

Citizen's Charter

HGC-CHAR-CORP  
REV. 02 / JUNE 13, 2018

PRODUCTION OF HGC ANNUAL REPORT

DESCRIPTION OF SERVICE	CLIENTS	DURATION OF PROCESS
Production of HGC Annual Report to be distributed to the Senate, Congress, Governance Commission for GOCCs, banks, developers, and other financial institutions.	Top Management	88 working days

STEP No.	CLIENT'S STEP	AGENCY'S ACTION	DURATION OF ACTION	PERSON-IN-CHARGE	OFFICE LOCATION
①	Approves TOR	Drafts TOR and Requests for bidding	8 working days	CorPlan Staff	Jade Bidg., 335 Sen. Gil Puyat Ave., Makati City
②	Approves materials for the Annual Report	- Bidding Process - Gathers data, drafts materials for the Annual Report	44 working days	BAC/CorPlan Staff	Jade Bidg.
③	Approves/selects design and layout	- Evaluates Supplier's design and layout studies and presents to Management for selection/approval	10 working days	CorPlan Staff	Jade Bidg.
④		Consolidates and transmits comments of GAOUs on the 1st draft	10 working days	CorPlan Staff	Jade Bidg.
⑤		Photoshoot	5 working days	CorPlan Staff/Supplier	Jade Bidg.
⑥		Consolidates and transmits comments of GAOUs on the 2nd draft	5 working days	CorPlan Staff	Jade Bidg.
⑦	Approves mock-up	Reviews/approves mock-up	5 working days	CorPlan Manager	Jade Bidg.
⑧		Acceptance of Annual Report	1 working day	CorPlan Manager	Jade Bidg.
End of process					

