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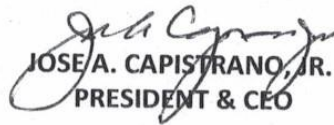
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# PITC Pharma, Inc.

## Citizens' Charter

  
JOSE A. CAPISTRANO, JR.  
PRESIDENT & CEO  
JULY 29, 2015

## **PITC Pharma, Inc.**

# **CITIZEN'S CHARTER**

### **I. Rationale**

Pursuant to Section 6 of Republic Act 9485, otherwise known as the *Anti-Red Tape Act of 2007*, all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect, that details:

- a. The procedure to obtain a particular service;
- b. The person/s responsible for each step;
- c. The maximum time to conclude the process;
- d. The document/s to be presented by the customer, if necessary;
- e. The amount of fees, if necessary; and
- f. The procedure for filing complaints.

This Citizen's Charter aims to improve the quality of services by publishing standards which the public can expect for each service they receive from PITC Pharma, Inc. (PPI). This will also entitle our public to an explanation if the standards are not met.

### **II. About PPI**

PITC Pharma, Inc. is the only pharmaceutical government-owned and controlled corporation tasked to provide low priced quality essential medicines to the Filipino people. We are the only agency that aggregates orders for all government agencies, thereby resulting in volume discounts from pharmaceutical manufacturers.

PPI was initially incorporated in the Philippines on 13 July 1981 as Producers Venture Capital Corporation (PVCC). On 09 November 2005, the Securities and Exchange Commission (SEC) approved the change in PVCC's corporate name from PVCC to PITC Pharma, Inc. On 17 November 2005, the PITC Board approved the "*transfer of PITC's pharmaceutical operations/division to PITC Pharma, Inc.*" Finally, in November 2006, PITC completely turned-over its pharmaceutical operations to PPI.

### **III. Vision**

By 2020, we will be the preferred procurement organization for the pharmaceutical needs of the government.

#### IV. Mission

We are a government pharmaceutical procurement organization providing access to affordable and quality essential medicines to improve the health conditions of Filipinos.

#### V. Mandate

PPI's mandate is defined under the Implementing Rules and Regulations (IRR) of the Universally Accessible Cheaper and Quality Medicines Act of 2008, otherwise known as Republic Act No. 9502, wherein PPI has been given the following roles:

1. Establish a common facility for pooled procurement.
  - Chapter XI, Rule 58 of the IRR states that:  
*“The PPI or its equivalent agency is authorized to establish a common facility for pooled procurement in compliance with RA 9184.”*
2. Undertake direct importation for government agencies and offer the same facility to private parties.
  - Chapter III, Rule 16, Section 1 of the IRR states that:  
*“Except for specific programs and instances allowed by the DOH, for purposes of ascertaining the best and most affordable prices and quality of drugs and medicines to be imported, all government agencies must centrally procure through PPI.”*
  - Private parties may opt to avail of PPI's facility for undertaking “procurement, sourcing and marketing of quality essential and low priced medicines.”
3. Assist in the implementation of cost-containment measures i.e., support hospital pharmacies, making available low cost quality medicines and rational and complete drug treatment packs.
4. Provide support to the DOH in the determination of the Maximum Retail Price (MRP).

On 25 June 2010, the Government Procurement and Policy Board (GPPB) confirmed that “PPI may act as a servicing agency and that government agencies may directly procure imported medicines from PPI under the alternative mode of negotiated procurement (agency-to-agency agreements).” It further ruled that PPI may also act as a procurement agent for government entities subject to Section 53.6 of the Revised IRR of R.A. 9184, otherwise known as the *Government Procurement Reform Act*. This was further confirmed by GPPB Resolution No. 12-2013 dated 26 April 2013, which amended Sections 23.6, 24.6, and 53.5 of the Revised IRR of R.A. 9184 and its associated provisions in the Implementing Guidelines on Agency-to-Agency Agreements, thereby allowing non-

chartered GOCCs to engage as Servicing Agency in an Agency-to-Agency Agreement under Section 53.5 of the IRR of RA 9184 in order to attain a more efficient and streamlined public procurement process.

