



Boy Scouts of the Philippines

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20 April 2022

NATIONAL OFFICE MEMORANDUM

Number 27 series 2022



TO : National Office Directors, Regional Scout Directors and Council Scout Executives/Officers-In-Charge

SUBJECT : Submission of Zero Backlog Report of Pending Transactions

Pursuant to Section 1 Rule VI of the Implementing Rules and Regulations of Republic Act No. 11032 Re: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes which mandates all government agencies including Government-Owned or Control Corporation (GOCC) to implement a Zero Backlog Program in order to address current and/or future pending transactions, **all Office Heads are hereby directed to submit a Zero Backlog Program using the template provided (Annex A) and Backlog Report and Inventory of pending transactions (Annex B) on or before 27 April 2022** for review, consolidation, and endorsement to the Office of the Secretary General.

The aforementioned documents shall be submitted to the Office of the Anti-Red Tape Authority with a set deadline of 29 April 2022. For the succeeding submission of inventory reports, the coverage period of all transactions tagged as a backlog is from March 8th of the current year until March 6th of the following year, and the deadline for submission of agency to ARTA is March 7 of every year.

Furthermore, all concerned Office Heads are enjoined to implement the prescribed processing time of service transactions pursuant to section 9 of RA 11032, viz:

- | | | |
|----------------------------------|---|--------------------|
| 1. Simple Transactions | - | Maximum of 3 days |
| 2. Complex Transactions | - | Maximum of 7 days |
| 3. Highly-Technical Transactions | - | Maximum of 20 days |

Please refer to the attached BSP Citizen's Charter for your reference and guidance.

For information, guidance and compliance.

ROGELIO S. VILLA, JR.

Secretary General

By:

JOSE PATRICK R. DE LEON

Internal Auditor III


Officer-In-Charge,

Office of the Secretary General

Cc: National President, DALE B. CORVERA
Secretary General, ROGELIO S. VILLA, JR.
Directors/ Office Heads
Resident Auditor, Commission on Audit
Central Records
File

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Zero Backlog Program

 Boy Scouts of the Philippines	
Program Title/Name	<i>BSoP Laging Handa Zero Backlog Program</i>
Program Objective	<i>To provide efficient delivery of services to Scout members and the general public.</i>
Target Output	<i>Excellent Service and Customer Satisfaction</i>
Date Implemented	<i>22 February 2022</i>
Implementing Office	<i>Field Operations Division, Economic Enterprise Division, Finance Division, Administration Division, Regional Offices</i>

Program Description

In line with the Mission of the BSoP in helping youth develop values and acquired competencies to become responsible citizens and capable leaders anchored on the Scout Oath and Law, the BSoP frontline services cater to young people, adults in Scouting, and the general public by providing efficient delivery of services through Scout membership, advancement, awards and recognition, and other related activities and services.

As the leading organization for youth development, the BSoP frontline services in the National Office, Regional Offices, Camps, and Local Councils must be "Laging Handa" in providing efficient delivery of services compliant to Republic Act 11032 "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-red Tape Act of 2007, and for Other Purposes".

Matrix of Services and Plan of Action

Office	Name of Service	Classification (Simple, Complex, Highly Technical)	Average number of applications/ requests/permit/ clearances, etc. received per day	Average number of applications/ requests/ permit/ clearances, etc. processed within the prescribed processing time	Average number of applications/ requests/permit/ clearances, etc. issued within the prescribed processing time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)

Implementing Results

Indicate significant improvements since the implementation of the Zero Backlog Program

ROGELIO S. VILLA, JR.
Secretary General

Annex "B"**Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog**

Name of Government Agency/Office		Boy Scouts of the Philippines			
Name of Office/Department					
Name of Service (License, Clearance, Permit, Certification, Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing Time indicate in the Citizens Charter (i.e., days, hours/minutes)	Total number of received applications for the covered period	Total number of pending transactions for covered period	Remarks



BOY SCOUTS OF THE PHILIPPINES

CITIZEN'S CHARTER
2020 (1st Edition)



List of Services

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THE BOY SCOUTS OF THE PHILIPPINES

I. Mandate

The purpose of the corporation shall be to promote through organization and cooperation with other agencies, the ability of boys to do useful things for themselves and others, to train them in scoutcraft, and to inculcate in them patriotism, civic consciousness and responsibility, courage, self-reliance, discipline and kindred virtues, and moral values, using the method which are in common use by the boy scouts. (Section 3, Republic Act No. 7278)

II. Vision

By 2025, the BSP is the foremost in preparing the youth to become agents of change in communities guided by the Scout Oath and Law.

