



OPTICAL MEDIA BOARD

CITIZEN'S CHARTER

2021



FOREWORD

The Optical Media Board, mandated to implement the Optical Media Act of 2003 (Republic Act No. 9239) continues its strong commitment to the protection and promotion of intellectual property rights through the exercise of its regulatory, enforcement and quasi-judicial functions.

The agency equally commits to uphold and sustain its efficient and client-centered delivery of public service anchored on OMB's principles of integrity, accountability and transparency. United with the objectives and aspirations of the Anti-Red Tape Authority in spearheading the promotion of ease of doing business and forging a government for the people, the OMB has updated its Citizen Charter to continually develop and enhance our standards in the delivery of the external and internal services that we provide to our clients. This charter consists of the relevant information on its streamlined processes embodying in it each divisions' conviction and dedication to be of better service to others.

As the agency continues to intensify its efforts to deliver a media piracy-free Philippines in the midst of the unprecedented challenges of the "new normal", OMB presents this Citizen's Charter as our commitment to provide professional and competent public service.

ATTY. CYRUS PAUL S. VALENZUELA

OMB Officer In-Charge



I. Mandate:

Under the R.A. 9239 or the Optical Media Act of 2004, the Videogram Regulatory Board (VRB) shall be reorganized to Optical Media Board (OMB) ensure the attainment of the objectives of the said act which will be attached to the Office of the President and be responsible for the following:

- (a) Formulate and implement such policies and programs as are necessary for the accomplishment of the purposes of this Act;
- (b) Evaluate the qualifications of any individual, establishment, or other entity to engage in the mastering, manufacture, or replication of optical media. For this purpose, the OMB shall require such person to substantiate its capability to engage in said activities;
- (c) Supervise regulate, grant, or renew licenses for specific periods, or deny, suspend, or cancel the same, subject to such conditions as it may impose, for the activities enumerated in Section 13(a), (b) and (c);
- (d) Conduct inspections, by itself or in coordination with other competence agencies of the government, at any time, with or without prior notice, of establishments or entities including those within the economic zones engaged in the activities as provided in Section 13(a), (b) and (c) of this Act and employ reasonable force in the event that the responsible person or persons of such establishment or entity evades, obstructs, or refuses such inspection. For this purpose, the agents of the OMB shall be considered agents in authority;
- (e) Apply for or obtain search warrants from any court of law, or take into preventive custody any optical media and/or material or equipment, including parts, accessories and paraphernalia used for the mastering, manufacture or replication of optical media which are found in any premises if the OMB has reasonable ground to believe or suspect that these are evidence of violation of the provisions of this Act;
- (f) Act as complainant in the criminal prosecution of violators of this Act;
- (g) Hear and resolve administrative cases against violators of this Act and impose administrative sanctions including, but not limited to, the imposition of fines and penalties; confiscation of optical media; and suspension, non-renewal, or cancellation of the license to operate and/or closure of establishments or entities that violate the



provisions of this Act. For this purpose, the Board shall have the power to issue subpoena or subpoena duces tecum to compel the attendance of witnesses and production of documents and other effects;

- (h) Call upon law enforcement agencies and the managing authorities in the economic zones for assistance in the implementation and enforcement of its decisions, orders, rules and regulations;
- (i) To depute, whenever necessary, provincial governors, city and municipal mayors, and representatives of the national government agencies, organizations representing copyright owners, neighboring rights owners and concerned sectors to help monitor compliance with and report to the OMB any violation of this Act;
- (j) Require persons, establishments and entities engaged in the activities in Section 13 to keep and maintain for a period of at least five (5) years true and complete records of all activities related to the conduct of its business. For this purpose, the Board may, at any time, require the production of such records and samples of optical media from each mastering, manufacturing, or replicating line;
- (k) Levy, assess and collect, and periodically adjust and/or revise the rates of fees and charges for the issuance of licenses granted under this Act;
- (l) Establish support offices as may be necessary;
- (m) Create and maintain a database, and regularly publish data containing the list and activities of registered and/or licensed optical media and other related establishments. Any enforcement agency, including the Bureau of Customs, may refer to this database for enforcement and/or seizure;
- (n) Prescribe the internal and operational procedures for the exercise of its powers and functions, the performance of its duties and responsibilities and other related matters; and (o) Exercise such other powers and functions as may be necessary or incidental to the attainment of the purposes and objectives of this Act, and to perform other related duties and responsibilities as may be directed by the President.



