

Step-by-Step Procedures in Availing POPCOM Services

CENTRAL OFFICE

DIVISION : ADMINISTRATIVE DIVISION

- **Request for the Issuance of Certification re Availment of Custom-Duty Exemption on Importation of FP Commodities**

Availability of Service:

Monday-Friday (except holidays)
8:00 am – 5:00pm

Who may avail of the service : Various Pharmaceutical/Drug Companies or NGOs involved in FP Activities

What are the requirements :

1. Companies/organizations who wishes to avail of the privilege for the first time should provide a copy of DTI or SEC Registration to POPCOM;
2. All clients should submit its annual contraceptive projection requirements by type, quantity and with value for consolidation/submission to NEDA completely attached with BFAD-CPRs for each item.

How to avail of the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Submit letter-request/s supported with Proforma Invoice/ Bill of Lading in (4) sets	Receives from drug companies/ NGOs		Assets Mgt. Section Staff
2		Checks inclusion of item/s being requested as against the submitted annual projection, its available balance and CPRs with BFAD. <i>NOTE : Only item/s included, with sufficient balance in the annual projection and with updated CPRs shall be issued with certification. Changes to the submitted projection may be amended/revised during the 1st quarter of the year only.</i>	4 hours	Assets Mgt. Section Staff
3		Prepares 1 st endorsement to NEDA for initials/signature of the Chief of Administrative Services Division / Executive Director.	4 hours	Assets Mgt. Section Staff
4		Releases duly signed certification to company's authorized representative/ broker.		

DIVISION : INFORMATION MANAGEMENT AND COMMUNICATIONS DIVISION (IMCD)

• **Response to phone-in inquiries**

Availability of Service:

Monday-Friday (except holidays)
8:00 am – 12:00nn and 1:00pm – 5:00pm

Who may avail of the service : General Public

What are the requirements : None

How to avail of the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Call IMCD to inquire about advocacy activities/ materials and/or other population-related data.	Inquire on what materials/data the caller/client may need. Provide data thru phone or email. Invite client to drop by the office to pick up photocopied material, if material/data requested is not available in e-copy. Refer to concerned division if data is not available in IMCD. Refer to other agencies if data is not available in POPCOM.	15 minutes	Focal Person/Unit concerned

• **Response to E-mail inquiries**

Availability of Service:

Monday-Friday (except holidays)
8:00 am – 12:00nn and 1:00pm – 5:00pm

Who may avail of the service : General Public

What are the requirements : None

How to avail of the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Email directly to mainmail@popcom.gov.ph or request data query thru the website Contact Us section to inquire about population-related data	Provides available data from IMCD. Refers to concerned division if data is not available in ITDMU. Refers to other agencies if data is not available in POPCOM.	30 minutes	Webmaster and Data Management Focal Person

- **Provision of information thru the Philippine Population Information Center**

Availability of Service:

Monday-Friday (except holidays)

8:00 am – 5:00pm

Who may avail of the service : General Public

What are the requirements : Valid ID

How to avail of the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Register at the Lobby		1 minute	Guard on duty
2	Go to the Library & register in the logbook.	Assists & provides available data, information & advocacy materials. If data or information is not available, refer them to the concerned agency/organization/institution.	15 - 30 mins	Information Officer
3	Inquire from Information Officer/Librarian about the availability of material/s.			