III. Mission

To help the youth develop values and skills and acquire competencies to become responsible citizens and capable leaders anchored on the Scout Oath and Law.

IV. Service Pledge

We commit to be the provider of progressive outdoor-based non-formal education committed to develop morally straight, disciplined, concerned, self-reliant citizens in the best tradition of World Scouting.



1. Application for Scout Unit Registration

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Filipino Youth (based on Scouting Age Groups)		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	Unit Leader fills-up the name of Scouts to be registered in the Application for Unit Registration form/s (in quadruplicate) and pay the corresponding membership registration fee.			
2		Local Council issues the corresponding official receipt and the membership card for each registered Scout as well as their copy of the processed AUR.	One (1) Hour	Cashier/Registration Officer
3		Local Council submits and endorses to the Regional Office the copies of AUR and the council's consolidated monthly report of Scout membership registration.	One (1) Month	Council Scout Executive/Registration Officer
4		Regional Office forwarded to National Office the copies of AUR and the region's consolidated monthly report of Scout membership registration	One (1) week	Regional Scout Director/Registration Officer



2. Application for Local Council Chartering

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Group of citizens of the Philippines who wish to promote and facilitate local development of the Scouting Movement and establish local responsibility for leadership and supervision of Scouting operations.		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Any unit desiring to be chartered as a Council expresses its desire in writing to the National Office through the Regional Office together with all documents and supporting papers accomplished and attached thereto and requests favorable action.</p> <p>At the same time, applying unit organizes district and area committees, constitutes Executive Board, elects officers. The Executive Board holds a meeting to adopt its Council bylaws, nominates commissioners, constitutes standing committees, and approves budget. The report on organization is submitted to the National Office through the Regional Office. The Regional Scout Committee evaluates the report and if approved, endorses the same to the National Office.</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Establishment of permanent Council Office located at the seat of the 			



	<p>provincial/city government.</p> <p>2. Organization of the following within its territorial jurisdiction.</p> <ul style="list-style-type: none">- Executive Committee/Board- District Committees- Area Committees- Standing Committees- Commissioner Staff <p>3. Adoption of Council Bylaws.</p> <p>4. Employment of qualified full-time Council Scout Executive (Not Officer-In-Charge) and at least two Council staff. (The Council Scout Executive of the "Mother Council" cannot be transferred to serve the separating unit.)</p> <p>5. Submission of approved annual budget. (annual financial statement and annual inventory of property, assets and liabilities.)</p> <p>6. Financial viability for having a minimum funding requirement of P500,000.00 as initially projected in the budget for annual operation. Maintenance of funds and bank account in the name of the Council.</p> <p>7. Submission of required monthly and annual reports to Regional Office and National Office.</p> <p>8. Register at least 25% of Scout Potential during the first year of</p>			
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	<p>operation and increasing its membership at the rate of 3% annually.</p> <p>9. Pay the amount of P 2,500.00 as Charter Fee.</p> <p>DOCUMENTS NEEDED:</p> <ol style="list-style-type: none"> 1. Council Profile. 2. Adopted Council Bylaws. 3. Photograph and documents showing proof of ownership of Council Office. 4. Appointment papers of Council Staff. 5. Photocopy of bank passbook in the name of the Council. 6. Approved budget for the year showing detailed sources of income and expenditures. 7. Submission of required and special reports. 8. Membership report for the period ending 31 December each year. <p><i>Note:</i> Associate Council may be reverted back to the Mother Council(Council of Origin) in the event it is unable to meet and maintain charter requirements during the period of probation.</p>			
2		<p>The National Operations Committee reviews and evaluates application and supporting documents/papers and if the applying unit is found qualified, it will be endorsed to the National Executive Board/Executive</p>	<p>Minimum of three months (3)</p>	<p>Operations Committee, Director for Field Operations, Field Service Executive</p>