II. Vision:

An economy that is free from Optical Media Piracy where there is a level playing field for all legitimate players.

III. Mission

To protect and promote intellectual property rights in digital form

IV. Service Pledge

Optical Media Board promises to help in the development of a booming and robust industry that is free from optical media piracy.

Monitor compliance with R.A. 9239 with your able assistance through Hotline (02) 7905-1678 and its website www.omb.gov.ph

Be responsible and answerable to the public by ensuring efficient and accurate service and with courteous employees to attend to your needs Mondays to Fridays with No Noon Time Break.



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Optical Media Board (Main Office)

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EXTERNAL SERVICES



Registration and Licensing Division

1. Application for OMB License

The OMB grants authority to establishments or entities to engage in the business of manufacturing, mastering, manufacture, replication, importation, or exportation of optical media.

Office:	Registration and Licensing Division		
Classification:	Complex Transaction		
Type of Transaction:	Government to Business (G2B)		
Who May Avail:	Any person, establishment or entity shall, prior to engaging in one or more of the businesses or activities enumerated in section 13 of R.A. 9239		
CLIENT STEPS			
AGENCY ACTION			
UNIT RESPONSIBLE			
DURATION			
1. Secure OMB Application Form and list of requirements from the frontline receiving/assessing area (for walk-in applicants) or download them from the URL: www.omb.gov.ph	None	None	



<p>2. Secure OMB Clearance of NO Admin Case from OMB Legal Division</p>	<p>1. Check for any pending Administrative Cases</p>	<p><u>Legal Division</u> Legal Assistant</p>	<p>10 mins.</p>
<p>3. Submit duly filled-out and notarized Application form with complete requirements to Licensing Receiving/Assessing Clerk and pay the assessed licensing fees.</p>	<p>2. Check the form and / or documents for accuracy and completeness</p>	<p><u>Licensing Unit</u> Frontline Receiving Officer</p>	<p>15-20 mins.</p>
	<p>3. Assess the required fees for the License and give the Assessment Slip to the Client</p>		
	<p>4. Give the Official Receipt and Assessment Slip back after receipt of payment from the Client</p>	<p><u>Cash Unit</u> Special Collecting Officers / Collecting Officer</p>	
<p>4. Present the Official Receipt and return the Assessment Slip to the Receiving/Assessing Officer for the issuance of duplicate as Applicant's copy.</p>	<p>5. Check OR and secure the Assessment Slip. Issue the duplicate copy of the Application Form with the OR and date/time receipt</p>	<p><u>Licensing Unit</u> Processing Officer</p>	<p>5 mins.</p>
	<p>6. Process the application for OMB licenses then forward the same to the Licensing Unit Head for checking and validation</p>		
<p>5. Claim processed License from the Licensing Releasing Clerk after five (5) working days from the date of</p>	<p>7. Check and validate the application/documents submitted and processed licenses then forward to the RLD Chief for notation.</p>	<p>Licensing Unit Head</p>	<p>5-10 mins</p>



application. (New applicants are required to attend OMB orientation seminar) Present authorization letter with photocopy of valid ID if the person claiming is not the applicant.	8. The RLD Chief reviews all processed Licenses before it is forwarded to the Executive Director for endorsement	RLD Chief	5-10 mins
	9. The Executive Director inscribes his initials and endorses the Licenses for the approval and final signature of the Chair & CEO	<u>Executive Offices</u>	5-10 mins.
	10. Release of signed/approved License to the Client	<u>Licensing Unit</u> Frontline Releasing Officer	
TOTAL PROCESSING TIME		45 – 65 mins	

Note: Due to the volume of transactions, total processing time may take up to 5 working days from receipt of complete application requirements.



