



Republic of the Philippines
Office of the President

PRESIDENTIAL LEGISLATIVE LIAISON OFFICE

CITIZEN'S CHARTER

In compliance with Republic Act No. 9485 or the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties thereof.

PRESIDENTIAL LEGISLATIVE LIAISON OFFICE

The Presidential Legislative Liaison Office (PLLO) was created by Memorandum Order No. 128 dated 11 November 1987, as amended by Memorandum Order No. 142 dated 17 December 1987 during the term of President Corazon C. Aquino.

MANDATE

Promotion of Presidential legislative initiatives and other Administration-sponsored priority policy reforms and development programs through a strategic information dissemination campaign and sustained day-to-day collaboration with the two Chambers of Congress, as well as with other interest groups.

MISSION

To promote Presidential legislative initiatives and other priority policy reforms responsive to the achievement of the Philippine Development Plan 2023-2028 and the realization of the President's objectives for people-centered growth and prosperity.

VISION

A highly competent, efficient, and strategic arm of the Office of the President that proactively bridges the Executive and Legislative Branches of government in shepherding the President's Legislative Priorities and other policy reform agenda towards becoming a model among democratic governments.

CORE VALUES

In pursuit of the PLLO's Vision and Mission, we commit to anchor and conform our actions in accordance with the following core values:

SERVICE EXCELLENCE

We push ourselves to provide high quality service in shepherding the passage of legislative measures, taking on every opportunity as a chance to improve ourselves in order to meet international standards and realize our ideals for excellence.

INTEGRITY

We uphold honesty and accountability in all aspects of our work to always maintain our moral integrity and our dignity as respectable public servants as we promote Presidential legislative initiatives and measures.

GOOD GOVERNANCE

We hold ourselves accountable and maintain transparency in all our actions in delivering services for strengthened executive-legislative relations while making the best use of our resources, and ultimately be responsive to the needs of our nation and the society as a whole while adhering to the rule of the law.

SERVICE NAME: PROVISION OF LEGISLATIVE MONITORING AND FEEDBACK

Service Information: To determine the progress of priority legislative measures and other measures of concern in all stages of the legislative process to enable timely intervention/s and appropriate action/s.

STRATEGIC COORDINATING POST	Senate & House of Representatives
CLASSIFICATION	Highly Technical
TYPE OF SERVICE	EXTERNAL
TYPE OF TRANSACTION	Government to Government (G2G); Government to Business (G2B); Government to Citizen (G2C)
AVAILABILITY OF SERVICE	Weekdays during working hours, 8:00 A.M. – 5:00 P.M., or whenever necessary in the exigency of service.
WHO MAY AVAIL OF THE SERVICE	<ul style="list-style-type: none">a. Office of the Presidentb. Executive Agenciesc. Congressd. Members of the Legislative Liaison System (LLS)¹e. Other interest groups
CHECKLIST OF REQUIREMENTS (No need if requested action/document can be accessed via open source)	WHERE TO SECURE
1. Letter from the requesting party	1. Concerned requesting Department/Agency/Office

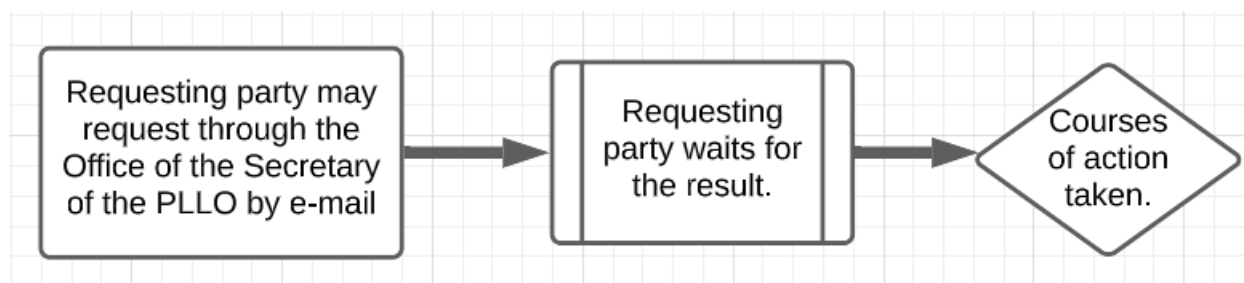
¹ an aggrupation of legislative liaison officers from various executive offices, including constitutional commissions, government-owned and controlled corporations (GOCCs).

