Technical Education and Skills Development Authority

CITIZEN'S CHARTER

2025 (First Edition)

TESDA Training Centers Internal Services

1. Catering Services

Provision by TESDA Women's Center of catering services to TESDA Offices in the Central Office.

Office or Division:	Office of the Administrator/ Center Chief			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TESDA Offices in the Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished Catering Request Form (1 Original Copy)		Canteen Manager		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits duly accomplished Catering Request Form	1.1 Receives Catering Request Form	None	1 Minute	*Canteen Supervisor* *Center Chief* Office of the Administrator/ Center Chief
	1.2 Checks whether the requesting office has unsettled account.	None	2 Minutes	*Canteen Supervisor* *Center Chief* Office of the Administrator/ Center Chief
	1.3.a. If with unsettled account, denies the catering request; or 1.3.b. if without, processes catering request.	None	2 Minutes	*Canteen Supervisor* *Center Chief* Office of the Administrator/ Center Chief
	1.4. Prepares menu plan and computation of the cost of catering	None	5 Minutes	*Canteen Supervisor* *Center Chief*

	service based on prescribed pricing			Office of the Administrator/ Center Chief
2. Receives and agrees to the menu plan and catering service cost	2.1. Provides the menu plan and catering service cost	None	5 Minutes	*Canteen Supervisor* *Center Chief* Office of the Administrator/ Center Chief
	2.2. Endorses menu plan to the kitchen staff and service attendants	None	5 Minutes	*Canteen Supervisor* *Center Chief* Office of the Administrator/ Center Chief
3. Receives catering services	3.1. Renders catering services	Choice of Food x No. of Pax = Total Cost (Choice of Food + Additional) x No. of Pax = Total Cost **Please refer to the service menu below*	5 Minutes	*Canteen Supervisor* *Center Chief* Office of the Administrator/ Center Chief
	3.2. Prepares and issues billing statement for catering services rendered	None	1 day	*Canteen Supervisor* *Center Chief*
4. Pays the bill	4.1 Receives payment	None	4 Minute	*Canteen Supervisor* *Center Chief*
5. Received Official Receipt	4.2 Issues Official Receipt	None	1 Minute	*Canteen Supervisor* *Center Chief*

	TOTAL:	Choice of Food x No. of Pax = Total Cost (Choice of Food + Additional) x No. of Pax = Total Cost	1 day, 30 Minutes	

SERVICE MENU:

G. Plated Services: *(Serve with rice, bottled water & dessert)*

Set of Choices:

Php 200.00 - 1 soup, 1 main course (meat/poultry)
1 side dish (vegetable or salad)

Php 250.00 - 1 soup, 2 main course (meat/poultry)
1 side dish (vegetable or salad)

Php 300.00 - 1 soup, 3 main course (meat/poultry)
1 side dish (vegetable or salad)

H. Buffet Services: *(Serve with rice, bottled water, & dessert)*

Set of Choices:

Php 350.00 - 1 soup, 2 main course (meat/poultry)
1 side dish (vegetable or salad)

Php 450.00 - 1 soup, 2 main course (meat/poultry/seafood)
2 side dish (vegetable or salad), slice fruits

Php 550.00 - 1 soup, 3 main course (meat/poultry/seafood)
2 side dish (vegetable or salad), slice fruits

Php 700.00 - 1 soup, 1 appetizer, 3 main course (meat/poultry/seafood)
2 side dish (vegetable or salad), slice fruits, flowing brewed coffee/tea

I. Breakfast: *(Serve with rice, bottled water, & dessert)*

Php 200.00 - egg benedict (poached egg w/ muffins), bacon
Php 200.00 - hash brown, sausage or bacon, sunny side up
Php 200.00 - smoked bangus w/ atchara, salted egg

Php 200.00 - fried danggit w/ atchara, boiled egg
Php 200.00 - pancake, vienna sausage, sunny side up
Php 200.00 - corned beef, corned tuna, sunny side up
Php 150.00 - hotdog, scrambled egg w/ tomato, onion & basil
Php 150.00 - meatloaf, sunny side up egg
Php 125.00 - sweet & spicy dilis or tuyo flakes, sunny side up egg

J. <u>Pasta/Noodles:</u>

	SET (w/ drinks & garlic bread)	GROUP (1 kg)
Seafood Pasta	250.00	2500.00
Baked Lasagna	200.00	2000.00
Chapchae	200.00	2000.00
Angel Hair in Tuna Mushroom Sauce	175.00	1500.00
Pasta Alfredo	150.00	1500.00
Putanesca	150.00	1500.00
Meaty Spaghetti	150.00	1500.00
Cheesy Carbonara	150.00	1500.00
Sotanghon Guisado	150.00	900.00
Miki-Bihon	150.00	900.00
Pancit Bihon	150.00	900.00
Pancit Canton	150.00	900.00

