



## Handling of Whistleblowing Reports (WBR)

### **Stage 1: Evaluation of the WBR/Referral**

This service covers the handling of whistleblowing reports against the PCSO Directors, Officers and Employees.

<b>Office or Division:</b>	PCSO Whistleblowing Committee			
<b>Classification:</b>	Highly Technical (Multi-Stage)			
<b>Type of Transaction:</b>	G2C – Government to Transacting Citizen G2G – Government to Government			
<b>Who may avail:</b>	All stakeholders: The general public, other government agencies, whistleblowers and complainants			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Written Complaint and/or complaint submitted through other reporting channels (GCG whistleblowing web portal, face-to-face, e-mail, telephone, fax) (1 original copy or 1 soft copy)	a) GCG Whistleblowing Web portal: <a href="http://www.whistleblowing.gcg.gov.ph">www.whistleblowing.gcg.gov.ph</a> b) Email: <a href="mailto:whistleblowing@pcso.gov.ph">whistleblowing@pcso.gov.ph</a> c) Mail: Attention: <b>The Human Resources Department</b> c/o Office of the Manager Philippine Charity Sweepstakes Office 1507 10 <sup>th</sup> Floor Sun Plaza Building Shaw Boulevard Corner Princeton St., Mandaluyong City. d) Telefax: (02) 8706-4307 e) Drop box: Located at the Ground Floor, PCSO Conservatory Building 605 Shaw Boulevard, Mandaluyong City			
Supporting documents to the complaint/report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)	Complainant			
<b>For Complaints Submitted via Written Letter</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to the HRD Receiving Section	1. Prepare letter acknowledging receipt of complaint using the approved PWIC template.	None	15 minutes	HRD PWIC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.1 The HRD PWIC Secretariat will record and check the completeness of the documents based on the checklist. If incomplete, require the complainant to complete the submission of documents within seventy-two (72) hours and furnish them with the checklist.</p> <p>[Note: Letter should contain that failure to submit the documents will result to dismissal of the complaint but without prejudice to the refiling of the same]</p>	None	4 work hours	Designated PWIC Secretariat
	1.2 Route the WBR to the PWIC Chairperson and the acknowledgement letter for signature and release the same.	None	1 work day	Designated PWIC Secretariat
	1.3 Prepare and Issue the Notice of Meeting.			
	1.4 Evaluate and assess the WBR as to sufficiency and adequacy and if the report is against the PCSO officer or employee. The PWIC may pursue any or a	None	60 work days	PWIC and Assigned PWIC member as ponente





	combination of the actions provided in Article VIII of the Revised PCSO Whistle Blowing and Integrity Policy.			
	<p>1.5 Deliberate and prepare the WBR with recommendation:</p> <p>a. dismiss for lack of merit;</p> <p>b. if with merit, hold and conduct hearings, if necessary, and prepare and sign the formal recommendation; and/or</p> <p>c. referral to the appropriate agency</p> <p>d. if incomplete documents, the same shall be dismissed.</p> <p>The ponente shall be determined by the drawing of lots.</p>	None		PWIC and Assigned PWIC member as ponente
	<p>1.6 Route the formal recommendation/ report to:</p> <p>a. the PCSO Board thru the Office of the General Manager for officials and employees</p> <p>b. the GCG for the members of the PCSO Board.</p>	None		PWIC Chairperson
	<p>1.7 The PWIC shall endorse the delivery of the Board Resolution and signed letter/s notifying the complainant and the person complained of and</p>	None	5 work days	PWIC Secretariat – HRD Representative



	receiving copies to the HRD.			
	1.8 HRD to endorse the letter/s to the CRLD, GSD to deliver the letter/s to the concerned recipient.	None	2 work days	HRD
	1.9 The CRLD, GSD shall furnish the HRD and PWIC with certified true copies of the signed receiving copies.	None	1 work day	CRLD, GSD
	1.10 The PWIC shall refer any request or appeal to the resolution / decision to the Board.		1 work day	PWIC Chairperson and Secretariat
	1. From receipt of the report and findings of the concerned department / office, prepare the PWIC Report for submission to the General Manager and the PCSO Board.	None	15 work days	Designated PWIC Secretariat
	2. Include in PWIC Annual Report to the GCG the status of the WBR.	None	5 work days	Designated PWIC Secretariat
	Stage 1 Total	None	90 work days and 4 hours	

