



# **PHILIPPINE TAX ACADEMY**

**CITIZEN'S CHARTER**

**2024 (1<sup>st</sup> Edition)**




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## FOREWORD

The Philippine Tax Academy (PTA), as a specialized learning institution, is mandated to provide appropriate education programs, trainings, skills, and values to tax collectors and administrators of the government and selected applicants from the private sector to support government's revenue generation efforts towards nation-building.

In pursuit of becoming a world-class tax academy and elevating the competency and integrity of tax collectors and administrators, the PTA is privileged to provide our internal and external stakeholders with the PTA Citizen's Charter, which signifies our commitment to the excellent quality of public service that we provide and the guaranteed performance level that stakeholders may expect from us. This document identifies our external and internal services, including the necessary steps to accomplish the transactions and their measures of efficiency.

We hope that this will serve its purpose of guiding our stakeholders on the standards they can expect from our services and be an effective tool in fostering transparency and accountability in delivering quality public service for good governance.

  
**GIL S. BELTRAN**  
President



## AGENCY PROFILE

### I. MANDATE

The Philippine Tax Academy (PTA) is a specialized institution created under Republic Act No. 10143 and mandated to train, mold, enhance, and develop capabilities of tax collectors and administrators to help improve their tax collection efficiency to become competent and effective public servants.

Section 4 of Republic Act No. 10143 s. 2010 created the Philippine Tax Academy for the following purposes:

- Serve as a learning institution for tax collectors and administrators of the government and selected applicants from the private sector;
- Provide all training, continuing education programs, and other courses for all officials and personnel of the Bureau of Internal Revenue, Bureau of Customs, and Bureau of Local Government Finance;
- Develop and implement a curriculum which includes those pertaining to:
  - technical aspects of tax collection, administration, and compliance; and
  - careerorientation and development for all civil servants; and
- Conduct lectures, seminars, workshops, and other training programs designed to mold, develop, and enhance skills and knowledge, moral fitness, efficiency and capability of tax collectors and administrators.



## II. VISION

By 2028, the PTA shall be a self-sustaining dynamic and innovative center of excellence in the region that capacitates tax customs administrators, tax payers, and other stakeholders towards nation building.

## III. MISSION

To provide appropriate education, training, skills, and values to tax and customs collectors and administrators, tax payers, and other stakeholders to improve efficiency in the implementation of tax and customs laws and regulations.

## IV. CORE VALUES

The PTA will be guided by the core values in all its internal and external activities:

**Husay (Excellence/Competence)** – To deliver the best possible service to our learners, we must be driven by excellence and competence, which we do by enhancing our employees' behavioral and academic expertise.

**Giting (Valor/Patriotism)** – To become catalysts, we practice valor and patriotism as the foundation and motivation as we do our service.

**Puso (Compassion)** – To be customer-centric, we make sure that our services are driven by compassion and empathy.

**Katapatan (Integrity)** – To build public trust, we demonstrate integrity across our services through decency, honesty, fairness, and impartiality in all interactions



## V. SERVICE PLEDGE

We, the Officials and Employees of the Philippine Tax Academy, affirm its commitment to service excellence and as a specialized learning institution, do hereby pledge to:

Provide continuing education programs and trainings to tax collectors and administrators to support the government's revenue efforts towards nation-building;

Facilitate faithful and ethical compliance with tax laws, rules and regulations by professionalizing the employees of the government revenue agencies and learners of the PTA;

Perform our duties to the best of our abilities and observe prudence and transparency in all transactions to achieve customer satisfaction;

Lead modest lives appropriate to our position and income, and defend public interest over and above personal interest;

Uphold the time-honored principle that, "PUBLIC OFFICE IS A PUBLIC TRUST," by serving our learners, with the highest degree of professionalism, integrity, competence, and compassion.

Pursue our mandates objectively to attain excellent public service and good governance gearing towards the realization of our vision-mission.

