



NEDA

Citizen's Charter

1st Edition | 2025



National Economic and Development Authority





NATIONAL ECONOMIC
AND DEVELOPMENT AUTHORITY

CITIZEN'S CHARTER

1st Edition | 2025

APPROVED BY:

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Secretary





I. MANDATE

The National Economic and Development Authority (NEDA), reorganized under Executive Order No. 230, s. 1987, is the country's **premier socioeconomic planning body**, highly regarded as the **authority in macroeconomic forecasting and policy analysis and research**. It provides high-level advice to policymakers in Congress and the Executive Branch.

II. VISION

NEDA envisions a country where public and private sectors perform their respective roles efficiently, such that people have equal access to opportunities, resulting in inclusive development and zero poverty.

III. MISSION

NEDA's mission is to formulate continuing, coordinated, and fully-integrated socioeconomic policies, plans, and programs to enable and empower every Filipino to enjoy a *matatag, maginhawa, at panatag na buhay*.

IV. SERVICE PLEDGE

Upholding the highest standards of work ethics, independence, professionalism, excellence, and integrity, NEDA commits to provide high-level policy advice, develop consensus, and set the agenda for inclusive development.

NEDA commits to provide quality recommendations for a well-informed, responsive, and timely decision-making of stakeholders.

To ensure public interest is upheld, NEDA is committed to attend to all applicants or requesting parties who are within the premises of the office prior to the end of official hours and during lunch break.



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NEDA CENTRAL OFFICE EXTERNAL SERVICES



1. Service Name **REQUEST FOR DUTY EXEMPTION UNDER THE LAST CLAUSE OF THE LAST PARAGRAPH OF SECTION 800 OF THE CUSTOMS MODERNIZATION AND TARIFF ACT (CMTA)**

Service Information The National Economic and Development Authority (NEDA) issued indorsements to qualified entities requesting duty exemption on donations of essential machinery and equipment which are not locally available and are not prohibited in accordance with the last clause of the last paragraph of Section 800 of the CMTA which allows conditionally-free importation in the interest of national economic development.

Office or Division	Trade, Services and Industry Staff (TSIS) – Trade Division
Classification	Complex
Type of Transaction	Government to Client (G2C); Government to Business (G2B); and Government to Government (G2G)
Who may avail	<ul style="list-style-type: none"> a. Government departments, offices and agencies, except government-owned or controlled corporations; local government units b. Government or private Level 1 (primary) or Level 2 (secondary) hospitals with valid license to operate issued by the Department of Health (DOH) pursuant to Republic Act No. 4226 c. Non-profit religious and/or charitable institutions (civic, service, cultural, educational, scientific organizations/foundations are not qualified)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for duty exemption addressed to the NEDA Secretary, attention: Trade, Services and Industry Staff (1 Original)	Client
2. Deed of Donation (DOD), with the list of donated items forming part of the DOD, duly authenticated (by the Philippine	Deed of Donation – Donor Authenticated/Apostilled DOD – Philippine Embassy/Consulate in the country of origin



Embassy/Consulate in the country of origin) or Apostilized (if the country of origin is a signatory to the Apostille Convention) (1 Original and 1 Photocopy)	
3. Notarized Deed of Acceptance executed by a qualified donee. For hospital beneficiaries, the Notarized Deed of Acceptance should be signed by the Medical Director/Chief of the qualified donee hospital (1 Original and 1 Photocopy)	Donee
4. Proforma or commercial invoice covering the importation with the qualified donee indicated in the DOD as consignee (2 Photocopies)	Supplier/Shipper
Requirements as applicable:	
<ul style="list-style-type: none"> Packing list with technical description or product catalogue covering the importation and translation if not in English, with the qualified donee indicated in the DOD as consignee. (2 Photocopies) 	Donor
<ul style="list-style-type: none"> Air-way bill or bill of lading, with the qualified donee indicated in the DOD as consignee, if shipment has already arrived. (2 Photocopies) 	Supplier/Shipper
<ul style="list-style-type: none"> Certified true copy of the valid (i.e., unexpired) license to operate issued by the DOH to a government or private Level 1 (primary) or Level 2 (secondary) hospital, if donee is a hospital (1 Certified Copy and 1 Photocopy) 	Hospital Donee
<ul style="list-style-type: none"> Securities and Exchange Commission by-laws and Articles of Incorporation, if 	Donee




donee is a non-profit religious or charitable organization or institution (2 Photocopies)	
<ul style="list-style-type: none"> Pictures of inner and outer portions of ambulance, if included in the request 	Donor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents) or courier				
1. Register with the lobby guard	1. Give logbook for signature.	None	2 minutes	Lobby Guard
2. File letter request for duty exemption with the TSIS	2. Accept request for duty exemption filed by applicant/authorized representative, or referred by other agencies and record receipt in logbook.	None	3 minutes	Administrative Officer (AO)
3. Client notes procedures for evaluation under Citizen's Charter	3.1. Staff reviews request and prepares draft Indorsement/letter and submits to Division Chief for consideration.	None	1 working day	Economic Development Specialist (EDS) I / EDS II / Senior EDS
	3.2. Division Chief reviews Indorsement/letter and supporting documents and		1 working day	Chief EDS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forwards to Director for consideration.			
	3.3. Staff Director reviews Indorsement/letter and supporting documents and forwards to the Undersecretary for Policy and Planning for consideration.		1 working day	Director
	3.4. The Undersecretary for Policy and Planning reviews, clears, and signs Indorsement/ letter, and transmits documents to TSIS.		1 working day	Undersecretary Policy and Planning Group
	3.5. TSIS personnel records signed Indorsement/ letter and gives logbook to TSIS Administrative Aide. The Aide will forward the document to the Administrative Staff for delivery and email to the proponent, if		15 minutes	Administrative Aide




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>email address is available.</p> <p>3.6. Records receipt of document and schedules delivery to the DOF (if favorable) or mails the applicant (if unfavorable)</p> <p>3.7. Deliver document to the DOF (if favorable) or mails the applicant (if unfavorable)</p>		<p>15 minutes</p> <p>1 working day</p>	<p>Administrative Aide, Administrative Staff (AS)</p> <p>AS</p>
		NONE	5 working days and 35 minutes	
B. Requests filed through automated filing or e-mail				
<p>1. For automated filing, client uploads documents by accessing QR code below:</p> 	<p>If uploaded through automated form:</p> <p>1. Client automatically receives notification of successful application submission along with an application tracking number and website link which may be used to monitor the status of the application.</p>	None	5 working days	<p>EDS I/ EDS II/ Senior EDS (td@neda.gov.pn)</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. If through email, client sends scanned documentary requirements through e-mail at baganapin@neda.gov.ph .	If filed through e-mail: 2. Staff logs the application to the system after which the client receives notification of successful application submission along with a tracking number and website link which may be used to monitor the status of the application.			
3. Client may track the real time status of the application by referring to the NEDA Website (https://neda.gov.ph). Once endorsed, clients receives NEDA indorsement or letter response, as appropriate.	3.1. Same as agency steps 3.1 to 3.4 of Part I-A. 3.2. Staff records signed Indorsement/letter and sends documents via e-mail to the applicant. If action is favorable, the DOF Revenue Operations Group is copied with the e-mail.	None		EDS I/ EDS II/ Senior EDS Same for steps 3.1. to 3.4. of Part I.A for regular transaction
		NONE	5 working days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback or file a complaint in three (3) ways:</p> <ol style="list-style-type: none"> Accomplish the NEDA Client Satisfaction Survey Form provided near the receiving area. Accomplish the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, it says 'Your feedback matters.' followed by a paragraph: 'The NEDA - Trade, Service, and Industry Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with the text 'SCAN THE QR CODE' above it and 'bit.ly/NEDAClientSatisfactionSurvey' below it.</p> <ol style="list-style-type: none"> Send a letter to the Director of the Trade, Services and Industry Staff at office address: <p>Director Bien A. Ganapin 34th Floor, Trade, Services, and Industry Staff, The Mega Tower, EDSA cor. Julia Vargas Avenue, Ortigas Center, Mandaluyong City or through fax at 02-8631-3739 or at email address: baganapin@neda.gov.ph.</p>
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the Staff shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **REQUESTS FOR DUTY EXEMPTION UNDER THE LAST CLAUSE OF THE LAST PARAGRAPH OF SECTION 800 OF THE CUSTOMS MODERNIZATION AND TARIFF ACT (CMTA) RELATING TO IMPORTATION OF CONTRACEPTIVES**

Service Information The National Economic and Development Authority (NEDA) issues indorsements to business entities requesting duty exemption on importations of contraceptives in accordance to the last clause of the last paragraph of Section 800 the CMTA which allows conditionally-free importation in the interest of national economic development.

Office or Division	Trade, Services and Industry Staff (TSIS) - Trade Division
Classification	Complex
Type of Transaction	Government to Business (G2B), Government to Government (G2G)
Who may avail	Bayer Philippines, Inc.; Amtol Pharma Imports Inc. (Based on submission by Commission on Population on Projected Contraceptive Importation Requirement for CY 2024)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for duty exemption addressed to the Commission on Population Executive Director (3 Photocopies)	Client
2. Certification (1 Original and 2 Photocopies)	Commission on Population – Office of the Executive Director
3. Proforma Invoice (3 Photocopies)	Supplier from Originating Country




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents) or courier				
1. Register with the lobby guard	1. Give logbook for signature	None	2 minutes	Lobby Guard
2. File letter request for duty exemption with the TSIS	2. Accept request for duty exemption filed by applicant/authorized representative, or referred by other agencies and record receipt in logbook.	None	3 minutes	Administrative Assistant
3. Client notes procedures for evaluation under Citizen's Charter	3.1. Staff reviews request and prepares draft Indorsement and submits to Division Chief for consideration.	None	1 working day	EDS I/ EDS II/ Senior EDS
	3.2. Division Chief reviews Indorsement and supporting documents and forwards to Director for consideration.		1 working day	Chief EDS
	3.3. Staff Director reviews Indorsement and supporting documents and		1 working day	Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forwards to the Undersecretary for Policy and Planning for consideration.			
	3.4. The Undersecretary for Policy and Planning reviews, clears and signs Indorsement, and transmits to TSIS .		1 working day	Undersecretary Policy and Planning Group
	3.5. TSIS personnel records signed Indorsement and gives logbook to TSIS Administrative Aide who forwards to Administrative Staff for delivery.		15 minutes	Administrative Aide
	3.6. Records receipt of document and schedules delivery to the DOF (if favorable) or mails he applicant (if unfavorable)		15 minutes	Administrative Aide
	3.7. Deliver document to the DOF.		1 working day	Administrative Staff
		NONE	5 working days and 35 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Requests filed through automated filing or e-mail				
<p>1. For automated filing, client uploads documents by accessing QR code below:</p> 	<p>If uploaded through automated form:</p> <p>1. Client automatically receives notification of successful application submission along with an application tracking number and website link which may be used to monitor the status of the application.</p>	None	5 working days	EDS I/EDS II/ Senior EDS (tsis-td@neda.gov.ph)
<p>2. If through email, client sends scanned documentary requirements through e-mail at baganapin@neda.gov.ph.</p>	<p>If filed through e-mail:</p> <p>2. Staff logs the application to the system after which the client receives notification of successful application submission along with a tracking number and website link which may be used to monitor</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the status of the application.			
3. Client may track the real time status of the application by referring to the NEDA Website (https://neda.gov.ph). Once endorsed, client receives NEDA certification or letter response, as appropriate.	<p>3.1. Same as agency steps 3.1. to 3.4. of Part II-A</p> <p>3.2. Staff records signed Indorsement and sends documents via e-mail to the applicant. If action is favorable, the DOF Revenue Operations Group is copied with the e-mail.</p>	None		<p>EDS I/EDS II/ Senior EDS</p> <p>Same for steps 3.1. to 3.4. of Part II-A for regular transaction</p>
		NONE	5 working days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback or file a complaint in three (3) ways:</p> <ol style="list-style-type: none"> Accomplish the NEDA Client Satisfaction Survey Form provided near the receiving area. Accomplish the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below. <div data-bbox="488 600 1414 963"> <p>The graphic is a blue rectangular box. On the left, it says 'NEDA CITIZEN'S CHARTER' in a teal pill-shaped button. Below that, in white text, it says 'Your feedback matters.' followed by a paragraph: 'The NEDA - Trade, Service, and Industry Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' On the right side of the graphic is a large QR code. Above the QR code is the text 'SCAN THE QR CODE' and below it is the URL 'bit.ly/NEDAClientSatisfactionSurvey'.</p> </div> <ol style="list-style-type: none"> Send a letter to the Director of the Trade, Services and Industry Staff at office address: Director Bien A. Ganapin 34th Floor, Trade, Services, and Industry Staff, The Mega Tower, EDSA cor. Julia Vargas Avenue, Ortigas Center, Mandaluyong City or through fax at 02-8631-3739 or at email address: baganapin@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the Staff shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **REQUESTS FOR CERTIFICATION OF LOCAL NON-AVAILABILITY UNDER PRESIDENTIAL DECREE NO. 1362**

Service Information The National Economic and Development Authority (NEDA) issues certification of local non-availability for radio and television equipment, spare parts and allied technical and program materials for importations of bonafide radio broadcasting or television stations in accordance with PD 1362. PD 1362 allows broadcast stations to import said equipment without prepayment of customs duties and compensating taxes provided that these articles are not locally produced and available in sufficient quantity, and comparable quality and price as endorsed by the Board of Investments.

Office or Division	Trade, Services and Industry Staff (TSIS) - Trade Division
Classification	Complex
Type of Transaction	Government to Business (G2B), Government to Government (G2G)
Who may avail	Radio and broadcasting stations who are members of the <i>Kapisanan ng mga Broadkaster ng Pilipinas</i> or Philippine Cable Television Association as well as GMA Network, Inc. (Formerly: Republic Broadcasting System, Inc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Board of Investments (3 Photocopies)	Client
2. Indorsement (1 Original and 2 Photocopies)	Board of Investments – Legal and Compliance Service
3. Permit to Import (3 Photocopies)	National Telecommunications Commission – Records Section




CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Proforma Invoice (3 Photocopies)	Supplier from Originating Country
Requirements if Applicable:	
<ul style="list-style-type: none"> Endorsement (3 Photocopies) 	Kapisanan ng mga Broadcaster ng Pilipinas Philippine Cable Television Association

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents) or courier				
1. Register with the lobby guard	1. Give logbook for signature.	None	2 minutes	Lobby Guard
2. File letter request for duty exemption with the TSIS	2. Accept request for duty exemption filed by applicant/ authorized representative or referred by other agencies and record receipt in logbook.	None	3 minutes	Administrative Assistant
3. Client notes procedures for evaluation under Citizen's Charter	3.1. Staff reviews request and prepares draft Certification and submits to Division Chief for consideration.	None	1 working day	EDS I/EDS II/ Senior EDS
	3.2. Division Chief reviews Certification and supporting documents and		1 working day	Chief EDS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forwards to Director for consideration.			
	3.3. Staff Director reviews Certification and supporting documents and forwards to the Undersecretary for Policy and Planning for consideration.		1 working day	Director
	3.4. The Undersecretary for Policy and Planning reviews, clears and signs Certification, and transmits to TSIS.		1 working day	Undersecretary Policy and Planning Group
	3.5. TSIS personnel records signed Certification and gives logbook to TSIS Administrative Aide who forwards to Administrative Staff for delivery.		15 minutes	Administrative Aide
	3.6. Records receipt of document and schedules delivery to the DOF (if favorable) or mails the applicant (if unfavorable)		15 minutes	Administrative Aide, Administrative Staff (AS)
	3.7. Deliver document to the DOF (if favorable) or mails		1 working day	AS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the applicant (if unfavorable)			
		NONE	5 working days and 35 minutes	
B. Requests filed through courier and e-mail				
<p>1. For automated filing, client uploads documents by accessing QR code below:</p>  <p>2. If through email, client sends scanned documentary requirements through e-mail at baganapin@neda.gov.ph</p>	<p>If uploaded through automated form:</p> <p>1. Client automatically receives notification of successful application submission along with an application tracking number and website link which may be used to monitor the status of the application.</p> <p>If filed through e-mail:</p> <p>2. Staff logs the application to the system after which the client receives notification of successful application submission along with a tracking number and website link which may be used to</p>	None	5 working days	EDS I/ EDS II/ Senior EDS (&tsis-td@neda.gov.ph)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	monitor the status of the application.			
3. Client may track the real time status of the application by referring to the NEDA Website (https://neda.gov.ph). Once endorsed, client receives NEDA certification or letter response, as appropriate.	<p>3.a. Same as agency steps 3.1. to 3.4. of Part III-A.</p> <p>3.b. Staff records signed Certification and sends documents via email to client. If action is favorable, the DOF Revenue Operations Group is copied with the email.</p>	None		<p>Same for steps 3.1. to 3.4. of Part III-.A for regular transaction</p> <p>EDS I/ EDS II/ Senior EDS</p>
		NONE	5 working days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback or file a complaint in three (3) ways:</p> <ol style="list-style-type: none"> Accomplish the NEDA Client Satisfaction Survey Form provided near the receiving area. Accomplish the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below. <div data-bbox="488 600 1414 963"> <p>The graphic is a blue rectangular box. On the left, it says 'NEDA CITIZEN'S CHARTER' in a light blue pill-shaped button. Below that, in white text, it says 'Your feedback matters.' followed by 'The NEDA - Trade, Service, and Industry Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' On the right side of the graphic is a large QR code. Above the QR code is a white button that says 'SCAN THE QR CODE'. Below the QR code is a white button with the link 'bit.ly/NEDAClientSatisfactionSurvey'.</p> </div> <ol style="list-style-type: none"> Send a letter to the Director of the Trade, Services and Industry Staff at office address: Director Bien A. Ganapin 34th Floor, Trade, Services, and Industry Staff, The Mega Tower, EDSA cor. Julia Vargas Avenue, Ortigas Center, Mandaluyong City or through fax at 02-8631-3739 or at email address: baganapin@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the Staff shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA CENTRAL OFFICE INTERNAL SERVICES



**1. Service Name CORRECTIVE MAINTENANCE FOR INFORMATION AND
COMMUNICATIONS TECHNOLOGY (ICT) EQUIPMENT**

Service Information Provision of technical support for information and communication technology hardware and/or Software