		Committee to grant authority to operate as an Associate Council.		
3		The National Executive Board recognizes the applying unit and issues and presents the Permit to Operate as Associate Council for a probationary period of at least two (2) years during the Annual National Council Meeting.		National President
4	TO BECOME A FULL FLEDGED COUNCIL AFTER TWO (2) YEARS At the end of the period, the Associate Council submits the application for Council Charter, giving evidence of compliance to charter requirements. The Regional Scout Committee evaluates the Associate Council's performance; if highly satisfactory, endorses the application to the National Office.			
5		The National Operations Committee evaluates the Associate Council's performance, and if it finds it highly satisfactory it will recommend to the National Executive Committee/National Executive Board for approval of its application and the grant of the full-	Minimum of three months (3)	Operations Committee, Director for Field Operations, Field Service Executive



		fledged Council Charter.		
6		The full-fledged Council Charter is awarded during the Annual National Council Meeting		National President

3. Participation in National and International Scouting Activities

Scouting is an international movement that encourages meetings across cultural and geographical borders. An important part of Scouting is to meet and develop from the exchange with others from across the globe.

All Jamborees are arranged on a regular basis, on locations decided by the WOSM, Regional Offices or National Scout Organization (NSO).

The Boy Scouts of the Philippines (BSP) is one of the National Scout Organizations, founded in the year 1936 and member of the World Organization of Scout Movement (WOSM) under the World Scout Bureau/Asia-Pacific Region since 1946.

As member of the WOSM, BSP is entitled to host and participate to the World/Regional events/activities. WOSM issued a circular to all NSO members regarding the list of International events/activities of the Regions and NSO's and distributed to all NSO's twice a year.

Herewith are the qualifications and guidelines on how to participate to the International events/activities, as follows:

Qualifications:

Scout Applicants

1. Duly registered Boy and Senior Scouts
2. At least First Class Rank Holder for Boy Scouts and Venturer Rank Holder for Senior Scouts
3. Must be physically fit and in good health
4. The Scout must have attended BSP Regional/National Scout Jamboree

Adult Leader Applicants

1. Duly registered with the Boy Scouts of the Philippines
2. At least five (5) years' experience as a Unit Leader, preferably Woodbadge holder
3. Must be physically fit and in good health

The Unit Leader must have attended BSP Regional/National Scout Jamboree

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Technical		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Filipino Youth (based on Scouting Age Groups)		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	The Scout/Scout Leaders fill-out the International Application Form which will and will be signed by the			



	both parents or guardian (for Scout)			
2	The Scout/Scout Leader submit the International Application Form to the Local Council signed by the Unit Leader/Institutional Head or Representative certified that the applicant has met all the requirements for participation in the event/activity as set forth by the Boy Scouts of the Philippines.	<p>The application will be assessed and evaluated if the applicant is qualified and met all the requirements needed to attend the event/activity.</p> <p>If the application is complete, it will then be endorsed by the CSE/OIC and the Council Chairman to the regional office, otherwise it will be returned back to the applicant for completion.</p>	One (1) Hour	Council Scout Executive/Officer-In-Charge
3		The Regional Office will recommend for approval of the application of the applicant to the National Office.	Thirty minutes (30)	Regional Scout Director
4		The Director of the Field Operations will endorse to the Secretary General for the approval of participation of the applicant.	Thirty minutes (30)	Field Operations Director
5		National Office shall then notify the applicant, through the Local Council, if the application is approved or not.	Thirty minutes (30)	International Service Executive

**Note:**

The National Office, BSP reserves the right to select the members of the delegation based, firstly on qualification and secondly, on a first come, first serve, acceptance basis.

Based on international standards, the jamboree composition is one (1) adult leader for every nine (9) Scouts, the approval of adult application will be dependent on the total number of participating Scouts.

All prospective participants attending international jamboree MUST attend the pre-jamboree training to be conducted by the BSP National Office.