So Help Us God



## **PTA LIST OF SERVICES**

### **I. EXTERNAL SERVICES**



## 1. Action Taken on Business Correspondence

Business correspondence or written communications received at the Office of the President (OP) through the PTA office, website, and email accounts shall be promptly acknowledged and responded thereto.

<b>Office / Division:</b>	OP
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)
<b>Who may avail:</b>	BIR, BOC, BLGF, Local Treasurers and Assessors, Private Sector, and Individuals

<b>Checklist of requirements:</b>	<b>Where to secure:</b>
Official Letters / Correspondences	Requesting Party
Official Emails	Requesting Party

<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Send business correspondence or written communication.	1.1 Receive and acknowledge business correspondence.	None	10 Minutes	Head Executive Assistant, OP  Development Management Officer (DMO) III, Planning, Communications, and Quality Assurance Division (PCQAD)
	1.2 Print and log the business	None	20 Minutes	Records Officer (RO) II,

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	correspondence in the Official Logbook.			OP  Development Management Specialist (DMS), PCQAD
	1.3 Route business correspondence to the office / division concerned.	None	10 Minutes	RO II, OP  DMS, PCQAD
	1.4 Review the letter together with the attached documents.	None	1 Day	Concerned Office / Division
	1.5 Prepare a letter of response based on the nature of request.	None	1 Hour	Concerned Office / Division
	1.6 Forward to the OP for approval.	None	10 Minutes	Concerned Office / Division
	1.7 Approve the letter response.	None	1 Day	President, OP
	1.8 Send approved letter	None	10 Minutes	President, OP



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	response to the requesting party.			
2. Receive the letter response.	2.1 Acknowledge the receipt of the letter response	None	5 Minutes	Requesting Party
<b>TOTAL</b>		<b>None</b>	<b>2 Days, 2 Hour, and 5 Minutes</b>	

## 2. Processing of Payment to Supplier of Goods and Services

In compliance with the government accounting and auditing rules and regulations, the Philippine Tax Academy through its Finance Management Division (FMD) facilitates the payment to suppliers who completely delivered/rendered goods/services as stipulated in the approved and accepted Notice to Proceed (NTP) / Contract / Agreement.

<b>Office / Division:</b>	FMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)
<b>Who may avail:</b>	Government Agencies, Private Sector, Individuals

Checklist of requirements:	Where to secure:
For Goods: Delivery Receipt Sales Invoice	Requesting Party
For Services: Billing Statement / Statement of Account Conforme Letter	Requesting Party  Finance Management Division (FMD)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the following:  For Goods: Delivery Receipt Sales Invoice  For Services: Billing Statement /	1.1 Acknowledge receipt of the documents.	None	10 Minutes	Senior Finance Specialist (SFS), FMD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Statement of Account Conformed Letter				
	1.2 Check and review the pertinent documents.	None	1 Hour	SFS, FMD
	1.3 Prepare and affix initial in the Disbursement Voucher (DV) and post in the Accounting Ledger.	None	1 Hour	SFS, FMD
	1.4 Forward the DV for review and certification as to cash availability and completeness and propriety of supporting documents.	None	5 Minutes	SFS, FMD
	1.5 Review and approve the DV.	None	4 Hours	Chief Accountant, FMD
	1.6 Forward to approving Officer:	None	5 Minutes	SFS, FMD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>For DV with amount of P500,000 and below: Chancellor</p> <p>For DV with amount above P500,000: President</p>			
	1.7 Review and approve the DV.	None	1 Day	Chancellor  President, Office of the President (OP)
	1.8 Forward the approved DV.	None	5 Minutes	Records Officer (RO) II, OP
	<p>1.9 Review the mathematical computation of the DV.</p> <p>Prepare Letter Advice / Check and Advice on Checks Issued and Cancelled (ACIC).</p>	None	30 Minutes	Cashier, General Services Division (GSD)
	1.10 Forward the Letter Advice / Check	None	5 Minutes	Cashier, GSD



