



PHILIPPINE RACING COMMISSION

CITIZEN'S CHARTER

2025 (1st Edition)



I. MANDATE

The Philippine Racing Commission (Filipino: Komisyon ng Karera sa Pilipinas), abbreviated as PHILRACOM, is a government agency under the Office of the President that functions as the supervisory and regulating body of horse racing in the Philippines. PHILRACOM was established on March 20, 1974, through Presidential Decree No. 420 by then-President Ferdinand Marcos.

Under Sec. 1 PD 420, it is PHILRACOM's mandate to "promote and direct the accelerated development and continued growth of horse racing not only in pursuance of the sports development program but also to ensure the full exploitation of the sports as a source of revenue and employment".

Under Sec. 3 of PD 420 PHILRACOM shall have the following aims and objectives:

- a. To promote and maintain efficient and unbiased operation of racing exclusive of the supervision of betting therein;
- b. To raise public confidence in the sport and minimize infractions of the rules of racing and;
- c. To improve the breed of Philippine horses and prevent illegal importation of racehorses.

In April 2016, PHILRACOM was accepted as a member of the International Federation of Horseracing Authorities (IFHA).

II. VISION

The Philippine Racing Commission is a globally recognized lead agency regulating and promoting the sport and industry of horseracing generating revenue and employment, and contributing to economic progress and national development.

III. MISSION

We promote, maintain, and continuously improve the efficient and unbiased operation of the sport and industry of horseracing exclusive of the supervision of betting;

We raise public confidence in the sport and ensure strict compliance with the rules of horseracing; and

We improve the breed of racehorses and effectively regulate their importation.



IV. SERVICE PLEDGE

We, the officials and employees of the PHILIPPINE RACING COMMISSION, commit to:

- Serve you from Monday to Friday, 7:00 am to 5:30 p.m.
- Provide up-to-date information on our policies, activities and services through our website, print media and social media.
- Attend to you as soon as you enter the premises of the Commission.
- Assure you that you will be served by authorized personnel with proper identification.
- Respond to your complaint about our services soonest or within the day and take corrective measures.

All these we pledge because YOU deserve no less.

V. QUALITY POLICY STATEMENT

We, the management and staff of the Philippine Racing Commission, endeavor to enhance public confidence in the integrity of the sport of horseracing and promote the development of thoroughbred racing and breeding towards a globally competitive and sustainable horseracing industry. We commit to:

- Safeguard the welfare of horses and the sport's various stakeholders;
- Ensure the highest standards of compliance with local and global statutory and regulatory requirements; and,
- Nurture a productive work environment that promotes and values employees' expertise, teamwork, and wellness.

To this end, we will continually improve our Quality Management System to satisfy the requirements and exceed expectations of our customers and stakeholders.

VI. CORE VALUES

I – Integrity,
C – Competence,
E – Excellence,
T – Teamwork,
I – Innovation,
P – Passion.



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HUMAN RESOURCE MANAGEMENT UNIT

(Internal Services)



I. HUMAN RESOURCE MANAGEMENT UNIT

Responsible for all personnel matters, and promotes human resource development, through implementing human resource development programs. It ensures that rules and regulations as contained in the Omnibus Rule of Civil Service are properly maintained.

A. Daily time record and payroll preparation

Refers to time-in, time-out, and salary of PHILRACOM Officials and Employees.

Office or Division:	Human Resource Management Unit
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail	Regular/Plantilla positions and Contractual staff.
Checklist of Requirements	Where to secure
Duly accomplished Daily Time Record	Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DTR completely filled up and with complete signatures and attachments	Print monthly DTR from a biometric device and distribute to personnel for filing-up and signature.	None	4 hours	HRMU Personnel
	a. computation of late, under time and absences. b. entry of deductions (late, under time and absences) c. Preparation of monthly leave credits report d. monitoring and filing of monthly leave credits report and DTR to be submitted to COA.	None	7 days	HRMU Personnel
	Approval of monthly leave credit report.	None	2 minutes	HRMU Personnel

	Forward to Accounting for submission to COA.	None	2 minutes	HRMU Personnel
	Updating of Leave Credits.	None	1 day	HRMU Personnel
	Payroll preparation a. encoding b. entry of remittances and other deductions c. Taxes d. Proofreading e. Printing	None	2 days	HRMU Personnel
	Approval of Payroll.	None	10 Minutes	HRMU Personnel
	Recorded and logged out to the Accounting division for the process.	None	2 Minutes	HRMU Personnel
	For Obligation by the Budget Unit.	None	10 Minutes	BMS Personnel
	Preparation and Approval of DV.	None	10 Minutes	Accounting Personnel
	Processing and approval of Bank advice and ADA.	None	10 Minutes	DCMU Personnel
	Total	None	10 days	



B. Application for Leave of Absence

Refers to processing of Leave Application of PHILRACOM Officials and Employees who intend to avail of a leave entitlement.

Office or Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail		PHILRACOM Officials and employees		
Checklist of Requirements		Where to secure		
1. Duly accomplished Application for Leave Form. 2. Supporting documents, as applicable		Human Resource Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Application for leave form				
Accomplish and submit Application for leave form.	Receiving of accomplished leave form.	None	2 Minutes	HRMU Personnel
	Review and certify Leave Credits balance.	None	3 Minutes	HRMU Personnel
	Endorsement for approval.	None	2 Minutes	HRMU Personnel
	Filing of approved Leave requests to a designated folder.	None	5 Minutes	HRMU Personnel
	Total	None	10 Minutes	



C. Request for Service Record

Service records indicate the employment history of an Official or Employee.