- **Response to Request for Media Interviews / Academic Interviews**

Availability of Service:

Monday-Friday (except holidays)

8:00 am – 5:00pm

Who may avail of the service : General Public

What are the requirements : Official Letter by Client

How to avail of the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	For media interviews, client sends an Official written request/phone-in request for a scheduled interview with the Executive Director. For academic interviews/ research, client sends an Official request for resource persons to be interviewed	IMCD schedules interview with the Executive Director and communicate with the client on scheduled interview. IMCD schedules interview with resource person & communicate with client on scheduled interview.	1 day 1 day	IMCD focal person
2	Client registers at the lobby and goes to IMCD with visitor's slip		2 minutes	Guard on duty
3	Client registers in the IMCD logbook for record purposes		1 minute	IMCD focal person
4	Client interviews Executive Director or Resource Person	IMCD refers client to Executive Director or Resource Person who will be interviewed.	30 minutes to 1 hour	IMCD focal person

Regional Population Offices

- **Technical Assistance to LGUs and regional partners in PPMP i.e. capability building of LGU counterparts and program partners on the various PPMP components**

Availability of Service:

Monday-Friday (except holidays)

8:00 am – 12:00nn and 1:00pm – 5:00pm

Who may avail of the service : LGUs

What are the requirements : Letter of Request

How to avail the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Request for training / capability building from LGU concerned		One week or 2 after the request is received	Regional focal person & program officers (RPO staff)
2	<p>LGU can already set the training if funded by LGU.</p> <p>RPO will schedule the training if it is funded by the RPO.</p>	<p>Respond the request</p> <p>RPO positive response to the request</p>	<p>When the local funds is already available.</p> <p>When the RPO funds is already available</p>	<p>LGU staff concerned</p> <p>Regional focal person/ officers</p>
3	Attendance to training / capability building	Concerned RPO staff provides technical assistance		Regional focal persons/officers

- **Provision of data and information thru the Regional Population Information Center (RPIC)**

Availability of Service:

Monday-Friday (except holidays)
8:00 am – 12:00nn and 1:00pm – 5:00pm

Who may avail of the service : General Public

What are the requirements : None

How to avail the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Register at the RPO visitors logbook security and surrender valid ID		One Minute	Security Guard
2		Register to RPIC logbook/user's list	One minute	Information Officer
3		Get client's basic information: Inquiry about the needed information / data or research subject, etc. Provide the information/data if available in the RPIC. If data or information is not available, refer them to POPCOM-CO library.	5-10 minutes (depending on the nature of research)	Information Officer

- **Provision of information and counselling thru the Natural Family Planning (NFP) Hotline – Landline and cell phone**

Availability of Service:

Monday-Friday (except holidays)
8:00 am – 12:00nn and 1:00pm – 5:00pm

Who may avail of the service : General Public

What are the requirements : None

How to avail the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Call are made to the NFP hotline (refer to RPO directory) Send text messages via NFP cell phone	Answer right away Text back as soon as the text message is read.	It varies, depending on the nature of question/ discussion	NFP focal person

- **Budget provision or fund assistance to the program partners and local government units (LGUs) i.e. RPM Barangay classes**

Availability of Service:

Monday-Friday (except holidays)
8:00 am – 12:00nn and 1:00pm – 5:00pm

Who may avail of the service : Program Partners and LGUs

What are the requirements : Workplan and MOA

How to avail the service:

Step	Client	Service Provider	Duration of the Activity	Person-in-charge
1	Workplan and corresponding Memorandum of Agreement (MOA) prepared	Provide inputs in the MOA and workplan	Within the day	Regional Director, focal person and program officers (RPO staff) and the LGU concerned
2	Request for fund release as per Workplan & MOA	Request is approved depending on the workplan prepared during the start of the year.	1 week or 2 when cash is already available Upon liquidation of the previous amount released	Regional focal person and program officers (RPO staff) Regional Director Accountant
3	Funds received by the program partners of LGU		One day after liquidation	Program partners and LGU

Directory of POPCOM Officials

CENTRAL OFFICE

Name of Officials	Office Address	Contact Information
JUAN ANTONIO A. PEREZ III, MD, MPH Executive Director III	Welfareville Compound, Mandaluyong City	Tel. Nos. 531-6805/531-6735 j3pere@yahoo.com
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REGIONAL POPULATION OFFICES

Name of Officials	Office Address	Contact Information
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REGIONAL POPULATION OFFICES

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