Requirements and Fees:

1. Application Form
 - a. OMB Form No.1 (Application for registration of Optical Media Business)
 - b. OMB Form No.2 (Application for Accreditation)
2. Documentary requirements, as applicable:
 - a. *FOR ALL APPLICANTS*
 - i. Letter of Application addressed to the Chair;
 - ii. Duly filled up and notarized application form;
 - iii. Two (2) pieces latest 2x2 signed photo of the applicant
 - iv. Picture of the establishment's facade with permanent signboard
 - v. Comprehensive Location Sketch of Establishment
 - vi. Floor plan of establishment
 - vii. Tax Identification Number (T.I.N.) of business establishment
 - viii. Contract from Source of Rights and/or Suppliers
 - ix. Special Power of Attorney, if needed
 - b. *FOR SINGLE PROPRIETOR*
 - i. Certificate of Business Name from DTI
 - ii. NBI Clearance
 - c. *FOR PARTNERSHIPS AND CORPORATIONS*
 - i. Articles of Incorporation and By-Laws or Articles of Partnership
 - ii. Latest GIS with stamp receipt of SEC
 - iii. Board Resolution with Secretary's Certificate authorizing the applicant to sign in behalf of the Corporation.
 - iv. List of officers and members of the Board and their address and contact number/s
 - d. *FOR FOREIGN NATIONALS*
 - i. Alien Certificate of Registration
 - ii. Passport (Photocopy, Present Original)
 - iii. Visa

NOTE: OMB RESERVES THE RIGHT TO ASK FOR ADDITIONAL REQUIREMENTS AS NEEDED (MC 2005-001 dated May 9, 2005)

3. Schedule of fees, as applicable (MC 2006-006)



2. Application for OMB Replication Permit

The Optical Media Board regulates business activities intended for the replication, importation, and/or, exportation of optical or magnetic media of license holders through the issuance of permits.

Office:	Registration and Licensing Division		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who May Avail:	OMB License holders engaged in the replication of Optical Media products for commercial/non-commercial use.		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Secure OMB Application Form for Replication Permit and list of requirements from the frontline receiving/ assessing area (for walk-in applicants) or download them from the URL: www.omb.gov.ph	None	None	
2. Secure OMB Clearance of NO Admin Case from Legal Division	1. Check for any pending Administrative Case	<u>Legal Division</u> Legal Assistant	10 mins.



<p>3. Submit the duly filled-out and notarized Application Form with complete requirements to the Registry Receiving/Assessing Officer and pay the assessed fees.</p>	<p>2. Check the form and / or documents for accuracy and completeness</p>	<p><u>Registry Unit</u> Frontline Receiving Officer</p>	<p>15-20 mins.</p>
	<p>3. Assess the required fees for the Permit and gives the Assessment Slip to the Client</p>		
	<p>4. Give the Official Receipt and Assessment Slip back after receipt of payment from the Client</p>	<p><u>Cash Unit</u> Special Collecting Officers / Collecting Officer</p>	
<p>4. Present the Official Receipt and return the Assessment Slip to the Registry Receiving/ Assessing Officer for the issuance of duplicate as Applicant's copy.</p>	<p>5. Check OR and secure the Assessment Slip. Issue the duplicate copy of the Application Form with the OR</p>	<p><u>Registry Unit</u> Assessing Officer</p>	<p>5-10 mins</p>
<p>5. Claim processed permits from the Registry Releasing Officer after five (5) working days or shorter provided that the requirements are complied with. Present authorization letter with photocopy of valid ID if the person claiming is not the applicant.</p>	<p>6. Process and encode the Application then forward the same to the Registration and Licensing (RLD) Chief for notation</p> <p>The RLD Chief reviews all processed Permits before it is forwarded to the Executive Director's Office.</p>	<p><u>Registry Unit</u> Processing Officer</p>	<p>5 mins.</p>
	<p>7. Stamp "CLEARED" to applications with no pending cases and forward all cleared Permits to the Executive Director's Office</p>		



	8. The Executive Director inscribes his initials and endorses the Permit for the approval and final signature of the Chair & CEO	<u>Executive Offices</u>	
	9. Release of signed / approved permits to the Client	<u>Registry Unit</u> Frontline Releasing Officer	
TOTAL PROCESSING TIME:			30-40 mins.