Office or Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail	PHILRACOM Officials and Employees
Checklist of Requirements	Where to secure
1. Duly accomplished request form	Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and fill up the request form	Receive the request form.	None	1 Minute	HRMU Personnel
	Check, verify, and update service records.	None	10 Minutes	HRMU Personnel
	Print the verified and updated document.	None	3 Minutes	HRMU Personnel
	Endorse the document for signature.	None	1 Minute	HRMU Personnel
	Release the document to the requesting party.	None	1 Minute	HRMU Personnel
	Total	None	16 Minutes	



D. Request for Certificate of Employment and Compensation

Indicates the information, assumption date, position, and compensation of the Officials/Employees.

Office or Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail	PHILRACOM Officials and Employees
Checklist of Requirements	Where to secure
1. Duly accomplished request form	Human Resource Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and fill up the request form	Receive the request form.	None	1 Minute	HRMU Personnel
	Check, verify, and update the document being requested.	None	5 Minutes	HRMU Personnel
	Print the verified and updated document.	None	2 Minutes	HRMU Personnel
	Endorse the document for signature.	None	1 Minute	HRMU Personnel
	Release the document to the requesting party.	None	1 Minute	HRMU Personnel
	Total	None	10 Minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

(Internal Services)



II. SUPPLY AND PROPERTY MANAGEMENT UNIT

Responsible for the procurement, storage, and distribution of supplies, materials, and equipment necessary for the operation of PHILRACOM.

A. Issuance of Office Supplies

This refers to the issuance of common Office supplies requested by the Official or employees per an approved Requisition and Issuance Slip (RIS).

Office or Division:	Supply and Property Management Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail	PHILRACOM Officials and Employees
Checklist of Requirements	Where to secure
Accomplished Requisition and Issuance Slip	Supply and Property Management Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish and submit RIS signed and approved by the immediate supervisor.	Received the accomplished RIS.	None	1 Minute	SPMU Personnel
	Review and verify the completeness of RIS.	None	1 Minute	SPMU Personnel
	Check the availability and quantity of the supply requested.	None	3 Minutes	SPMU Personnel
	Issue the supply to the requesting office/unit.	None	3 Minutes	SPMU Personnel
	Issue the Inventory Custodian Slip for semi-expendable issued or Property Acknowledge Receipt for equipment issued.	None	2 Minutes	SPMU Personnel
Receive the supply and sign the "Received" portion of the RIS	File the copy of the RIS for documentation.	None	2 Minutes	SPMU Personnel
	Total	None	12 Minutes	



ACCOUNTING AND FINANCE MANAGEMENT SECTION

(Internal Services)



III. ACCOUNTING AND FINANCE SECTION

Responsible for the preparation and maintenance of the financial statement and report for PHILRACOM.

A. Preparation of Disbursement Voucher

The process of preparing government payables/obligations of payments, cash advance, and reimbursements.

Office or Division:		Accounting and Finance Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail		PHILRACOM Officials and Employees		
Checklist of Requirements		Where to secure		
Supporting documents.		Accounting and Finance Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Supporting documents for processing of DV.	Received ORS from the Budget Unit and verify the completeness of supporting documents of every transaction/payables.	None	5 Minutes	AFMS Personnel
	Prepare the necessary Disbursement Voucher and Journal Entry Voucher of transaction with complete supporting documents with designated assigned number of series both DV & JEV.	None	5 Minutes	AFMS Personnel
	Forward the accomplished transaction to the Chief Accountant for proper verification of the transaction documentation and approval.	None	5 Minutes	AFMS Personnel
	Forward the DV to the concerned Division Heads or Authorized Signatories from	None	5 Minutes	Other signatories

	which the transaction originated.			
	Forward the DV for approval of payment.	None	5 Minutes	Approving Officer
	Forward the DV and ORS with complete supporting documents and signatures to the Cashier Section for issuance of Check.	None	2 Minutes	AFMS Personnel
	Total	None	27 Minutes	



REGULATION AND LICENSING DIVISION

(External Services)



I. REGULATION AND LICENSING

PR 20-A REGISTRATION, FEES CHARGES, AND RENEWALS – All licenses and registrants shall be renewed on or before the last day of the month of January each year. In the event the last day of January falls on a public holiday or weekend, renewals will be extended to the first working day of the following week.

Those who fail to renew their respective license or registration will not be permitted to function in any position until they secure their licenses and will be penalized with an additional fifty percent (50%) of the license registration fee for late renewal. Horse Owners who at the time of registration do not have a horse under their name are exempted from this.

A. LICENSING

(Racing Officials, Accredited Veterinarian, Horse Owners, Horse Trainers, Professional Jockeys, Apprentice Jockeys, Jockeys' Helper, Grooms, Exercise Riders, Student Jockey.

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing must secure the necessary licenses, registrations or permits.
Where to secure	Regulation and Licensing Division

Checklist of Requirements:

Individual Horse Owners:

1. Must have an annual net income of at least PHP 800,000.00 as reflected in the latest Bureau of Internal Revenue (BIR) stamped received Income Tax Return (ITR) or an average monthly bank balance of at least PHP 200,000.00 as reflected in a bank and transaction history for the last six (6) months;
2. Must be of good moral character and not have been convicted of any crime of moral turpitude;
3. Must own or lease at least 1 racehorse with an existing agreement with a licensed trainer;
4. Endorsement letter from the Chairman or President of a PHILRACOM-accredited Horse Owner's Association;
5. Personal interview by the entire Board or designated Committee;
6. Must submit the National Stud Farm Certificate of Horse, Certificate of Ownership of Large Cattle (COLC), Certificate of Transfer of Large Cattle (CTLIC), Deed of Sale, Illustrated racing color, and two (2) copies of recent photo (1 copy size 1x1 and 1 copy size 2x2);

7. The Board of PHILRACOM in the exercise of discretion, may require submission of additional requirements to prove the capacity of the application to acquire, support, and maintain a thoroughbred racehorse.

