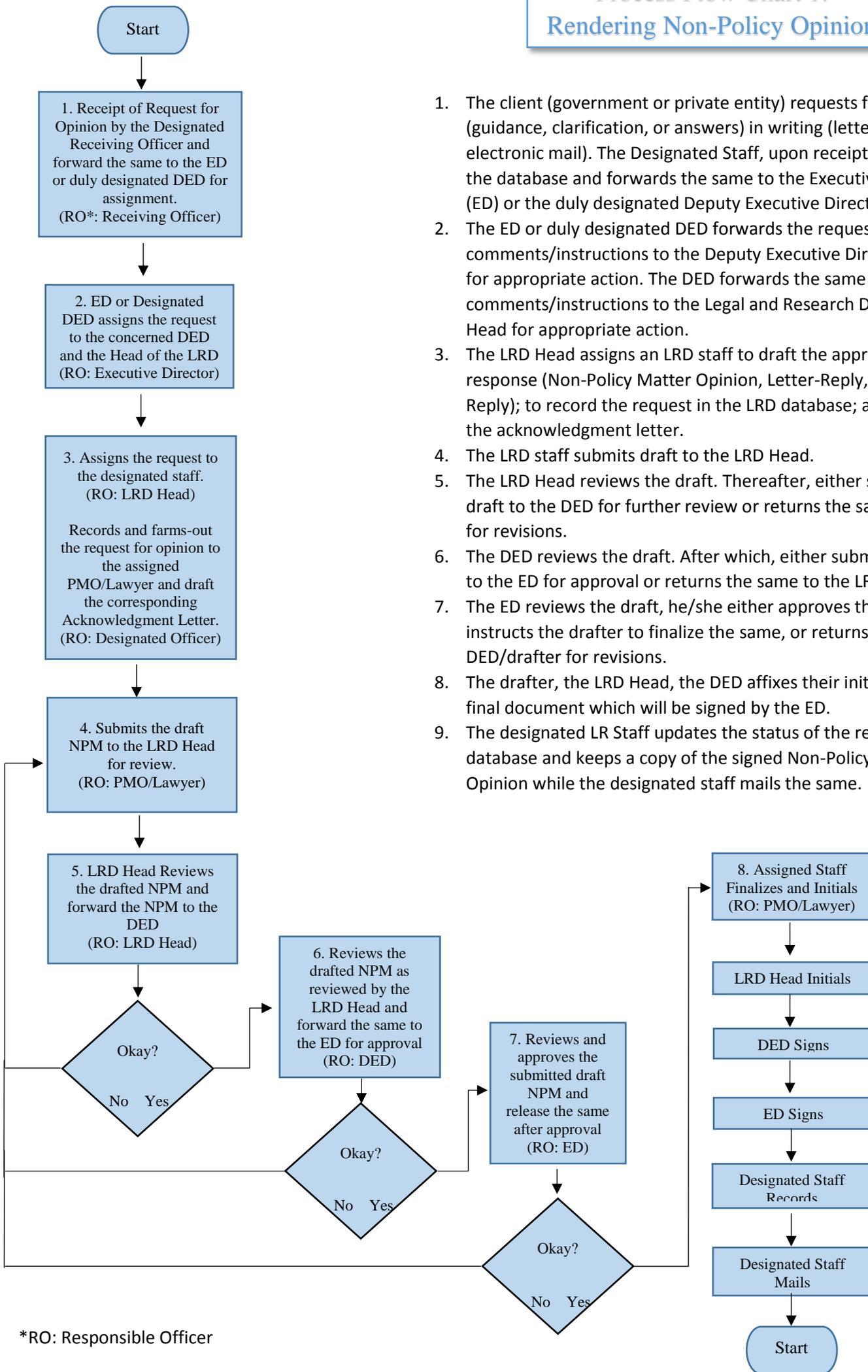


**LEGAL AND
RESEARCH
DIVISION**

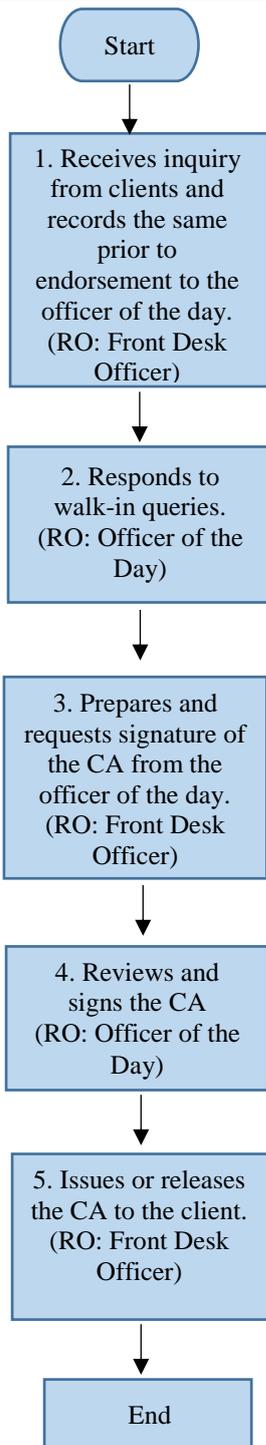
Process Flow Chart 1: Rendering Non-Policy Opinion



1. The client (government or private entity) requests for opinion (guidance, clarification, or answers) in writing (letter or electronic mail). The Designated Staff, upon receipt, records it in the database and forwards the same to the Executive Director (ED) or the duly designated Deputy Executive Director (DED).
2. The ED or duly designated DED forwards the request with comments/instructions to the Deputy Executive Director (DED) for appropriate action. The DED forwards the same with comments/instructions to the Legal and Research Division (LRD) Head for appropriate action.
3. The LRD Head assigns an LRD staff to draft the appropriate response (Non-Policy Matter Opinion, Letter-Reply, or E-mail Reply); to record the request in the LRD database; and to write the acknowledgment letter.
4. The LRD staff submits draft to the LRD Head.
5. The LRD Head reviews the draft. Thereafter, either submits the draft to the DED for further review or returns the same to drafter for revisions.
6. The DED reviews the draft. After which, either submits the draft to the ED for approval or returns the same to the LRD Head.
7. The ED reviews the draft, he/she either approves the draft and instructs the drafter to finalize the same, or returns it to the DED/drafter for revisions.