## VI. Frontline Services

### A. Processing of Sales/Purchase Orders from Clients

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
<b>a. Verification of Customer Order/ Transaction</b>		
1. Receive copy of the customer's Purchase Order (PO).	Account Officer(AO)/ Sales Order Processor (SOP)	Day 1
2. Verify the propriety of the details of the received PO	SOP	
3. Verify if the items ordered are on the official price list. If not, the order shall be subject to further approval.	SOP	
4. Verify if customer will qualify for credit sales. If not qualified, the transaction will be on cash basis.	SOP	
5. Sign off on the conforme portion of the PO. 6. Forward the PO to SSAD.	Approving Authority	Day 2
7. Return the original PO to the customer while retaining copy.	SSAD/FOM/AO SOP	
<b>b. Preparation of Sales Invoice and Delivery</b>		
1. Process the order. 2. Prepare and process the Sales Invoice and Delivery Receipt. 3. Send to forwarder/distributor for signature/receipt of client.	SOP Distribution Processor	Week 1
4. Deliver items with SI and DR. 5. Have client's authorized representative to sign-receipt SI and DR. 6. Issue original SI to client. 7. Distribute copies of SI and DR as indicated on the forms.	Forwarder/Distributor	Deliver in accordance with the delivery schedule

**B. ISSUANCE OF OFFICIAL/ COLLECTION RECEIPTS**

a. **Office Collections**

<b><u>ACTION</u></b>	<b><u>RESPONSIBILITY</u></b>	<b><u>LEAD TIME</u></b>
1. Receive check/ cash and count in the presence of payor. 2. Prepare Official Receipt (OR) /Collection Receipt (CoR). 3. Sign the OR/CoR and issue the original to the Payor.	Cashier	Within 15 minutes

b. **Field Collections by Account Officers and/or Field Operations Managers**

<b><u>ACTION</u></b>	<b><u>RESPONSIBILITY</u></b>	<b><u>LEAD TIME</u></b>
1. Present invoice to debtor, receive payment and issue CoR or PR if post-dated check. Secure withholding tax certificates, if applicable. Accomplish CF. 2. a. Deposit collection, if possible. Fax or send deposit slip to Cashier. b. Remit collections to the PPI Cashier together with corresponding PR/CoR and CF.	Field Collector	Day 1  Day 1 or 2  Day 2 if within NCR, or upon reporting to office, if on Travel Order.
3. Receive collections (if applicable) and compare to details of CF. 4. Issue CoR for post dated check(s) only after check has been cleared with the bank. 5. Mail or send the OR/CoR to Payor.	Cashier	On the day of receipt of collection. After clearing of check.

**C. Receipt and Acceptance of Goods**

a. **For trade goods received at the warehouse**

<b><u>ACTION</u></b>	<b><u>RESPONSIBILITY</u></b>	<b><u>LEAD TIME</u></b>
1. Receive approved PO.	Warehouse Staff	Within 1 day
2. Count and inspect delivered goods.	Warehouse Staff	
3. Sign off on appropriate space on supplier's invoice and/or delivery receipt.		
4. Prepare and process Receiving Report (RR).		
5. Advise Distribution Department of arrival of goods.	Warehouse Manager	

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>LEAD TIME</b>
6. Notify Quality Assurance Committee Head of inspection, as may be required. 7. Notify Regulatory Pharmacist for DOH and PDI goods.	Distribution Staff	
8. Inspect the items as to compliance with technical specifications, as may be required. 9. Check and ensure that goods delivered/intended for LGUs / GA are with valid Certificate of Product Registration (CPR). 10. Prepare the Quality Inspection Report and sign off on the appropriate space. 11. Submit to Procurement Processor with advice for necessary replacements, if any.	Quality Assurance Committee	Day 2
12. If there are items for replacement, notify supplier.	Procurement Processor	
13. Notify FDA for assay collection for DOH projects and PDIs.	PPI Regulatory Pharmacist	
14. If in order, including replacement of items, forward documents (e.g. Supplier's Invoice) to Distribution Department.	Warehouse Staff	Day 3