For Corporation:

1. Articles of Incorporation and By-Laws;
2. Certificate of Registration with the Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC);
3. List of Officers and Stockholders;
4. Latest Audited Financial Statement;
5. Certification of Designation of authorized corporate signatory on racing matters issued by the Corporate Secretary;
6. Picture of Authorized Signatory;
7. National Stud Farm Certificate of Horse;
8. Certificate of Ownership;
9. Certificate of Transfer;
10. Deed of Sale;
11. Illustrated Racing color.

For Single Proprietorship Corporations:

1. Certificate of Registration with the Department of Trade and Industry (DTI);
2. Income Tax Return for the last 3 years/Financial statements;
3. Recent Photo of Authorized Signatory (2 copies -1x1);
4. National Stud Farm Certificate of horses;
5. Certificate of Ownership;
6. Certificate of Transfer;
7. Deed of Sale;
8. Illustrated racing color.

For Partnership:

1. Papers of Agreement/Partnership with the designated representative/signatory (first party);
2. Certificate of Registration with the Department of Trade and Industry (DTI) or Security and Exchange Commission (SEC);
3. Income Tax Return for the last 3 years/Financial statements;
4. Recent photo of authorized signatory (2 copies – 1x1);
5. National Stud Farm Certificate of Horses;
6. Certificate of Ownership;
7. Certificate of Transfer;
8. Deed of Sale;
9. Illustrated racing color;
10. Articles of partnership.

For Horse Trainers:

1. Must be of legal age, of good moral character, literate and physically and mentally fit;
2. Must be a graduate of PHILRACOM Trainer's Academy and has passed the examination given by the PHILRACOM.

For Professional Jockeys:

1. Must be a Filipino Citizen, of legal age, of good moral character and physically and mentally fit;
2. At least high school graduate and has undergone the apprentice program sanctioned by the PHILRACOM;
3. Must have completed one (1) year period after registering a 5th win as an apprentice jockey.

For Apprentice Jockeys:

1. Must be a Filipino Citizen, of legal age, of good moral character and physically and mentally fit;
2. At least high school graduate and has undergone the required training as a student jockey under the Jockey's Academy sanctioned by the PHILRACOM.

For Racing Officials:

1. Endorsement by the Head of the Racing Club;
2. Must pass the examination given by the PHILRACOM.

For Accredited Veterinarians:

1. Photocopy of updated license from the Professional Regulation Commission (PRC);
2. Photocopy of the latest Professional Tax Receipt.

For Jockey's Helpers, Grooms, Exercise Riders, and Student Jockeys:

1. Endorsement Letter from the Jockey's Association and/or Racing Club;
2. Drug test results obtained from a DOH-accredited laboratory or government hospital and conducted not more than one (1) month prior to the application.

A.1. PROCESS FLOW FOR RENEWAL OF LICENSE:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit the application form and other documents.	Receive and review applications and documents.	None	3 Minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of	None	3 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
	Order of Payment			
		Racing Manager * 7,000.00		
		Asst. Racing Manager * 7,000.00		
		Racing Steward * 3,500		
		Racing Judge * 2,500.00		
		Club Handicapper* 2,500.00		
		Club Veterinarian* 1,200.00		
		Cadet Steward* 1,200.00		
		Paddock Steward* 1,200.00		
		Clerk of Scales* 1,200.00		
		Racing Starter* 1,200.00		
		Racing Clocker* 1,500.00		
		Starting Gate Helper* 400.00		
		Farrier* 700.00		
		Race Caller* 1,200.00		
		Club Physician* 2,000.00		
		Club Nurse* 1,200.00		
		Accredited Panelist* 100.00		
		Accredited Veterinarian* 1,200.00		
		Horse Owner* 1,200.00		
		Horse Trainer* 1,200.00		
		Jockey* 1,200.00		
		Apprentice Jockey* 600.00		
		Jockey's Helper* 150.00		
		Groom* 150.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
		Exercise Rider* 100		
		Student Jockey* 100		
		Optional 3-year License		
		Horse Owner* 3,030.00		
		Horse Trainer* 3,030.00		
		Jockey* 3,030.00		
Take the Order of Payment and proceed to the Cashier to pay the necessary fees and present the O.R. to RLD.	Take the copy of the billing statement with the O.R. Number together with the Application Form for filing and prepare the License/ID for signature by the Division Chief and Executive Director and ask the client to wait.	None	10 Minutes	RLD Personnel
Proceed back to RLD and take the License/ID and Official Receipt.	Release the License/ID and encode the submitted information to the computer for archive and reference.	None	2 Minutes	RLD Personnel
Total		Refer to the table matrix above	20 Minutes	

A.2. PROCESS FLOW FOR NEW LICENSEES:

Office or Division:	Regulation and Licensing Division
Classification:	Complex
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing must secure the necessary licenses, registrations or permits.
Where to secure	Regulation and Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit the application form and other documents.	Receive and review applications and documents.	None	3 Minutes	RLD Personnel
	Endorsement for Approval by the Board of Commissioners.	None	1-6 days (depending on the day of application)	RLD Personnel
	Prepare a formal letter to inform the Licensee of the approval of their endorsement.	None	1 day (depending on the day of approval)	RLD Personnel
Take the necessary written examination to be conducted by the RLD Head or personnel.	Conduct examination to the licensees	None	1 day	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	None	3 Minutes	RLD Personnel
		Racing Manager* 7,000.00		
		Asst. Racing Manager * 7,000.00		
		Racing Steward * 3,500.00		
		Racing Judge * 2,500.00		
		Club Handicapper* 2,500.00		
		Club Veterinarian*		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE	
		1,200.00			
		Cadet Steward* 1,200.00			
		Paddock Steward* 1,200.00			
		Clerk of Scales* 1,200.00			
		Racing Starter* 1,200.00			
		Racing Clocker* 1,500.00			
		Starting Gate Helper* 400.00			
		Farrier* 700.00			
		Race Caller* 1,200.00			
		Club Physician* 2,000.00			
		Club Nurse* 1,200.00			
		Accredited Panelist* 100.00			
		Accredited Veterinarian* 1,200.00			
		Horse Owner* 1,200.00			
		Horse Trainer* 1,200.00			
		Jockey* 1,200.00			
		Apprentice Jockey* 600.00			
		Jockey's Helper* 150.00			
		Groom* 150.00			
		Exercise Rider* 100.00			
		Student Jockey* 100.00			
		Optional 3-year License			
		Horse Owner* 3,030.00			
		Horse Trainer* 3,030.00			
		Jockey* 3,030.00			
Take the Order of Payment and proceed to the Cashier to pay the	Take the copy of the billing statement with the O.R. Number				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
necessary fees and present the O.R. to RLD.	together with the Application Form for filing and prepare the License/ID for signature by the Division Chief and Executive Director and ask the client to wait.	None	5 Minutes	RLD Personnel
Proceed back to RLD and take the License/ID and Official Receipt.	Release the License/ID and encode the submitted information to the computer for archive and reference.	None	5 Minutes	RLD Personnel
Total		Refer to the table matrix above	7 DAYS	