K. <u>Sandwiches / Bread:</u> *(w/ drinks)*

Php 150.00 - Ham & Cheese
Php 150.00 - Cheese Burger
Php 150.00 - Hot Dog Sandwich/Roll
Php 150.00 - Club Sandwich (Chicken/Tuna)
Php 150.00 - Fish Fillet Sandwich
Php 150.00 - Chicken Fillet Sandwich

Php 175.00 - Bacon & Cheese
Php 200.00 - Croissant (any Fillings)
Php 250.00 - Tuna Over (any Fillings)
Php 200.00 - Empanada (Chicken/Pork)
Php 200.00 - Coffee Bun
Php 250.00 - Mini Danish Pastries
Php 200.00 - Muffins/ Cakes/ Pie/ Assorted Baked Product
Php 100.00 - Custard Cake
Php 100.00 - Tuna Salad
Php 100.00 - Chicken Salad

Php 100.00 - Spanish Roll
Php 100.00 - Pandecoco
Php 100.00 - Cheese Pimiento

L. **<u>Additionals:</u>** *(optional)*

Php 20.00/pax - Instant Coffee
Php 50.00/pax - Brewed Coffee
Php 25.00 - w/fruits or fruit juice (for Breakfast)
Php 25.00 - changing the regular egg into omelet (for Breakfast)
Php 50.00 - fruits (for set food and Sandwiches/Bread)

2. Day Care Services

TESDA Women's Center provides Day Care Services during office/training hours to children of TESDA employees and TWC Trainees.

Office or Division:	TESDA Women's Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	TESDA Employees and TWC Trainees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Registration Form (1 Original Copy)	Day Care Worker
2. Duly Accomplished Consent Form (1 Original Copy)	Day Care Worker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Registration and Consent Forms	1.1 Receives and confirms the Registration and Consent Forms	None	5 Minutes	*Day Care Worker, FASSU Head, Center Chief* Office of the Center Chief
	1.2 Discusses policies on special needs and restrictions of the child as indicated	None	10 Minutes	Day Care Worker, FASSU Head, Center Chief Office of the Center Chief

	in the Consent Form			
2. Utilizes the Day Care Facility	2. Ensures safety and security of the child	None	1 Day	*Day Care Worker, FASSU Head, Center Chief* Office of the Center Chief
	TOTAL:	None	1 Day, 15 Minutes	

3. Dormitory Services

TESDA Women's Center provides dormitory services to internal clients.

Office or Division:	TESDA Women's Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TESDA offices, officials and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished Registration Form (1 Original Copy)		Dormitory Manager		
2. Order of Payment (1 Original Copy)		Dormitory Manager		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	*Dormitory Manager Administrator/Center Chief* Office of the Administrator/ Center Chief
2. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	*Dormitory Manager Administrator/Center Chief* Office of the Administrator/ Center Chief

3. Receives the Order of Payment and pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the training center, but do not exceed these: **Aircon Room:** PHP300/ pax/day **Non-Aircon Room:** PHP125/ pax/day	1 Minute	*Cashier Administrator/Center Chief* Office of the Administrator/ Center Chief
4. Presents the OR to the Dormitory Manager	4. Checks OR and provides room key	None	3 Minutes	*Dormitory Manager Administrator* Office of the Administrator
5. Checks in to designated room	5. Ensures completeness of amenities	None	3 Minutes	*Dormitory Manager Administrator* Office of the Administrator
	TOTAL:	Rates may vary depending on the training center, but do not exceed these: **Aircon Room:** PHP300/ pax/day **Non-Aircon Room:**	17 Minutes	

		PHP125/ pax/day		

4. Issuance of Supplies Available on Stock

This service provides for the supplies and materials needed by the different offices for their day-to-day operations. National government agencies are mandated to buy their common supplies from the Procurement Service (PS-DBM). The supplies being procured from PS-DBM are based on the submitted Annual Procurement Plan (APP) of the various offices.

Office or Division:	Office of the Administrator of RTC/PTC			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Offices, officials and employees of the Regional/Provincial Training Center			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Office of the Administrator of RTC/PTC		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits RIS	1.1 Receives RIS	None	2 Minutes	*Supply Officer Administrator* Office of the Administrator
	1.2 Checks if the requested items are included in the approved Annual Procurement Plan (APP) and if available on stock	None	10 Minutes	*Supply Officer Administrator* Office of the Administrator
2.a Receives the supplies requested; or	2.a If included in the APP and available on stock, issues supplies being requested; or	None	10 Minutes	*Supply Officer Administrator* Office of the Administrator

2.b Receives advice on the procurement of supplies	2.b If the supplies requested are neither included in the APP nor available on stock, returns the RIS to the requesting office for the preparation of Purchase Request (PR)	None	30 Minutes	*Supply Officer Administrator* Office of the Administrator
	TOTAL:	None	52 Minutes	

5. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities.