Office or Division	Information and Communications Technology Staff (ICTS) - ICT Network Division (IND)
Classification	Simple – Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Central Office (CO) Operating Units/Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Support (TS) form or alternatively e-mail, memorandum, or phone request detail	ICTS - IND
2. Available ICT Resources/Equipment/Tools	ICTS - IND
3. Available TS Personnel/Technical Know how	ICTS - IND



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log request (request may be received through phone call, memorandum, e-mail, or from an employee who expressed the request verbally)	1.1. Receipt and logging of request a. Request may be received in the form of phone call, memorandum, e-mail, or from an employee who expressed the request verbally b. Log the request received in the TS form	None	Within 1 working day	Helpdesk Officer of the Day (HOOD) or alternatively, any TS team member or the Division Chief or the Supervising Personnel
	1.2. Assigning Information Technology (IT) Support a. IT support to conduct hardware and software diagnosis/troubleshooting of the subject ICT equipment b. IT Support to take necessary action for the following IT issues/concerns:	None	Diagnosis within 1 to 2 working days (minimum-maximum) for basic and 3 to 5 working days (minimum-maximum) for complex concerns/issues	HOOD or alternatively any TS team member or the Division Chief or the Supervising Personnel
	Determine needed repair:		For items i	(Escalation



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>i. If repair will be done in-house and will not require replacement of parts:</p> <ol style="list-style-type: none"> (1) Trouble-shoot; (2) Make corrective adjustments; and (3) Conduct minor repair <p>ii. If repair needs support from Senior IT Support staff:</p> <ol style="list-style-type: none"> (1) Escalate the request to a Senior IT Support; (2) Senior IT recommend possible resolutions; (3) Senior IT to determine appropriate IT support personnel to continue trouble-shooting; (4) IT Support to conduct repair 		<p>and ii, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 1 (Routine): 1 to 2 working days (minimum-maximum) • Level 2 (Routine): 3 to 7 working days (minimum-maximum) • Level 3 (Single Stage): 8 to 15 working days (minimum-maximum) • Level 3 (multi-stage): 16 to 21 working days • Level 4 (Outside support): To be determined by the 	procedure will be implemented)




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>iii. If repair of ICT equipment is done in-house and requires replacement of parts. Prepare ICT Equipment/ Device Diagnosis and Inspection (IEDI) form. Provide service unit, if available</p> <p>iv. If the equipment is under warranty, contact service provider for repair/ replacement. Inform the end-user</p> <p>v. If the equipment is outside the warrant period, Senior IT to recommend outside repair, replacement parts, determine the source of funds and assign personnel to prepare Purchase Request</p>		<p>engagement terms</p> <p>For items iii to iv, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 1 (Routine): 2 to 4 working days (minimum-maximum) • Level 2 (Routine): 5 to 12 working days (minimum-maximum) <p>For item v, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 4 (Outside support): To be determined by the engagement terms 	
	1.3. Turn-over of repaired	None	Within 1	Assigned TS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ICT equipment a. For in-house repair services, turn-over the repaired ICT equipment to the end-user for rating of service b. For outsourced repair services, inspect the ICT equipment if functioning, record the result of inspection and turn-over to the end user		working day Within 2 working days	Personnel
2. Receipt and fill-out TS form including provision of rating		None	Within 1 working day or as client is available	Client
		NONE	2 to 3 working days (Simple) 5 to 7 working days (Complex) 8 to 21 working	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			days (Highly Technical)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at ictstech@neda.gov.ph.
How feedbacks and complaints are processed	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>Complaints are processed by:</p> <ol style="list-style-type: none"> Acknowledging formally endorsed complaints (e-mail or memorandum) and recording details; Getting all the facts; Discussing options within/among team for fixing problems or resolution of issues; Offering the complainant the solutions to resolve complaint and acting on the solution; and



	5. Informing client/complainant about team's commitment to continuous improvement.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242

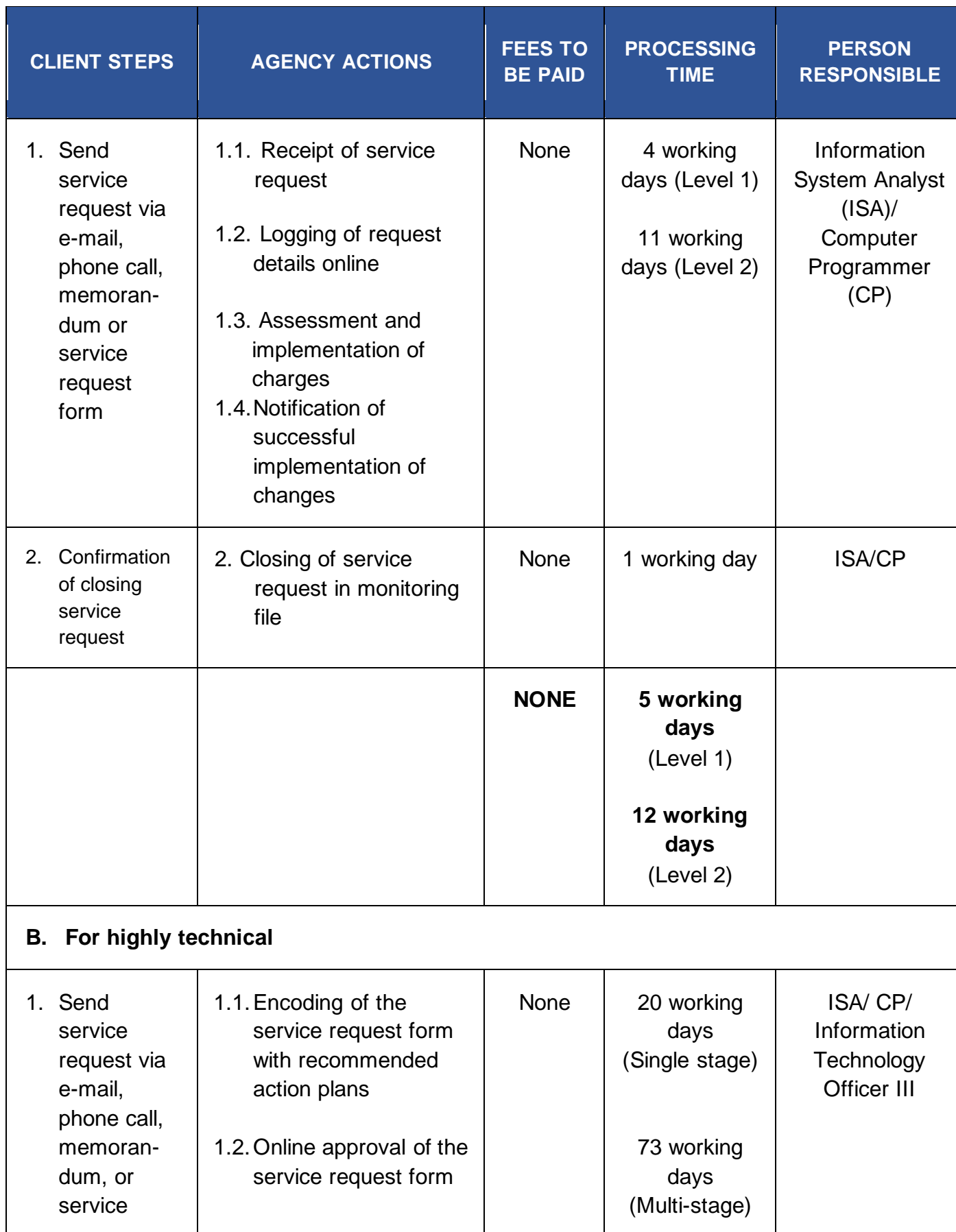
2. Service Name **MAINTENANCE OF DATABASE MANAGEMENT SYSTEM**

Service Information Provision of maintenance for information and communications technology application and website

Office or Division	Information and Communications Technology Staff (ICTS) – Information System Development Division (ISDD)
Classification	Complex – Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	All NEDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Request Form (QF-ICT-ITM-01-02)	ICTS – ISDD (through online)


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For routine actions				





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request form	1.3. Design, development and testing of system changes based on user requirements 1.4. Closing of service request			
2. User acceptance and service rating request	2. Formulate hardware and software documentation	None	10 working days	ISA/CP
		NONE	30 working days (Single stage) 83 working days (Multi-stage)	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Information and Communications Technology Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'bit.ly/NEDAClientSatisfactionSurvey' below it. The NEDA logo is also present.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at ictstech@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>Complaints are forwarded to the concerned ISA/CP for validation and immediate resolution.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **AVAILMENT OF PHILIPPINE POSTAL CORPORATION (PHLPOST) COURIER SERVICES**

Service Information This pertains to the delivery of the National Economic and Development Authority (NEDA) mails to the PHLPost which are delivered on the prescribed time.


Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	All NEDA Offices/ Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Mailing (COM) (4 copies)	GSD provides the COM form to its clients through e-mail

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter/parcel to be mailed to get the postal rate	1. Assist the End-user (EU) In getting the postal rate	None	10 minutes	Administrative Assistant (AA) II
2. Accomplish and submit the Certificate	2.1. Receive the COM from the Offices/Staff 2.2. Check/ validate the	None	30 minutes 5 minutes	AA III Administrative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of Mailing (COM) form	<p>completeness of the submitted COM form</p> <p>2.3. Stamp the Postal Charge Account (PCA) to the envelope</p> <p>2.4. Deliver mails daily to PHLPost Ortigas</p>		<p>5 minutes</p> <p>Delivery of mails as per schedule</p>	<p>Officer I/IV</p> <p>AA III</p> <p>AA III</p>
		NONE	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-gsd@neda.gov.ph.
How feedbacks and complaints are processed	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



4. Service Name **CERTIFICATION OF DOCUMENTS (CERTIFIED PHOTOCOPY/ TRUE COPY)**

Service Information Authentication by the General Services Division-Records Section that a certain NEDA issuance is a certified true or photocopy.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Central Office (NCO) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NEDA documents only (number of document photocopy depends on client)	AS – GSD


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to be authenticated	1.1. Receive the documents for authentication	None	5 minutes	Administrative Assistant (AA) III
	1.2. Retrieve/ present the original copy of NEDA documents		5 minutes	Administrative Officer (AO) I/ IV/ V
	1.3. Verify/check the authenticity of the documents		10 minutes	AO I/ IV/ V



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Certify the NEDA documents as true copy or photocopy		5 minutes	AO I/ IV/ V/ Chief AO
	1.5. Offices/ Staff concerned to provide one copy to GSD		5 minutes	AO I/ IV/ V
		NONE	30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'bit.ly/NEDAClientSatisfactionSurvey' below it. The NEDA logo is also present.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-gsd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



5. Service Name **NUMBERING OF SPECIAL ORDER (SO), LOCAL TRAVEL ORDER (LTO), AND OFFICE CIRCULAR (OC)/MEMORANDUM**

Service Information Assigning document number, as reference for identification, to NEDA SOs, LTOs, and OCs/Memorandum.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Central Office (CO) Officials and Employees


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NEDA issuances (number of document photocopy depends on client)	AS – GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Special Orders (SO), Local Travel Orders (LTO) and Office Circulars (OC)/	1.1. Receive the documents for numbering.	None	2 minutes	Administrative Assistant (AA) III
	1.2. Assign number using the online numbering.		4 minutes	AA III
	1.3. Log the documents.		4 minutes	AA III
	1.4. Certify the documents as true		5 minutes	Administrative Officer (AO) I/



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Memoranda Note: Requests can be sent through e-mail.	copy/photocopy (if requested). 1.5.Encode documents in the GSD Master list file 1.6.Upload the documents in NEDA Knowledge Portal 1.7. Disseminate the documents in the Outlook email (if necessary/requested) 1.8. File the document in their respective folders		10 minutes 10 minutes 10 minutes 5 minutes	IV/V AO I/ IV AO I/ IV AO I/ IV AA III
		NONE	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'neda CSO Survey' below it. At the bottom right, the link 'bit.ly/NEDAClientSatisfactionSurvey' is provided.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-gsd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



6. Service Name **PROVISION OF MEETING VENUE**

Service Information Provision of venue for the conduct of meeting/activities, to ensure that request/s for the reservation of the executive lounge and board room are attended properly in a timely manner.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Central Office (CO) Employees


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Venue reservation form	AS – GSD (through online)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out venue reservation form	1.1. Receive duly accomplished form from the end-user.	None	5 minutes	Administrative Assistant (AA) III
	1.2. Confirm the availability of the venue.		15 minutes	AA III
	1.3. Approve the venue request form through online.		5 minutes	Chief Administrative Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Assign Building Maintenance Section (BMS) personnel and janitorial services for preparation of the venue (if needed).		Before the actual meeting	Designated BMS and janitorial personnel
	1.5. Record and file all documents.		5 minutes	AA III
		NONE	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with the text 'SCAN THE QR CODE' above it and 'bit.ly/NEDAClientSatisfactionSurvey' below it. The NEDA logo is also present.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-gsd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



7. Service Name **IMPLEMENTATION OF CORRECTIVE MAINTENANCE (CM) OF BUILDING FACILITIES AND EQUIPMENT**

Service Information Facilitate the conduct of corrective maintenance activities to ensure that requests for repairs are properly attended to in a timely manner.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple - Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Central Office (CO) Employees


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Corrective maintenance (CM) request form (4 copies)	AS – GSD personnel or designated focal person per staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form for CM <i>Note: The Job Request for CM Form is available at the NEDA Knowledge Portal and</i>	1.1. Receive duly accomplished form from the end-user. 1.2. Inspect and validate repair works to be done and make recommendation. 1.3. Approve the	None	5 minutes 15 minutes 5 minutes	Designated Building Maintenance Section (BMS) Personnel Division Chief



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>can be requested from the GSD through the Administrative Officer IV (AO IV), Engineer III (Engr. III), BMS Personnel, or its equivalent.</i>	<p>recommendation for repair work.</p> <p>1.4. Perform the appropriate CM work, testing, and turnover.</p>		<p>Within 5 working days for in-house repairs</p> <p>Within the duration prescribed in the contract/ job order agreement for outsourced repair</p>	<p>Designated Building Maintenance Section (BMS) personnel</p> <p>Contractor</p>
2. Fill-out appropriate rating upon turnover	2. Record and file the job request form.	None	5 minutes	Designated BMS personnel
		NONE	<p>5 working days and 30 minutes (in-house repairs)</p> <p>Within the duration of contract (outsourced repair)</p>	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'neda CSO Survey' below it. At the bottom right, the link 'bit.ly/NEDAClientSatisfactionSurvey' is provided.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-gsd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



8. Service Name **REQUEST FOR CLEARANCE FROM PROPERTY ACCOUNTABILITY**

Service Information Clearance from property accountability is issued based on the guidelines specified in the Government Accounting and Auditing Manuals.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Complex
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)
Who may avail	NEDA employees separating from government service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance form (4 copies)	Human Resource Management Division (HRMD)
2. Employee Property Accountability Report (PAR) (2 copies)	Property and Supply Section (PSS)
3. Property transfer form (2 copies)	PSS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of resignation/ intent to retire	1.1. Release four (4) copies of clearance to the employee.	None	1 working day	Administrative Officer (AO) II from Human Resource Management




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Division
2. Fill-out clearance form and submit to AMD- PSS	2.1. Update the employee PAR. 2.2. Release an updated summary of employee PAR.	None	1 working day	AO III
3. Gather all property accountabilities and return to AMD - PSS	3.1. If accountable officer returns the properties, PSS will acknowledge receipt of the properties returned through PAR to property custodian after verifying properties returned against what is in the PAR. 3.2. Determine if the properties are still in working condition. If still in good condition, store the property for future use. If not, prepare waste material report and store the property for later disposal.	None	4 working days	AO III
4. Or transfer the same to another accountable	4.1. If the accountable officer transfers the properties to another accountable	None		AO III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
officer	<p>officer, request the accountable officer to acknowledge receipt of properties through the property transfer form.</p> <p>4.2. Process clearance from property accountability, by submitting the form for the signature of Chief Administrative Officer.</p>			
5. Receive the clearance	5. Release the clearance form property accountability to the requesting employee.	None	5 minutes	AO III
		NONE	6 working days and 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'neda CSO Survey' below it. At the bottom right, the link 'bit.ly/NEDAClientSatisfactionSurvey' is provided.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-amd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



9. Service Name **REQUEST FOR ISSUANCE OF SUPPLIES OR PROPERTY, PLANT AND EQUIPMENT (PPE) THROUGH INVENTORY CUSTODIAN SLIP (ICS) OR PROPERTY ACCOUNTABILITY REPORT (PAR)**

Service Information The facilitation of the issuance of supplies or Property, Plant and Equipment (PPE) for those whose position requires its issuance, based on the guidelines specified in the Government Accounting and Auditing Manuals.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (3 copies)	AS – GSD personnel or designated focal personnel per staff
2. Property Accountability Report (PAR) (2 copies) for PPEs with a cost of more than PhP 15,000.00	Property and Supply Section (PSS)
3. Inventory Custodian Slip (ICS) (2 copies) for PPEs with a cost of PhP 15,000.00 or less	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Requisition and Issue Slip (RIS) to PSS for processing of requisition	1.1. Receive signed RIS from requesting office. Record the dates, particulars and requesting office in the logbook. Assign number in the RIS and issues copy 2 to requesting personnel for file.	None	1 hour	Administrative Officer (AO) I
	1.2. Determine the availability of the requisitioned supplies/ PPE. If not available, return the RIS to the requesting officer for the preparation of purchase request for the supply/ PPE requested. If available, forward RIS to the supply and/or property custodian.	None	2 hours	AO III
	1.3. Receive the RIS and append initials. Forward the original and copy 3 to the Head of supply and/or property division/ unit for review and approval.	None	2 hours	AO III