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	and ACIC for signature.			
	1.11 Review and approve Letter Advice / Check and ACIC.	None	1 Hour	Chancellor President, OP
	1.12 Forward the approved letter Advice / Check and ACIC.	None	5 Minutes	RO II, OP
	1.13 Receive and transmit the DV with Letter Advice / ACIC.  Issue check for check payment.	None	4 Hours	Cashier, GSD
2. Receive Payment and issue Official Receipt (OR).	2.1 Acknowledge receipt of OR and issue BIR No. 2307.	None	1 Hour	SFS, FMD
<b>TOTAL</b>		<b>None</b>	<b>2 Days, 5 Hour, and 5 Minutes</b>	



### 3. Processing of Training Request

The Philippine Tax Academy (PTA) offers training courses and programs such as Mandatory, Specialized, Executive, Continuing Professional Development (CPD) courses, among others, that are designed responsive to the needs of its clients and stakeholders. An individual or an organization submits a request for training to be conducted. A clear explanation of why the training is necessary, including the skills or knowledge gaps that the training aims to address are stated in the request. The specific details and format of a training request can vary depending on the organization.

<b>Office / Division:</b>	Internal Revenue Institute (IRI), Custom Institute (CI), and Local Government Finance Institute (LGFI) Learning and Development Division (LDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)
<b>Who may avail:</b>	BIR, BOC, BLGF, Local Treasurers and Assessors, Private Sector, and Individuals

<b>Checklist of requirements:</b>	<b>Where to secure:</b>
1. Formal letter of request indicating the following: <ul style="list-style-type: none"> <li>a. Training needs to be addressed or suggested topics for the training</li> <li>b. Number and profile of target participants</li> <li>c. Email address of participants</li> <li>d. Preferred venue</li> <li>e. Proposed schedule</li> <li>f. Name of agency, address, contact number</li> <li>g. Name and position of contact / focal person</li> <li>h. Training Modality</li> </ul>	Requesting Party
2. Contact number and email address of target learners	Requesting Party



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a letter of request.	1.1 Acknowledge receipt of letter.	None	5 Minutes	Requesting Party  Learning and Development Specialist (LDS), LDD  Training Specialist (TS) III, Institute
	1.2 Review the request to determine its propriety.  If the request is compliant with the required information, recommend for approval.  If not, inform the requesting party of the disapproval of the request.	None	1 Day	Chief Education Program Specialist (CEPS), LDD  Chancellor, Institute
2. Reply to the initial feedback	2.1 Approve/reject	None	1 Day	For internal client:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(if applicable).	the request.			<p>Director IV, RMG</p> <p>For external client: Chancellor, Institute</p> <p>For CPD: Team Leader, CPD</p>
	2.2 Send the decision / action taken on the request.	None	10 Minutes	<p>For internal client: LDS, LDD</p> <p>For external client: TS III, Institute</p> <p>For CPD: Administrative Support Team Member (ASTM), CPD</p>
3. Receive the decision on the request.	3.1 Acknowledge the receipt of the decision.	None	5 Minutes	Requesting party



<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
		<b>None</b>	<b>2 Days and 20 Minutes</b>	
<b>TOTAL</b>				



#### 4. Request for Certified True Copy of Training Certificate

Training participants may request for certified true copies of certificates for trainings attended with the Philippine Tax Academy (PTA) through in-person or online modality.

<b>Office / Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)
<b>Who may avail:</b>	BIR, BOC, BLGF, Local Treasurers and Assessors, Private Sector, and Individuals

Checklist of requirements:	Where to secure:
1. Email request for certified true copy of training certificate	Requesting Party
2. Duly accomplished Request Form	HRMD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send an email request for certified true copy of training certificate to <a href="mailto:hrmd@doftaxacademy.gov.ph">hrmd@doftaxacademy.gov.ph</a> or duly accomplished Request Form indicating the title and date	1.1 Receive and validate details indicated on the request.	None	1 Day	Human Resource Specialist (HRS), HRMD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
of training.				
	1.2 Prepare the certified true copy of training certificate.	None	2 Hours	HRS, HRMD
	1.3 Review and sign the certified true copy of training certificate.	None	2 Hours	Acting Registrar, HRMD
	1.4 Issue the certified true copy of training certificate to the requesting party.	None	10 Minutes	HRS, HRMD
2. Claim the certified true copy of the training certificate.	2.1 Register the receipt in the logbook.	None	30 Minutes	HRS, HRMD  Requesting Party
<b>TOTAL</b>		<b>None</b>	<b>1 Day, 4 hours, and 40 Minutes</b>	