B. REGISTRATION (Horses, Racing Color, Associations/Federations, and Racing Program Publishers)

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division Office

B.1. HORSE REGISTRATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client with a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit the Registration form and other documents	Receive and review registration form and documents through consolidated electronic records: <ul style="list-style-type: none"> • Check if the horse is new or for renewal in the horse registration database • Checking of horse vaccination and Coggins test results • COLC, Deed of Sale, and CTLC are not required for new imported horses. 	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of Payment to be forwarded to the Accounting Division for	Horse (new and annually)* 700.00	3 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
	signature of Order of Payment.			
Take the Order of Payment and proceed to the Cashier to pay the necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. Number together with the Registration Form.	None		RLD Personnel
	Encode the submitted information to the computer for archive and reference and prepare the notice of registration to be forwarded to Racing Clubs and Racing Program Publishers	None	10 Minutes	RLD Personnel
Total		700.00	20 Minutes	

B.2. REGISTRATION OF RACING COLOR

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate	Provide the client with a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
forms and other requirements.				
Submit the Registration form and other documents.	Receive and review applications and documents.	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of Payment to be forwarded to the Accounting Division for signature of Order of Payment.	New Racing Color – 250.00 Change of Racing Color – 500.00	3 Minutes	RLD Personnel
Take the Order of Payment and proceed to the Cashier to pay the necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. Number together with the Registration Form.	None		DCMU Personnel RLD Personnel
	Encode the submitted information to the computer for archive and reference and prepare narrative/illustration description notice to be forwarded to Racing Clubs and Racing Program Publishers	None	10 Minutes	RLD Personnel
Total	New Racing Color	250.00	20 Minutes	
	Change of Racing Color	500.00		



B.3. RENEWAL OF ACCREDITATION OF HORSE RACING ASSOCIATIONS/FEDERATIONS AND RACING PROGRAM PUBLISHERS

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit the accreditation form and other documents	Receive and review accreditation forms and other documents.	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of Payment to be forwarded to the Accounting Division for signature of Order of Payment.		3 Minutes	RLD Personnel
		Association/ Federation of Jockeys* 7,000.00		
		Association/ Federation of Trainer* 7,000.00		
		Association/ Federation of Owners* 12,000.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
		Association/ Federation of Jockey's Helper* 2,500.00		
		Association/ Federation of Grooms* 2,500.00		
		Per Commercial Racing Program* 7,500.00		
Take the Order of Payment and proceed to the Cashier to pay the necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. Number together with the Accreditation Form for encoding and filing.	None	5 Minutes	RLD Personnel
Take the copy of Certification of Accreditation	Prepare and release of certificate of accreditation to be signed by the Division Chief, Executive Director, and Chairman.	None	5 Minutes	RLD Personnel
Total	Association/ Federation of Jockeys*	7,000.00	20 Minutes	
	Association/ Federation of Trainers*	7,000.00		
	Association/ Federation of Owners*	7,000.00		
	Association/ Federation of Jockey's Helper*	2,500.00		
	Association/ Federation of Grooms*	2,500.00		
	Per Commercial Racing Program*	7,500.00		

B.4. NEW APPLICATION FOR ACCREDITATION OF HORSE RACING ASSOCIATIONS/FEDERATIONS AND RACING PROGRAM PUBLISHERS

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit the Registration form and other documents	Receive and review applications and documents	None	5 Minutes	RLD Personnel
	Endorsement for Approval by the Board of Commissioners.	None	1-6 days (depending on the day of application)	RLD Personnel
	Prepare a formal letter to inform the Applicant the approval of their endorsement.	None	1 day (depending on the day of approval)	RLD Personnel
	Prepare Billing Statement and Order of Payment to be forwarded to the Accounting Division for signature of Order of Payment.	None	3 Minutes	RLD Personnel
		Association/ Federation of Jockeys*	7,000.00	

		Association/ Federation of Trainers*	7,000.00	
		Association/ Federation of Owners*	12,000.00	
		Association/ Federation of Jockey's Helper*	2,500.00	
		Association/ Federation of Grooms*	2,500.00	
		Per Commercial Racing Program*	7,500.00	
Take the Order of Payment and proceed to the Cashier to pay the necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. Number together with the Accreditation Form for encoding and filing.	None	5 Minutes	RLD Personnel
Take the copy of Certification of Accreditation	Prepare certificate of accreditation to be signed by the Division Chief, Executive Director, and Chairman.	None	5 Minutes	RLD Personnel
Take the copy of Certification of Accreditation	Release the documents.	None		RLD Personnel
Total	Association/ Federation of Jockeys*	7,000.00	20 Minutes	
	Association/ Federation of Trainers*	7,000.00		
	Association/ Federation of Owners*	7,000.00		
	Association/ Federation of Jockey's Helper*	2,500.00		
	Association/ Federation of Grooms*	2,500.00		
	Per Commercial Racing Program*	7,500.00		



C. NOMINATION AND DECLARATION FOR STAKES RACES

PHILRACOM Stakes races are promotional races with prized money. A Nomination and Declaration fee is being paid for horses who will participate in the said event.