Note: Due to the volume of transactions, total processing time may take up to 3 working days from receipt of complete application requirements.

Requirements and Fees:

1. Application Form
 - a. OMB Form No.8 (Application for Replication Permit)
 - b. Affidavit of Undertaking (downloadable)

2. Requirement for Replication Permit
 - a. Registration/License as Local Licensee
 - b. Duly accomplished application form for Replication Permit per film/album title
 - c. Affidavit of Undertaking
 - d. Certified Copy of Contract and/or Certificate of Ownership from the Source of Rights
 - e. Certified Copy of MTRCB Classification Certificate (not valid for audio CD/DVD)
 - f. Certificate of Compliance from PARI (Phil Association of the Rec. ind Inc.) (Optional)
 - g. Sample Disc (before replication) and Finished Product (after replication)

3. Fees
 - Replication Fee: 200.00
 - Recordation Fee: 100.00
 - LD Clearance Fee: 50.00
 - Verification Fee: 500.00/contract (if applicant is not the copyright owner)



3. Application for OMB Import/Export Permit

OMB License holders engaged in the importation/exportation of Optical Media products, manufacturing equipment, parts, and accessories.

Office:	Registration and Licensing Division		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who May Avail:	OMB License holders engaged in the replication of Optical Media products for commercial/non-commercial use.		
CLIENT STEPS			
	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Secure OMB Application Form for Import/Export Permit and list of requirements from the frontline receiving/ assessing area (for walk-in applicants) or download them from the URL: www.omb.gov.ph	None	None	
2. Secure OMB Clearance of NO Admin Case from Legal Division	1. Check for any pending Administrative Case	<u>Legal Division</u> Legal Assistant	10 mins



<p>3. <u>FOR REGULAR CLIENTS:</u></p> <p>a. Fill-out application form online through the Philippine National Single Window</p> <p>b. Print form number with the corresponding bar code number</p> <p>c. Submit the duly filled-out and notarized forms to the Registry/Receiving/Assessing Officer then pay the required fees by presenting the Assessment Slip and payment to the Cashier.</p>	<p>2. Check the form and / or documents for accuracy and completeness</p>	<p><i>Registry Unit</i> Frontline Receiving Officer</p>	<p>15-20 mins.</p>
<p><u>FOR NEW AND ONE-TIME CLIENTS:</u></p> <p>a. Secure OMB Application Form for Import and/or Export Permit and list of requirements from the frontline receiving/assessing area. Forms may also be downloaded from:</p> <p>http://omb.gov.ph/ombnew/index.php?page=services&section=import</p> <p>b. Submit the duly filled-out and notarized application form with complete requirements to the Registry Receiving/Assessing</p>	<p>3. Assess the required fees for the Permit and gives the Assessment Slip to the Client</p>		



<p>Officer for checking then pay the required fees by presenting the Assessment Slip and payment to the Cashier.</p>			
<p>4. Present the Official Receipt and return the Assessment Slip to the Registry Receiving/ Assessing Officer for the issuance of duplicate as Applicant's copy.</p>	<p>5. Check OR and secure the Assessment Slip. Issue the duplicate copy of the Application Form with the OR</p>	<p><u>Registry Unit</u> Frontline Receiving Officer</p>	<p>5-10 mins</p>
<p>5. Claim processed permits from the Registry Releasing Officer after five (5) working days or shorter provided that the requirements are complied with. Present authorization letter with photocopy of valid ID if the person claiming is not the applicant.</p>	<p>6. Process and encode the Application then forward the same to the Registration and Licensing (RLD) Chief for notation</p> <p>The RLD Chief reviews all processed Permits before it is forwarded to the Executive Director's Office.</p>	<p><u>Registry Unit</u> Processing Officer</p>	<p>5 mins.</p>
	<p>7. The Executive Director inscribes his initials and endorses the Permit for the approval and final signature of the Chair & CEO</p>	<p><u>Executive Offices</u></p>	<p>5-10 mins</p>
	<p>8. Release of signed / approved permits to the Client</p>	<p><u>Registry Unit</u> Frontline Releasing Officer</p>	<p>5 mins.</p>
<p>TOTAL PROCESSING TIME:</p>			<p>45 – 60 mins</p>

Note: Due to the volume of transactions, total processing time may take up to 3 working days from receipt of complete application requirements.