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4. Review RIS and sign the “<i>Approved by</i>” portion of the RIS. Forward copies 1 and 3 of RIS to supply and/or property custodian.</p>	None	1 hour	AO V
	<p>1.5. Based on the approved RIS, indicate the quantity in the RIS.</p> <p>Prepare PAR/ ICS. Indicate the quantity, unit, description and property number of the items issued. Sign in the “<i>Issued by</i>” portions of the RIS and PAR/ ICS. Record the date, number and particulars in the PAR/ ICS logbook.</p> <p>Note: Original – copy for the supply and/or property division file</p> <p>Copy 2 – recipient or user of the property file</p> <p>Further, the PAR is renewed every three years or every time there is a change in</p>	None	1 hour	AO III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	custodianship/user of the property.			
<p>2. Retrieve copy 2 of the RIS. Check item if in conformity with the RIS. Sign “<i>Received by</i>” portion of original and copy 2 of PAR and RIS.</p> <p>Return original PAR and copies 1 and 3 of RIS to supply and/or property custodian for recording in the Property Card. Files copy 2 of PAR and copy 3 of RIS.</p>	2.1. File original of PAR per accountable officer/ employee and copy 3 of RIS. Forward the original RIS to the Financial, Planning and Management Staff (FPMS) – Accounting Division (AD).	None	30 minutes	AO II
	2.2. Promptly record the issuance of PPE in the Property Card maintained for each class of PPE.	None	30 minutes	AO III
		NONE	1 working day	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box, followed by 'Your feedback matters.' and a paragraph about the survey. A QR code is on the right with the text 'SCAN THE QR CODE' above it and the survey link below it.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-amd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



10. Service Name **RELEASE OF INSPECTION AND ACCEPTANCE REPORT (IAR)**

Service Information This procedure is a sub-system of accounting for inventory to check the integrity of procurement by physically inspecting the inventories delivered by suppliers.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA employees particularly those in-charge in the procurement of goods and services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Receipt (original)	Supplier
2. Official Receipt and/or Sales Invoice (original)	Supplier
3. Purchase Request (copy)	End-user
4. Market Research/ Request for Quotation (copy)	End-user
5. Purchase Order (2 copies)	End-user
6. Inspection and Acceptance Report (4 copies)	AMD – Property and Supply Section (PSS)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copies of the original delivery receipt, official receipt and/or sales invoice	<p>1. Sign “<i>Received</i>” portion of the original and copy 2 of the delivery receipt. File the original and return copy 2 of the delivery receipt to the supplier/ procurement service.</p> <p>Prepare IAR in 4 copies. Forward copies 1 – 4 of the IAR, original delivery receipt and copy 2 of approved purchase order to the property inspector for inspection of deliveries.</p>	None	1 hour	Administrative Officer (AO) I
2. Receive and inspect items delivered	<p>2.1. Inspect and verify items as to quantity and conformity to specifications or if the delivery is complete.</p> <p>If the delivery is incomplete, indicate notation on the IAR that the deliveries are not in conformity to specifications and/or terms agreed</p>	None	1 working day	Inspection Committee Property inspector



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>under the approved purchase order and returns the copies 1 – 4 of the IAR, original delivery receipt and copy 2 of approved purchase order to the property and/or supply unit.</p> <p>If delivery is in order, indicate the date of inspection, place check mark in the box for “<i>Inspected, verified, and found in order as to quantity and specifications</i>”, and sign the “<i>Inspection</i>” portion of the IAR. Retain copy 2 of IAR and forward copies 1, 3, and 4 of IAR, original delivery receipt and copy 2 of purchase order to the property and/or supply custodian for acceptance of goods delivered.</p>			
	2.2. For deliveries not conforming to specification and/or terms of the purchase order,	None	1 working day	AO III/V



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>receive copies 1 – 4 of IAR, original delivery receipt and copy 2 of purchase order. Return the items to the supplier and require the latter to comply with the agreed specifications and/or terms of the purchase order.</p> <p>For deliveries in order, indicate the date of acceptance, place check mark in the box for <i>“Complete as to quantity and specifications”</i> or <i>“Partial (pls specify quantity)”</i>, and sign the <i>“Acceptance”</i> portion of the IAR. Store the items delivered for issuance to the requisitioning office.</p>			
	<p>2.3. Forward copy 3 of IAR and photocopy of purchase order and delivery receipt to the Financial, Planning and Management Staff (FPMS) –</p>	None	1 working day	AO II




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Accounting Division (AD) for recording the received/ accepted goods and posting to the Supplies Ledger Card (SLC), and copy 4 of IAR and copy 2 of purchase order to the stock card keeper for recording in the Stock Cards.</p> <p>Note 1: Distribution of the IAR shall be as follows: Original – PSS (to be attached to the Disbursement Voucher, together with the original delivery receipt)</p> <p>Copy 2 – Inspector/ Inspection Committee</p> <p>Copy 3 – FPMS – AD (attached in setting up of payables)</p> <p>Copy 4 – PSS unit file</p>			
3. Release copies of	3. Record in the logbook the receipt	None	1 hour	AO II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the pertinent documents to the FPMS – AD for processing of payment	of purchase order and delivery receipt and forward to the accounting staff concerned for the preparation of Journal Entry Voucher (JEV).			
		NONE	3 working days and 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'neda CSO Survey' below it. At the bottom right, the link 'bit.ly/NEDAClientSatisfactionSurvey' is provided.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-amd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



11. Service Name **PROCESSING OF REQUESTS FOR USE OF CARPOOL VEHICLE OR REQUEST FOR SERVICE VEHICLE**

Service Information The National Economic and Development Authority (NEDA) provides transportation services to its officials and employees to facilitate mobility and enhance delivery of public service.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Driver's Trip Ticket (DTT)	Automated Transport Management System (ATMS) - https://tms.neda.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee fill-out DTT form and submit signed copy through ATMS.	1. Assign vehicle based on available unit and driver (but for weekly requirements this is summarized every cut-off).	None	a. Same day trip – 30 minutes b. Others- 2 hours after 4:00 pm cut	Administrative Officer (AO) I/ Administrative Aide III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait to be informed of the available transportation service.	2.1. Inform the client about the assigned driver and service vehicle through auto-generated email notification from the ATMS.	None	off (weekday)	AO I/ Administrative Aide III
3. Provide feedback on the timeliness, courtesy provided by the driver.	3. Consolidate feedback for analysis and processing to improve the transport service (system-generated).	None	4 hours	AO I/ Administrative Aide III
		NONE	Same day trip – 20 minutes Others – 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Transport Service Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Transport Service Survey Form online through the link (bit.ly/NEDATransportService) or scan the QR code below.  <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-amd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database. The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel. Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation. The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



12. Service Name **COLLECTIONS AND DEPOSITS**


Service Information Collections from the National Economic and Development Authority (NEDA) – Central Office (CO) officials and employees due to refunds of excess cash advance, sale of bidding documents, performance bond and other collections specified under Treasury Circular No 2-2022.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD) – Cash Section
Classification	Simple
Type of Transaction	Government to Citizen (G2C); Government to Government (G2G); and Government to Business (G2B)
Who may avail	NEDA Officials, employees and external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of payment (1 original approved copy)	Financial, Planning and Management Staff (FPMS) – Accounting Division (AD)
2. Official Receipt (1 original copy – Client; 2 nd copy – FPMS - AD; and 3 rd copy – Cashier file)	AS – AMD – Cash Section
3. List of deposited collection (LDC) for General Fund	AS – AMD – Cash Section
4. Cash or Check Deposit Slip for Trust Fund Oncoll Payment Slip (OPS) for General Fund	Land Bank of the Philippines (LBP), Greenhills



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Order of Payment (OP) to Cash Section.	1. Receive approved OP from the FPMS – AD.	None	2 minutes	Administrative Officer (AO) IV
2. Present payment whether cash or check.	2.1. Receive and count payment. 2.2. Prepares official receipt (OR) acknowledging receipt of payment from the client. 2.3. Print OR.	None	15 minutes	AO IV
3. Receive OR.	3. Issue the original copy of OR to the client.	None	5 minutes	AO IV
4. The LBP, as the authorized government depository bank (AGDB) of the Bureau of Treasury (BTr), accepts deposits.	4.1. Prepare cash or check deposit slip for Trust Fund; OPS and LDC for General Fund. 4.2. Deposit the collection/s to the agency's AGDB for the account of the BTr and/or to NEDA trust fund accounts.	None	Within the day or next banking day 1 working day	AO IV
		NONE	1 day and 22 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-amd@neda.gov.ph.
How feedbacks and complaints are processed	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



13. Service Name **CONTRACT OF SERVICE PROCESSING**

Service Information The service involves the evaluation of the qualification of applicants and the subsequent processing of contracts of selected applicants through Job Order and Contract of Service. Such hiring augments the manpower complement at the National Economic and Development Authority (NEDA) - Central Office (CO) pursuant to the Department of Budget and Management (DBM) Circular No. 2013-5, dated 22 July 2013. The said circular authorizes agencies with approved rationalization plan to outsource certain services, through the hiring of consultants/job order/contract of service personnel, where no employer-employee relationship exists, subject to certain conditions.

Office or Division	Administrative Staff (AS) - Human Resource Development Division (HRDD)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	Internal units of NEDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum on the request for processing of Contract of Service with justification for hiring and duration of contract, source of funds (original copy)	Staff Director or Unit Officials
2. Terms of reference or duties to be performed (original copy)	Requesting Staff/ Office/ Unit
3. Approved Annual Work Program reflecting the hiring of Job Order	Requesting Staff/ Office/ Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(photocopy)	
4. Duly accomplished Personal data sheet (PDS) (original)	Civil Service Commission (CSC) website
5. Transcript of Records, if any (Certified True Copy)	College or University
6. National Bureau of Investigation (NBI) clearance (photocopy)	NBI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff/ Units/ Group submits memorandum requesting processing of contract of service.	1.1. Acknowledge receipt of endorsement through e-mail.	None	2 minutes	Administrative Officer (AO) IV/V
	1.2. Review the submitted request as to the applicant's qualification and completeness of documentary requirements; coordinate with the Staff/ Office/ Unit for deficiencies or some clarifications.		14 minutes	AO IV/V
2. Review the draft contract.	2.1. Draft contract of service.	None	5 working days	AO IV/V
	2.2. Review the draft contracts. Refer to Legal Staff (LS) for		1 working day	Division Chief



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>complex contract.</p> <p>2.3. Submit/ forward the draft contract to the requesting Staff/ Office/ Unit for comments.</p>		3 working days	AO I/V
3. Signing of contract and conduct of basic orientation for hired contractual personnel.	<p>3.1. Finalize the contract.</p> <p>3.2. Review and sign the contract by the contractee.</p> <p>3.3. Sign the contract by the witnesses and authorized NEDA official.</p> <p>3.4. Orient the contractee on the required documents for processing of salary, recording of attendance and adherence to office policies, rules and regulations.</p> <p>3.5. Orient the contractee by concerned Unit/</p>	None	<p>1 working day</p> <p>2 working days</p> <p>3 working days¹</p> <p>30 minutes</p> <p>1 working day</p>	<p>AO IV/V</p> <p>Contractee</p> <p>Witness/ Undersecretary / Officer-in-Charge (OIC), Corporate Affairs Group</p> <p>AO IV/V</p> <p>Staff/Office/ Units concerned</p>


¹ Depends on the availability of the signatories



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Staff relative to his/her duties and responsibilities.			
		NONE	16 working days and 46 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at recruitment@neda.gov.ph. Parties involved may submit their written complaint to the AS Director.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Staff/ Office/ Unit concerned is informed in writing or through e-mail on the status of its endorsed applicants for evaluation and processing of contract.</p> <p>The AS Director may create and convene a special group to handle the case. The provision on dispute settlement as stipulated in the service contract may be invoked.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



14. Service Name **ISSUANCE OF PAYSLIP**

Service Information

The National Economic and Development Authority (NEDA) issues monthly payslip to provide information on the salary earned for the specified period together with the mandatory and loan deductions of the employee. The monthly payslip can be accessed using a system and printed in PDF format.

Special request for payslip serves as a documentary requirement of the requesting employee to support proof of financial stability, loan and visa applications and other related purposes. This pasyslip is signed and in original copy provided to requesting employee.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	Active NEDA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Certified/Signed Payslip HRMD Record/Document request form (employee can also send request through e-mail)	AS – HRMD




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Special Request				
1. Fill-out request form online through MYNEDA Portal or email HRMD, indicate the period covered or requested months and purpose of the request.	1.1. Acknowledge request online through MYNEDA Portal and/or log received request form from employee.	None	4 hours	Administrative Officer (AO) II
	1.2. Search the name of the requesting employee in the system, and the covered period indicated on the request. Generate and assign control number on the requested payslip. Forward to the AO V for review and initial.	None	4 hours	AO II
	1.3. Review the document, affix initial and forward to the Chief Administrative Officer (CAO) for signature.	None	1 working day	AO IV/V and/or Supervising AO
	1.4. Sign requested document and forward to the releasing personnel.	None	4 hours	CAO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the Payslip/s.	2.1. Record the signed/approved in the logbook. 2.2. Release signed/approved payslip to requesting employee.	None	4 hours	AA III/AO IV
		NONE	3 working days	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>c. Complaints may be filed through sending an e-mail at &AS-hrmd@neda.gov.ph.</p>
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client and shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



15. Service Name **PROCESSING OF FIRST SALARY**

Service Information The National Economic and Development Authority (NEDA) processes the first salary of the newly hired employee/s to release the primary compensation of the employee for payment of the services rendered/work performed prior to his/her inclusion the monthly payroll.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Complex
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Newly Hired Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEDA newly hired employee	
1. Certified True Copy of duly Approved Appointment	AS – Human Resource Development Division (HRDD)
2. Certified True Copy of Oath of Office	AS – HRDD
3. Certificate of Assumption	AS – HRDD
4. Statement of Assets, Liabilities and Net Worth (SALN) (Certified True Copy)	AS – HRMD
5. Approved Daily Time Report (DTR) (Certified True Copy)	AS – HRMD



6. BIR Withholding Certificates Forms 1902 and 1905 (Application for TIN Registration and Certificate of Update of Exemption and of Employer's and Employee's Information) (1 photocopy each)	New Hired Employee
7. Payroll information for agencies with computerized system	New Hired Employee
Additional requirements for transferees (from one government office to another) / Reemployment	
1. Clearance from money, property and legal accountabilities from previous government office	Newly hired employee's former government employer
2. Certified True Copy of pre-audited disbursement voucher of last salary from previous agency/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	
3. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)	
4. Certificate of Available Leave Credits or proof of payment of Terminal Leave Benefits	
5. Service Record	
6. Approved/Paid Home Development Mutual Fund (HDMF) and PhilHealth remittance forms	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of the required documents for first salary	1.1. Receive the documents and validate with the checklist for first salary requirements.	None	15 minutes	Administrative Assistant (AA) III/ Administrative Officer (AO) AO II
	1.2. Review the documents and inform the client if there's a clarification on the details.	None	15 minutes	AO II
2. Prepare for the first salary computation	2.1. Input employee information and salary details based on the received documents. 2.2. Compute the worked days based on the Approved Daily Time Record (DTR). 2.3. Compute the salary deductions and check the last salary details from previous office (for employees from other government agency). 2.4. Print, sign and attach the copy of the supporting documents on the report.	None	1 hour	AO II




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. Receive the computation for First Salary with attached supporting documents.	None	2 hours	AO IV/V or Supervising AO (SAO) and Chief AO (CAO)
	2.6. Receive documents, prepare ORS and DV, print and return to AO V and/or SAO and CAO for review.	None	1 hour	AA III and/or AO II
	2.7. Review, sign and forward the documents to the Office of the Director, Administrative Staff, for signature.	None	1 hour	AO IV/V and/or SAO and CAO
	2.8. Sign the documents and return to HRMD.	None	1 hour	Director, Administrative Staff
	2.9. Receive and check if all documents are duly signed and secure HRMD file copy.	None	30 minutes	AA III and/or AO II
	2.10. Review the documents, affix initial and forward to the Chief Administrative Officer for	None	1 hour	AO IV/AO V



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signature logbook and endorse to Financial, Planning and Management Staff (FPMS).			
3. Receive the signed documents and attachments of the first salary.	3. Corresponding process undertaken and endorse to the Budget Division (BD) and Accounting Division (AD) of FPMS.	None	1 working day 1 working day	FPMS – BD FPMS – AD
4. Processing and crediting to the payroll account of the recipient.	4. Corresponding Process undertaken by the Asset Management Division (AMD) of the Administrative Staff.	None	2 working days	AS-AMD
		NONE	5 working days	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>c. Complaints may be filed through sending an e-mail at &AS-hrmd@neda.gov.ph.</p>
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client and shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



16. Service Name **ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)
CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AND
BENEFITS (COECB)**

Service Information The National Economic and Development Authority (NEDA) issues COE and/or COECB to requesting employee for various purposes such as loan and school application, bank transaction, passport/visa application, and other legal purposes. The COE/COECB provides information pertaining to employee's position, current employment status, salary, allowances and benefits received, etc.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)
Who may avail	Active and Inactive NEDA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA employee	
1. HRMD Record/Document Request Form online through MYNEDA Portal <i>(the employee can also request through email/MS Teams)</i>	HRMD, Administrative Staff
Inactive NEDA employee	
1. Request letter (original signed or through e-mail)	Requesting Client




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form or e-mail/message the HRMD	1.1. Acknowledge focal acknowledge request through MyNEDA Portal and/or log received request form from employee.	None	30 minutes	Administrative Assistant (AA) II/III
	1.2. Gather data if necessary, for updating. Prepare, assign control number, print and affix initial on the COE/COECB.	None	7 hours and 30 minutes	Administrative Officer (AO) II
	1.3. Review the document, affix initial and forward to the Chief Administrative Officer (CAO) for signature.	None	1 working day	AO V and/or Supervising AO (SAO)
	1.4. Sign document requested and return to the releasing employee/officer.	None	4 hours	CAO
2. Receive COE/ COECB.	2. Issue the signed/approved COE/COECB and release the same to requesting	None	4 hours	AA II/ III and/or AO II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	employee.			
		NONE	3 working days	
Inactive Employee				
Same client steps with active employee apply except for online application through myNEDA Portal. However, it takes more than 3 days to process and generate the COE/COECB of inactive employee due to non-integration in the system. The gathering and manual inputting of information may take 5 to 7 days depending upon the completeness of information available in their 201 Folders and Index of Salary and Compensation.				

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>c. Complaints may be filed through sending an e-mail at AS-hrmd@neda.gov.ph.</p>
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client and shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



17. Service Name **ISSUANCE OF SERVICE RECORDS (SR) FOR ACTIVE EMPLOYEE**

Service Information The National Economic and Development Authority (NEDA) issues SR to requesting active and inactive employee for various purposes such as employment, school and loan application, step increment, personnel file, and for other legal purposes. The SR provides information on employees work history/experiences, status of employment, employment changes as promotion, transfer, reappointment, reemployment, secondment, step increment, etc.


Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	Active NEDA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA employee	
1. HRMD Record/Document Request Form online through MYNEDA Portal (the employee can also request through e-mail/MS Teams)	AS – HRMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form online through MYNEDA Portal or email/MS Teams.	1. Acknowledge request and/or log received request form from employee.	None	30 minutes	Administrative Assistant (AA) II/III
2. Update (if necessary) and prepare/ generate SR.	2. Gather data, if necessary, for updating, print and affix initial on the document.	None	1 working day	AO II
3. Review completeness of SR.	3. Review the document, affix initial and forward to the Chief Administrative Officer (CAO) for signature.	None	1 working day	AO V and/or Supervising AO (SAO)
4. Sign/ approve the SR.	4. Sign document requested and return to the releasing employee/ officer.	None	4 hours	Chief AO (CAO)
5. Receive SR.	5. Issue signed/approved SR to requesting employee.	None	3 hours and 30 minutes	AA II/ III and/or AO II
		NONE	3 working days	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with the text 'SCAN THE QR CODE' above it and 'bit.ly/NEDAClientSatisfactionSurvey' below it. The NEDA logo is also present.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at &AS-hrmd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client and shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



18. Service Name PROCUREMENT OF CONSULTING SERVICES THROUGH PUBLIC BIDDING

Service Information Following the governing principles on Government Procurement, the National Economic and Development Authority (NEDA) Bids and Awards Committee (NBAC) Secretariat processes procurements through Public Bidding in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the “Government Procurement Reform Act”, and other relevant Government Procurement Policy Board (GPPB) issuances.

Office or Division	Administrative Staff (AS) – Procurement Management Division (PMD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C) and Government to Business (G2B)
Who may avail	End-user (Staff/ Unit/ Office) Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request and Availability of Allotment (PRAA), revision 03, in 4 copies (1 original and 3 copies)	Client (End-user Staff/ Office)
2. Terms of Reference and Detailed Criteria for Shortlisting and Technical proposal Evaluation (based on the requirements of the End-user)	Client (End-user Staff/ Office)
3. Bidding Document	AS – PMD (Secretariat, NBAC)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Proof of Payment (Official Receipt) of Bidding Document	Bidder
5. Bidder's Eligibility/ Bid Submission/ Documents (1 original copy and 2 photocopies)	Bidder
6. Post-Qualification Documents (1 Certified True Copy)	Bidder
7. Notice of Award (NOA) (original copy)	Secretariat, NBAC
8. Performance Security (original copy)	Bidder
9. Negotiation agreements and Notarized Contract Agreement (4 original copies)	Secretariat, NBAC and Bidder
10. Notice to Proceed (NTP) (1 original copy)	Secretariat, NBAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and approved PRAA (1 original and 3 copies), with all necessary documents attached	<p>1.1. Receives documents and checks the completeness vis-à-vis the Checklist of Supporting Documents for Processing of PRAA. If documents are not complete, return to Client for appropriate action.</p> <p>1.2. Accepts PRAA and records receipt in the</p>	None	10 minutes	Administrative Assistant (AA) III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	logbook if documents are complete.			
2. Client notes that the PRAA will be forwarded to the Financial, Planning, and Management Staff (FPMS) - Budget Division (BD).	2.1. Informs Client that after validation, the PRAA will be forwarded to the BD for allocation of funds.	None	15 minutes	Administrative Officer (AO) II
	2.2. Verifies that the procurement for processing is included in the approved Annual Procurement Plan (APP) or Supplemental APP as the case may be. If included, print and attach copy of the approved APP. Otherwise, return to Client for appropriate action.			
	2.3. Validates/reviews the entries made in the PRAA as to statutory and regulatory requirements.		1 working day	AO V
	2.4. Reviews and signs validated PRAA.		30 minutes	Chief Administrative Officer (CAO)/ Supervising Administrative Officer (SAO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.5. Assigns PRAA number and date; encode the details in the PR Monitoring Sheet and logbook; and forward to the BD for the Certification of Availability of Allotment (CAA).</p> <p>Note: Processing time for CAA depends on the procedure and timelines of FPMS-BD.</p>		15 minutes	AA II
3. Client notes of the scheduled pre-procurement conference.	<p>3.1. Receives, reviews, and evaluates PRAA, TOR and Detailed Criteria including necessary attachments. If documents submitted are in order, forward to assigned Focal Secretariat for processing.</p> <p>3.2. Draft Request for Expression of Interest (REI) and Bidding Documents, and schedule NBAC-CS meeting for the pre-procurement conference.</p>	None	<p>1 hour</p> <p>4 hours</p>	<p>AO V</p> <p>Assigned Focal Secretariat within the PMD</p>
4. Client attends the	4.1. Notifies the NBAC-CS members and the	None	5 minutes	AO IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
conduct of virtual/ face-to-face pre-procurement conference.	Client on the schedule of virtual/ face-to-face pre-procurement conference.			
	4.2. Presents REI, Bidding Documents, Detailed Criteria, and procurement timelines to the NBAC-CS for review and approval.		30 minutes	Assigned Focal Secretariat within the PMD
	4.3. Revisions in the TOR and Detailed Criteria – Returns the document to the Client after the meeting, if there are any revisions.		15 minutes	Assigned Focal Secretariat within the PMD
	4.4. Prepares the following Resolutions if documents presented are found to be in order (complete, correct, and complying with the provisions of the Updated 2016 Revised IRR of RA 9184): i. Recommending Approval of TOR and weights; and		2 hours	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ii. Approval of Detailed Criteria			
	4.5. Reviews the draft Resolutions for approval by the NBAC-CS.		2 hours	AO V/SAO
	4.6. Reviews and finalizes draft Resolutions for approval by the NBAC-CS.		2 hours	CAO/Head Secretariat
	4.7. Approves and signs the Resolutions by the NBAC-CS and HoPE, i.e., approval of the TOR and weights for evaluation.		5 working days	NBAC - CS and HoPE
	4.8. Draft minutes of the pre-procurement conference.		1 working day	Assigned Focal Secretariat within the PMD
	4.9. Reviews the minutes of the pre-procurement conference.		2 hours	AO V/SAO
	4.10. Reviews and signs minutes of the pre-procurement conference.		2 hours	CAO/Head or Assistant Head Secretariat
	4.11. Post/Advertise REI and Bidding		30 minutes	Assigned Focal Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Document in the NEDA and PhilGEPS websites, and on the NEDA Bulletin Board, and NEDA Procurement Facebook Page.			within the PMD
	4.12. Prepares Certification of posting REI on the NBAC Bulletin Board.		10 minutes	Assigned Focal Secretariat within the PMD
	4.13. Reviews the draft Certification.		5 minutes	AO V/SAO
	4.14. Reviews and approves the Certification.		5 minutes	CAO/Head or Assistant Head Secretariat
5. Client submits Memorandum on the nominated Technical Working Group (TWG)	5.1. Receives Memorandum of Client's nominated TWG.	None	5 minutes	Assigned Focal Secretariat within the PMD
	5.2. Prepares draft Resolution Creating Technical Working Group.		1 hour	Assigned Focal Secretariat within the PMD
	5.3. Reviews the draft Resolution.		1 hour	AO V and SAO
	5.4. Reviews and finalizes draft Resolution.		2 hours	CAO/Head or Assistant Head Secretariat
	5.5. Provides comment, if any, and/or signs the		3 working days	NBAC-CS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Resolution by the NBAC-CS.			
6. Bidder submits eligibility documents to the NBAC-CS through the NBAC Secretariat.	6. Receives eligibility submission of prospective bidder prior to the published deadline. Stamp the submission with "Received", write date and time of eligibility submission.	None	5 minutes	Assigned Focal Secretariat within the PMD
7. The Client and the bidder's authorized representatives attend the virtual/face-to-face opening of Eligibility Document.	7.1. Prior to the meeting proper, the Secretariat notifies the NBAC-CS and TWG members and the bidders of the scheduled NBAC-CS meeting for the opening of eligibility document.	None	5 minutes	AO IV
	7.2. During the meeting proper, the Secretariat informs the NBAC-CS/flash on the screen the list of bidder/s who signified to attend the eligibility opening. Also informs the NBAC-CS of the observers invited.		5 minutes	CAO/SAO
	7.3. The Chairperson/ Vice-Chairperson acknowledges the attendees of the		5 minutes	NBAC-CS Chairperson/ Vice-Chairperson



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	virtual/face-to-face meeting.		2 hours	Assigned Secretariat to the meeting to open eligibility documents
	7.4. With the permission of the Chairperson, opens the documents received using non-discriminatory and non-discretionary "pass/fail" criteria. If the bidder's eligibility and technical components were rated "Passed". If rated "Failed" due to incomplete/incorrect submission of required document, the NBAC-CS declares the bidder ineligible.		15 minutes	Assigned Focal Secretariat within the PMD
	7.5. Furnishes a copy to the TWG of the eligibility documents submitted for detailed evaluation.		4 hours	Assigned Focal Secretariat within the PMD
	7.6. Prepare minutes of the Opening of Eligibility Documents.		2 hours	AO V and SAO
	7.7. Reviews minutes of the Opening of Eligibility Documents.		4 hours	CAO/Head or Assistant Head Secretariat
	7.8. Reviews and finalizes minutes of the opening of eligibility documents.		4 working days	TWG
	7.9. Conducts detailed evaluation of documents submitted			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	using the approved criteria for shortlisting of consultant Eligibility (Legal, and Financial Documents) Technical Documents (for shortlisting of consultant) by the TWG.			
8. Client notes of the scheduled NBAC-CS meeting for the presentation of results of eligibility check and shortlisting of consultants.	8. Receives TWG's report on the results of eligibility check and shortlisting of consultant, and provides the NBAC-CS a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
9. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of Report on the Results of Detailed Evaluation of Eligibility Documents.	<p>9.1. Prior to the meeting proper, the Secretariat notifies the NBAC-CS, TWG members and the bidder on the scheduled NBAC-CS virtual/ face-to-face meeting for the presentation of results of detailed evaluation.</p> <p>9.2. Presents report on the result of detailed evaluation of eligibility documents and</p>	None	<p>5 minutes</p> <p>30 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>TWG</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>shortlisting of consultant/s by the TWG to the NBAC-CS for consideration, concurrence, and / approval.</p> <p>9.3. If the NBAC-CS found inconsistencies in the results of evaluation (TOR vis-à-vis bidder's submission), the NBAC-CS has the option to correct the discrepancies during the bidding or instruct the TWG for the conduct of re-evaluation of submissions.</p> <p>9.4. Conducts re-evaluation of submission vis-à-vis requirement in the TOR, as necessary by the TWG.</p> <p>9.5. If the NBAC-CS found the report in order, the focal secretariat shall prepare the following documents:</p> <p>i. Letters to the bidders on the eligibility check and shortlisting results. Shortlisted bidders shall be notified of the</p>		<p>30 minutes</p> <p>2 working days</p> <p>4 hours</p>	<p>NBAC-CS</p> <p>TWG</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>scheduled pre-bid conference and will be invited to submit bid (technical and financial envelope).</p> <p>ii. Resolution recommending HoPE's approval of the results of shortlisting of consultants.</p>			
	9.6. Reviews the draft letters and resolution.		2 hours	AO V/SAO
	9.7. Reviews and finalizes draft letters and Resolution.		2 hours	CAO/Head Secretariat
	9.8. Signs the invitation letters for pre-bid conference by the CAO/Head or Assistant Head Secretariat..		30 minutes	Assigned Focal Secretariat within PMD
	9.9. Signs letter of disqualification by the Chairperson, NBAC-CS, comments as necessary.		1 working day	Chairperson, NBAC-CS
	9.10. Signs the Resolution by the NBAC-CS, and approves/ disapproves by the HoPE.		3 working days	NBAC-CS and HoPE
	9.11. Prepares minutes of meeting on the presentation of		1 working day	Assigned Focal



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>results of eligibility check and shortlisting of consultant.</p> <p>9.12. Reviews minutes of the meeting on the results of eligibility check and shortlisting of consultant/s.</p> <p>9.13. Reviews and signs minutes of the results of eligibility check and shortlisting of consultant/s.</p> <p>9.14. Sends signed letters to prospective bidders.</p> <p>9.15. Posts shortlisting of consultant/s in the PhilGEPS website and inform the shortlisted firms the deadline for the submission of bid.</p>		<p>2 hours</p> <p>2 hours</p> <p>10 minutes</p> <p>15 minutes</p>	<p>AO V/SAO</p> <p>CAO/Head Secretariat</p> <p>Assigned Focal Secretariat within the PMD</p> <p>BSS personnel</p>
10. Client or its representative, and the bidder's representative attends the virtual/ face-to-face Pre-Bid Conference.	<p>10.1. Prior to the meeting proper, the Secretariat notifies NBAC-CS, TWG members and the bidders of the scheduled virtual/ face-to-face pre-bid conference.</p> <p>10.2. During the meeting proper, the Secretariat informs</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p>AO IV</p> <p>CAO/SAO</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the NBAC-CS/flash on the screen the list of bidder/s who signified to attend the pre-bid conference. Also informs the NBAC-CS of the observers invited.</p> <p>10.3. The Chairperson/ Vice-Chairperson acknowledges the attendees of the virtual/face-to-face meeting.</p> <p>10.4. Presents the Bidding Documents by the Secretariat, and refers directly the Terms of Reference to the prospective bidders to see and comment. Prospective bidders may raise queries on the subject procurement.</p> <p>(Note: Duration of the pre-bid conference depends on the queries or concerns raised by the prospective bidders and clarifications made by the NBAC-CS)</p> <p>10.5. Prepares bid bulletin for the amendments on the Bidding Documents,</p>		<p>5 minutes</p> <p>1 hour</p> <p>3 working days</p>	<p>NBAC-CS Chairperson/ Vice-Chairperson</p> <p>Secretariat within the PMD, and Client/End-User concerned</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	if any, and response to the queries raised by the prospective bidders who attended the pre-bid conference, including additional queries, if there are any.			
	10.6. Reviews the draft Bid Bulletin for approval by the NBAC-CS Chairperson.		2 hours	AO V/SAO
	10.7. Checks the draft if consistent with the TOR.		4 hours	Client/End-User representative
	10.8. Reviews and finalizes Bid Bulletin for approval by the NBAC-CS Chairperson.		2 hours	CAO/Head or Assistant Head Secretariat
	10.9. Approves and signs the draft Bid Bulletin by the NBAC-CS Chairperson.		20 minutes	NBAC-CS Chairperson
	10.10. Posts the Bid Bulletin in the NEDA and PhilGEPS websites.		30 minutes	BSS personnel
	10.11. Prepares Certification of posting Bid Bulletin on the NBAC Bulletin Board		10 minutes	Assigned Focal Secretariat within the PMD
	10.12. Reviews the draft Certification		5 minutes	AO V/SAO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>10.13. Reviews and approves the Certification</p> <p>10.14. Parallel with the Bid Bulletin, prepares the minutes of the pre-bid conference.</p> <p>10.15. Reviews minutes of the pre-bid conference.</p> <p>10.16. Reviews and signs minutes of the pre-bid conference.</p> <p>Note: Ensures the availability of the minutes to the prospective bidders not later than five (5) days upon written request pursuant to Section 22.4 of the Updated 2016 IRR of RA 9184.</p>		<p>5 minutes</p> <p>3 working days</p> <p>2 hours</p> <p>2 hours</p>	<p>CAO/Head or Assistant Head Secretariat</p> <p>Assigned Focal Secretariat within the PMD</p> <p>AO V/SAO</p> <p>CAO/Head or Assistant Head Secretariat</p>
11. Prospective bidder pays the Bidding Documents fee	<p>11.1. Prepares Request for Order of Payment for the sale of the Bidding Documents</p> <p>11.2. Endorses the bidder to concerned unit (FPMS-Accounting Division and AS-Asset Management)</p>	The amount/cost of the bidding documents is pursuant to Appen-	<p>10 minutes</p> <p>15 minutes</p>	<p>NBAC Secretariat</p> <p>NBAC Secretariat</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Division, Cashier Unit) for the payment of Bidding Documents</p> <p>Notes:</p> <p>a. The processing time for the issuance of Order of Payment depends on the procedure and timelines of the FPMS-Accounting Division</p> <p>b. The processing time for the receipt of payment for the Bidding Documents and issuance of corresponding NEDA Official Receipt depends on the procedure and timelines of AS-AMD, Cashier Unit.</p> <p>11.3. Issues a copy of the Bidding Documents and Bid Bulletin upon receipt of NEDA Official Receipt, and secure a copy of the NEDA Official Receipt for record purposes.</p>	<p>dix 8 of the Updated 2016 Revised IRR of RA 9184 entitled Guide-lines on the Sale of Bidding Documents.</p>	5 minutes	NBAC Secretariat
12. Bidder submits bid	12. Receives bid submission of bidder	None	5 minutes	Focal Secretariat/



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to the NBAC-CS through the NBAC Secretariat.	prior to the published deadline. Stamp the submission with "Received", write date and time of bid submission.			NBAC Secretariat
13. The End-User and the bidder's authorized representatives attend the virtual/ face-to-face Opening of Bids.	13.1. Prior to the meeting proper, the Secretariat notifies the NBAC-CS, TWG members and the End-User of the scheduled NBAC-CS virtual/ face-to-face meeting for the opening of bids.	None	5 minutes	AO IV
	13.2. During the meeting proper, the Secretariat informs the NBAC-CS/flash on the screen the list of bidder/s who signified to attend the bid opening. Also informs the NBAC-CS of the observers invited.		5 minutes	CAO/SAO
	13.3. The Chairperson/ Vice-Chairperson acknowledges the attendees of the virtual/ face-to-face meeting.		5 minutes	NBAC-CS Chairperson or Vice-Chairperson
	13.4. With the permission of the Chairperson/ Vice-Chairperson, opens the bid		2 hours	Assigned Secretariat to the meeting to open bids



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>received using non-discriminatory and non-discretionary “pass/fail” criteria. If the bidder’s technical documents were complete, it will be rated “Passed”. If rated “Failed” due to incomplete/incorrect submission of required document, the NBAC-CS declares the bidder ineligible.</p> <p>Note: The submitted financial component of the bidder who was rated “passed” shall be kept by the Secretariat unopened. The financial component of the bidder who was rated “failed,” has the option to request for unopened financial proposal through formal request to the NBAC-CS.</p>			
	13.5. Furnishes a copy (scanned and/or physical) to the Technical Working Group (TWG) of the technical documents submitted for detailed evaluation.		15 minutes	Assigned Focal Secretariat within the PMD
	13.6. Prepares Request for Order of Payment		15 minutes	Assigned