Requirements:

- All applicants must be holders of a valid Philippine Passport, which can be obtained at the Department of Foreign Affairs (DFA) Consular Office located in various cities/provinces in San Fernando City in La Union, Lucena City, Legazpi City, Iloilo City, Cebu City, Cagayan de Oro City, Zamboanga City, Davao City and Manila.
- For countries that need visa:
 1. Visa Application Form completely filled up
 2. A Valid Philippine Passport (old and new), undamaged
 3. Three (3) Passport Size Colored Photos with White Background
 4. Supporting documents needed during interview (all originals)

For Adults

- a. Bank Certification/s with Bankbook
- b. Certificate of Employment – including applicant's position, working record and monthly/annual income and approved leave of absent
- c. If self-employed Business Name/Permit or SEC Registration
- d. Birth Certificate and Marriage Certificate (if married) with NSO security paper
- e. Latest Individual Income Tax Return (ITR)
- f. National Bureau of Investigation (NBI) Clearance (authenticated by Department of Foreign Affairs)
- g. If government employee, Authority to Travel is required

For Scouts

- a. DSWD Certificate to Travel for Minors
- b. Affidavit of Support and Consent of Parents
- c. Parent Bank Certification/s with Bankbook
- d. Parent Income Tax Return (ITR)
- e. School ID and Certification of Enrolment/Registration
- f. Birth Certificate with NSO Security Paper
- g. Parent Marriage Contract with NSO Security Paper



4. Application for Authority to Conduct Special Board of Review for Eagle Scout Rank

Eagle Scout is the highest rank awarded to a [Scout](#) in the [Boy Scouts of the Philippines](#). To achieve this rank, a Scout must lead in planning and doing at least two (2) community service projects and earn a total of 23 merit badges consisting of 17 required [merit badges](#) and 2 specialist ratings. A special Board of Review for Eagle Scout Rank shall be conducted with the authority from the National Office to confer and present the Eagle Scout Rank to a deserving Scout.

Who May Avail of the Award

Eagle Scout candidates who have met the requirements for the rank.

How to Avail the Award?

The Regional Office applies for Authority to Conduct a Special National Board of Review for Eagle Scout Rank to the National Office.

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Technical		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Eagle Scout Candidates		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>The Regional Office applies for Authority to Conduct a Special National Board of Review for Eagle Scout Rank to the National Office with the following information:</p> <ul style="list-style-type: none"> - The Council requesting the conduct of the Board of Review - Date, Time and Venue of the Board of Review - Members of the Panel of the Board of Review - Names of Eagle Scout Candidates 	Receives, verifies and records the request.	15 minutes for each recomendee	Program Officer
2		Prepares and issues the Letter of Authority to Conduct the Special National Board of Review for Eagle Scouts addressed to the Regional Scout Director.	30 minutes	Program Officer



3	The Council/Region conducts the Special National Board of Review for Eagle Scout based on the Letter of Authority issued by the National Office.		20 minutes	Program Officer
4	The Regional Office forwards and endorses the result of the Board of Review at least 15 days after the conduct of the Board of Review.	Processes the result of the Board of Review and must see to it that standard procedures and guidelines are observed.	30 minutes	Program Officer

5. Application for BSP National Awards

The Boy Scouts of the Philippines through the National Court of Honor has adopted an Awards System with the end view to answer the natural desire of man for recognition.

Who May Avail of the Award

All Scout Leaders, Laymen Supporters and friends of Scouting after confirmation of their recommendations for National Awards deserve due recognition for their exemplary, meritorious and outstanding services rendered to the Scouting movement during the past immediate year and/or earlier year not yet recognized.

How to Avail the Award?

The Local Council through the recommendation of the Regional Office shall submit to the National Court of Honor their recommendees for BSP National Awards not later than 15 January for National Higher Awards and 15 February for National Lower Awards of every year.