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
	Receipt and review of nomination and declaration forms through consolidated electronic records	None	5 minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	None	3 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
		Nomination Fee	Equivalent to 0.5 percent of the prized money involved	
		Declaration Fee	Equivalent to 1 percent of the prized money involved	
Take the Order of Payment and proceed to the Cashier to pay the necessary fees and present the Official Receipt to RLD.	Take the copy of the billing statement with the O.R. Number together with the nomination and declaration form.	None		DCMU Personnel RLD Personnel
	Prepare the final list of nominated or declared entries for the Stakes Race to be forwarded to the Chairman's Office, OED, Racing Clubs, and Publishers of Racing Programs	None	10 Minutes	RLD Personnel
Total		0.5% for Nomination 1.0% for Declaration	20 Minutes	



D. OTHER SERVICES: (Racing Club Permit, Transfer of Ownership/ Trainership, Appeal, Clearance, Seminar, Authentication and Certification)

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division

D.1. APPLICATION FOR RACING CLUB PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit application form and other documents:	Receive and review application form and other documents.	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	Club Permit (per race meeting)* - 10,000.00	3 Minutes	RLD Personnel
Take the Order of Payment and	Take the copy of the billing			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
proceed to the Cashier Section for payment of necessary fees and present the Official Receipt to the RLD.	statement with the O.R. number together with the form for encoding and filing.	None	5 Minutes	RLD Personnel
	Prepare the Racing Club Permit to be signed by the Division Chief, Executive Director, and Chairman	None	5 Minutes	RLD Personnel
Get the Racing Club Permit applied for from RLD personnel.	Release the documents.	None		RLD Personnel
Total		10,000.00	20 Minutes	

D.2. TRANSFER OF OWNERSHIP/ TRAINERSHIP

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Submit transfer of ownership/ trainership form and other documents:	Receive and review transfer of ownership/ trainership form and other documents through consolidated electronic records.	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	Transfer of Ownership/ Trainership – 700.00	3 Minutes	RLD Personnel
Take the Order of Payment and proceed to the Cashier Section for payment of necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. number together with the transfer of ownership/ trainership form for encoding and filing.	None	5 Minutes	RLD Personnel
	Prepare transfer of ownership/trainership notice to be forwarded to Racing Clubs and Racing Program Publishers.	None	5 Minutes	RLD Personnel
Total		700.00	20 Minutes	



D.3. FILING OF APPEAL AND/ OR RECONSIDERATION

Office or Division:	Regulation and Licensing Division
Classification:	Complex
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and submit letter of appeal/ motion for reconsideration.	Receive and review the documents and provide the client a short briefing on the service.	None	10 Minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	None	3 Minutes	RLD Personnel
		Appeal *	1,200.00	
		Reconsideration after Appeal *	2,500.00	
		Reconsideration without Appeal*	3,500.00	
Take the Order of Payment and proceed to the Cashier Section for payment of necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. number together with the form for encoding and filing.	None	2 Minutes	RLD Personnel
	Forward the Appeal/ Reconsideration to the	None	1-6 days (depending on the day of application)	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
	Committee on Facilities & Conduct of Races, Protests, Complaints, Appeal & Other Disputed for scheduled investigation			
	Prepare notice of appeal/ reconsideration to be forward to the Racing Clubs and Racing Program Publishers.	None	5 Minutes	RLD Personnel
Total	Appeal *	1,200.00	7 DAYS	
	Reconsideration after Appeal *	2,500.00		
	Reconsideration without Appeal*	3,500.00		

D.4. PAYMENT FOR HORSE CLEARANCE AND JOCKEY'S CLEARANCE *(if the jockey's suspension is below 24 racing days)*

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel

Request for the payment of clearance	Receive and assess horse and jockey's suspension through consolidated electronic records	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	Horse Clearance – 150.00 Jockey's Clearance – 150.00	3 Minutes	RLD Personnel
Take the Order of Payment and proceed to the Cashier Section for payment of necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. number together with the billing statement for encoding and filing.	None	5 Minutes	RLD Personnel
Take the copy of the horse and/ or jockey's clearance	Prepare and release horse and/ or jockey's clearance to be signed by the RLD personnel	None	5 Minutes	RLD Personnel
Total	Horse Clearance	150.00	20 Minutes	
	Jockey's Clearance	150.00		



D.5. PAYMENT FOR JOCKEY'S CLEARANCE AND SEMINAR *(if the jockey's suspension is 24 racing days and above)*

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Request for the payment of jockey's clearance and seminar	Receive and assess jockey's suspension through consolidated electronic records	None	5 Minutes	RLD Personnel
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	Jockey's Clearance – 150.00 Seminar – 500.00	3 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Take the Order of Payment and proceed to the Cashier Section for payment of necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. number together with the billing statement.	None		DCMU Personnel RLD Personnel
Proceed to the RLD Division Chief Office for the seminar.	Endorse the jockey to the Division Chief for the seminar.	None	1 Day	RLD Personnel
Get the copy of the horse and/or jockey's clearance.	Prepare and release jockey's clearance to be signed by the RLD personnel	None	5 Minutes	RLD Personnel
	Total	650.00	1 Day	