8. The drafter, the LRD Head, the DED affixes their initials in the final document which will be signed by the ED.
9. The designated LR Staff updates the status of the request in the database and keeps a copy of the signed Non-Policy Matter Opinion while the designated staff mails the same.

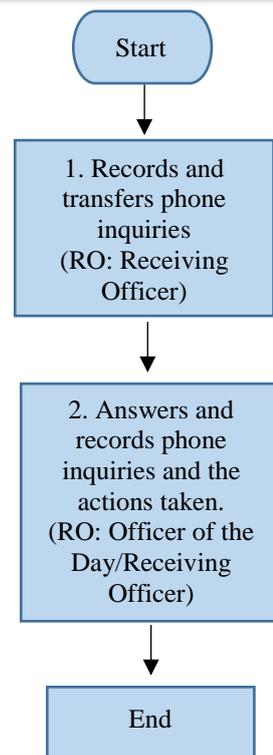
*RO: Responsible Officer

Process Flow Chart 2: Walk-In



1. The Client (government or private entity) visits the GPPB-TSO. The Client fills out the Walk-In Query Form provided by the Front Desk Staff who will then record the relevant information in the database and will forward the Query Form to the (Walk-In) Officer of the Day or another LRD Staff, if the former is unavailable.
2. The Officer of the Day (or any of the LRD Staff) attends to the Client.
3. Upon request of the Client, the Designated Staff issues the Certificate of Appearance (CA) signed by the attending LRD Staff.

Process Flow Chart 3: Phone Queries



1. The Client (government or private entity) inquires over the GPPB-TSO Helpdesk. The Front Desk Staff records the relevant information of the client in the database and transfers the call to the (Phone) Officer of the Day or another LRD Staff, if the former is unavailable.
2. The Officer of the Day (or any of the LRD Staff) answers the query of the client and records the response in the database.