## 5. Request for Course Development Through Engagement of Consultant

The Philippine Tax Academy (PTA) provides services by way of technical assistance on course development in the areas of tax, customs, and public finance. This is implemented by the Institutes for functional competency courses, Research, Education, and Innovation Division (REID) for core and leadership competencies, and CPD Task Force for continuing professional development-related courses.

<b>Office / Division:</b>	Office of the Chancellor (Institutes) REID
<b>Classification:</b>	Highly Technical Service
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)
<b>Who may avail:</b>	BIR, BOC, BLGF, Local Treasurers and Assessors, Private Sector, and Individuals

Checklist of requirements:	Where to secure:
1. Formal letter of request indicating the following: <ul style="list-style-type: none"> <li>a. Competency needs to be addressed or suggested topics for course development</li> <li>b. Number and profile of target participants</li> <li>c. Name of agency, address, contact number</li> <li>d. Name and position of contact / focal person</li> </ul>	Requesting Party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a request letter	1.1. Receive the request and evaluate	None	10 Minutes	Research Specialist (RS), REID

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	the veracity of the information.			
	1.2 Forward the request to the concerned Institute, Resource Management Group (RMG), or Division.	None	10 Minutes	RS, REID
	1.3 Advise the client to attend the scheduled exploratory meeting.	None	30 Minutes	RS, REID
2. Attend the exploratory meeting/s	2.1. Facilitate the exploratory meeting to discuss the details of the request.	None	1 Hour	Chancellor/s, Institute  Chief Education Program Specialist (CEPS), Supervising Education Program Specialist (SEPS), RS, REID
	2.2 Prepare the minutes of the meeting containing	None	10 Minutes	Education Specialist (ES), Institute

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	course outline based on identified courses.			RS, REID
	2.3 Prepare the Terms of Reference (TOR).	None	5 Days	ES, Institute
	2.4 Endorse for approval of the President.	None	10 Minutes	Chancellor/s, Institute  CEPS, REID
	2.5 Approve the TOR.	None	2 Days	President, Office of the President (OP)
	2.6 Forward the approved TOR Institute concerned or REID.	None	10 Minutes	Records Officer (RO) II, OP
	2.7 Secure the services of a Course Developer (Consultant).	None	1 Month  (Subject to the provisions of R.A No. 9184 and its IRR)	ES, Institute  RS, REID
	2.8 Execute the	None	3 Months	Course



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	deliverables based on the Terms of Reference and Contract.		(depending on the depth and breadth of the Course)	Developer
	2.9 Submit the Course Pack to REID.	None	10 Minutes	Course Developer
	2.10 Receive and endorse to Committee on Curriculum Development and Academic Affairs (CCDAA) for panel review.  Note: The duration of the review process depends on the complexity of the Course Pack.	None	10 Minutes	TS III, Institute  RS, REID
	2.11 Recommends the validated Course Pack to the OP for approval.	None	10 Minutes	Chairperson, CCDAA
	2.12 Approve the validated	None	1 Day	President, OP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Course Pack.			
	2.13 Recommend payment of Consultant's services.	None	2 Hours	Chairperson, CCDAA
	2.14 Endorse the approved Course Pack to Learning and Development Division (LDD) for implementation.	None	10 Minutes	Chancellor, Institute  CEPS, REID
	2.15 Advise the requesting party of the approved Course Pack.	None	10 Minutes	CEPS, REID
3. Receive the advice on the approved Course Pack.	3.1 Acknowledge the receipt of the advice on the approved Course Pack.	None	5 Minutes	Requesting Party
<b>TOTAL</b>		<b>None</b>	<b>4 Months, 8 Days, 5 Hours, and 15 Minutes</b>	



## **II. INTERNAL SERVICES**



## 1. Request for Certificate of Employment (COE) and/or Service Record (SR)

The Certificate of Employment (COE) and/or Service Record (SR) is requested by current or former employees of the Academy for valid reasons such as studies, travel, employment and reference, among others. The request for COE and/or SR is facilitated by the Human Resource Management Division (HRMD).