***For Complaints Submitted via Dropbox***

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Receiving Section at the HRD for the whistleblowing report/ complaint	3. Acknowledge receipt	None	Within 3 work days	HRD PWIC Secretariat
	1.1 The PWIC Secretariat will record and check the completeness of the documents based on the checklist. If	None	4 work hours	Designated PWIC Secretariat





	<p>incomplete, require the complainant to complete the submission of documents within seventy-two (72) hours and furnish them with the checklist. [Note: Inform complainant that the failure to submit the documents will result to dismissal of the complaint but without prejudice to the refiling of the same]</p>			
	<p>1.2 Route the WBR to the PWIC Chairperson and the acknowledgement letter for signature and release the same.</p>	None	1 work day	Designated PWIC Secretariat
	<p>1.3 Prepare and Issue the Notice of Meeting.</p>			
	<p>1.4 Evaluate and assess the WBR as to sufficiency and adequacy and if the report is against the PCSO officer or employee (JG 19 and below). The PWIC may pursue any or a combination of the actions provided in Article VIII of the Revised PCSO Whistle Blowing and Integrity Policy.</p>	None	60 work days	PWIC and Assigned PWIC member as ponente
	<p>1.5 Deliberate and prepare the WBR with</p>	None		PWIC and Assigned PWIC





	<p>recommendation:</p> <p>a. dismiss for lack of merit;</p> <p>b. if with merit, hold and conduct hearings, if necessary, and prepare and sign the formal recommendation;</p> <p>and/or</p> <p>c. referral to the appropriate agency</p>			member as ponente
	<p>1.6 Route the formal recommendation/ report to:</p> <p>a. the PCSO Governing Board thru the Office of the General Manager for officials and employees</p> <p>b. the GCG for the PCSO Governing Board</p>	None		PWIC Chairperson
	<p>1.7 If applicable, the delivery of the Board Resolution or signed letter/s notifying the complainant and the person complained of and receiving copies to the HRD</p>	None	5 work days	PRSD, HRD
	<p>1.8 Deliver the letter/s to the concerned recipient</p>	None	1 work day	CRLD, GSD
	<p>4. From receipt of the report and findings of the concerned department / office, prepare the PWIC Report for submission to the General Manager and the PCSO Board.</p>	None	15 work days	Designated PWIC Secretariat
	<p>5. Include in PWIC Annual Report to the GCG the status of the WBR.</p>	None	5 work days	Designated PWIC Secretariat





	Stage 1 Total	None	90 work days and 4 hours	
<b>For Complaints Submitted via E-mail</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to the <a href="mailto:whistleblowing@pcso.gov.ph">whistleblowing@pcso.gov.ph</a>	1. Prepare letter acknowledging receipt of complaint using the approved PWIC template, and refer to HRD PWIC. If incomplete, require the complainant to complete the submission of documents within seventy-two (72) hours and furnish them with the checklist. [Note: Letter should contain that failure to submit the documents will result to dismissal of the complaint but without prejudice to the refiling of the same]	None	Within 3 work days	IAS / LD
	1.1 The HRD PWIC Secretariat will record and check the completeness of the documents based on the checklist. If incomplete, require the complainant to complete the submission of documents.	None	4 work hours	Designated PWIC Secretariat
	1.2 Route the WBR to the PWIC Chairperson and the acknowledgement letter for signature and release the same.	None	1 work day	Designated PWIC Secretariat
	1.3 Prepare and Issue the Notice of Meeting.			
	1.4 Evaluate and assess the WBR as to sufficiency and adequacy and if the report is against the PCSO officer or employee (JG 19 and below). The PWIC may pursue any or a combination of the	None	60 work days	PWIC and Assigned PWIC member as ponente