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>for the bid security if it is in the form of cash, or cashier's/ manager's check, as applicable. This is done after the meeting.</p> <p>Notes:</p> <p>a. The processing time for the issuance of Order of Payment depends on the procedure and timelines of the FPMS-Accounting Division</p> <p>b. The processing time for the receipt of payment for the Bidding Documents and issuance of corresponding NEDA Official Receipt depends on the procedure and timelines of AS-AMD, Cashier Unit.</p>			Focal Secretariat within the PMD
	13.7. Prepare minutes of the Opening of Bids.		4 hours	Assigned Focal Secretariat within the PMD
	13.8. Reviews minutes of the Opening of Bids.		2 hours	AO V/SAO
			1 hour	CAO/Head or Vice Head Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>13.9. Reviews and signs minutes of the opening of bids.</p> <p>13.10. Conducts detailed evaluation of technical documents submitted using the approved criteria for technical proposal evaluation by the TWG.</p> <p>13.11. Prepares notice of receipt of bid to participating bidders.</p>		<p>4 working days</p> <p>30 minutes</p>	<p>TWG</p> <p>Assigned Focal Secretariat within the PMD</p>
14. Client notes of the scheduled NBAC-CS meeting for the presentation of results of technical proposal evaluation.	14. Receives TWG's report on the results of technical proposal evaluation and provides the NBAC-CS a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
15. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of Report on	15.1. Prior to the meeting proper, the Secretariat notifies the NBAC-CS, TWG members and the Client/EU on the scheduled virtual/ face-to-face NBAC-CS meeting for the presentation of	None	5 minutes	AO IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Results of Detailed Evaluation of Technical Proposal.	results of detailed evaluation of technical proposal.			
	15.2. Presents report on the result of detailed evaluation of technical proposals by the TWG to the NBAC-CS for consideration, deliberation, concurrence, and / approval.		30 minutes	TWG
	15.3. If the NBAC-CS found inconsistencies in the results of evaluation (TOR vis-à-vis bidder's submission), the NBAC-CS has the option to correct the discrepancies during the bidding or instruct the TWG for the conduct of re-evaluation of submissions.		30 minutes	NBAC-CS
	15.4. Conducts re-evaluation of submission vis-à-vis requirement in the TOR by the TWG, as needed.		2 working days	TWG
	15.5. If the NBAC-CS found the report in order, the focal secretariat will prepare letters to bidders of the		2 hours	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	technical evaluation results. For bidders who passed the hurdle score of technical proposal evaluation, invite them for the opening of their financial proposal.			
	15.6. Reviews the draft letters to bidders, i.e., disqualification letters and invitation for the opening of financial proposal		1 hour	AO V and SAO
	15.7. Reviews signs the letters for the opening of financial proposal.		1 hour	CAO/Head Secretariat
	15.8. Signs the regret letter to bidders who failed to pass the technical proposal hurdle rate by the Chairperson, NBAC-CS.		1 working day	Chairperson, NBAC-CS
	15.9. Sends letter to bidders concerned.		15 minutes	Assigned Focal Secretariat within the PMD
	15.10. Prepares minutes of meeting on the presentation of results of technical proposal evaluation.		1 working day	Assigned Focal Secretariat within the PMD
	15.11. Reviews minutes of the results of technical proposal evaluation.		4 hours	AO V/SAO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15.12. Reviews and finalizes minutes of the results of technical proposal evaluation.		4 hours	CAO/Head or Assistant Head Secretariat
16. The End-User and the bidder's authorized representatives attend the virtual/face-to-face Opening of Financial Proposal.	16.1. Prior to the meeting proposer, the Secretariat notifies the NBAC-CS, TWG members and the End-User of the scheduled virtual/face-to-face NBAC-CS meeting for the opening of financial proposal.	None	5 minutes	AO IV
	16.2. During the meeting proper, the Secretariat informs the NBAC-CS/flash on the screen the list of bidder/s who signified to attend the financial opening. Also informs the NBAC-CS of the observers invited.		5 minutes	CAO/SAO
	16.3. The Chairperson/Vice-Chairperson acknowledges the attendees of the virtual/face-to-face meeting.		5 minutes	NBAC-CS Chairperson or Vice-Chairperson
	16.4. Present to the bidders the results of technical proposal		5 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	evaluation for any questions on the results. If no questions were raised, proceed with the opening of financial proposal.			
	16.5. With the permission of the Chairperson, opens the financial proposal of the bidder/s.		10 minutes	Assigned NBAC Secretariat for the opening of financial proposal
	16.7. Review consistency of bidders financial proposal (FPF 1 and FPF 2) and checks if the financial bid is within the ABC of the procurement.		1 hour	NBAC-CS
	16.8. Presents to the bidder/s the result of the ranking/results of combined scores of technical and financial proposals.		10 minutes	Assigned Focal Secretariat within the PMD
	16.9. Furnish the TWG a copy (scanned and physical) of the financial document of the first ranked bidder for detailed evaluation		15 minutes	Assigned Focal Secretariat within the PMD
	16.10. Prepare minutes of the Opening of Financial Proposal.		4 hours	Assigned Focal Secretariat within the PMD
			2 hours	AO V/SAO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>16.11. Reviews minutes of the Opening of Financial Proposal.</p> <p>16.12. Reviews and signs minutes of the opening of financial proposal.</p> <p>16.13. Conducts detailed evaluation of financial documents submitted by the bidders and coordinate with the FPMS-Accounting Division on the correct computation of taxes based on the financial offers of the bidders by the TWG.</p>		<p>2 hours</p> <p>2 working days</p>	<p>CAO/Head or Assistant Head Secretariat</p> <p>TWG</p>
17. Client notes of the scheduled NBAC-CS meeting for the presentation of results of financial proposal evaluation	17. Receives TWG's report on the results of financial proposal evaluation, and provides the NBAC-CS a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
18. Client attends the NBAC-CS virtual/ face-	18.1. Prior to the meeting proper, the Secretariat notifies the NBAC-CS, TWG	None	5 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to-face meeting for the presentation of Report on the Results of Detailed Evaluation of Financial Proposal.	members and the Client on the scheduled virtual/ face-to-face NBAC-CS meeting for the presentation of results of detailed evaluation of financial proposal.			
	18.2. TWG presents report on the result of detailed evaluation of financial proposal of the first ranked bidder to the NBAC-CS for consideration, concurrence, and approval.		30 minutes	TWG
	18.3. If the NBAC-CS found the report in order, the focal secretariat will prepare the letters to the bidders on the results of evaluation of proposals. Highest Rated Bidder shall be notified of the scheduled negotiation meeting and request submission of post-qualification documents.		4 hours	Assigned Focal Secretariat within the PMD
	18.4. Reviews the draft letters.		2 hours	AO V/ SAO
	18.5. Reviews and signs draft letters.		2 hours	CAO/Head Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	18.6. Send letters to bidders.		15 minutes	Assigned Focal Secretariat within the PMD
	18.7. Simultaneously, drafts Resolution Recommending Approval of Final Results of Evaluation of Proposals and Abstract of Bids (AOB) for signature of the NBAC-CS including the approval by the HoPE.		4 hours	Assigned Focal Secretariat within PMD
	18.8. Reviews the AOB and resolution.		2 hours	AO V/SAO
	18.9. Reviews and finalizes AOB and Resolution.		2 hours	CAO/Head Secretariat
	18.10. Approves and signs the AOB and Resolution by the NBAC-CS, and approves/ disapproves by the HoPE.		3 working days	NBAC-CS and HoPE
	18.11. Prepares Final Evaluation Result for posting in the NEDA website.		15 minutes	Assigned Focal Secretariat within the PMD
	18.12. Reviews Final Evaluation Result.		15 minutes	AO V/SAO
	18.13. Posts Final Evaluation Result on the NEDA website.		15 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>18.14. Prepares minutes of meeting on the presentation of results of financial proposal evaluation.</p> <p>18.15. Reviews minutes of the financial proposal evaluation.</p> <p>18.16. Reviews and signs minutes of the financial proposal evaluation</p> <p>Note: Complete bid evaluation within twenty-one (21) calendar days from receipt of proposal pursuant to Sec. 33.4 of the IRR of RA 9184</p>		<p>1 worrrking day</p> <p>2 hours</p> <p>2 hours</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>AO V/SAO</p> <p>CAO/Head or Assistant Head Secretariat</p>
19. Client submits Points for Negotiation to the NBAC-CS through the NBAC Secretariat.	19.1. Receives points for negotiation and provides the NBAC-CS a copy of the negotiation points.	None	10 minutes	Assigned Focal Secretariat within the PMD
20. The End-User and the bidder's authorized representatives attend	20.1. Prior to meeting proper, the Secretariat notifies the NBAC-CS members and the End-User of the	None	5 minutes	AO IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Negotiation Meeting.	scheduled NBAC-CS meeting for the negotiation meeting			
	20.2. During the meeting proper, the Secretariat informs the NBAC-CS/flash on the screen the list of bidder/s who signified to attend the bid opening.		5 minutes	CAO/SAO
	20.3. The Chairperson/ Vice-Chairperson acknowledges the attendees of the virtual/face-to-face meeting.		5 minutes	NBAC-CS Chairperson/ Vice-Chairperson
	20.4. The End-user presents to the Highest Rated Bidder (HRB) the negotiation points. The HRB may also raise points for clarification on the procurement. Note: Duration of the negotiation meeting depends on the points for discussion, clarifications, and agreements raised by the NBAC-CS, EU, and HRB)		1 hour	Assigned Focal Secretariat within the PMD
	20.5. Prepare minutes of negotiation meeting and negotiation agreements.		1 working day	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>20.6. Reviews minutes of negotiation meeting and negotiation agreements.</p> <p>20.7. Reviews and signs minutes of negotiation meeting.</p> <p>20.8. Reviews and finalize negotiation agreement.</p> <p>20.9. Submits minutes of the meeting and negotiation agreements to the End-User for review/ comments and inputs, if any, and for their signature on negotiation agreements.</p>		<p>4 hours</p> <p>4 hours</p> <p>4 hours</p> <p>10 minutes</p>	<p>AO V/SAO</p> <p>CAO/Head or Assistant Head Secretariat</p> <p>CAO/Head or Assistant Head Secretariat</p> <p>Assigned Focal Secretariat within the PMD</p>
21. Client submits inputs in the minutes of negotiation meeting and signed negotiation agreements.	21. Receives inputs for EU concerned on the signed negotiation agreements	None	10 minutes	Assigned Focal Secretariat within the PMD
22. The Highest/Single Rated Bidder (S/HRB)	22.1. Receives post-qualification documents from the HRB. The submission is stamp	None	5 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submits post-qualification documents to the NBAC Secretariat.	“Received”, and writes the date and time.		15 minutes	AA III
	22.2. Scans document submitted, records in the logbook, and forwards to the TWG the post-qualification documents for detailed evaluation. Scanned copy of post-qualification documents submitted to the Focal Secretariat.		5 minutes	Assigned Focal Secretariat within the PMD
	22.3. Sends scanned copy of the post-qualification documents to the TWG for evaluation.		2 working days	TWG
23. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of results of post-qualification evaluation.	22.4. Conducts detailed Evaluation of Post-Qualification documents.	None	5 minutes	Assigned Focal Secretariat within the PMD
	23.1. Receives TWG's report of the results of post-qualification evaluation.		5 minutes	AO IV
	23.2. Prior to the meeting proper, the Secretariat notifies the NBAC-CS, TWG and the Client on the scheduled virtual/ face-to-face NBAC-CS meeting			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>for the presentation of results of post-qualification evaluation.</p> <p>23.3. Presents report on the result of post-qualification evaluation by the TWG to the NBAC-CS for consideration, concurrence, and / approval.</p> <p>23.4. If the evaluation report is in order, NBAC-CS declares the bidder as the Highest/Single Rated and Responsive Bidder (H/SRRB).</p> <p>23.5. Drafts Resolution recommending award of contract to the H/SRRB.</p> <p>Note: If the HRB is post-disqualified, prepare notification in writing of the post-disqualification and the grounds for it. Subsequently,</p>		<p>1 hour</p> <p>4 hours</p>	<p>TWG</p> <p>NBAC-CS</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prepares notification to the 2nd ranked bidder to submit post-qualification documents pursuant to Section 34.5 and 34.6 of the IRR of RA 9184.			
	23.6. Reviews the resolution, and letter, as the case maybe.		2 hours	AO V/SAO
	23.7. Reviews and finalizes draft letters and Resolution.		2 hours	CAO/Head or Assistant Head Secretariat
	23.8. Approves and signs the Resolution by the NBAC-CS, and approves/ disapproves by the HoPE.		3 working days	NBAC-GIP and HoPE
	23.9. Prepares minutes of meeting on the presentation of post-qualification evaluation		1 working day	Assigned Focal Secretariat within the PMD
	23.10. Reviews minutes of the meeting on the presentation of post-qualification evaluation.		2 hours	AO V/SAO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	23.11. Reviews and signs minutes of the meeting on the presentation of post-qualification evaluation.		2 hours	CAO/Head or Assistant Head Secretariat
	23.12. Drafts the following documents: a. Notice of Award (NOA) b. Cover Memorandum of NOA c. Notices to participating bidders of BAC's recommendation for award Note: The NOA is accompanied by the NBAC-CS endorsed Resolution Recommending Award of Contract.		1 hour	Assigned Focal Secretariat within the PMD
	23.13. Clears the draft NOA and Cover Memorandum.		1 hour	CAO/Head or Assistant Head Secretariat
	23.14. Logs and submits endorsement of NOA and NOA to the HoPE for		5 minutes	AO III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval/signature.			
	23.15. Issues approved NOA to the winning bidder.		10 minutes	Assigned Focal Secretariat within the PMD
	23.16. Posts the NOA and Resolution to Award in the PhilGEPS and NEDA Websites, and on the NEDA Bulletin Board (within 3 CDs from issuance).		10 minutes	Assigned Focal Secretariat within the PMD
	23.17. Prepares Certification of posting NOA on the NBAC Bulletin Board.		10 minutes	Assigned Focal Secretariat within the PMD
	23.18. Reviews the draft Certification.		5 minutes	AO V/SAO
	23.19. Reviews and approves the Certification.		5 minutes	CAO/Head or Assistant Head Secretariat
	23.20. Includes posting on facebook refer/copy the one above containing the mandatory information.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
24. Winning bidder (HRRB) submits original conformed NOA (with date of receipt/ conforme) to the NBAC Secretariat.	24.1. Receives original copy of conformed/ signed NOA by the winning bidder (HRRB).	None	5 minutes	Assigned Focal Secretariat within the PMD
	24.2. Reminds the HRRB representative to enter into contract and post the required performance security within ten (10) calendar days from the date of its receipt of the NOA pursuant to Sec. 37.2 of the IRR of RA 9184.		10 minutes	Assigned Focal Secretariat within the PMD
	24.3. Prepares draft Contract Agreement.		6 hours	Assigned Focal Secretariat within the PMD
	24.4. Reviews draft Contract Agreement.		2 hours	AO V/SAO
	24.5. Submits the draft Contract Agreement to Client for review/inputs, if any/concurrence		5 minutes	Assigned Focal Secretariat within the PMD
	Note: Reviews of the Client of the Contract Agreement usually takes at least 4 hours or			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>depending on the availability of the Client</p> <p>24.6. Clears the draft contract for signature of the parties.</p>		2 hours	CAO/Head or Assistant Head Secretariat
25. Winning bidder posts the performance security	<p>25.1. Receives performance security. Check if the performance security posted is in accordance with the required form and amount as stated in Sec. 39.2 of the IRR of RA 9184.</p> <p>25.2. Prepares Request for Order of Payment for the performance security if it is in the form of cash, or cashier's/manager's check, as applicable.</p> <p>Notes: a. The processing time for the issuance of Order of Payment depends on the procedure and timelines of the FPMS-Accounting Division</p>	None	<p>15 minutes</p> <p>15 minutes</p>	<p>Assigned Focal Secretariat within PMD</p> <p>Assigned Focal Secretariat within PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b. The processing time for the receipt of payment for the Bidding Documents and issuance of corresponding NEDA Official Receipt depends on the procedure and timelines of AS-AMD, Cashier Unit.</p> <p>25.3. Issues the Contract Agreement to the winning bidder via electronic email. Advises the bidder to print the Contract Agreement and has to be signed by the company's authorized representative and witness, and has to be returned to the NBAC Secretariat thereafter within the specified period.</p> <p>25.4. Signs the contract agreement including the negotiations agreement by the Parties concerned.</p>		5 working days	Signatories to the Contract
26. Winning bidder submits the duly signed Contract	26.1. Receives duly signed Contract Agreement from the winning bidder.	None	10 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Agreement to the NBAC Secretariat.	26.2. Endorsement of Contract Agreement to the FPMS-Accounting Division Chief, End-User and the HoPE for signature. Ensures that a photocopy of the approved Resolution recommending award of contract and the Performance Security are attached thereto. Prepares the Notice to Proceed.		30 minutes	Assigned Focal Secretariat within the PMD
	26.3. Clears the draft NTP and Cover Memorandum		1 hour	CAO/Head or Assistant Head Secretariat
	26.4. Logs and submits endorsement of NTP to the HoPE for approval/signature.		5 minutes	AA III
	26.5. Issues approved NTP to the winning bidder.		10 minutes	Assigned Focal Secretariat within the PMD
27. Winning bidder submits original signed/confirmed NTP and four (4) copies of notarized Contract	27.1. Receives duly signed NTP and four (4) copies of notarized Contract Agreement. Check if the signature on the submitted NTP is original and if all copies of the Contract Agreement are duly notarized.	None	5 minutes	Assigned Focal Secretariat within the PMD/BSS personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Agreement to the NBAC Secretariat.	27.2. Scans the document, and posts copy of the NTP and Contract Agreement in the NEDA and PhilGEPS websites and on the NEDA Bulletin Board. Print proof the posting of award.		15 minutes	Assigned Focal Secretariat within the PMD
28. End-User receives original copy of procurement document.	28.1. Prepares Memorandum endorsing all procurement related documents to the following recipients, to be signed by the CAO/Head Secretariat or Assistant Head Secretariat. Original copy – to the End-User for processing of payment; Copy 1 – to the Commission on Audit	None	4 hours	Assigned Focal Secretariat within the PMD
	28.2. Logs and submits endorsement of whole set of procurement documents to the Client and COA.		5 minutes	AA III




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	28.3. Safe keeps the receiving copy of the endorsement memorandum for records purposes.			Assigned Focal Secretariat within the PMD
		NONE	73 working days, 6 hours and 30 minutes	

Note: The above processing time does not account to the other mandatory timelines set by RA 9784 or the Government Procurement Reform Act (GPRA).