<b>Office / Division:</b>	HRMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Citizen (G2C)
<b>Who may avail:</b>	PTA, Former PTA Officials and Employees

<b>Checklist of requirements:</b>	<b>Where to secure:</b>
1. Email request for COE and/or SR with the following information: <ul style="list-style-type: none"> <li>a. Date of Employment</li> <li>b. Position Title</li> <li>c. Nature of Appointment (e.g. permanent, COS, etc.)</li> <li>d. Specific inclusions (e.g. compensation, job description, etc.)</li> <li>e. Purpose of Request for COE or SR</li> <li>f. Other details (if any)</li> <li>g. Subject: Request for COE or SR – Name of Employee</li> </ul>	Requesting Party

<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Send an email request	1.1 Acknowledge	None	10 Minutes	Human Resource

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
for COE and/or SR to <a href="mailto:hrmd@dof-taxacademy.gov.ph">hrmd@dof-taxacademy.gov.ph</a> copy furnished the Chief Personnel Specialist (CPS) at <a href="mailto:mpoblete@dof-taxacademy.gov.ph">mpoblete@dof-taxacademy.gov.ph</a> indicating the required information.	sent email request			Officer (HRO), HRMD
	1.2 Validate details indicated on the request.	None	1 Day	HRO, HRMD
	1.3 Prepare the COE or SR.	None	4 Hours	HRO, HRMD
	1.4 Review the COE or SR.	None	4 Hours	CPS, HRMD
	1.5 Endorse the COE or SR for the Director's signature.	None	5 Minutes	CPS / HRO, HRMD
	1.6 Review and sign the COE or SR.	None	4 Hours	Director IV, Resource Management Group (RMG)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.7 Return the COE or SR to HRMD.	None	5 Minutes	Director IV, RMG
	1.8 Issue the COE or SR to the requesting employee.	None	30 Minutes	HRO, HRMD
2. Claim the COE or SR.	2.1 Record the receipt of the COE or SR.	None	10 Minutes	HRO, HRMD
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 5 hours</b>	

## 2. Request for ICT Services

The Information Technology Division (ITD) of the Philippine Tax Academy (PTA) provides technical assistance and corrective maintenance to ensure optimum performance of the devices and equipment with the availability of Information and Communication Technology (ICT) resources.	
<b>Office / Division:</b>	ITD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	PTA

Checklist of requirements:	Where to secure:
1. One (1) copy of duly accomplished ICT Corrective Maintenance Form (ICMF) or ICT Service Request Form (ISRF)	ITD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the duly accomplished ICMF or ISRF.	1.1 Receive the ICMF or ISRF.	None	10 Minutes	ICT Support Officer (ISO), ITD
	1.2 Check and verify ICMF or ISRF problem assistance or service description based on the ICT Equipment Masterlist	None	30 Minutes	ISO, ITD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	(IEM).			
	1.3 Conduct diagnostic procedures. Set prioritization based on Resolution Time Matirx (RTM), if applicable.	None	3 Hours	ISO, ITD
	1.4 Recommend solutions and endorse to the ITD Chief.	None	5 Minutes	ISO, ITD
	1.5 Discuss and provide instructions to resolve issues and concerns.	None	2 Hours	Information Technology Officer (ITO) III, ITD
	1.6 Implement the recommended solution.	None	5 Days	ISO, ITD
	1.7 Return the serviceable device and/or equipment to the requesting party including the ICMF or ISRF.	None	2 Hours	ISO, ITD