For National Higher Awards

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Technical		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Scout Leaders, Laymen Supporters and Friends of Scouting		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	Local Council submits recommendations for National Higher Awards to National Office	Receives, verifies and validates the records of the recommendees.	5 minutes for each recomendee	Awards Assistant
2		Present the recommendees to the National Court of Honor for confirmation and approval	1 day	Awards Supervisor



3		Prepares Certificate and Medal	3 minutes for each Awardee	Awards Assistant
4		Prepares Letter advising the Local Councils of who are approved and disapproved from the recommendees	20 minutes	Awards Supervisor
5		Prepares Invitation Letter for the awardee to attend and receive the award at the National Court of Honor during the Annual National Council Meeting	5 minutes for each Awardee	Awards Supervisor
6		Facilitates the conduct of the National Court of Honor during the Annual National Council Meeting	5 Hours	Awards Supervisor

For National Lower Awards

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Scout Leaders, Laymen Supporters and Friends of Scouting		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	Local Council submits recommendations for National Lower Awards to National Office	Receives, verifies and validates the records of the recommendees.	5 minutes for each recomendee	Awards Assistant
2		Present the recommendees to the National Court of Honor for confirmation and approval	1 day	Awards Supervisor
3		Prepares Letter advising the Local Councils of who are approved and disapproved	20 minutes	Awards Supervisor



		from the recommendees.		
4		Prepares trasmittal for mailing and delivery of the certificates and medals to Local Council.	30 minutes	Awards Assistant

6. Application for the Search for the Ten Outstanding Boy Scouts (TOBS)

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Technical		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Filipino Youth (based on Scouting Age Groups)		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	Any Sponsoring Institution can submit and endorse to the District Scouting Committee its qualified nominee who is currently a registered Senior Scouts who are Filipino citizens, at least 15 to 19 years old, holder of Venturer/Eagle Scout Rank and has not reached 19 years old at the time.			
2	The District Selection Committee composed of the DepEd District Supervisor, the District Training Commissioner and the District Program Commissioner shall conduct the Selection process using the standard criteria of the search	Local Council issues the corresponding official receipt and the membership card for each registered Scout as well as their copy of the processed AUR.	One (1) Week	District Selection Committee/Field Scout Executive
3	The District Selection Committee shall endorsed to the Local Council the winner who will represent the district for the search.		Not more than One (1) Week after the Selection	District Selection Committee/Field Scout Executive
4		The Local Council Selection Committee composed of the DepEd Superintendent, the Council	One (1) week	Local Council Selection Committee/Council Scout Executive



		Training Commissioner and the Council Program Commissioner shall conduct the Selection process at the council level using the standard criteria of the search.		
5		The Local Council shall endorse to the Regional Office the winner/s who will represent the council for the search.	Not more than One (1) Week after the Selection	Council Scout Executive/Officer-In-Charge
6		The Regional Selection Committee composed of the DepEd Regional Director, the Regional Training Commissioner and the Regional Program Commissioner shall conduct the Selection process at the regional level using the standard criteria of the search.	Two (2) weeks	Regional Selection Committee/Regional Scout Director
7		The Regional Office shall endorse to National Office the winner/s who will represent the	Not more than One (1) Week after the Selection.	Council Scout Executive/Officer-In-Charge



		Region for the search.		
8		The National Board of Judges shall select the Ten Outstanding Boy Scouts from the Regional Winners based on the standard criteria of the Search.	One (1) Month	TOBS Committee/Director for Field Operations/TOBS Coordinator

7. Application for the Search for the Outstanding Scoutmaster

OFFICE OR DIVISION		Field Operations Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Registered Scoutmasters		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1		Local Council shall submit and endorse to the Regional Office its nominee for the Search for Outstanding Scoutmasters.		Council Scout Executive/Officer-In-Charge
2		Regional Office shall assess and evaluate the nominees from the Local Councils for the Outstanding Scoutmaster and endorse the same to National Office.	One (1) Week	Regional Scout Director
3		National Office, through the Field Operations Division shall screen and evaluate the	Two (2) weeks	Field Operations Director/Secretariat



		nominees from the Regional Level.		
4		Field Operations Division shall endorse the result of the screening and evaluation to the Search for Outstanding Scoutmasters Committee for the selection of winners.	One (1) week	Local Council Selection Committee/Council Scout Executive
5		The Local Council shall endorse to the Regional Office the winner/s who will represent the council for the search.	One (1) week	Committee/Secretariat