Requirements and Fees:

1. Application Form
 - a. OMB Form No.10 (Import/Export Permit)
2. Requirement for Replication Permit
 - a. Registration/License as Importer and/or Exporter
 - b. Duly accomplished application form for Import/Export Clearance
 - c. Affidavit of Undertaking
 - d. Certified Copy of Contract and/or Certificate of Ownership from the Source of Rights
 - e. Air Waybill or Bill of Lading
 - f. Certified Copy of Commercial Invoice (Import) /Proforma Invoice (Export)
 - g. Packing List
 - h. Import/Export Permit Fee: P500.00/Waybill or Bill of Lading
 - i. Clearance Fee: P50.00



Legal Division

1. Securing a Clearance of No Admin Case

Office:	Legal Division		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who May Avail:	Any person, establishment, or entity may avail of this service to absolve themselves of any administrative liability.		
CLIENT STEPS			
AGENCY ACTION		UNIT RESPONSIBLE	
DURATION			
1. Forward OMB Application to Legal Division	Determine whether application should be cleared based on database of active cases; Forward to the office of the Executive Director cleared application	<u>Legal Division</u> Legal Assistant	5 mins.
2. Present the Official Receipt and return the Assessment Slip to the Registry Receiving/ Assessing Officer for the issuance of duplicate as Applicant's copy.			5 mins
TOTAL PROCESSING TIME:			10 mins.



2. Administrative Proceeding

Office:	Legal Division		
Classification:	Highly Technical Transaction		
Type of Transaction:	Government to Government (G2G) to Government to Citizen (G2C)		
Who May Avail:	OMB Agents/Operatives or Private Complainant		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Mode of filing a complaint: a. Inspection Order Generated Submit served Inspection Order to the Legal Division	1. Legal assistant shall forward I.O. generated complaint to Hearing Officer. Hearing officer shall issue subpoena if the complaint is sufficient in form. In cases where it is insufficient, the complaint shall be dismissed.	<u>Legal Division</u> Legal Assistant and Hearing Officer	



<p>b. Private Complaint</p> <p>File complaint to the OMB Legal Division</p>	<p>2. Legal assistant shall forward complaint to Hearing officer.</p> <p>3. If the case has probable cause, the Hearing officer shall issue Notice of Conference to the parties involved within 5 days if the complaint is sufficient.</p> <p>Otherwise, the hearing officer shall issue recommendation for inspection within 5 days</p>	<p><u>Legal Division</u></p> <p>Legal Assistant and Hearing Officer</p>	
<p>2. Submission of position papers and/or actual appearance</p>	<p>4. Within 30 days from issuance of Notice or Subpoena, OMB Legal Division shall conduct hearing on the administrative case either through submission of position papers and/or actual appearance.</p> <p>After the conduct of the hearings, the case will be submitted for resolution. A recommendation by the OMB Legal Division through a draft resolution shall be submitted to the Chair and CEO.</p>	<p><u>Legal Division</u></p> <p>Hearing Officer and Chief of Legal Division</p>	



	5. Once decided/resolved, the Chair and CEO shall duly sign the resolution, after which it shall be promulgated and a copy of which shall be given to the parties.	OMB Chair & CEO	
TOTAL PROCESSING TIME			



Enforcement and Investigation Division

1. Conduct of Inspection Operations

Office:	Enforcement and Investigation Division		
Classification:	Highly Technical Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:			
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Cooperate with OMB Agents/ Operatives in their conduct of inspection of the establishment	1. Office of the Chair issues Mission Order (M.O.) and Inspection Orders (I.O.) to the Chief of EID.	OMB Chair & CEO	5-10 mins
	2. Chief of EID shall receive and assign Team Leader and Agents to conduct surveillance / intelligence gathering.	<u>Enforcement and Investigation Division</u> Chief of EID	5 mins.