D.6. AUTHENTICATION AND CERTIFICATION

Office or Division:	Regulation and Licensing Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
Duly Accomplished Forms and Supporting Documents	Regulation and Licensing Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
Proceed to the RLD Division and secure the appropriate forms and other requirements.	Provide the client a short briefing on the service and its requirements.	None	2 Minutes	RLD Personnel
Submit request form and other documents.	Receive and review the documents.	None	5 Minutes	RLD Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	ALLOCATED TIME	PERSON RESPONSIBLE
	Prepare Billing Statement and Order of payment to be forwarded to Accounting Division for signature of Order of Payment	Authentication – 250.00 Certification: For Local – 250.00 For Abroad – 500.00	3 Minutes	RLD Personnel
Take the Order of Payment and proceed to the Cashier Section for payment of necessary fees and present the Official Receipt to the RLD.	Take the copy of the billing statement with the O.R. number together with the request form.	None	5 Minutes	RLD Personnel
	Prepare Authentication to be signed by the Division Chief and Certification to be signed by the Division Chief and Executive Director	None	10 Minutes	RLD Personnel
Get the authentication and certification requested to the RLD personnel.	Release the documents.	None		RLD Personnel
Total	Authentication	250.00	20 Minutes	
	Certification: For Local	250.00		
	Certification: For Abroad	500.00		

Note: Items indicated with an asterisk (*) are subject to an LRF Fee, in an amount equivalent to one percent (1%) of the fee imposed but in no case lower than Ten Pesos (10.00)



STUDBOOK DIVISION

(External Services)



II. STUDBOOK DIVISION

The Stud Book Authority of the Philippines, in strict compliance with Article 12 Chapter II of the International Agreement on Breeding Racing and Wagering (IABRW); and, in conformity with the requirements set forth by the International Stud Book Committee (ISBC) for a Stud Book to be approved, shall adopt and implement the following policies regarding the entry of horses to the Philippine Stud Book.

A horse or mare may be considered eligible for inclusion or admission to the Philippine Stud Book provided that it must completely satisfy the qualification required.

A. REGISTRATION/APPLICATION/TRANSFER OF OWNERSHIP/CERTIFICATION

Office or Division:	Stud Book Registry Division i
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.
Checklist of Requirements	Where to secure
For Foal, Broodmare and Stallion: 1. Three pictures showing the left, right, and front view of the horse; 2. Certificate of Large Cattle; 3. Certificate of Transfer of Large Cattle and Deed of Sale, if the applicant is already a second owner; 4. Stud Book Certificate, if the horse applied is imported.	Stud Book Registry Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Stud Book Division and Secure the appropriate forms and other requirements.	Brief the applicant/client on the services and its requirements and assist them in filling out forms.	None	10 Minutes	SBD Personnel
	Broodmare Registration NSF Form No. 1-B.	550.00		SBD Personnel
	Certification as Breeder SB Form.	300.00		SBD Personnel

	DNA Testing SBAP Form No. 1.	3,200.00		SBD Personnel
	Foal Registration (Novato) SBAP Form No. 1-A.	510.00		SBD Personnel
	Foal Registration Certificate with Passport and Photocopy NSF Form No. 8-A.	1,406.00		SBD Personnel
	Foaling Slip NSF Form No. 4	None		SBD Personnel
	Stallion Registration NSF Form No. 1-B	610.00		SBD Personnel
	Certificate to Ownership	400.00		SBD Personnel
	Stud Book Return (SBR) NSF Form No. 2	600.00		SBD Personnel
	Annual Stallion Report (ASR) NSF Form No. 3	1,700.00		SBD Personnel
Submit the accomplished form and other documents.	Receive and review applications and documents for registration of horses.	None	10 Minutes	SBD Personnel
	Prepare Billing of Statement for payment of license fee to be forwarded to the Accounting Division for the preparation of Order of Payment.	None	10 Minutes	SBD Personnel
Receive the order of payment and proceed to the Cashier for payment of necessary fees and present the Official Receipt to the Stud Book Division.	Receive the copy of the Billing Statement with the O.R. number together with the Application Form for filing.	None	10 Minutes	SBD Personnel
	Record the O.R. number on the application form for filing and encoding.	None	10 Minutes	SBD Personnel
	Total (PHP)	9,276.00	50 Minutes	



B. INSPECTION OF THOROUGHBRED HORSES BEFORE COMPLETION OF REGISTRATION

- Recording of the horse's markings graphically (diagrammatically) and its basic information for proper identification.
- Basic information includes Name, (year of birth plus Dam's Name if unnamed), color, sex, inspecting Veterinarian, inspection date, and inspection location.
- Markings include whorls (cowlicks), municipal brands, farm/owner's brands, scars, and distinctive white areas and patterns on the body, face, and legs that are constant throughout the horse's life.

Office or Division:	Stud Book Registry Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
For imported Thoroughbred horses at the Port of Entry: Inform the Stud Book Division of the exact date and time of arrival	Inspection of Thoroughbred Horses at the port of entry and validation of identity with the importation documents (Scanning of microchip if available)	None	30 minutes per horse	SBD Personnel
For locally bred/ Imported Horses (Broodmare and Stallion): Inform the Stud Book Division of the Farm Location	Inspection of Broodmare/ Stallion at Farm and collection of DNA (hair) samples if not previously registered as a racehorse.	None	30 minutes per horse	SBD Personnel
For Local Bred Foals: Inform the Stud Book Division of the Stable Farm location.	Inspection of Foals at the Stable/Farm and collection of DNA (hair) samples for parentage validation before registration	None	30 minutes per horse	SBD Personnel
For Imported Foals: Inform the Stud Book Division of the Stable/Farm location	Inspection of imported Foals at the Stable/Farm before registration	None	30 minutes per horse	SBD Personnel
	Farm Visitation/ Annual Inspection of all registered Broodmares and Stallions (including Foals and Yearlings) at the Breeding/Stud Farms	None	30 minutes per horse	SBD Personnel

	for validation of submitted Annual Stallion Reports (ASRs) and Stud Book Returns (SBRs).			
	Total (PHP)	None	30 minutes per horse	