	actions provided in Article VIII of the Revised PCSO Whistle Blowing and Integrity Policy.			
	1.5 Deliberate and prepare the WBR with recommendation: a. dismiss for lack of merit; b. if with merit, hold and conduct hearings, if necessary, and prepare and sign the formal recommendation; and/or c. referral to the appropriate agency	None		PWIC and Assigned PWIC member as ponente
	1.6 Route the formal recommendation/ report to: a. the PCSO Governing Board thru the Office of the General Manager for officials and employees b. the GCG for the PCSO Governing Board	None		PWIC Chairperson
	1.7 If applicable, the delivery of the Board Resolution or signed letter/s notifying the complainant and the person complained of and receiving copies to the HRD	None	5 work days	PRSD, HRD
	1.8 Deliver the letter/s to the concerned recipient	None	1 work day	CRLD, GSD
	2. From receipt of the report and findings of the concerned department / office, prepare the PWIC Report for submission to the General Manager and the PCSO Board.	None	15 work days	Designated PWIC Secretariat
	3. Include in PWIC Annual Report to the GCG the status of the WBR.	None	5 work days	Designated PWIC Secretariat





	Stage 1 Total	None	90 work days and 4 hours	
<b><i>For Complaints Submitted via Telephone (Telefax)</i></b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies via the HRD telephone number (02)8706-4307	1. Issue Official Acknowledgement Letter and request complainant to accomplish the WBR form.	None	Within 3 work days	HRD PWIC Secretariat
	2. Route to Receiving Clerk-HRD the accomplished WBR form.		15 minutes	
	1.1 The HRD PWIC Secretariat will record and check the completeness of the documents based on the checklist. If incomplete, require the complainant to complete the submission of documents within seventy-two (72) hours and furnish them with the checklist. [Note: Letter should contain that failure to submit the documents will result to dismissal of the complaint but without prejudice to the refiling of the same]	None	4 work hours	Designated PWIC Secretariat
	1.2 Route the WBR to the PWIC Chairperson and the acknowledgement letter for signature and release the same.	None	1 work day	Designated PWIC Secretariat
	1.3 Prepare and Issue the Notice of Meeting.			
	1.4 Evaluate and assess the WBR as to sufficiency and adequacy and if the report is against the PCSO officer or employee (JG 19 and	None	60 work days	PWIC and Assigned PWIC member as ponente





	below). The PWIC may pursue any or a combination of the actions provided in Article VIII of the Revised PCSO Whistle Blowing and Integrity Policy.			
	1.5 Deliberate and prepare the WBR with recommendation: a. dismiss for lack of merit; b. if with merit, hold and conduct hearings, if necessary, and prepare and sign the formal recommendation; and/or c. referral to the appropriate agency	None		PWIC and Assigned PWIC member as ponente
	1.6 Route the formal recommendation/ report to: a. the PCSO Governing Board thru the Office of the General Manager for officials and employees b. the GCG for the PCSO Governing Board	None		PWIC Chairperson
	1.7 If applicable, the delivery of the Board Resolution or signed letter/s notifying the complainant and the person complained of and receiving copies to the HRD	None	5 work days	PRSD, HRD
	1.8 Deliver the letter/s to the concerned recipient	None	1 work day	CRLD, GSD
	3. From receipt of the report and findings of the concerned department / office, prepare the PWIC Report for submission to the General Manager	None	15 work days	Designated PWIC Secretariat



	and the PCSO Board.			
	4. Include in PWIC Annual Report to the GCG the status of the WBR.	None	5 work days	Designated PWIC Secretariat
	Stage 1 Total	None	90 work days, 4 hours and 15 minutes	
<b>For Complaints endorsed by GCG to Compliance Officer</b>				
1. Submit the complaint [Whistleblowing Report(s) (WBR)] to the Whistleblowing (WB) Portal ( <a href="https://whistleblowing.gcg.gov.ph/">https://whistleblowing.gcg.gov.ph/</a> )	1. Issue memorandum to concerned department / office to furnish the PWIC of its verification, report and findings to the WBR as submitted to the PCSO Compliance Officer.	None	3 work days	PWIC Secretariat
	2. Require a clarification from the concerned department/office on the results their verification, report, and findings, if warranted.	None	3 work days	PWIC Secretariat
	3. If the complainant is named, direct the concerned department/office to reply to the complainant		3 work days	
	4. If resolved, endorse the action taken to the Compliance Officer.		3 work days	
	5. Include in PWIC Annual Report to the GCG the status of the WBR.	None	3 work days	Designated PWIC Secretariat
	Stage 1 Total	None	15 work days	