	<p>3. After intelligence gathering, Team Leader and agents shall prepare operations plan and other necessary resources and logistics.</p>	<p><u>Enforcement and Investigation Division</u> Team Leader and Agents</p>	<p>w/in 24 hrs.</p>
	<p>4. Assigned agents coordinate implementation with concerned territorial PNP/LEA.</p>		<p>w/in 24 hrs.</p>
	<p>5. I.O.s are served by agents to the owner of the inspected establishment and violative items (if any) are seized and inventoried.</p>		<p>w/in 24 hrs.</p>
	<p>6. Seized items are hauled/transported to the OMB, then turned-over to concerned Unit for storage & appropriate disposition.</p>		<p>w/in 24 hrs.</p>
	<p>7. Served I.O.s are submitted to Legal Division. Post-operation reports are submitted to concerned offices</p>		<p>w/in 24 hrs.</p>
<p>TOTAL PROCESSING TIME</p>			



Administrative and Finance Division – Human Resources Unit

1. Hiring for Plantilla Positions for Successful Applicants

Office:	Admin and Finance Division – Human Resources Unit (AFD-HRU)		
Classification:	Highly Technical Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:	Qualified Applicants with complete application requirements		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
	1. Request posting of identified vacant positions on CSC website, newspaper of general circulation, and OMB website for a 10-day duration (CSC Requirement)	AFD-HRU Human Resource Management Officer	10 days
1. Submit complete application requirements in consonance with the vacancy post by the OMB via email, courier, or hand-in.	2. Acknowledge receipt of applicants' requirements	AFD-HRU Human Resource Management Officer	



	3. Evaluate the requirements and qualifications of all applicants and submit the documents of the most qualified applicants to the Placement and Selection Board (PSB).	AFD-HRU Human Resource Management Officer	
	4. The PSB conducts a deliberation of the qualified applicants and submits to the Chair & CEO the best-suited applicant for the position.	PSB	
	5. The Chair & CEO recommends to the board the hiring of the applicant for approval.	OMB Chair & CEO Optical Media Board Members Board Secretary	
	6. HRU prepares the appointment requirements for submission to the CSC.	Human Resource Management Officer	
TOTAL PROCESSING TIME			



Public Information and Communications Unit

1. Processing of FOI Requests

Office:	Public Information and Communications Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)			
Who May Avail:	All			
CLIENT STEPS				
AGENCY ACTION		UNIT RESPONSIBLE	DURATION	
1. Fill out and submit FOI Request. <ul style="list-style-type: none"> a. If through downloaded FOI Form from OMB Website: email to info@omb.gov.ph b. If through FOI Portal: request is automatically sent to OMB 		1. Receive and evaluate FOI request. Notify FDM of the request.	FOI Receiving Officer (FRO)	1 day
		2. Evaluates request for approval or denial	FOI Decision Maker (FDM)	Same day as receipt of request



	<p>3. <u>Approval of Request</u></p> <p>FDM directs FRO to provide the approved information requested.</p> <p><u>Denial of Request</u></p> <p>FDM directs FRO to inform requestor of the denial and shall clearly set forth the ground/s for denial and the circumstances on which the denial is based.</p>	FDM	1 to 15 days which can be extended for another 20 days
2. Receive requested information or notice of denial	4. Forward the required information or provide written notice of denial to the requestor.	FRO	1 to 15 days which can be extended for another 20 days
3. File an appeal in case of denial of request.	5. Decide on the appeal	OMB Central Appeals and Review Committee	1 to 30 working days
TOTAL PROCESSING TIME (excluding appeal):			15-20 days



INTERNAL SERVICES



Administrative and Finance Division – Human Resources Unit

1. Application for Monetization of Vacation Leave Credits

Office:	Admin and Finance Division – Human Resources Unit (AFD-HRU)		
Classification:	Complex Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Submits application for leave monetization	1. Reflects leave credits balance on the application for monetization	HRU Human Resource Management Officer	
	2. Certifies availability of fund and/or requests fund from DBM	AFD-Budget Unit Budget Officer	