8.Retail (Walk-in Customers)

OFFICE OR DIVISION		National Scout Shop		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Walk-in Customers		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1	Checks the NSS Merchandise needed in the off-the-shelves goods and/or inquire from sales clerk.	Assist on the needs of the client/walk-in customer/s and/or suggest merchandise that may be appropriate depending on the needs of the client.	Three (3) minutes depending on the volume of the goods ordered	Store clerk/Admin Aide
2	Pays at the Cashier	Receives payment and issues invoice/receipt.	Five (5) minutes depending on the volume of the goods ordered.	Cashier/Accountable Officer
3	Receives and Checks the goods purchased	Assists in the handling of goods purchased if necessary.	Five (5) minutes depending on the volume of the goods ordered.	Store clerk/Admin Aide

9.Bulk Orders (Walk-in Customers)

OFFICE OR DIVISION		National Scout Shop			
CLASSIFICATION		Simple			
TYPE OF TRANSACTION		Government-to-Citizens			
WHO MAY AVAIL		Walk-in Customers			
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE	FORMS INVOLVED
1	Fills up the Order Slip Form	Assists the client/walk-in customer on his/her orders and/or suggests merchandise that may be appropriate depending on the needs of the customer	Five (5) minutes or longer depending on the volume of the goods ordered or dependent on the client's timeline	Store clerk/Admin Aide	Order Slip Form



		Informs the client on the exact date and time of the confirmation of the orders placed and other details of delivery.			
2	Waits for the confirmation and finalization of orders	Confirms the availability of stocks and credit line balance before confirmation of the orders placed.	Five (5) minutes to one (1) hour depending on the volume of the goods ordered	Store clerk/Admin Aide Sales Office/Admin Aide	Order Slip Form
3	Prepares sales order slip and packs goods ready for delivery	Forwards the confirmed Order Slip Form to the Central Warehouse for the preparation and packing of the goods The packed goods will be forwarded to the NSS Store	Five (5) minutes to one (1) day depending on the volume of the goods ordered	Central Warehouse / Warehouse man	Order Slip Form
4	Pays to the Cashier	Cashier receives payment and issues sales invoice/official receipt.	Five (5) minutes depending on the volume of the goods ordered	Cashier/Accountable Officer	Receipt/ Invoice
5	Receives and checks the goods purchased.	Assists the in the delivery of goods purchased	Five (5) minutes depending on the volume of the goods ordered	Store clerk/Admin Aide	



10. Bulk Order (Authorized Dealers/Distribution Centers)

OFFICE OR DIVISION		National Scout Shop			
CLASSIFICATION		Simple			
TYPE OF TRANSACTION		Government-to-Citizens			
WHO MAY AVAIL		Authorized Dealers/Distribution Centers			
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE	FORMS INVOLVED
1	Submits a Purchase Order	Sales Office receives the Purchase Order, verifies the availability of clients' credit, checks the availability of goods at the Central Warehouse then confirms orders.	Five (5) minutes to one (1) hour depending on the volume of the goods ordered	Sales Office / Admin Aide Finance Division / NSS Accounting Office Central Warehouse	Purchase Order/ Sales Order
2	Waits for the confirmation of the order and the delivery of goods	Central Warehouse prepares for counter checking goods ordered before packing and delivery to the logistics company. The dispatching office monitors the status of delivered items and at the same time coordinates with the sales office for the information of the client.	Five (5) minutes to one (1) week or in an agreed day depending on the volume of the goods ordered	Central Warehouse / Warehouse man / Dispatching Officer	Sales Order/ Sales Invoice
3	Settles/Pays orders	Cashier receives payment and	Five (5) minutes to one (1) hour	Sales Office Finance Division	Receipt/ Invoice



		issues sales invoice/official receipt.			
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11. Rental of Facilities and Camping Grounds