C. PENALTIES

Office or Division:	Stud Book Registry Division
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail	All registrants and licensees who participate in horse racing.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Stud Book Division and Secure the appropriate forms and other requirements.	Brief the applicant/client on the services and its requirements and assist them in filling out forms.	None	10 Minutes	SBD Personnel
	1 Change of Name a. When the certificate is already prepared but not yet claimed.	600.00		SBD Personnel
	b. When the certificate is already claimed but the horse has not yet ran in the races.	3,000.00		SBD Personnel
	2. Late receipt of Official export documents after 90 days from Arrival into the country.	1,200.00		SBD Personnel
	3. Late submission of Foaling slip and colored pictures not more than 6 months from foaling.	8,500.00		SBD Personnel
	4 Late submission of certificate of Stallion covering report (per month delay).	750.00		SBD Personnel
	5 Late submission of certificate of Mare covering report (per month delay).	750.00		SBD Personnel
	6. Replacement of lost Registration.	1,500.00		SBD Personnel

	7. Improper branding.	2,400.00		SBD Personnel
	8. Rebranding.	1,200.00		SBD Personnel
	9. Late submission of Stud Book Return (SBR) or Annual Stallion Report (ASR).	3,600.00		SBD Personnel
	10. Incomplete Stud Book Return or Annual Stallion Report.	4,800.00		SBD Personnel
	11. False entries in the Certificate of Stallion service, SBR, and ASR.	4,800.00		SBD Personnel
Submit the accomplished form and other documents.	Receive and review applications and documents for registration of horses.	None		SBD Personnel
	Prepare Billing of Statement for payment of license fee to be forwarded to the Accounting Division for the preparation of Order of Payment.	None		SBD Personnel
Receive the order of payment and proceed to the Cashier for payment of necessary fees and present the Official Receipt to the Stud Book Division.	Receive the copy of the Billing Statement with the O.R. number together with the Application Form for filing.	None	10 Minutes	SBD Personnel
	Record the O.R. number on the application form for filing and encoding.	None	10 Minutes	SBD Personnel
	Total (PHP)	33,100.00	30 Minutes	



FIELD INSPECTION DIVISION

(External Services)



III. FIELD INSPECTION DIVISION

Responsible for the implementation of the rules and regulations of horse racing, and ensures its strict compliance, as well as reports violations, irregularities, and infractions of the racing rules committed during racing days.

A. Request for Change of Paraphernalia of Horses

Refers to the process of accommodating trainers' requests to change the paraphernalia of their horses.

Office or Division:	Field Inspection Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail	Horse Trainer, Horse Owner or his representative
Checklist of Requirements	Where to secure
Duly accomplished request form to change paraphernalia	FID Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the completed request for change of paraphernalia form	Receive and evaluate requests by checking the horse's records using the database of paraphernalia	None	1 working day	FID Personnel
	Inform the client for the schedule of inspection of the paraphernalia/shoeing to be used.	None	1 working day	FID Personnel
Bring paraphernalia/shoeing for inspection	Perform the actual inspection of the paraphernalia/shoeing to be used Inform the client of the approval/disapproval of the paraphernalia to be used	None	1 working day	FID Personnel
	Records findings in the database of paraphernalia	None	1 hour	FID Personnel
	Total	None	3 days and 1 hour	



OFFICE OF THE EXECUTIVE DIRECTOR

(External and Internal Services)



I. OFFICE OF THE EXECUTIVE DIRECTOR

Responsible for the overall supervision over every aspect of horse racing, performing such duties, and exercising such other powers as may be determined by the PHILRACOM Board.

Implements policies and the rules and regulations on horseracing promulgated and issued by the PHILRACOM Board. The Office of the Executive Director exercises overall authority in planning, directing, and coordinating the administrative and technical activities of the Commission.

A. Request for Beneficiary of an Industry-Sponsored Charity Race

Refers to the process of granting Industry-Sponsored Charity Races.

Office or Division:	Office of the Executive Director
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail	Any non-stock, non-profit organization
Checklist of Requirements	Where to secure
1. Letter Stating the purpose of the request. 2. Updated SEC Registration. 3. Comprehensive report of the organization's projects or programs for the last three (3) years, with documentary evidence (e.g. photographs). 4. If the client/requesting organization is a previous recipient financial report on the proceeds received.	

EXTERNAL SERVICE – PHASE A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request with the required documents above.	Acknowledge receipt of the request by stamping as officially received.	None	30 minutes	OED Personnel
	Evaluate the request based on the completeness of the documents submitted and the availability of agency funds	None	3 working days	OED Personnel
	Inform the requesting organization as to the			

	status of the request via an official letter: a. Documents submitted were verified complete and the request is subject to board deliberation. b. Incomplete documentary requirements.	None	3 working days	OED Personnel
	Total	None	6 working days	

INTERNAL SERVICES – PHASE B.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Include the request in the agenda for discussion of the Board.	Convene and issue resolution regarding the request	None	1 working day	PHILRACOM Board
	Notify the client/requesting organization regarding the decision of the PHILRACOM Board of Commissioners.	None	3 working days	OED Personnel
	<p>1. If the request for sponsorship is not granted, PHILRACOM shall send an official letter to notify them that the sponsorship request was disapproved.</p> <p>2. If the request for sponsorship is granted:</p> <p>a. Send an invitation to the requesting party for the holding of the sponsored stake race.</p> <p>b. Through an official letter, notify them of the post requisite, in particular, the accomplishment report specifying where funds from the</p>	None	1 working day	OED Personnel

	industry-sponsored charity race were utilized.			
	Conduct the industry-sponsored stake race as scheduled.		1 race day	Racing Club
	Total	None	6 working days	

EXTERNAL/INTERNAL SERVICES – PHASE C.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an accomplishment report specifying where the funds from the industry-sponsored charity race were utilized.	Receive accomplishment report.	None	1 working day	OED Personnel
	Consolidate and securely store records from the charity race, and input them into the database of records.	None	1 working day	OED Personnel
	Total	None	2 working days	



DISBURSEMENT AND COLLECTION MANAGEMENT UNIT

(External and Internal Services)



II. DISBURSEMENT AND COLLECTION MANAGEMENT UNIT

Responsible for the collection and disbursement of funds in the relation to the operation of PHILRACOM.