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party may request through the Office of the Secretary of the PLLO by letter request (hard copy) or via e-mail stating the action required and providing detailed background for the said request.	<p>1.a. Acknowledge the letter request</p> <p>1.b. Ensure sensitivity and avoid gender bias in correspondence and maintain an equal distribution of gender for appropriate taskings.</p>	None	5 minutes	Receiving Staff/ DLLS
2. Requesting party waits for the result.	<p>2.a. Receive the request</p> <p>2.b. Determine if this will be personally handled or assigned to a Cluster Head.</p> <p>2.c. Receive the request</p> <p>2.d. Assess the request</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>10 minutes</p> <p>3 minutes</p> <p>1 day or less, depending on the propriety of the request</p>	<p>Assistant Secretary/ Director IV</p> <p>PLLO 1/DLLS</p> <p>PLLO/DLLS</p>

3. The requesting party acknowledges the receipt of reply.	3.a. Courses of action taken. 3.b. Report on actions taken.	None	3 minutes	PLLO 1/DLLS
Total			1day and 24 mins	

DIAGRAM FLOW:



SERVICE NAME: SUSTAINED EXECUTIVE-LEGISLATIVE COLLABORATION

Service Information: To address constituency concerns of members of Congress in order to establish and maintain harmonious and productive relations at the personal and institutional levels.

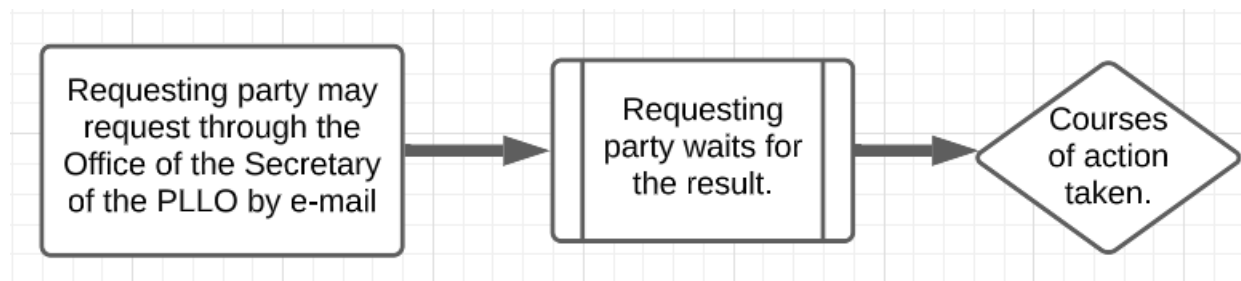
STRATEGIC COORDINATING POST	Senate & House of Representatives
CLASSIFICATION	Highly Technical
TYPE OF SERVICE	EXTERNAL
TYPE OF TRANSACTION	Government to Government (G2G)
AVAILABILITY OF SERVICE	Weekdays during working hours, 8:00 A.M. – 5:00 P.M., or after COB whenever necessary in the exigency of service.
WHO MAY AVAIL OF THE SERVICE	f. Executive Agencies g. Congress
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter from the requesting party	2. Concerned requesting Department/Agency/Office

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Requesting party may request through the Office of the Secretary of the PLLO by letter request (hard copy) or via e-mail stating the action required and providing detailed background for the said request.	<p>4.a. Acknowledge the letter request</p> <p>4.b. Ensure sensitivity and avoid gender bias in correspondence and maintain an equal distribution of gender for appropriate taskings.</p>	None	5 minutes	Receiving Staff/ DLLS
5. Requesting party waits for the result.	<p>2.a. Receive the request</p> <p>2.b. Determine if this will be personally handled or assigned to a Cluster Head.</p> <p>2.c. Receive the request</p> <p>2.d. Assess the request</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>10 minutes</p> <p>3 minutes</p> <p>1 day or less, depending on the propriety of the request</p>	<p>Assistant Secretary/ Director IV</p> <p>PLLO 1/DLLS</p> <p>PLLO 1/DLLS</p>