The NBAC (GIP and/or CS) may consider a virtual or face-to-face meetings based on circumstances at hand.

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>c. Complaints may be filed through sending an e-mail at &AS-pmd@neda.gov.ph or nbac@neda.gov.ph.</p>
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The assigned PMD focal person/secretariat shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



19. Service Name **PROCUREMENT OF GOODS THROUGH PUBLIC BIDDING**

Service Information Following the governing principles on Government Procurement, the National Economic and Development Authority (NEDA) Bids and Awards Committee (NBAC) Secretariat processes procurements through Public Bidding in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the “Government Procurement Reform Act”, and other relevant Government Procurement Policy Board (GPPB) issuances.

Office or Division	Administrative Staff (AS) – Procurement Management Division (PMD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C) and Government to Business (G2B)
Who may avail	End-user (Staff/ Unit/ Office) and Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request and Availability of Allotment (PRAA), revision 03, in 4 copies (1 original and 3 copies)	Client (End-user Staff/ Office)
2. Technical Specifications/ Drawings/ Lay-out, Detailed Engineering, Terms of Reference (based on the requirements of the End-user), Basis of the ABC/Breakdown of ABC	Client (End-user Staff/ Office)
3. Bidding Document	AS – PMD (Secretariat, NBAC)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Proof of Payment (Official Receipt) of Bidding Document (1 original)	Bidder
5. Bidder's Bid Submission/Documents (1 original and 2 photocopies)	Bidder
6. Post-Qualification Documents (1 Certified True Copy)	Bidder
7. Notice of Award (NOA) (1 original)	Secretariat, NBAC
8. Notarized Contract Agreement (4 original copies)	Secretariat, NBAC and Bidder
9. Notice to Proceed (NTP) (1 original)	Secretariat, NBAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and approved PRAA (1 original and 3 copies), with all necessary documents attached.	<p>1.1. Receives documents and checks the completeness vis-à-vis the Checklist of Supporting Documents for Processing of PRAA. If documents are not complete, return to Client for appropriate action.</p> <p>1.2. Accepts PRAA and records receipt in the logbook, if documents are complete.</p>	None	10 minutes	Administrative Assistant (AA) III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client notes that the PRAA will be forwarded to the Financial, Planning and Management Staff (FPMS) - Budget Division (BD)	2.1. Informs client that after validation, the PRAA will be forwarded to the BD for allocation of funds.	None	15 minutes	Administrative Officer (AO) II
	2.2. Verifies that the procurement for processing is included in the approved APP (or Supplemental APP as the case may be). If included, print and attach copy of the approved APP. Otherwise, return to Client for appropriate action.			
	2.3. Validates/reviews the entries made in the PRAA as to statutory and regulatory requirements.		1 working day	AO V
	2.4. Reviews and signs validated PRAA.		30 minutes	Supervising AO (SAO)/Chief Administrative Officer (CAO)
	2.5. Assigns PRAA number and date; encode the details in the PR Monitoring Sheet and logbook; and forward to the BD for the Certification of		15 minutes	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Availability of Allotment (CAA).</p> <p>Note: Processing time for CAA depends on the procedure and timelines of BD.</p>			
3. Client notes of the scheduled pre-procurement conference	<p>3.1. Receives, reviews, and evaluates PRAA, Technical Specifications including necessary attachments. If documents submitted are in order, forward to AO V for processing.</p> <p>3.2. Assigns Project Identification Number and draft the Invitation to Bid and Bidding Documents, and schedule NBAC-GIP meeting for the pre-procurement conference.</p>	None	<p>1 hour</p> <p>4 hours</p>	<p>AO V</p> <p>Focal Secretariat</p>
4. Client attends the virtual/ face-to-face pre-procurement conference.	4.1. Prior to the meeting proper, the Secretariat notifies the NBAC-GIP, assigned clustered technical working group (TWG) members and the	None	5 minutes	AO IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Client on the schedule of virtual/ face-to-face pre-procurement conference.</p> <p>4.2. Presents Invitation to Bid and Bidding Documents to the NBAC-GIP for review and approval.</p> <p>4.3. Revisions in the TOR/Technical Specifications, if any. Returns the document to the Client, after the meeting, if there are any revisions.</p> <p>4.4. Prepares the Resolution Recommending Approval of TOR/Technical Specifications if documents presented are found to be in order (complete, correct, and complying with the provisions of the Updated 2016 IRR of RA 9184).</p>		<p>30 minutes</p> <p>15 minutes</p> <p>2 hours</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5. Reviews the draft Resolution for approval by the NBAC-GIP.		2 hours	AO V/SAO
	4.6. Reviews and finalizes draft Resolution for approval by the NBAC-GIP.		2 hours	CAO/Head Secretariat
	4.7. Approves and signs the Resolution by the NBAC-GIP, and by the HoPE if there is any changes in the procurement title.		5 working days	NBAC-GIP HoPE
	4.8. Drafts minutes of the pre-procurement conference.		1 working day	Assigned Focal Secretariat within the PMD
	4.9. Reviews the minutes of the pre-procurement conference.		2 hours	AO V/SAO
	4.10. Reviews and signs the minutes of the pre-procurement conference.		2 hours	CAO/Head or Assistant Head Secretariat
	4.11. Posts/Advertises ITB and Bidding Document in the NEDA and PhilGEPS websites, NEDA Bulletin Board, and		15 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>NEDA Procurement Facebook page.</p> <p>4.12. Prepares Certification of posting ITB on the NBAC Bulletin Board.</p> <p>4.13. Reviews the draft Certification.</p> <p>4.14. Reviews and approves the Certification.</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>AO V/SAO</p> <p>CAO/Head or Assistant Head Secretariat</p>
5. Client or its representative, and the bidder's representative attends the virtual/face-to-face Pre-Bid Conference.	<p>5.1. Prior to the meeting proper, the Secretariat notifies NBAC-GIP members and the Client of the scheduled virtual/ face-to-face pre-bid conference.</p> <p>5.2. During the meeting proper, the Secretariat informs the NBAC-GIP/flash on the screen the list of bidder/s who signified to attend the pre-bid conference. Also informs the NBAC-GIP of the observers invited.</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p>AO IV</p> <p>SAO/CAO</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3. The Chairperson/ Vice-Chairperson acknowledges the attendees of the virtual/ face-to-face meeting.		5 minutes	NBAC-GIP Chairperson/ Vice-Chairperson
	5.4. Presents the Bidding Documents by the Secretariat and refers directly the Technical Specifications to the prospective bidders for comment/s. Prospective bidders may raise queries on the subject procurement. (Note: Duration of the pre-bid conference depends on the queries or concerns raised by the prospective bidders and clarifications made by the End-User (Client) and the NBAC-GIP)		1 hour	Secretariat within the PMD, and Client concerned
	5.5. Prepares bid bulletin for the amendments on the Bidding Documents, if any, and response to the queries raised by the prospective bidders who attended the pre-		3 working days	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	bid conference, including additional queries, if there are any.			
	5.6. Reviews the draft Bid Bulletin for approval by the NBAC-GIP Chairperson.		2 hours	AO V/SAO
	5.7. Checks the draft if consistent with the Technical Specifications		4 hours	Client/End-User's representative
	5.8. Reviews and finalizes Bid Bulletin for approval by the NBAC-GIP Chairperson.		2 hours	CAO/Head or Assistant Head Secretariat
	5.9. Approves and signs the draft Bid Bulletin by the NBAC-GIP Chairperson.		20 minutes	NBAC-GIP Chairperson
	5.10. Posts the Bid Bulletin in the NEDA and PhilGEPS websites, and NBAC Bulletin Board.		30 minutes	Assigned Focal Secretariat within the PMD
	5.11. Prepares Certification of posting Bid Bulletin in the NBAC Bulletin Board.		10 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.12. Reviews the draft Certification.		5 minutes	AO V/SAO
	5.13. Reviews and approves the Certification.		5 minutes	CAO/Head or Assistant Head Secretariat
	5.14. Parallel with the Bid Bulletin, prepares the minutes of the pre-bid conference.		3 working days	Assigned Focal Secretariat within the PMD
	5.15. Reviews and signs the minutes of the pre-bid conference.		2 hours	CAO/Head or Assistant Head Secretariat
	Note: Ensures the availability of the minutes to the prospective bidders not later than five (5) calendar days upon receipt of written request pursuant to Section 22.4 of the Updated 2016 IRR of RA 9184.			
6. Prospective bidder pays the Bidding Documents fee	6.1. Prepares Request for Order of Payment for the Sale of the Bidding Documents	The amount/ cost of the bidding documents is pursuant to Appen-	10 minutes	NBAC Secretariat
	6.2. Endorses the bidder to concerned unit (FPMS-Accounting Division and AS-Asset Management Division, Cashier		15 minutes	NBAC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Unit) for the payment processing of the bidding documents</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Processing time for the issuance of Order of Payment depends on the procedure and timelines of the FPMS-Accounting Division 2. Processing time for the receipt of payment for the Bidding Documents and issuance of corresponding NEDA Official Receipt depends on the procedure and timelines of AS-AMD, Cashier Unit. <p>6.3. Issues a copy of the Bidding Documents and Bid Bulletin upon receipt of NEDA OR for reproduction for record purposes.</p>	<p>dix 8 of the Updated 2016 Revised IRR of RA 9184 entitled Guide-lines on the Sale of Bidding Documents.</p>	5 minutes	NBAC Secretariat
7. Bidder submits bid to the NBAC-GIP through the NBAC Secretariat.	7.1. Receives bid submission of bidder prior to the published deadline. Stamp the submission with "Received", write date and time of bid submission.	None	5 minutes	Focal Secretariat/ NBAC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. The End-User and the bidder's authorized representatives attend the virtual/ face-to-face Opening of Bids.	8.1. Prior to the meeting proper, the Secretariat notifies the NBAC-GIP, assigned clustered TWG members and the End-User of the scheduled virtual/ face-to-face NBAC-GIP meeting for the opening of bids.	None	5 minutes	AO IV
	8.2. During the meeting proper, the Secretariat informs the NBAC-GIP/flash on the screen the list of bidder/s who signified to attend the bid opening. Also informs the NBAC-GIP of the observers invited.		5 minutes	SAO/CAO
	8.3. The Chairperson/ Vice-Chairperson acknowledges the attendees of the virtual/ face-to-face meeting.		5 minutes	NBAC-GIP Chairperson/ Vice-Chairperson
	8.4. With the permission of the Chairperson, opens the bid received using non-discriminatory and non-discretionary "pass/fail" criteria. If		2 hours	Assigned Secretariat to the meeting to open bids



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the bidder's eligibility and technical components were rated "Passed", the financial component of the bid will be opened. If rated "Failed" due to incomplete/incorrect submission of required document, the NBAC-GIP declares the bidder ineligible.</p> <p>8.5. Furnishes a copy (scanned and physical) to the TWG of the bid documents submitted for detailed evaluation.</p> <p>8.6. Prepares Request for Order of Payment for the bid security if it is in the form of cash, or cashier's / manager's check, as applicable. This is done after the meeting.</p> <p>Note: 1. Processing time for the issuance of Order of Payment depends on the procedure and timelines of the FPMS-Accounting Division</p>		<p>1 hour</p> <p>15 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2. Processing time for the receipt of payment for the Bidding Documents and issuance of corresponding NEDA Official Receipt depends on the procedure and timelines of AS-AMD, Cashier Unit.</p> <p>8.7. Prepares minutes of the Opening of Bids.</p> <p>8.8. Reviews minutes of the Opening of Bids.</p> <p>8.9. Reviews and signs minutes of the opening of bids.</p> <p>8.10. Conducts detailed evaluation of bid documents submitted Eligibility (Legal, Technical and Financial Documents) Financial by the TWG.</p> <p>Note: Complete bid evaluation within seven (7) calendar days from receipt of proposal pursuant to Sec. 32.4 of the IRR of RA 9184.</p>		<p>4 hours</p> <p>2 hours</p> <p>4 hours</p> <p>4 working days</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>AO V/SAO</p> <p>CAO/Head or Assistant Head Secretariat</p> <p>TWG</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Client submits results of detailed evaluation of the bidder's compliance with the Technical Specifications to the NBAC Secretariat	9.1. Receives Client report on the results of evaluation of the bidder's compliance with the Technical Specifications, and provides the NBAC-GIP a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
10. Client attends the virtual/ face-to-face NBAC-GIP Meeting for the presentation of Report on the Results of Detailed Evaluation of Bids.	10.1. Receives TWG's report on the results of detailed evaluation of bids	None	5 minutes	Assigned Focal Secretariat within the PMD
	10.2. Prior to the meeting proper, the Secretariat notifies the NBAC-GIP, assigned clustered TWG members and the Client on the scheduled virtual/ face-to-face NBAC-GIP meeting for the presentation of results of detailed evaluation.		5 minutes	AO IV
	10.3. Presents report on the result of detailed evaluation of bids by the TWG to the NBAC-GIP for		15 minutes	TWG



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	consideration, concurrence, and / approval.			
	10.4. Prepares letter to the Lowest/Single Calculated Bidder (L/SCB) and request the submission of post-qualification documents within 5 calendar days upon receipt of the notice pursuant to Section 34.2 of the IRR of RA 9184.		30 minutes	Assigned Focal Secretariat within the PMD
	10.5. Prepares minutes of meeting on the presentation of results of detailed evaluation of bids.		1 working day	Assigned Focal Secretariat within the PMD
	10.6. Reviews minutes of the results of detailed evaluation of bids.		2 hours	AO V/SAO
	10.7. Reviews and signs minutes of the results of detailed evaluation of bids.		4 hours	CAO/Head or Assistant Head Secretariat
11. The Lowest/ Single Calculated Bidder (L/SCB) submits post-	11.1. Receives post-qualification documents from the LCB. The submission is stamp "Received", and writes the date and time.	None	5 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
qualification documents to the NBAC Secretariat.	11.2. Scans document submitted, records in the log book, and forwards to the TWG the post-qualification documents for detailed evaluation. Forward scanned copy to the focal Secretariat and the assigned clustered TWG.		15 minutes	AA III
12. Client attends the NBAC-GIP meeting for the presentation of results of post-qualification evaluation.	12.1. Receives TWG's report of the results of post-qualification evaluation.	None	5 minutes	Assigned Focal Secretariat within the PMD
	12.2. Prior to the meeting proper, the Secretariat notifies the NBAC-GIP, assigned clustered TWG and the Client on the scheduled virtual/ face-to-face NBAC-GIP meeting for the presentation of results of post-qualification evaluation.		5 minutes	AO IV
	12.3. Presents report on the result of post-		1 hour	TWG



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>qualification evaluation by the TWG to the NBAC-GIP for consideration, concurrence, and approval.</p> <p>12.4. If the evaluation report is in order, NBAC declares the bidder as the Lowest/Single Calculated and Responsive Bidder (L/SCRB).</p> <p>12.5. Drafts Abstract of Bids (AOB) and Resolution recommending award of contract to the L/SCRB, and notification to all participating bidders of the results of evaluation and the NBAC's recommendation for award.</p> <p>Note: If the LCB is post-disqualified, prepare notification in writing of the post-disqualification</p>		<p>4 hours</p> <p>1 hour</p>	<p>NBAC-GIP</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and the grounds for it. Subsequently, prepares notification to the 2 nd lowest calculated bidder to submit post-qualification documents pursuant to Section 34.5 and 34.6 of the IRR of RA 9184.			
	12.6. Reviews the resolution, and letter, as the case maybe.		2 hours	AO V/SAO
	12.7. Reviews and signs draft letters and Resolution.		2 hours	CAO/Head or Assistant Head Secretariat
	12.8. Approves and signs the AOB and Resolution by the NBAC-GIP, and approves/ disapproves the Resolution by the HoPE.		3 working days	NBAC-GIP and HoPE
	12.9. Prepares minutes of meeting on the presentation of post-qualification evaluation		1 working day	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12.10. Reviews minutes of the meeting on the presentation of post-qualification evaluation.		2 hours	AO V/SAO
	12.11. Reviews and signs minutes of the meeting on the presentation of post-qualification evaluation.		4 hours	CAO/Head or Assistant Head Secretariat
	12.12. Drafts the following documents: Notice of Award (NOA) Cover Memorandum of NOA Note: The NOA is accompanied by the NBAC-GIP endorsed Resolution Recommending Award of Contract		30 minutes	Assigned Focal Secretariat within the PMD
	12.13. Clears the draft NOA and Cover Memorandum		30 minutes	CAO/Head or Assistant Head Secretariat
	12.14. Logs and submits endorsement of NOA and NOA to		5 minutes	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the HoPE for approval/ signature.			
	12.15. Issues approved NOA to the winning bidder.		10 minutes	Assigned Focal Secretariat within the PMD
	12.16. Posts NOA and Resolution to Award in the NEDA and PhilGEPS websites, and on the NEDA Bulletin Board within 3 CDs from issuance.		10 minutes	Assigned Focal Secretariat within the PMD
	12.17. Prepares Certification of posting NOA in the NBAC Bulletin Board		10 minutes	Assigned Focal Secretariat within the PMD
	12.18. Reviews the draft Certification		5 minutes	AO V/SAO
	12.19. Reviews and approves the Certification		5 minutes	CAO/Head or Assistant Head Secretariat
	12.20. Posts NOA in the NEDA and PhilGEPS websites, on the NEDA Bulletin Board, and		15 minutes	Assigned Focal Secretariat within the PMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	NEDA Procurement Facebook page.			
13. Winning bidder (L/SCRB) submits original conformed NOA (with date of receipt/ conforme) to the NBAC Secretariat.	13.1. Receives original copy of conformed/signed NOA by the winning bidder (LCRB).	None	5 minutes	Assigned Focal Secretariat within the PMD
	13.2. Reminds the LCRB representative to enter into contract and post the required performance security within ten (10) calendar days from the date of its receipt of the NOA pursuant to Sec. 37.2 of the IRR of RA 9184.		10 minutes	Assigned Focal Secretariat within the PMD
	13.3. Prepares draft Contract Agreement.		1 working day	Assigned Focal Secretariat within the PMD
	13.4. Submits the draft Contract Agreement to Client for review/inputs, if any/concurrence.		5 minutes	Assigned Focal Secretariat within the PMD
	Note: Review of the Client of the			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Contract Agreement usually takes at least 4 hours or depending on the availability of the Client</p> <p>13.5. Upon receipt of the Draft Contract Agreement from the Client, clears the draft contract for signature of the parties.</p>		30 minutes	CAO/Head Secretariat
14. Winning bidder posts the performance security.	<p>14.1. Receives performance security. Check if the performance security posted is in accordance with the required form and amount as stated in Sec. 39.2 of the IRR of RA 9184.</p> <p>14.2. Prepares Request for Order of Payment for the performance security if it is in the form of cash, or cashier's/manager's check, as applicable.</p>	None	<p>15 minutes</p> <p>15 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Notes:</p> <p>a. Processing time for the issuance of Order of Payment depends on the procedure and timelines of the FPMS-Accounting Division</p> <p>b. Processing time for the receipt of payment for the Bidding Documents and issuance of corresponding NEDA Official Receipt depends on the procedure and timelines of AS-AMD, Cashier Unit.</p> <p>14.3. Issues the Contract Agreement to the winning bidder via electronic email. Advises the bidder to print the Contract Agreement and has to be signed by the company's authorized representative and witness, and has to be returned to the NBAC Secretariat thereafter within the specified period.</p> <p>14.4. Parties to the contract signs the</p>		5 working days	Signatories to the Contract