A. Preparation and releasing of checks.

The process of preparing and releasing of checks.

Office or Division:		Disbursement and Collection Management Unit		
Classification:		Simple		
Type of Transaction:		G2C –Government to Client G2G – Government to Government		
Who may avail		Clients that participate in horse racing. PHILRACOM Officials and Employees		
Checklist of Requirements		Where to secure		
Supporting Documents		Disbursement and Collection Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
Submit the necessary documents for payment process.	Received the signed DV with supporting documents.	None	2 Minutes	DCMU Personnel
	Check the DV, ORS and other documents, if complete.	None	3 Minutes	DCMU Personnel
	Prepare the check and the corresponding bank requirements (ACIC) to be signed by the signatories.	None	5 Minutes	DCMU Personnel
	Submit the ACIC to the servicing bank (PVB/LBP).	None	5 Minutes	DCMU Personnel
Receive the check and sign the necessary documents.	Release the check to the claimant or requesting party.	None	5 Minutes	DCMU Personnel
	Total	None	20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM		
1	How to send feedback	<p>Accomplish our Compliment/ Commendation Form in the Mamamayan Muna Action Center and drop it at the Suggestion Box at the Public Assistance and Complaint Desk located at the PHILRACOM Lobby.</p> <p>You can also talk to our Bilis Aksyon Partner for assistance at (02) 8893-1453</p>
	How feedbacks are processed	<p>Every Friday, our Chief Finance and Administrative Division opens up the drop box and compiles and records all the feedback submitted.</p> <p>Feedback requiring answers is forwarded to the relevant offices which are required to answer within three (3) days from the receipt of the feedback.</p> <p>The answer to the feedback given is relayed to the client.</p> <p>For inquiries and follow-up, clients may call Tel. no: 8893-1453, 8813-7717 or 8893-6347</p>

2	How to file a complaint	<p>Accomplish our Client Feedback Form in the Mamamayan Muna Action Center and drop it at the Suggestion Box at the Public Assistance and Complaint Desk located at the PHILRACOM Lobby.</p> <p>It can also be filed by sending an email to: info@philracom.gov.ph</p> <p>Please find the link below to download the Client Complaint and Feedback form. https://philracom.gov.ph/wp-content/uploads/complaint-form.pdf</p> <p>Please do not forget to include the following information:</p> <ol style="list-style-type: none"> Name of person being complained Incident Evidence <p>For inquiries and follow-up, clients may call Tel. no: 8893-1453, 8813-7778 and 8893-6347</p>
	How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their action/explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p> <p>The Complaints Officer will give feedback to the client.</p> <p>For inquiries and follow-up, clients may call Tel. no. 8893-1453, 8813-7778 and 8893-6347</p>
	Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph or Telephone No. 1-ARTA (2782)</p> <p>PCC: 8889 CCB: 0908-881-6565 (SMS)</p>



Republic of the Philippines
Office of the President
PHILIPPINE RACING COMMISSION

CLIENT COMPLAINT/FEEDBACK FORM

Name: _____

Address: _____

E-mail Address (if any): _____

Contact Number(s) _____

Organization/Agency _____

Person(s) Complained of: _____

Nature of Complaint: _____

When did it happen: _____

Facts of Complaint: _____

Desired Action from Office: _____

Signature: _____

Date: _____

- Accomplish this Feedback Form and kindly forward to our Bilis Aksyon Partner – Ms. Clarissa Mae P. Sulangi.



LIST OF OFFICES

Office	Address	Contact Information
Office of the Chairman	4th Floor, Electra House Building, Esteban Street, corner V. A. Rufino Street, Legaspi Village, Makati, 1200 Metro Manila	Tel. no: 8813-7198 Email add: chairman@philracom.gov.ph
Office of the Executive Director		Tel. no. 8893-1453 Email add: oed@philracom.gov.ph
Office of the Deputy Executive Director		Tel. no. 8893-1453 Email add: celatorre@philracom.gov.ph
Regulation and Licensing Division		Tel. no. 8893-1453 Email add: licensing@philracom.gov.ph
Finance and Administrative Division		Tel. no: 8893-6347 Email add: cpsulangi@philracom.gov.ph
Human Resource Management Unit		Tel. no: 8813-7778 Email add: hrmu@philracom.gov.ph
Supplies and Property Management Unit		Tel. no: 8813-7778 Email add: spmu@philracom.gov.ph
Disbursement and Collection Management Unit		Tel. no: 8813-7778 Email add: dcmu@philracom.gov.ph
Record Management Unit		Tel. no: 8813-7778 Email add: rmu@philracom.gov.ph
Budget Management Section		Tel. no: 8893-6347 Email add: jetimbol@philracom.gov.ph

Planning		Tel. no: 8813-7778 Email add: planning@philracom.gov.ph
Stud Book Registry Division		Tel. no: 8893-1453 Email add: sbd@philracom.gov.ph
Equine Laboratory and Diagnostic Center	C.B. Contemprato Bldg., Sugar Rd, Carmona, 4116 Cavite	Email add: eldc@philracom.gov.ph
Field Inspection Division		Email add: rmg@philracom.gov.ph
Information and Communications Technology Management Unit		Email add: ict@philracom.gov.ph