OFFICE OR DIVISION		Scout Camps			
CLASSIFICATION		Simple			
TYPE OF TRANSACTION		Government-to-Citizens			
WHO MAY AVAIL		Public			
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE	FORMS INVOLVED
1	Inquire on the availability and corresponding rental rates of facilities or camping grounds.	Verify the availability of facilities and camping grounds based on the camp's Reservation Ledger. Give a copy of Camp's Brochure and discuss the rates.	Ten (10) minutes	Reservation Officer / Camp Manager	Reservation Ledger and Camp's Brochure
2	Fill-out application / reservation form with the required details of activity such as date of use, facility or camping ground intended to rent, number of participants, required number of days, nature of activity, etc.	Evaluate the details of the application and discuss fully and clearly the terms and conditions being imposed inside the camp premises. Provide recommendations, if necessary, based on the requirement of the client.	Fifteen (15) minutes	Reservation Officer / Camp Manager	Camp's Terms and Conditions and Accomplished Application Form
3		Conduct ocular inspection with the prospective client on the intended facilities or camping grounds.	Twenty (20) minutes	Camp Manager / Camp Supervisor and In-Charge Caretaker of the intended area	Camp's Brochure



4	Ask the Reservation Officer or the Camp Manager to reserve the chosen facility/ies or grounds. The client may also request to temporarily reserve the chosen area, but, he/she shall provide a date of confirmation (if feasible, at least 30 days before the intended use).	Photocopy the Identification Card of the client and attach the same in his/her Application Form; and thereafter, mark the date of use in the camp's Reservation Ledger. If the client wishes to temporarily reserve the chosen facility/ies and/or camping grounds, a date of booking confirmation must be filled-out in the Application Form.	Five (5) minutes	Reservation Officer / Camp Manager	Client's Identification Card and Reservation Ledger
	If temporarily booked, confirmation shall be made on or before the date of confirmation provided in the Application Form.	Follow up client's confirmation, on or before the scheduled date.	Two (2) minutes	Reservation Officer/ Camp Manager	Client's Application Form and Reservation Ledger
5	Pay the deposit commensurate to 25% of the Total Rental Charges	Receive the payment and issue an Official Receipt	Two (2) minutes	Cashier	Official Receipt
6		Prepare the Statement of Account (SOA).	Five (5) minutes	Cashier	Reservation Ledger and SOA
7	Settle in full the assessed rentals and charges	Receive the payment and	Two (2) minutes	Cashier	SOA and Official Receipt



	based on the SOA.	issue an Official Receipt			
8	Present the OR to the Camp Manager or Camp Supervisor to get the Check-out Clearance.	Assess the rented area for any loss or damage, and thereafter issue a duly accomplished Check-out Clearance.	Five (5) minutes	Camp Manager / Camp Supervisor	OR and Check-out Clearance

12.FAP Claims

OFFICE OR DIVISION		Finance Division			
CLASSIFICATION		Simple			
TYPE OF TRANSACTION		Government-to-Citizens			
WHO MAY AVAIL		Authorized Dealers/Distribution Centers			
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE	Forms Involved
1		Receive and Process Claims <ul style="list-style-type: none"> • Receive and record the application for FAP Claims from the Local Councils. • Evaluate and process claims. • Prepare process slip. • Affix initial in the process slip to signify that completion of processing. • Forward to Internal Audit Office for pre-audit purposes. 	4 hours	FAP Processor	Process Slip
2		Pre-Auditing <ul style="list-style-type: none"> • Review the completeness and veracity of the 	2 hours	Internal Auditor	



		supporting documents. <ul style="list-style-type: none"> • Mark/stamp the processing slip as VERIFIED/AUDITED to signify the completion of pre-auditing process. • Return to Finance Division for budget allocation. 			
3		Budget Allocation <ul style="list-style-type: none"> • Prepare the BURS for the processed claims. • Sign the BURS certifying the budget availability and endorse to the Director for Finance for signature. • Director for Finance signs the BURS. 	2 days	Budget Officer Director for Finance	Budget Utilization Request and Status (BURS)
4		Preparation and approval of Disbursement Voucher and Check <ul style="list-style-type: none"> • Record the data to the database. • Prepare the DV. • Attach the BUR to the corresponding DV and review if the encoded information corresponds to processed claim. • Prepare checks. • Sign the DV certifying the availability of cash and that the supporting documents are complete and 	Accounting Clerk Accountant	2 days	Disbursement Voucher(DV); Check