6. The requesting party acknowledges the receipt of reply.	6.a. Courses of action taken. 6.b. Report on actions taken.	None	3 minutes	PLLO 1/DLLS
Total			1day and 24 mins	

DIAGRAM FLOW:



SERVICE NAME: ISSUANCE OF SERVICE RECORD (SR)

Service Information: The Presidential Legislative Liaison Office issues the SR for various purposes such as employment, loan application, step increment, personnel file and for other legal purposes. It provides information on employees work history, status of employment, employment changes as promotion, transfer, reappointment, reemployment, step increment, etc.

STRATEGIC COORDINATING POST	PLLO Administrative, Financial & Management Division (AFMD)
CLASSIFICATION	Simple
TYPE OF SERVICE	INTERNAL (Within the PLLO)
TYPE OF TRANSACTION	Government to Citizen (G2C) and Government to Government (G2G)
AVAILABILITY OF SERVICE	Weekdays during working hours, 8:00 A.M. – 5:00 P.M.
WHO MAY AVAIL OF THE SERVICE	PLLO Active and Separated Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AFMD Human Resource (HR) request form (the employee can also request through email)	PLLO-AFMD

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form or email AFMD (HR)	1. Received request form from employee and record in the	None	30 minutes	Receiving staff in the front desk

	logbook. Forward the same to AFMD.			
	2. Acknowledge request and log received request form	None	30 minutes	Administrative Assistant II (AA II)
	3. Update if necessary and prepare the SR	None	1 hour	AA II
	4. Print and forward to the Supervising Administrative Officer	None	5 minutes	AA II
	5. Review the document, affix initial and forward to the Chief Administrative Officer	None	5 minutes	Supervising Administrative Officer (SAO)
	6. Sign document requested and return to the AA II for recording	None	15 minutes	Chief Administrative Officer (CAO)
	7. Record in the logbook and return to the releasing staff	None	30 minutes	Releasing staff in the front desk
	8. Release the signed SR to the requesting employee	None	5 minutes	Releasing staff in the front desk
2. Receive SR and sign in the logbook				
Total			3 hours	

SERVICE NAME: ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)/CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AND BENEFITS (COECB)

Service Information: The Presidential Legislative Liaison Office issues the COE for various purposes such as employment, loan application, scholarship, bank transaction, passport/visa application and for other legal purposes.

COE provides information on employee's name of present employer, employee's position, period of employment and current employment status.

COECB provides information on employee's name of present employer, employee's position, period of employment, current employment status, salary and allowances received.

STRATEGIC COORDINATING POST	PLLO Administrative, Financial & Management Division (AFMD)
CLASSIFICATION	Simple
TYPE OF SERVICE	INTERNAL (Within the PLLO)
TYPE OF TRANSACTION	Government to Citizen (G2C)
AVAILABILITY OF SERVICE	Weekdays during working hours, 8:00 A.M. – 5:00 P.M.
WHO MAY AVAIL OF THE SERVICE	PLLO Active Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AFMD Human Resource (HR) request form (the employee can also request through email)	PLLO-AFMD

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Fill-out request form or email AFMD (HR)	1. Received request form from employee and record in the logbook. Forward the same to AFMD.	None	30 minutes	Receiving staff in the front desk
	2. Acknowledge request and log received request form	None	30 minutes	Administrative Assistant II (AA II)
	3. Gather data and prepare the COE/COECB	None	1 hour	AA II
	4. Print and forward to the Supervising Administrative Officer	None	5 minutes	AA II
	5. Review the document, affix initial and forward to the Chief Administrative Officer	None	5 minutes	Supervising Administrative Officer (SAO)
	6. Sign document requested and return to the AA II for recording	None	15 minutes	Chief Administrative Officer (CAO)
	7. Record in the logbook and return to the releasing staff	None	30 minutes	Releasing staff in the front desk
	8. Release the signed SR to the requesting employee	None	5 minutes	Releasing staff in the front desk
2. Receive COE/COECB and sign in the logbook				
Total			3 hours	