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document.			
15. Winning bidder submits the duly signed Contract Agreement to the NBAC Secretariat.	15.1. Receives duly signed Contract Agreement from the winning bidder.	None	10 minutes	Assigned Focal Secretariat within the PMD
	15.2. Endorsement of Contract Agreement to the FPMS-Accounting Division Chief, End-User and the HoPE for signature. Ensures that a photocopy of the approved Resolution recommending award of contract and the Performance Security are attached thereto. Prepares the Notice to Proceed.		30 minutes	Assigned Focal Secretariat within the PMD
	15.3. Clears the draft NTP and Cover Memorandum		1 hour	CAO/Head Secretariat
	15.4. Logs and submits endorsement of NTP to the HoPE for approval/ signature.		5 minutes	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15.5. Issues approved NTP to the winning bidder.		10 minutes	Assigned Focal Secretariat within the PMD
16. Winning bidder submits original signed/confirmed NTP and four (4) copies of notarized Contract Agreement to the NBAC Secretariat.	16.1. Receives duly signed NTP and four (4) copies of notarized Contract Agreement. Check if the signature on the submitted NTP is original and if all copies of the Contract Agreement are duly notarized.	None	5 minutes	Assigned Focal Secretariat within the PMD
	16.2. Scans the document, and posts copy of the NTP and Contract Agreement in the NEDA and PhilGEPS websites, and on the NEDA Bulletin Board, and in the NEDA Procurement Facebook page. Print proof of the posting of award.		15 minutes	Assigned Focal Secretariat within the PMD
17. End-User receives original	17.1. Prepares Memorandum endorsing all	None	2 hours	Assigned Focal Secretariat within the PMD




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
copy of procurement document.	procurement related documents to the following recipients, to be signed by the CAO/Head or Assistant Head Secretariat.		2 hours	AA III
	Original copy – to the End-User for processing of payment;			
	Copy 1 – to the Commission on Audit			
	17.2. Logs and submits endorsement of whole set of procurement documents to the Client and COA.			
	17.3. Safe keeps the receiving copy of the endorsement memorandum for records purposes.		5 minutes	Assigned Focal Secretariat within the PMD
		NONE	37 working days, 3 hours and 10 minutes	

Note: The above processing time does not account to the other mandatory timelines set by RA 9784 or the Government Procurement Reform Act (GPRA).

The NBAC (GIP and/or CS) may consider a virtual or face-to-face meetings based on circumstances at hand

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with the NEDA logo and 'NEDA Client Satisfaction Survey' text. At the bottom right, the link 'bit.ly/NEDAClientSatisfactionSurvey' is provided in a teal box.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at &AS-pmd@neda.gov.ph or nbac@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The assigned PMD focal person/secretariat shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



20. Service Name **PROCESSING OF PAYMENTS**

Service Information The concerned units evaluate the appropriateness of claims; completeness of supporting documents; and certifies availability of Notice of Cash Allocation to endorse the duly approved voucher for check/List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) issuance in timely manner in accordance with existing accounting and auditing laws, rules and regulations.

Office or Division	Financial, Planning and Management Staff (FPMS) – Budget Division (BD) and Accounting Division (AD) Administrative Staff (AS) – Asset Management Division (AMD) – Cashier Section
Classification	Complex to Highly Technical (depending on the type of transaction)
Type of Transaction	Government to Citizen (G2C); Government to Government (G2G); and Government to Business (G2B)
Who may avail	a. National Economic and Development Authority (NEDA) Groups/Staff/Units and/or employees (as end users) b. Suppliers, contractors, and/or consultants (facilitated by end-user unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the checklist of requirements and where to secure them, please refer to Attachment 1.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned	1.1. Receive ORS and	None	10 minutes	Administrative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NEDA end-user Group/Staff/ Unit prepares and submits Obligation Request and Status (ORS) and other Supporting Documents (SD) to FPMS – BD.	SDs, encode in the Online Budget System (OBS) and refer to concerned Budget Officer focal.			Assistant (AA) III, BD
	1.2. Process ORS, review and evaluate of SDs and encode of data in the OBS and financial system. In case of insufficient allotment, errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the end-user for completion. (Return to Step 2).	None	Not more than 1 working day ² , processing time per specific type of transaction listed in Attachment 1	AA III/ Administrative Officer (AO) II/AO IV/AO V, BD
	1.3. Conduct further review and evaluation of the ORS and SDs.	None	1 hour	Supervising Administrative Officer (SAO)/ Officer-in-Charge (OIC),

² Subject to availability of funds/allotment, particularly for Personnel Services (PS) transactions. In cases that there are no available fund/allotment, BD shall request for additional allotment from DBM who shall issue a Special Allotment Release Order (SARO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Final review and sign Box B of the ORS.	None	1 hour	BD Chief Administrative Officer (CAO)/OIC, BD
2. Concerned NEDA end-user Group/ Staff/Unit receives ORS from FPMS – BD.	2.1. Log and release ORS to NEDA end-user Group/ Staff/Unit for transactions that are to be obligated only, i.e., consultancy services and other related transactions (Proceed to Steps 3 & 4) or to FPMS - AD for completed transactions (Proceed to Step 5)	None	10 minutes	AA III, BD
3. Upon completion of transaction, gather SDs and/or COA-prescribed documentary requirements		None	End-user dependent	End-user NEDA Groups, Staffs and/or Units



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. End-user prepares and submits Disbursement Voucher (DV), ORS and complete COA-prescribed documentary requirements	4.1. Receive DV, ORS and COA-prescribed documentary requirements from concerned unit and forwards to concerned Accountant for review.	None	10 minutes	AA III/Accounting Staff, FPMS AD
	4.2. Review the completeness of SDs and COA-prescribed documentary requirements and accuracy of amount being claimed, fill out Box B of the DV, and forward to Accountant IV for further review and evaluation.	None	Not more than 2 working days, processing time per specific type of transaction listed in Attachment 1	Accountants I, II, III and IV, FPMS - AD
	In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the end-user for completion. (Return		For payment of procurement of Goods, Consulting Services, and Infrastructure Projects, regardless of mode of procurement, not more than 8 working days.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to Step 4)			
	4.3. Assign DV No. through the computerized accounting system.	None	9 minutes	Accountants I, II, III and IV, FPMS - AD
	4.4. Conduct further review and evaluation of the completeness of SDs and COA-prescribed documentary requirements and accuracy of amount being claimed, and forward to the Chief Accountant/Head of Accounting Division/Unit for final review and signature.	None	1 hour	Accountants IV FPMS - AD
	4.5. Review and certify/sign Box C of the DV and forward to release staff.	None	4 hours	Chief Accountant/ Head of Accounting Division/Unit/ OIC, FPMS - AD
	4.6. Record and endorse to the concerned Approving Authority.	None	10 minutes	AA III/ Accounting Staff, FPMS - AD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.7. Office of the Approving Authority receives the documents; Approving Authority reviews and signs the DV for approval of payment; and concerned staff returns the approved DV to FPMS-AD.	None	4 hours ⁴	Concerned Office of the Approving Authority/ Undersecretary
	4.8. Receive approved DV and forward to Admin. Asst. III for assigning fo NCA No.	None	10 minutes	Accounting Staff, FPMS - AD
	4.9. Check cash availability and assign NCA No. For check payment, proceed to step 4.10 For payment through LDDAP-ADA, proceed to step 4.11.	None	15 minutes	AA III, FPMS - AD
	4.10. Endorse to Cashier unit for check issuance (Proceed to step 4.16)	None	10 minutes	AA III/ Accounting Staff, FPMS - AD

⁴ Subject to the schedule/availability of the concerned Undersecretary, who may be attending equally important meetings, among others



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.11. Prepare the LDDAP-ADA, encode and generate the Land Bank of the Philippines' (LBP) Financial Data Entry System (FinDES), and forward to the Chief Accountant/Head of Accounting Division/Unit for review and signature.	None	15 minutes	AA III, FPMS - AD
	4.12. Review, warrant and certify correct the LDDAP-ADA and FinDES ³ and forward to the releasing staff.	None	4 hours	Chief Accountant/ Head of Accounting Division/Unit/ OIC, FPMS - AD
	4.13. Endorse to Office of the Corporate Affairs Group (CAG) Undersecretary.	None	10 minutes	AA III/Accounting Staff
	4.14. Office of the CAG Undersecretary receives the documents; Undersecretary of CAG approves and signs the LDDAP-ADA and FinDES.	None	4 hours	Undersecretary CAG

³ FinDES is only applicable for Land Bank of the Philippines (LBP) accounts.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.15. Office of the CAG Undersecretary transmits the documents to the Cashier.	None	10 minutes	AA III, CAG
	4.16. Check completeness and correctness of details on the DV - signatures, cash/NCA Funding and mode of payment.	None	2 minutes	AA II/AO I, AMD-Cashier
	4.17. Stamp 'received' on the DV and record to the Cashier's Record Book.	None	10 minutes	AA II, AMD-Cashier
	4.18. Prepare check stub and check. For LDDAP-ADA, assign check number per allotment class and ADA number per DV. Prepare and print Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIAE), if applicable. For E-payment (payroll and bills payment) transactions, assign control number per	None	15 minutes	AO I, AMD-Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>DV.</p> <p>4.19. Prepare, print, review and proceed the Advice of Check Issued and Cancelled (ACIC) through Electronic Modified Disbursement System (eMDS) (Proceed to Step 4.20.)</p> <p>For LDDAP-ADA, prepare, print and review ACIC. (Proceed to Step 4.21)</p>	None	25 minutes	AO III, AMD-Cashier
	4.20. Review, affix initial, sign check and ACIC and approve through eMDS within the authorized limit.	None	2 minutes	AO V, AMD-Cashier
	4.21. Authorized Signatories sign and countersign physical check and approve through eMDS (Proceed to Step 4.24)	None	4 hours	Authorized Signatories
	4.22. Certify correct the SLIAE and ACIC for LDDAP-ADA and sign LDDAP-ADA form Box II, No. 1 and	None	2 minutes	AO V, AMD-Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>approve ACIC through eMDs, within the authorized limit.</p> <p>4.23. Endorse SLIAE, ACIC for LDDAP-ADA, and LDDAP-ADA form to authorized signatories.</p> <p>4.24. Authorized signatories approve ACIC for LDDAP-ADA and countersign SLIAE and LDDAP-ADA form Box II, No. 2 and approve ACIC through eMDS , within the authorized limit.</p> <p>4.25. Check completeness of the signatures on check, ACIC and LDDAP-ADA .</p> <p>For checks, if processed through eMDS, check if approved by authorized signatory, and scan approved checks and check stubs. Process to Step 4.26.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>4 hours</p> <p>10 minutes</p>	<p>AA II, AMD-Cashier</p> <p>Authorized Signatories</p> <p>AA II/AO I/AO III, AMD-Cashier</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.26. For LDDAP-ADA, if ACIC processed through WINACICDES, deliver/submit the ACIC, ADA and other related documents (hard copies and in USB) to Landbank for processing.</p> <p>For E-payment transactions, upload files (payroll register and list of remittances) once fund is transferred to pass-through account. Authorized signatories approve WeAccess payments.</p>	None	1 hour	AO III, AMD-Cashier
	<p>4.27. Government servicing bank to process submitted documents and online transactions processed through eMDS and WeAccess.</p>	None	<p>Payment through LDDAP-ADA/ WeAccess: Maximum of 2 banking days</p> <p>Check payments: Maximum of 1 banking day (provided that eMDS was approved before 8:00pm cut-</p>	Government servicing bank



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			off. If not, to be processed the next banking day)	
5. Internal and External client receives payment and issues an official receipt (OR), if applicable.	<p>5.1. For payment through LDDAP-ADA, credit payment to client's account.</p> <p>5.2. For payment through WeAccess, credit/posting to employees's individual account.</p> <p>5.3. For check payment, inform client that check is available for pick-up.</p>	None	<p>Payment to be credited after processing of government servicing bank next day, immediately after processing of government servicing bank or 1 working day after.</p>	
		NONE	<p><i>Payment through check:</i> 5 working days, 6 hours and 35 minutes⁵</p> <p><i>Payment through LDDAP-ADA/eMDS/WeAccess:</i></p>	

⁵ Processing time under Step 4.z. not included, in consideration with the respective policies, rules and regulations on processing and crediting of the concerned government servicing bank



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p>6 working days and 6 hours</p> <p><i>Payment through LDDAP-ADA/WINCA CIDES:</i></p> <p>7 working days</p> <p><i>Payment of procurement of Goods, Consulting Services, and Infrastructure Projects, regardless of mode of procurement:</i></p> <p>Additional 6 working days to total processing time (Refer to step 4.2)</p>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send	Applicants may send their feedback through:



<p>feedback and complaints</p>	<p>a. Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or</p> <p>b. Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.</p> <div data-bbox="491 472 1471 855" data-label="Image"> </div> <p>c. Applicants may send their feedback or file a complaint through letter or electronic mail (e-mail) addressed to the Director of the FPMS:</p> <p style="text-align: center;">Director Danilo D. Barrameda Address: Ground Floor, Multipurpose Bldg., #12 St. Josemaria Escriva Drive, Ortigas Center, Pasig City VOIP Trunkline: (+632) 8631 0966 local 21220 Email: ddbarrameda@neda.gov.ph</p>
<p>How feedbacks and complaints are processed</p>	<p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>The Director acknowledges the feedback/complain through a response letter or reply e-mail. Feedback/complaint are directed to the concerned Division, Unit and/or personnel. The concerned Division, Unit and/or personnel will assess, evaluate and/or investigate accordingly and will take the necessary action. The Staff shall advice the client on the action taken on their feedback/complaint within 7 working days from the receipt thereof.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



ATTACHMENT 1 CHECKLIST OF REQUIREMENTS FOR PROCESSING OF PAYMENTS (SERVICE NO. 20)

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Salary a) First Salary	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> • Computation of First Salary • Approved DTR • Certified true copy of duly approved Appointment • Certified true copy of Oath of Office • Statement of Assets, Liabilities and Net Worth (SALN) • Additional requirements for transfer employees 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Certificate of Assumption • Assignment/Re-assignment order, if applicable • Bureau of Internal Revenue (BIR) withholding tax certificate • Authority from the claimant and identification documents, if claimed by person other than the payee • Additional Requirements for Transferees from One Government Office to Another <ul style="list-style-type: none"> a. Clearance from money, property and legal accountabilities from the previous office b. Certified true copy of paid 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office</p> <p>c. Certificate of Available Leave Credits</p> <p>d. Service Records</p> <p>e. BIR Form No. 2316 (Certificate of Compensation Payment/Tax Withheld)</p> <p>f. Approved/Paid Home and Development Mutual Fund (HDMF) and PhilHealth Forms</p>	
b) Special Payrolls	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register 	Administrative Staff
c) Salary Differentials due to Promotion and/or Step	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) 	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Increment	<ul style="list-style-type: none"> • Approved DTR (if applicable) • Application for Leave (if applicable) 		
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 35 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Certified true copy of approved Appointment, if due to promotion • Certificate of Assumption, if due to promotion • Approved DTR, or Certification that the employee has not incurred leave without pay Due to Step Increment • Service Record, if due to step increment or salary increase • Notice of Salary Adjustment (NOSA), if due to step increment or salary increase 		Administrative Staff
d) Last Salary	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> • Certified Correct Computation of Last Salary • Notice of Separation • Service Record • Clearance from money, property and legal accountabilities • SALN 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Approved DTR • Authority to deduct accountabilities, if any • Certification of available leave credits 	Administrative Staff
e) Salary due to heirs of deceased employee	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Same requirements as those for last salary 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 2 working days, 3 hours and 15 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever is applicable • Marriage Contract issued by PSA, if applicable • Birth Certificate of surviving legal heirs issued by PSA • Designation of next-of-kin • Waiver of right of children 18 years old and above, if applicable • Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage 	Administrative Staff
f) Salary during Maternity	Requirement for Obligation	Processing time for Obligation: 7 hours