**b. For goods received at the PPI head office**

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>LEAD TIME</b>
1. Receive copy of approved PO, or NTP, as the case may be.	Distribution Processor/ Administrative Officer	Within 1 day
2. Receive and count goods. 3. Sign off on appropriate space on supplier's invoice and/or delivery receipt. 4. Check and ensure that goods received/intended for LGU/GA are with valid Certificate of Product Registration (CPR). 5. Prepare and process Receiving Report.	Pharmacy Head/ Administrative Officer	
6. Inspect delivered goods as to their conformity with the specifications in the contract.	Quality Assurance Team (trade)/ Administrative Officer or End-user	
7. If in order, sign off on the "Certificate of Acceptance" and "Approved by" spaces on the RR.	Distribution Manager/ Administration Manager	

**c. For trade goods delivered directly by the supplier to the client (drop ship arrangement)**

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>LEAD TIME</b>
1. Provide a copy of the approved PPI's PO to the Distribution Department.	Procurement Processor	Within 1 day
2. Inspect the items in compliance with the PO as to technical specifications, quantity and documents (such as CPR & CGMP) as may be required. 3. Prepare the Quality Inspection Report and sign off on the appropriate space.	Quality Assurance Committee	

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>LEAD TIME</b>
4. Submit the Quality Inspection Report to the Procurement Department with advice for necessary replacements, if any.		
5. Advise the DOH for inspection. 6. Advise the FDA for batch sampling, if necessary.	FOM Regulatory Pharmacist	
7. Advise the supplier to deliver the products to the access points/beneficiary hospital/designated delivery place.	Procurement Processor	Within 1 day after DOH inspection
8. Prepare and process the PPI Sales Invoice, Delivery Receipt and Invoice Receipt of Property (IRP) (for DOH use) in accordance with the Sales Order Policy and Procedures.	Distribution Processor	
9. Send the duly signed PPI Sales Invoice, Delivery Receipt and IRP (for DOH use) to the Supplier.	Distribution Processor	Within 2 days
10. Have the PPI Sales Invoice, Delivery Receipt and Invoice Receipt (for DOH use) signed by the recipient hospital as proof of deliveries. 11. Sign off on supplier's invoice and/or delivery receipt. 12. Turn over the PPI's SI, DR, and IRP with supplier's sales invoice and/or delivery receipt to the Distribution Department.	PPI authorized personnel	Within 7 days  Within 3 days after delivery

#### **D. PROCESSING OF PAYMENTS FOR PURCHASE OF GOODS AND SERVICES**

##### **a. PREPARATION OF CHECK VOUCHER**

<b><u>ACTION</u></b>	<b><u>RESPONSIBILITY</u></b>	<b><u>LEAD TIME</u></b>
1. Retrieve Voucher Payable (VP) or Journal Voucher (JV) with complete supporting documents. 2. Prepare Check Voucher (CV). 3. If applicable, prepare either BIR Form 2306 or 2307 in duplicate.	Disbursement Accountant	Within 30 minutes
4. Review CV and documents for propriety of disbursement, correctness of accounting entry, and completeness and authenticity of supporting documents.	Accounting Supervisor	Within 1 hour
5. If expense or capital outlay item and CV have not been posted to budget ledger, post to Budget Ledger, accomplish budget box, and sign off on the appropriate space.	Budget Officer	Within 2 hours
6. Sign off on the Accounting portion of the Check Voucher. 7. Sign BIR Form/s 2306 and/or 2307, if applicable.	Accounting Manager	Within 4 hours

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
8. Sign off on the appropriate space.	Officer-in-Charge	Within 6 hours
9. Approve CV.	Approving Officer	Within 24 hours