	3. Forwards the application for monetization to the OMB Chair & CEO for approval	HRU OMB Chair & CEO	
	4. Upon approval, prepares Disbursement Voucher and forwards the application to the Accounting Unit	Human Resource Management Officer Accountant	
	5. Monetized Leave Credits are disbursed through payroll account credit or through cheque issuance.	Cashier	
TOTAL PROCESSING TIME			



2. Application for Vacation/Sick Leave & Special Leave Privileges

Office:	Admin and Finance Division – Human Resources Unit (AFD-HRU)		
Classification:	Simple Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Fill out leave form application and forward to immediate supervisor for recommending approval		OMB Employee	
2. Immediate supervisor recommends the approval of the leave to the Division Chief		OMB Employee	
3. Upon approval of the leave application, forwards the same to the HRU.		OMB Employee	



	1. Records and certifies the leave application	Human Resource Management Officer	
	2. Forwards leave application to the Executive Director for final approval	Human Resource Management Officer Executive Director	
	3. Retains copy of the leave application and informs the employee of the approval/disapproval	Human Resource Management Officer	
TOTAL PROCESSING TIME			



3. Request and Issuance of employee information or certification

Office:	Admin and Finance Division – Human Resources Unit (AFD-HRU)		
Classification:	Simple Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Communicate to the HRU the document required	1. Prepares copy of document in triplicate copy and certifies the same	Human Resource Management Officer	
	2. Release requested document to employee	HRU	
TOTAL PROCESSING TIME			



Administrative and Finance Division – Accounting Unit

1. Request and Issuance of Certification of GSIS Loan Remittance

Office:	Admin and Finance Division – Accounting Unit (AFD-ACCTG)		
Classification:	Simple Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Submit request letter with coverage period to the Accounting Unit	1. Check the request for accuracy	Accountant	5-15 minutes
	2. Retrieve and check files for BIR Forms	Accountant	15-30 minutes



	3. Claim the form and sign the receiving copy	Accountant	2-5 minutes
2. Claim requested BIR Form from Accounting Unit			
TOTAL PROCESSING TIME			22-50 minutes



2. Request and Issuance of BIR Form 2316 (Income Tax Withheld)

Office:	Admin and Finance Division – Accounting Unit (AFD-ACCTG)		
Classification:	Simple Transaction		
Type of Transaction:	Government to Citizen (G2C)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Submit request letter with coverage period to the Accounting Unit	1. Check the request for accuracy	Accountant	5-15 minutes
	2. Retrieve and check files for BIR Forms	Accountant	15-30 minutes



	3. Claim the form and sign the receiving copy	Accountant	2-5 minutes
2. Claim requested BIR Form from Accounting Unit			
TOTAL PROCESSING TIME			22-50 minutes



Public Information and Communications Unit

1. Request for Posting on the Transparency Seal

Office:	Public Information and Communications Unit		
Classification:	Simple Transaction		
Type of Transaction:	Government to Government (G2G)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
<ol style="list-style-type: none"> 1. Submit request to post document with the following: <ol style="list-style-type: none"> a. Final document/s to be attached in clear pdf form b. Title of document c. Specific tab in the TS where document shall be posted d. Deadline of posting <p>Send email to info@omb.gov.ph</p>	<ol style="list-style-type: none"> 1. Receive email and check attached document/s. <p>PICU shall not perform any modifications in the document/s. If the document/s is not in the correct file format, PICU shall return the same to requestor and wait for the corrected file.</p>	PICU Information Officer	Same day as receipt of email



	2. Post document/s on the OMB Website Transparency Seal page	PICU Information Officer	1-3 working days
2. Check OMB Website Transparency Seal page for correctness of posting	3. Sends email reply to inform requestor that document/s were already posted	PICU Information Officer	Same day as the posting day
TOTAL PROCESSING TIME			22-50 minutes



2. Request for Issuance of Office OMB Employee Email Address

Office:	Public Information and Communications Unit		
Classification:	Simple Transaction		
Type of Transaction:	Government to Government (G2G)		
Who May Avail:	OMB Employees		
CLIENT STEPS	AGENCY ACTION	UNIT RESPONSIBLE	DURATION
1. Submit request for an OMB email address and indicate preferred username (username@omb.gov.ph)	1. Receive email request and secure approval of issuance of email address from the OMB Executive Director	PICU Information Officer	Same day as receipt of email
	2. If approved by the Executive Director, PICU shall create email address to requestor. If denied, PICU informs requestor of the denial and shall clearly set forth the grounds for denials and/or the circumstances which the denial is based	PICU Information Officer Executive Director	1-3 working days