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Receive the device and/or equipment.	2.1 Receive ICMF or ISRF with feedback.	None	2 Hours	Requesting Party  ISO, ITD
3. Give feedback and sign the conforme.				
4. Return the ICMF or ISRF.				
	2.2 Update the Summary of ICT Corrective Maintenance (SICM).	None	10 Minutes	ISO, ITD
<b>TOTAL</b>		None	<b>6 Days, 1 hours, and 55 Minutes</b>	



### 3. Request for Travel Authority (Personal, Positions Below Director Level)

Pursuant to Memorandum Circular No. 006-2023 in relation to Executive Order No. 459 s. 2005, PTA officials and employees seeking authority to travel abroad for personal reasons shall seek approval of the PTA President, regardless of the length of their travel.	
<b>Office / Division:</b>	Human Resource Management Division (HRMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	PTA

<b>Checklist of requirements:</b>	<b>Where to secure:</b>
1. Fully accomplished Request for Travel Authority (1 original)	Requesting Party
2. Request letter of the concerned official/employee recommended by Head of Office (1 original)	Requesting Party
3. Duly signed and approved Application for Leave form - CS Form No. 6, Revised 2020 for the covered period (2 originals) or duly approved Compensatory Time-Off (CTO) for a maximum of (5) consecutive days (1 original)	Human Resource Division (HRMD)
4. For Leave of Absence for thirty (30) calendar days or more, application shall be accompanied by a fully accomplished clearance form - CS Form No. 7, s. 2017. (4 originals)	HRMD
5. Certification of No Pending Case duly signed by Attorney V, Legal	Legal Services Division (LSD)



Services Division (1 original)	
6. Certification of No Unliquidated Cash Advance duly signed by the Chief Accountant, Finance Management Division (FMD) (1 original)	FMD
7. Duly notarized sworn statement of the applicant containing the following: (1 original) a. Duration of travel, destination and purpose; b. The estimated cost of the trip; c. How the trip will be financed; d. If own account: - Income Tax Return of the applicant for the preceding tax year, (1 photocopy) and e. If on other person's account: - Income Tax Return of the person for the preceding tax year (1 photocopy)	Requesting Party
8. Latest Statement of Assets, Liabilities, and Net Worth (1 original)	Requesting Party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter request together with the complete documentary requirements.	1.1 Acknowledge receipt of the request for travel authority.	None	10 Minutes	Human Resource Specialist (HRS), HRMD
	1.2 Validate the	None	4	HRS,

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	request and forward the same together with the documentary requirements to Chief Personnel Specialist (CPS).		Hours	HRMD
	1.3 Prepare the Authority to Travel Form	None	20 Minutes	HRS, HRMD
	1.4 Review and endorse the Authority to Travel Form together with the documentary requirements.	None	2 Hours	CPS, HRMD
	1.5 Review and affix initial on Authority to Travel Form.	None	2 Hours	Director IV, Resource Management Group (RMG)
	1.6 Forward the reviewed Authority to Travel Form to Office of the President (OP) for approval.	None	5 Minutes	Executive Secretary (ES), RMG
	1.7 Review and	None	1	President,

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	sign Authority to Travel Form.		Day	OP
2. Claim the signed Authority to Travel.	2.1 Record the receipt of the Authority to Travel.	None	10 Minutes	Requesting Party  HRS, HRMD
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 45 Minutes</b>	

