

DEPARTMENT / DIVISION/ Office	NSA AFFAIRS OFFICE						
PURPOSE	To provide an efficient and effective client service to National Sports Association, national athletes and national coaches						
Functional OBJECTIVE	To ensure requests for different requirements of national athletes and national coaches in connection with their training and competitions are met						
ACTIVITY/ PROCESS	Control Methods/ Process SOP/ Guidelines/ Procedures	Process Output	Responsible Authorities	RISK	IMPACT/ CONSEQUENCES	CONTROL MEASURE/ Action Plan	Opportunities
Request for Financial Assistance (reimbursements/ sponsorships/ purchases/FAs)	Request Letters, Event details, Travel preferences/details, Delegation list, Passport Copies Policies and other relevant support documents	Board Resolution on Board's Action	1. DED-COSECSS 2. Executive Director's Office 3. Office of the Chairman 4. Other concerned PSC offices	* Longer time of evaluation * Incomplete evaluation * Mis-evaluation * Non-inclusion in the agenda	1. NSA complaint 2. Delay in delivery of services by supporting offices 3. Non-processing requests for funding 4. Confusion in the preparation of requests	1. Formulate Policies and guidelines on procedures and bases of approvals 2. Setting of cut-off period and and strict compliance to timelines 3. Checklist of requirements 4. Approved Annual Budget 5. Status report of Accounting Office on Liquidarions	Recognition of areas of improvement Better relationship with clients Shorter process time
Request for Travel Tax & Airport Fees	Request Letters, Event details, Travel details, Delegation list, Passport Copies Policies and other relevant support documents like Parental Consent for minor travelers	Issuance of TT Exemption Certificate & Approval of Airport Manager to waive Airport Fees	1. DED-COSECSS 2. Executive Director's Office 3. Office of the Chairman 4. Other concerned PSC offices	* Inability to process for lack of lead time (required is 14 calendar days prior to departure) * Inability to process for lack of required documents * Non-granting of exemption as client are not entitled per provision of law * Acceptance of request due to special accommodation * Losing this privilege due to non-compliance of requirements per MOA with MIAA	1. Complaints	* Strict implementation of processing guidelines * Stringent screening of documents being submitted	Recognition of areas of improvement Shorter process time
Inclusion in/dropping from official roster of athletes and coaches	Request Letters, Athlete's or Coach's Profile, Copies of Certificates / licenses and other supporting documents	Inclusion in the Official Roster and Grant of benefits/ allowances	1. DED-COSECSS 2. Executive Director's Office 3. Office of the Chairman 4. Other concerned PSC offices	* Longer time of evaluation and consequent processing of final inclusion * Non-granting of benefits/allowance on expected time/day of concerned athlete/coach * Long interval between board meetings	1. Complaints 2. Demoralization of athletes due to delay in becoming "national athletes" 3. Non-granting of FA for athletes/coaches who are not yet officially included in the national line-up	* Strict implementation of processing guidelines * Stringent screening of documents being submitted	Recognition of areas of improvement Shorter process time
Use of facilities, request for transportation, use of equipment, request of uniform	Request Letters, Event details, Trip details	Action on request	1. DED-COSECSS 2. Executive Director's Office 3. Office of the Chairman 4. Other concerned PSC offices	* Inability to process for lack of lead time(atleast 2 working days) * Inability to process for lack unavailability of venue/requested items * Non-granting of exemption as client are not entitled per provision of law * Acceptance of request due to special accommodation	1. Complaints	* Strict implementation of processing guidelines * Stringent screening of documents being submitted * Add responsible person (evaluaor etc.) * Training of possible coordinators	Recognition of areas of improvement Shorter process time * Update policies reorganization

<p>Endorsement for passporting, Visa issuance, DS</p>	<p>Request letter, event details, travel details, copy of passport, other supporting documents required by AFP</p>	<p>Issuance of signed letter of endorsement</p>	<p>Office of the Chairman Exec. Director</p>	<ul style="list-style-type: none"> * No signatory available * Longer evaluation time due to lack of supporting documents 	<p>Complaints Delay in the requestor's grant of visa/issuance of passport Problem with the military status of detailed athletes/coaches</p>	<ul style="list-style-type: none"> * Strict implementation of processing guidelines * Stringent screening of documents being submitted * Alternate signatory 	<p>Recognition of areas of improvement Shorter process time</p>
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