SERVICE NAME: ISSUANCE OF CERTIFICATE OF AVAILABLE LEAVE CREDITS


Service Information: The Presidential Legislative Liaison Office issues the Certificate of Available Leave Credits for various purposes such as employment, payment of terminal leave, application for foreign travel and for other legal purposes. It provides information on the type and the total number of leave credits earned of the employee.

STRATEGIC COORDINATING POST	PLLO Administrative, Financial & Management Division (AFMD)
CLASSIFICATION	Simple
TYPE OF SERVICE	INTERNAL (Within the PLLO)
TYPE OF TRANSACTION	Government to Citizen (G2C)
AVAILABILITY OF SERVICE	Weekdays during working hours, 8:00 A.M. – 5:00 P.M.
WHO MAY AVAIL OF THE SERVICE	PLLO Active
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AFMD Human Resource (HR) request form (the employee can also request through email)	PLLO-AFMD

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form or email AFMD (HR)	1. Received request form from employee and record in the logbook. Forward the same to AFMD.	None	30 minutes	Receiving staff in the front desk

	2. Acknowledge request and log received request form	None	30 minutes	Administrative Assistant II (AA II)
	3. Update leave card and prepare Certificate of Available Leave Credits	None	2 hours	AA II
	4. Forward to the Supervising Administrative Officer	None	5 minutes	AA II
	5. Review the document and sign the documents	None	5 minutes	Supervising Administrative Officer (SAO)
	6. Return to the AA II for recording	None	15 minutes	AAII
	7. Record in the logbook and return to the releasing staff	None	30 minutes	Releasing staff in the front desk
	8. Release to the requesting employee	None	5 minutes	Releasing staff in the front desk
2. Receive the Certificate of Available Leave Credits				
Total			4 hours	

FEEDBACK MECHANISM	
How to send Feedback and Complaints	<p>Applicants may send their feedback or file a complaint in two (2) ways:</p> <p>a. Accomplish the Client Satisfaction Survey Form online by scanning the QR code below:</p>  <p>b. Send a letter to the Office of the Secretary thru email address: pllo.osec@pllo.gov.ph</p>
Processing of Feedbacks and Complaints	<p>The results from the accomplished online forms are consolidated in a shared database that may be accessed by the assigned personnel. The results of the survey are discussed to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the assigned personnel shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
Contact information of relevant agencies	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-881-6565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>

If you have any complaints, please see / call :

Office of the Head Executive Assistant: 8736-1152

Office of the Chief Administrative Officer: 8736-1152

DIRECTORY

SECRETARY MARK LLANDRO "DONG" L. MENDOZA

Presidential Adviser on Legislative Affairs

Head, Presidential Legislative Liaison Office

Office of the Presidential Adviser on Legislative Affairs and Head, PLLO

Address: Room G-101-D, Mabini Hall, Malacanang Complex, San Miguel, Manila

Tel. Number: 8736-1116 / Email: pllo.osec@pllo.gov.ph / info@pllo.gov.ph

Website: www.pllo.gov.ph / Facebook: www.facebook.com/pllo.gov.ph

PLLO - Senate	PLLO - House of Representatives	Administrative, Financial and Management Division
Address Rm. 417, GSIS Bldg., Financial Center, Roxas Blvd., Pasay City Telephone Number: 8552-7027 / 8552-7015 Email Address: pllo_senate@pllo.gov.ph	Address 2/F Romualdez Hall, South Wing Annex, House of Representatives, Batasan Hills, 1126 Quezon City Telephone Number: 8931-5001 local 7604 Email Address: pllo_hrep@pllo.gov.ph	Address 6th Floor, AAP Tower, Brgy. Mariana, Quezon City Telephone Number: 8552-7027 / 8552-7015 Email Address: pllo_afmd@pllo.gov.ph



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