2. Receive official email address or notice of denial	3. Issue email address and temporary password or notice of denial to requestor	PICU Information Officer	1-3 working days
TOTAL PROCESSING TIME			3 working days



VI. Feedback and Complaint Mechanism

FEEDBACK AND COMPLAINTS	
How to send a feedback	Answer the OMB Client Feedback Form and drop it at the designated drop box in the OMB guard/visitor's registration area.
How feedback is processed	The Public Information and Communications Unit (PICU) collects, collates, and interprets all feedback submitted. Feedback responses and ratings are forwarded to the Office of the Chair and Chief Executive Officer.
How to file a complaint	File a formal complaint by writing to the OMB Chair & CEO and send thru email at info@omb.gov.ph *Make sure to provide the following: <ul style="list-style-type: none">a. Name of OMB personnel/process being complainedb. Incidentc. Evidenced. Your contact details (this will be kept confidential)



<p>How complaints are processed</p>	<p>All complaints forwarded to the Office of the Chair & CEO are treated with utmost confidentiality.</p> <p>The OMB Chair evaluates the complaint and shall either forward the complaint to the concerned division/unit or create an investigation committee, depending on the gravity of the complaint.</p> <p>A thorough report shall be submitted to the OMB Chair upon the conclusion of the investigation or resolution of the complaint.</p> <p>The Office of the Chair, or PICU if the OMB authorizes the unit, gives feedback to the complainant.</p>
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VII. List of Offices

Office	Address	Contact Information
Optical Media Board – Main Office	No. 35 Scout Limbaga, Brgy. Laging Handa, Quezon City	(02) 7905-1678 (02) 8374-0237 0920-591-7424 info@omb.gov.ph
OMB North Luzon Satellite Office	Ground floor, New Building, Baguio City Hall, Baguio City	(082) 227-2870 omb_mindanao@omb.gov.ph
OMB Visayas Satellite Office	Causing-Lozada Building, Cor. Osmeña Blvd. & Lapu-Lapu St., Cebu City, Cebu	(032) 255-7082 loc. 302 omb_visayas@omb.gov.ph
Mindanao Satellite Office	Door 7, Magsaysay Park Complex, Quezon Blvd., Poblacion, District, Davao City	(082) 227-2870 omb_mindanao@omb.gov.ph



VIII. Annex

CLIENT FEEDBACK FORM

Date (Petsa): / /
 mm / dd / yyyy

Optional (Opsyonal)
 Name (Pangalan) : _____

☎ : _____

Please rate our service from 1 to 5 :

5 - Very Satisfied 4 - Satisfied 3 - Neutral
 2 - Dissatisfied 1 - Very Dissatisfied

	Issuance/ Processing of Licenses/ Permits/ Certifications	Payments via OMB Cashier	Issuance of Clearance by Legal Division
Readily respond to your request (<i>Mabilis at handa sa pagbigay ng serbisyo</i>)			
Performs service right the first time (<i>Tama ang paglingkod</i>)			
Access and Facilities (<i>Maayos ang mga fasilidad</i>)			
Explains the process well (<i>Naipaliwanag ng mabuti ang proseso</i>)			
Feel safe and secure in your transaction (<i>Walang pangamba sa transaksyon</i>)			
Answers all my questions well (<i>Nasagot ang mga katanungan ng maayos</i>)			
Overall service (<i>Pangkalahatang serbisyo</i>)			

Thank you for helping us continuously improve our services. You may drop this form in the Client Feedback Drop Box or send through email at info@omb.gov.ph. (Salamat po sa inyong tulong upang lalo pa naming mapagbuti ang aming serbisyo. Maaari niyo pong ihulog ang form na ito sa "Client Feedback Drop Box" o ipadala sa email na info@omb.gov.ph.)