**b. PREPARATION OF CHECK**

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
1. Ensure that CV is approved and in order. 2. Prepare check. 3. Imprint the check with proper amount in words and figures using check writer. If check writer is not in order, use computer and printer, or typewriter. If check writer is unavailable, put tick marks at the beginning and ending of the amount in figures and in words. 4. Cross the check, if applicable (generally).	Cashier	Within 30 minutes
5. Sign the check.	Check Signatories	Within 24 hours
6. Photocopy signed check and attach photocopy to the voucher. Write check number and initials of check signatories on the CV. 7. Log in the Check Logbook.	Cashier	Within 30 minutes after receiving signed check

**c. RELEASE OF CHECK**

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
1. Keep check ready for issuance to payee. 2. Demand Official Receipt (OR), if applicable (generally). 3. Ask payee or authorized representative to acknowledge receipt of the check payment on the Check Voucher (CV) and in the logbook. Demand written authority, if applicable. 4. Ask payee or authorized representative to sign-received BIR Form/s 2306 and/or 2307, if applicable. 5. Release original BIR form/s, if applicable. 6. Release check.	Cashier	



### E. SALE OF BID DOCUMENTS

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>	<u>FEE</u>
1. Pay the non-refundable fee as stated in the invitation / bid documents to the PPI Cashier.	Bidder	2 mins	As stated in the Bid Documents
2. Issue an Official Receipt (OR).	PPI Cashier	2 mins	
3. Present the OR to the BAC Secretariat Member.	Bidder	2 mins	
4. Issue the bid documents to the prospective bidder.	BAC Secretariat Member	Within 1 hour	
5. Receive the bid documents.	Prospective Bidder	1 min	

### F. REQUEST FOR RELEASE OF BID SECURITY

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
1. Prepare Request for Payment.	BAC Secretariat Member	10 minutes
2. Approve Request for Payment.	BAC Secretariat Head	Within 1 hour
3. Forward Request for Payment to Accounting Department.	BAC Secretariat Member	Within 1hour
4. Follow the usual processing of payment to suppliers until release of check payment.	Finance	

### G. PROCESSING OF REQUEST FOR RELEASE OF PERFORMANCE SECURITY (For Cashier's Check , Manager's Check or Cash posted as performance security)

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
1. Prepare request for payment with the following attachments: a. Certification as to completion of the project duly signed by the Procurement Manager; and b. Copy of PPI Official Receipt.	Procurement Staff	Within one day
2. Approve the request for payment.	Procurement Manager	
3. Forward the signed request for payment to the Accounting Dept.	Procurement Staff	

### H. PROCEDURE FOR THE ACCREDITATION OF SUPPLIERS

<u>ACTION</u>	<u>RESPONSIBILITY</u>	<u>LEAD TIME</u>
1. Receive the duly accomplished Supplier's Registration Form with the required documents as stated in the form.	Procurement Staff	Within 24 hours
2. Evaluate and check the form and its attachments. If in order, sign off on the form and forward it to the Procurement Manager. If not, communicate with the supplier-applicant for the submission of lacking documents, if any.	Regulatory Head	

<b><u>ACTION</u></b>	<b><u>RESPONSIBILITY</u></b>	<b><u>LEAD TIME</u></b>
3. Review the form and its attachments. If in order, sign off on the recommending approval. If not, return to the Regulatory Head for the compliance of any deficiencies.	Procurement Manager	
4. Prepare the Certificate of Registration and forward to Procurement Manager for signature.	Procurement Staff	
5. Sign the Certificate of Registration as recommending approval. 6. Forward the Supplier's registration form and the Certificate of Registration to the President & CEO for approval.	Procurement Manager	
7. Approve the form and certificate, otherwise return to the Procurement Dept. for any clarifications.	President & CEO	Within the next 24 hours
8. Release the certificate to the supplier.	Procurement Staff	

## **VII. Complaints and Feedback Mechanism**

For feedback and/or complaints, clients may accomplish the PPI Customer Service Feedback Form which can be downloaded from the PPI website.