		amount claimed are proper.			
5		<p>Final review, approval and signing of the DV and check</p> <ul style="list-style-type: none"> • Sign the DV and Check • Review the check amount and name of the beneficiary • Sign the DV and check 	<p>Director for Finance</p> <p>Internal Auditor</p> <p>Secretary General</p>	30 minutes	
6		<p>Transmittal to the Local Council concerned</p> <ul style="list-style-type: none"> • Photocopy checks with DV for FAP file. • Record the check number, DV number and name of the claimants to the FAP database. • Prepare the transmittal letter for the local council which will be signed by the Director for Finance. • Prepare letter envelop and waybill addressed to the Council Scout Executive of the local council. • Forward the transmittal letter, checks and a copy of DV to the Administration 	FAP Processor	1 day	Letter of Transmittal to the Local Council; and Waybill/Courier Form



		Office- Message Center Unit. <ul style="list-style-type: none">• The assigned courier pick-ups for mailing documents.			
7		Notice of Encashment to the bank <ul style="list-style-type: none">• Prepare the letter of advice and list of checks for encashment as reference of Land Bank of the Philippines. The FAP Processor and Accountant signs the list of checks while the Director for Finance signs the letter.• Submit the Letter of Advice and List of Checks for Encashment to the verifier of the Land Bank of the Philippines.• Keep a file copy of Letter of Advice and List of Checks for Encashment	FAP Processor	30 minutes	Letter of Advice and List of Checks for Encashment
8		Releasing and Distribution of Check to the Beneficiary/Claimant <ul style="list-style-type: none">• Release check to the beneficiary/claimant• Have the DV signed by the beneficiary/claimant	Local Council	1 day	Check & DV



14. Request for Confirmation as Council Scout Executive/ Designation as Officer-in-Charge

OFFICE OR DIVISION		Administration Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government-to-Citizens		
WHO MAY AVAIL		Local Councils		
STEP	CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON RESPONSIBLE
1		Submit request to OSG		Regional Director
2		OSG/OASG endorse request to Admin Director, HRMO		Sec. General
3		Receive and assessment of request/documents from LC's, make	10 minutes	HR Assistant
4		If documents in order, prepare office order	10 minutes	HR Assistant
5		Endorse Office Order to Dir. for Administration	5 minutes	HRMO
6		If documents are not complete, prepare letter to concerned CSE/OIC	10 minutes	HR Assistant
7		Send letter to LC's thru e-mail and snail mail	10 minutes	HR Assistant
8		Approved office order will be scanned for file and sent to LC's CSE/OIC, Chairman, RSD and 201	10 minutes	HR Assistant



BSP Directory

Office	Address	Contact Details
National Office	181 Natividad A. Lopez St., Ermita, 1000 Manila	(+632) 8 527-8317 to 19
Ilocos Regional Office	Maramba Boulevard, Lingayen, 2401 Pangasinan	(074) 246-0521
Northeastern Luzon Regional Office	No. 28 Gov. Pack Road 2600 Baguio City	(074) 246-0521
Central Luzon Regional Office	6F, 181 Natividad A. Lopez St., Ermita, 1000 Manila	(+632) 8 527-8317 to 19 loc. 531
National Capital Regional Office	Baden Powell Building, J.P. Rizal Extension, West Rembo, 1215 City of Makati	(+632) 8 824-3099
Southern Tagalog Regional Office	Highway, Los Banos, 4030 Laguna	(049) 536-16-26 827-05-61
Bicol Regional Office	Highway, Los Banos, 4030 Laguna	(049) 536-16-26 827-05-61
Western Visayas Regional Office	Bonifacio Drive, 5000 Iloilo City	(033) 337-19-28
Eastern Visayas Regional Office	Capitol Hills Scout Camp, 6000 Cebu City	(032) 255-59-96
Western Mindanao Regional Office	Camp Jose T. Atilano, Pasonanca 7000 Zamboanga City	(062) 985-13-71
Eastern Mindanao Regional Office	2 nd Floor, City Triangle, Roxas Avenue, 8000 Davao City	(082) 221-61-38