Office or Division:	Office of the Administrator of TESDA Training Center
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Offices, officials and employees of the Regional/ Provincial Training Center
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Purchase Request (1 original, 2 photocopy) (4 original copies)- RVI	Property and Supply Section Office of the Administrator of RTC/PTC
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original) (2 original copies per supplier)-RVI	Property and Supply Section Office of the Administrator of RTC/PTC
3. Abstract of Price Quotation (1 original, 1 photocopy) 4 original copies) - RVI	Property and Supply Section Office of the Administrator of RTC/PTC
4. Purchase Order/Job Order (1 original, 3 photocopy) (5 original copies) RVI	Property and Supply Section Office of the Administrator of RTC/PTC
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy) (3 original copies)-RVI	Property and Supply Section Office of the Administrator of RTC/PTC

6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy) (3 original copies)-RVI	Property and Supply Section Office of the Administrator of RTC/PTC
7. Property Acknowledgement Receipt (PAR) (2 original) (3 original copies)-RVI	Property and Supply Section Office of the Administrator of RTC/PTC
8. Inventory Custodian Slip (ICS) (2 original)	Property and Supply Section Office of the Administrator of RTC/PTC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR	1.1. Receives PR	None	10 Minutes	*Supply Officer* *Administrator* Office of the Administrator
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator
	1.3. Processes PR and checks completeness of specifications	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator
	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator

	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above PHP50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))	None	18 Days	*Supply Officer Administrator* Office of the Administrator
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	*Supply Officer Administrator* Office of the Administrator
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	1 Day	*Supply Officer Administrator* Office of the Administrator

	1.9. Checks the completeness and validity of the documentary requirements of the supplier with the Lowest Calculated and Responsive Quotation.	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	*Financial Analyst* *Administrator* Office of the Administrator
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity. Supplier/Service provider delivers goods within 7 days or services within 15 to 30 days	None	1 Day	*Supply Officer* *Administrator* Office of the Administrator
	1.13. Inspects and accepts deliveries	None	2 hours	*Inspector* *Supply Officer* *Administrator* Office of the Administrator
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-	None	2 hours	*Supply Officer* *Administrator* Office of the Administrator

	users/requesting office/s			
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	10 Minutes	*Supply Officer Administrator* Office of the Administrator
	TOTAL: (From the receipt of Purchase Request to the to the preparation of DV)	None	26 Days, 20 Minutes	
Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR. Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing.				

6. Rental of Function Room

Functions Rooms at the TESDA Women's Center are rented by internal clients.

Office or Division:	TESDA Women's Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TESDA offices, officials and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished Online or 1 Original hard copy Reservation Form		Reservation Officer		
2. Order of Payment (1 Original Copy)		Reservation Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplishes the Online Reservation Form	1.1 Receives and confirms the accomplished Online Reservation Form	None	2 Minutes	*Reservation Officer, FASSU Head, Center Chief Office of the Center Chief*

	1.2 Makes schedules and necessary coordination with the concerned personnel on the preparation of the Function Room reserved	None	5 Minutes	*Reservation Officer, FASSU Head, Center Chief Office of the Center Chief*
	1.3 Issues Order of Payment	None	5 minutes	*Reservation Officer*
2. Pays the Bill	2. Issues Official Receipt	None	5 Minutes	*Cashier, FASSU Head, Center Chief*
3. Uses the function room	3. Ensures completeness of amenities	Choice of Function room Choice of Function Room + Additional Equipments = Total	1 day	*Reservation Officer, FASSU Head, Center Chief Office of the Center Chief*
	TOTAL:	Choice of Function room Choice of Function Room + Additional Equipments = Total	1 day,17 Minutes	

Rental Fee per day Details:

Function Room	Hours of Usage	Capacity	Daily Rate *Weekdays*	 *Weekends & Holiday*
Tandang Sora	8 Hrs	200 - 270 persons	Php 10,500.00	Php 11,000.00
Marcela Agoncillo	8 Hrs	50 - 70 persons	Php 4,150.00	Php 4,650.00
Gabriela Silang	8 Hrs	30 - 40 persons	Php 4,150.00	Php 4,650.00

Equipments:	Daily Rate
C. LCD Projector (1 Unit)	Php 650.00
D. Sound System (with 1 or 2 units of microphone)	Php 500.00
Video Wall (only at Tandang Sora Hall)	Php 1,000.00

**Note:*

3. *The Rental of function room includes the listed equipments. For additional equipments please refer to the daily rates per equipment listed above.*
4. *For succeeding hours:*
   choice of function room rate ÷ 8 hrs = additional fee per hour succeedingly