### III. FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send Feedback and/or Complaint</b>	<p>1. Submit your feedback and/or complaint from Monday to Friday, 8:00am to 5:00pm through the following:</p> <ul style="list-style-type: none"> <li>a. PTA Public Assistance Desk (PAD) for walk-in clients;</li> <li>b. PTA Mailing Address: 7th Floor EDPC Building, Roxas Boulevard, corner Ocampo St, Malate, Manila, 1004 Metro Manila</li> <li>c. PTA Service Hotline at (02)5314-1800 loc. 105:</li> <li>d. PTA email at <a href="mailto:info@doftaxacademy.gov.ph">info@doftaxacademy.gov.ph</a>;</li> <li>e. PTA website at <a href="https://doftaxacademy.gov.ph/">https://doftaxacademy.gov.ph/</a>.</li> </ul> <p>All feedback and/or complaints received during holidays, Saturdays and Sundays shall be processed immediately on the next working day.</p> <p>Please note that all reports are recorded to manage all feedback and complaints.</p> <p>The PTA is committed to protecting customer's information. Information provided is for documentation purposes; not to be shared with other parties, unless required by law or upon the consent of the customer.</p> <p>PTA requires customer's consent before it can collect, use, store, or share customer's sensitive/personal information, if any.</p>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How Feedback and Complaints are processed</b>	<p>a. The PCQAD receives the feedback and/or complaints and encodes the information to the Feedback and Complaints Registry (FCR).</p> <p>b. Feedback and/or complaints will be processed based on the assessment.</p> <p>c. The maximum allowable response for feedback is 72 hours. The allowable response time depends on the criticality of the feedback and/or complaint.</p> <p>d. The feedback and/or complaint will be endorsed to the concerned office/division if deemed necessary.</p> <p>e. Concerned office/division will send response depending on the level of priority.</p> <p>f. Feedback and complaints will be relayed to the Top Management if deemed necessary.</p>
<b>Contact Information of other relevant agencies</b>	<ul style="list-style-type: none"> <li>• 8888 – Presidential Complaints Center</li> <li>• 0908 8816565 – CSC Contact Center ng Bayan</li> <li>• 478-5093 – Anti-Red Tape Authority</li> </ul>



<b>Term</b>	<b>Definition</b>
<b>ACIC</b>	Advice on Checks Issued and Cancelled
<b>ASTM</b>	Administrative Support Team Member
<b>BIR</b>	Bureau of Internal Revenues
<b>BOC</b>	Bureau of Customs
<b>BLGF</b>	Bureau of Local Government Finance
<b>CCDAA</b>	Committee on Curriculum Development and Academic Affairs
<b>CEPS</b>	Chief Education Program Specialist
<b>CI</b>	Customs Institute
<b>COE</b>	Certificate of Employment
<b>CL</b>	Conforme Letter
<b>CTO</b>	Compensatory Time-Off
<b>CPD</b>	Continuing Professional Development
<b>CPS</b>	Chief Personnel Specialist
<b>DMO</b>	Development Management Officer
<b>DMS</b>	Development Management Specialist
<b>DV</b>	Disbursement Voucher
<b>ES</b>	Education Specialist





<b>Term</b>	<b>Definition</b>
<b>FMD</b>	Finance Management Division
<b>GSD</b>	General Services Division
<b>HRMD</b>	Human Resource Management Division
<b>HRO</b>	Human Resource Officer
<b>HRS</b>	Human Resource Specialist
<b>ICT</b>	Information and Communication Technology
<b>ICMF</b>	ICT Corrective Maintenance Form
<b>ISO</b>	ICT Support Officer
<b>IRI</b>	Internal Revenue Institute
<b>ISRF</b>	ICT Service Request Form
<b>ITO</b>	Information Technology Officer
<b>LDD</b>	Learning and Development Division
<b>LDS</b>	Learning Development Specialist
<b>LGFI</b>	Local Government Finance Institute
<b>LSD</b>	Legal Services Division
<b>NTP</b>	Notice To Proceed
<b>OP</b>	Office of the President
<b>OR</b>	Official Receipt
<b>PCQAD</b>	Planning, Communication, and Quality Assurance



<b>Term</b>	<b>Definition</b>
	Division
<b>PTA</b>	Philippine Tax Academy
<b>REID</b>	Research, Education, and Innovation Division
<b>RO</b>	Records Officer
<b>RS</b>	Research Specialist
<b>RTM</b>	Resolution Time Matrix
<b>RMG</b>	Resource Management Group
<b>SEPS</b>	Supervising Education Program Specialist
<b>SFS</b>	Senior Finance Specialist
<b>SICM</b>	Summary of ICT Corrective Maintenance
<b>SR</b>	Service Record
<b>TOR</b>	Terms of Reference
<b>TS</b>	Training Specialist