROVED, one resubmission cycle</i>

Internal Service

SYSTEMS MANAGEMENT DEVELOPMENT DIVISION

Request for ICT Equipment Set-Up

The organization supports the continuous professional growth of its employees through participation in external training and development programs. Employees may be nominated or may request to attend external workshops, seminars, conferences, or courses that are directly relevant to their roles or career development plans. Below is the procedure that outlines the procedures how CITEM employees can access/avail external training.

OFFICE/DIVISION

Systems Management Development Division - Corporate Services

CLASSIFICATION

Simple Transaction

TRANSACTION TYPE

G2G – Government to Customer/s

Who May Avail

Requesting Division/Units within CITEM

Checklist of Requirements	Where to Secure
---------------------------	-----------------

Accomplished e-Ticket Service Request Ticket	e-Ticketing System in the Intranet System
--	---

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Submit Service Request via SMDD e-Ticketing System	Send acknowledgement email to requestor	None	Four (4) Hours	Computer Technician
	<p>IF EQUIPMENT IS AVAILABLE</p> <p>SMDD Computer Technician prepares and test ICT equipment</p> <p>SMDD Computer Technician sets up the ICT equipment</p>	None	Four (4) Hours	Computer Technician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	<p>IF EQUIPMENT IS NOT AVAILABLE SMDD Computer Technician promptly informs the Client of the unavailability of the ICT equipment.</p> <p>SMDD Computer Technician sends ARTA-prescribed HCSM survey to Client for assessment of SMDD's ICT Equipment Set-Up service</p>	None		Computer Technician
Accomplish ARTA-prescribed HCSM survey	Acknowledge receipt of the Accomplished ARTA-prescribed HCSM survey		1 Day	
		TOTAL	Two (2) Working Days	

VII. FEEDBACK AND COMPLAINTS MECHANISM

Please let us know how we may serve you better!

Share your comments, suggestions, or recommendations through any of the following channels:

- Feedback Form available in the CITEM Information Desk: once filled out, drop it in the Suggestion Box located at the Lobby or via e-mail info@citem.com.ph. Please indicate in the subject line that the email message should be directed for the **CART Committee's Attention**.

How are feedback and complaints processed?

- All feedback and complaints received by CITEM are evaluated by the CART Committee, which coordinates with the concerned Division or Department to address the matter and conduct an investigation, if necessary.
- Once the concern has been resolved or the investigation completed, the CART Committee prepares and submits an incident report to the CART Chairperson for appropriate action.
- The CART Committee communicates the outcome or response to the client via email.
- Feedback that requires input from specific personnel or the concerned department is endorsed accordingly, with a required response time of within three (3) days from receipt of the feedback or complaint.

Here are the official contact details of key government agencies where concerns and complaints may be directed:

- **Anti-Red Tape Authority (ARTA)**
 - Via the ARTA official social media accounts (Facebook, Twitter, Instagram)
 - Via Walk-In/Physical mail to the following address:
4th Floor, Ayala Technohub Building I, Commonwealth Avenue
Diliman, Quezon City, Philippines
 - Via E-Mail: complaints@arta.gov.ph
 - Via ARTA Complaint Center:
 - 1-ARTA (12782) local 1040 – 1049
 - 0928-690-4080
 - 0969-257-7242
- **Presidential Complaint Center (PCC)**
 - pcc@malacanang.gov.ph
 - Hotline 8888 or 82498310 loc. 8175 or 8182
 - Phone numbers 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621

- **Contact Center ng Bayan (CCB)**
 - email@contactcenterngbayan.gov.ph
 - 0908-881-6565

Thank you for helping us improve our services.