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Leave	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 20 minutes	
	<ul style="list-style-type: none"> Certified true copy of approved application for leave Certified true copy of Maternity leave clearance Medical certificate for maternity leave Certification of Solo Parent (for additional 15 days paid leave) Certificate of assumption Approved DTR 		Administrative Staff
g) General Claims through Automated Teller Machine the (ATM) (All employees)	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> Salary Payroll Payroll Register 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above 		
II. Allowances, Honoraria, and Other Forms of Compensation a) Representation and	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Transportation Allowance (RATA)	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	For Individual Claims: <ul style="list-style-type: none"> • Copy of Office Order/Appointment (1st payment) • Certificate of Assumption (1st payment) • Certification that the official/employee did not use government vehicle • Certificate or evidence of service rendered or approved DTR • Certification on the Actual Incurrence of RATA (for those with authorized monthly commutable RATA) For General Claims: <ul style="list-style-type: none"> • Approved RATA Payroll • Approved Payroll Register 		Administrative Staff
b) Clothing/ Uniform Allowance	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	For Individual Claims: <ul style="list-style-type: none"> • Certified true copy of approved appointment of new employees • Certificate of Assumption (for new employees and those on leave without pay) • Certificate of non-payment from previous agency, for transferees 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	For General Claims: <ul style="list-style-type: none"> Approved Clothing/Uniform Allowance Payroll Approved Payroll Register 		
c) Loyalty Cash Award/ Incentive/ Service Recognition Award	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 35 minutes	
	For Individual Claims: <ul style="list-style-type: none"> Service Record Certificate of non-payment from previous office (for transferee) Certification from the HRMD that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition. For General Claims: <ul style="list-style-type: none"> Loyalty Cash Award/Incentive/Service Recognition Award Payroll Payroll Register Certification from the HRMD that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition. 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
d) Overtime Pay	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 50 minutes	
	<ul style="list-style-type: none"> • Overtime authority stating the necessity and urgency of the work to be done, names of personnel, the purpose of expected outputs, specific period of such services, and the manner of compensating the same, i.e., Compensatory Time-Off or paid in cash • Overtime work program • Quantified Overtime accomplishment duly signed by the employee and supervisor • Certificate of service or duly approved DTR 		Administrative Staff
e) Mid-Year Bonus (MYB)/ Year-End Bonus (YEB) and Cash Gift (CG)	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	For General Claims: <ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register 		



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Other requirements as may be required under DBM issuances for the guidelines for the Grant of MYB/YEB and CG <p>For Individual Claims:</p> <ul style="list-style-type: none"> Clearance from money, property and legal accountabilities Certification from Head of Office that the employee is qualified to receive the MYB/YEB and CG benefits pursuant to relevant DBM guidelines Certificate of Assumption to Office (for new employees/transferee) Certification of non-payment from previous agency (for transferee) 	
f) Productivity Incentive Bonus (PIB) or Productivity Enhancement Incentive (PEI)	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<p>For General Claims:</p> <ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register List of personnel dismissed within the year List of personnel on absent without official leave (AWOL) Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory Other requirements as may be required 	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>under relevant DBM issuances for the guidelines for the Grant of PEI</p> <p>For Individual Claims:</p> <ul style="list-style-type: none"> • Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory • Certification from the Legal Office that the employee has no administrative charge • Other requirements as may be required under relevant DBM issuances for the guidelines for the Grant of PEI 	
g) Performance-Based Bonus (PBB)	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<p>For General Claims:</p> <ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Other requirements as may be required under relevant DBM issuances for the guidelines for the Grant of PBB <p>For Individual Claims:</p> <ul style="list-style-type: none"> • Other requirements as may be required under relevant DBM issuances for the guidelines for the Grant of PBB 	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
h) Collective Negotiation Agreement (CNA) Incentive	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive • Comparative statement of DBM approved level of operating expenses and actual operating expenses • Copy of CNA • Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/ productivity/income improvement • Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year 		Administrative Staff and FPMS
i) Honoraria	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> • Special Order • Payroll • Accomplishment Report 		



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<p>Government Personnel Involved in Government Procurement</p> <ul style="list-style-type: none"> • Office Order creating and designating the BAC, and authorizing the members to collect honoraria • Minutes of BAC Meetings • Notices of Award to the winning bidders of procurement activity being claimed • Certification that the procurement involves competitive bidding • Attendance Sheet listing names of attendees to the BAC meetings • Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof <p>Governing Boards of Collegial Bodies</p> <ul style="list-style-type: none"> • Appointment/designation as member of the Board • Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body, who receives salaries, regular allowances and other benefits • Minutes of Meeting and Attendance Sheet as certified by the Board Secretary • Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-510 dated May 8, 2007 and any future amendments 	Administrative Staff, Concerned Secretariat, and FPMS



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>thereof</p> <p>Resource Person/Coordinator/Facilitator</p> <ul style="list-style-type: none"> • Office Order for their designation with authority to collect honorarium • Special Order authorizing the conduct of the training/ seminar and the participation/attendance of the participants • Course Outline/Program of Lectures/Training • Copy of the Letter/Invitation to Guest Resource Speaker/Person (as accepted/conformed) • Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-001 dated April 23, 2007 and any future amendments thereof • Approved computation of Honorarium pursuant to DBM Budget Circular No. 2007-1 • Curriculum Vitae • Certificate of Satisfactory of Service • Certified list of attendees • Accomplishment reports/outputs of the training • Certificate of completion • Presentation slides and training materials • Photo documentations • Other similar documentation as may be applicable <p>Special Projects</p> <ul style="list-style-type: none"> • Office Order for the creation of the Special Project Team • Special Project Plan • Terms of Reference 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Accomplishment Report/Certificate of Completion of project deliverables • Certificate of acceptance by the Agency Head of the deliverables per project component • Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM BC No. 2007-2 dated October 1, 2007 and any future amendments thereof 	
j) Monetization of Leave Credits	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • List of Personnel Availing Monetization of Leave Credits • Approved Payroll • Accomplishment Report (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 40 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Approved leave application with leave credit balance certified by the Human Resource Management Division (HRMD) • Request for monetization of leave covering more than ten days duly approved by the Head of Agency <p>Additional Requirements for Monetization of 50 Percent or more:</p> <ul style="list-style-type: none"> • Clinical abstract/medical procedures to be undertaken in case of health, medical, and 	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	hospital needs <ul style="list-style-type: none"> Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. Justification on financial needs for the education of employee or children 		
k) Terminal Leave Benefits (TLB)	Requirement for Obligation		Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> Application for Leave Computation of terminal leave benefits duly signed/certified by the Chief Accountant Agency Clearance from money, property and legal accountability from the Central Office and/or from Regional Office of last assignment Statement of Assets, Liabilities and Net Worth (SALN) as of effectivity of separation Complete Service Record Additional requirements for exceptional cases (i.e. deceased) 		Administrative Staff
	Requirement for Payment		Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<ul style="list-style-type: none"> All requirement for Obligation indicated above Ombudsman Clearance Certified photocopy of employees' leave card with computed leave credits as at last date of service by the Personnel Division/Unit/Office/Admin/Human Resource Office/Unit Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency <p>Additional Requirements in Case of Death:</p> <ul style="list-style-type: none"> Death certificate issued by PSA Marriage Certificate issued by PSA Birth certificate of all surviving legal heirs issued by PSA Designation of next-of-kin Waiver of rights of children 18 years old and above, if applicable 	
I) Special Counsel Allowance	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Office Order/Designation/Letter of the Office of the Solicitor General (OSG) deputizing the claimant to appear in court as special counsel Certificate of Appearance issued by the Clerk of Court 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> • Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented • Certification issued by the Chief Accountant that the amount being claimed is still within the limits under the General Appropriations Act (GAA) of the amount per month 		
III. Traveling Expenses a) Toll/Parking Fee	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> • Duly Approved Driver's Trip Ticket (DTT) • Toll/Parking Receipts 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Certified true copy of DTT • Official receipt (OR) or proof of online payment, if applicable • Copy of related account transaction history, if paid through Radio Frequency Identification (RFID) 		Requesting Unit
b) Local Travel	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	Cash Advance <ul style="list-style-type: none"> • Special Order/Travel Order/Local Travel Order approved in accordance with EO No. 77 		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Certification from the accountant that previous cash advance has been liquidated Reimbursement <ul style="list-style-type: none"> • Pre and Post Local Travel Order (Approved Special Order or Local Travel Order by the Head of the Agency) • Official Receipts • Boarding Pass • E-ticket • Certificate of Travel Completed • Certificate of Appearance 	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	Grant of cash advance <ul style="list-style-type: none"> • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books • Duly approved Office Order/Travel Order • Duly approved Itinerary of Travel • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor • Letter of invitation of the host/sponsoring agency/ organization Claim for travel reimbursement <ul style="list-style-type: none"> • Reimbursement certification • Approved Certificate of Travel Completed • Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed • Copy of previously approved Itinerary of Travel 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Copy of Office Order and the Supplemental Office Order or any proof supporting the change of schedule • Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo/Transmittal of Back to Office Report/Narrative Report on trip undertaken/ Report on Participation addressed to the agency head. The report, duly noted by the agency head or his authorized representative, shall contain, among other, the following information: <ol style="list-style-type: none"> a. Highlights of the training/activity; b. Pictures preferably dated; c. Plan of action for knowledge sharing; and d. Recommendations. • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company • Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (<i>certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts</i>). • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor. 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future • Travel Report under Section 22 of E.O. No. 77 • Flight itinerary issued by airline/ticketing office/travel agency • Letter of invitation of the host/sponsoring agency/organization 	
c) Foreign Travel	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	Cash Advance <ul style="list-style-type: none"> • Foreign Travel Order approved by the Office of the President (if travelling are heads of the Agencies, Members of Cabinets and Officials of equivalent rank • Approved by the Head of the Agency in the case of other government officials and employees regardless of the length of travel • Duly signed DSA computation based on the UNDP rates • Document to show the dollar-to-peso exchange rate at the date of grant of cash advance • Letter of invitation of host/sponsoring country/agency/organization • Where applicable, authority from the Office of the President to claim representation expenses • In case of seminars/trainings 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> -Invitation addressed to the agency inviting participants (issued by the foreign country) -Acceptance of the nominees as participants (issued by the foreign country) -Certification from the Accountant that previous cash advance has been liquidated <p>Reimbursement</p> <ul style="list-style-type: none"> • Copy of FTO duly approved by the Head of the Agency or other duly authorized official • Duly signed DSA computation based on the UNDP rates • Document to show the dollar-to-peso exchange rate at the date of grant of Foreign Travel Order • Letter of invitation of host/sponsoring country/agency/organization • For representation expenses; Official Receipts and copy of Approval from the Office of the President • Certificate of Travel Completed • Certification of Expenses duly signed by concern official/employee 	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<p>Grant of cash advance</p> <ul style="list-style-type: none"> • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books • Duly approved Office Order/Travel Order • Duly approved Itinerary of Travel • Letter of invitation of the host/sponsoring country/ agency/organization • Flight itinerary issued by the airline ticketing office/ travel agency 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor • Where applicable, authority to claim representation expenses • In case of seminar/training: <ol style="list-style-type: none"> a. Acceptance of nominee/s as participant/s (issued by the host country) b. Programme Agenda and Logistics Information <p>Claim for travel reimbursement</p> <ul style="list-style-type: none"> • Reimbursement certification • Certification of Expenses • Approved Certificate of Travel Completed • Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed • Copy of previously approved Itinerary of Travel • Copy of Office Order and the Supplemental Office Order or any proof supporting the change of schedule • Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo/Transmittal of Back to Office Report/Narrative Report on trip undertaken/ Report on Participation addressed to the agency head. The report, duly noted by the agency head or his authorized representative, shall contain, among other, the following information: <ol style="list-style-type: none"> a. Highlights of the training/activity; b. Pictures preferably dated; 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>c. Plan of action for knowledge sharing; and</p> <p>d. Recommendations.</p> <ul style="list-style-type: none"> • Paper/electronic plane, boat, or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof, other documents such as, but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company • Bills/Receipts for non-commutable representation expenses approved under Section 16 of EO No. 77 • Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (<i>certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts</i>) • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor • OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<p>Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future</p> <ul style="list-style-type: none">• Travel Report under Section 22 of EO No. 77• Flight itinerary issued by airline/ticketing office/travel agency• Letter of invitation of the host/sponsoring country/ agency/organization• Copy of the United Nations Development Programme (UNDP) rate for the Daily Subsistence Allowance (DSA) for the country of destination for the computation of DSA to be claimed• Valid document showing the prevailing dollar to peso exchange rate <p>For reimbursement of actual travel expenses in excess of the prescribed rates:</p> <ul style="list-style-type: none">• Approval by the President• Certification from the Head of Agency that it is absolutely necessary• Hotel room with official receipts (<i>certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts</i>)• Bills/Receipts for non-commutable representation expenses approved by the President or authorized officials		
IV. Other Expenditures	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
a) Gasoline/ Fuel	<ul style="list-style-type: none">• Billing Statement• Certificate of Satisfactory Service• Job Order or Contract (for first payment only, if applicable)		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	Requirement for Payment	Processing time for Payment: 15 hours	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Purchase request for Fuel Purchase Order for Fuel Certified true copy of DTT 		Requesting Unit
b) Utility Expenses	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Certificate of Satisfactory Service Purchase or Job Order or Contract (for first payment only, if applicable) 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above as may be applicable Statement of Account/Bill Invoice/Official Receipt or machine validated statements of account/bill Summary, if applicable 		Requesting Unit
c) Telephone/ Communication Services	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Statement of Account/Billing Certification from Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator-Assisted Calls and International Operator-Assisted Calls are official calls Refer to relevant internal policies/guidelines Purchase Request (if applicable) 		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Summary of mailed documents (if applicable) 		
	Requirement for Payment	Processing time for Payment: 1 working day, 5 hours and 10 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Certification of satisfactory service rendered Certification from the Chief Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone For communication expenses per DBM No. 02-2024: (a) Monthly Self-Certification, (b) Approved DTR, (c) SO (for OIC), and (d) Authorization by the Secretary (for other authorized personnel, subject to evaluation by the FPMS) 		Requesting Unit
d) Membership Dues	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Billing Statement Certificate of "No payment has been made" for the periods being claimed 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Endorsement/Certification of the requesting unit 		Requesting Unit
e) Representation	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Expenses/ Meals served	<ul style="list-style-type: none"> • Purchase Request • Certificate of Emergency Purchase • Job Order/Purchase Order with supplier's signature • Invoice 	Requesting Unit
	<ul style="list-style-type: none"> • Requirement for Payment 	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<p>Representation Expense Under P1,000</p> <ul style="list-style-type: none"> • Purchase Request • Certificate of Emergency Purchase • Job Order/Purchase Order with supplier's signature • Notice of meeting with detailed agenda • Certified correct attendance sheet • Highlight of the meeting • Invoice • Certification that expense being claimed is in compliance with Section 50 "Extraordinary and Miscellaneous of Expenses" of the General Provisions of the General Appropriations Act (GAA) for the year • Copy of withholding tax certificates • Such other supporting documents that may be required and/or stated under the JO/PO • Other supporting documents as are necessary depending on the nature of expense being claimed <p>Representation Expense Amounting to P1,000 and Above</p> <ul style="list-style-type: none"> • Purchase Request • Certificate of Emergency Purchase • Abstract of Quotations of at least three (3) suppliers/service providers • Submitted price quotations from at least 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>three (3) suppliers/service providers; or a document containing the published rates/pricing information for comparable goods from at least three (3) different suppliers</p> <ul style="list-style-type: none"> • Written justification duly signed by Head of Staff/Office, if canvassing of suppliers/service providers was not conducted (subject to evaluation) • Job Order/Purchase Order with supplier's signature • Notice of meeting with detailed agenda • Certified correct attendance sheet • Highlight of the meeting • Invoice • Certification that expense being claimed is in compliance with Section 50 "Extraordinary and Miscellaneous of Expenses" of the General Provisions of the General Appropriations Act (GAA) for the year • Copy of withholding tax certificates • Such other supporting documents that may be required and/or stated under the JO/PO • Other supporting documents as are necessary depending on the nature of expense being claimed <p>Representation Expense Amounting to P50,000 and/or relative to the conduct of planned/programmed activities</p> <ul style="list-style-type: none"> • Refer to checklists for lease of venue and small value procurement as applicable 	
V. Extraordinary and Miscellaneous Expenses	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Approved EME payroll 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
(EME)	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> • Certification executed by the official concerned that the amount claimed was spent for the purpose and in the amount not exceeding the limit indicated in the general provisions of the GAA • Relevant Invoices/Receipts, if the amount claimed was spent for the purpose and in the amount exceeding the limit indicated in the general provisions of the GAA • Minutes of the meeting if used for the purpose of meetings, seminars, and conferences • Attendance Sheet • Approved EME payroll • Approved payroll register 		Requesting Unit
VI. Salary of Job Order	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Certified true copy of the pertinent contract/ appointment/ job order (for first payment only) • Accomplishment Report • Approved DTR 		Administrative Staff and Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 45 minutes	
	<ul style="list-style-type: none"> • All requirement for Obligation indicated above • Payroll register • Contract (first payment) • Certificate of Assumption (for initial payment per contract) 		Administrative Staff and Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> BIR withholding tax certificate 		
VII. Insurance	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Billing Statement LTO registration (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 22.5 minutes	
	<ul style="list-style-type: none"> Insurance Policy Summary (if applicable) Certification from the End-User 		Administrative Staff
VIII. BIR Annual Registration Fee	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> BIR Payment Form No. 0605 		Accounting Division
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Certificate of BIR Registration 		Accounting Division
IX. Procurement of Goods, Consulting Services, and Infrastructure Projects (Regardless of Mode of Procurement)	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> Notice of Award, if applicable Contract <p>Additional requirements for Goods:</p> <ul style="list-style-type: none"> Billing Statement Certificate of Satisfactory Service from the 		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>End-User</p> <ul style="list-style-type: none"> • Contract of Agreement/TOR (for first payment) • In case of salary increase: <ol style="list-style-type: none"> a. Wage Order b. Approval from the Head of the Agency or other duly authorized officials to facilitate processing of payment • For lease of venue: <ol style="list-style-type: none"> a. Attendance Sheet/s duly signed by the participants b. Special Order 	
	<p>Requirement for Payment</p>	<p>Processing time for Payment: 8 days</p>
	<p>General requirements for all types of procurement:</p> <ul style="list-style-type: none"> • Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services, and/or Infrastructure Projects subject of payment is indicated • Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009, and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof • Letter request for payment from contractor/supplier • Procurement documents in accordance with the provisions of the 2016 Revised IRR of RA No. 9184 and other relevant GPPB issuances • Other documentary requirements in 	<p>Requesting Unit, Administrative Staff – Procurement Management Division</p>



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>accordance with the contract agreement</p> <p><u>Infrastructure Projects</u></p> <p>Additional documentary requirements for Advance Payment for Mobilization Cost:</p> <ul style="list-style-type: none"> • Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee • Notice of Award • Notice to Proceed <p>Additional documentary requirements for Progress Payments:</p> <ul style="list-style-type: none"> • Statement of Work Accomplished (SWA) • Progress Billing Statement • Inspection Report by the Agency's Authorized Engineer • Results of Test Analysis, if applicable • Contractor's Affidavit on payment of laborers and materials • Pictures/Geotagged Photos, before, during, and after construction of items of work especially the embedded items • Certificate of Percentage of Completion • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made. <p>Additional documentary requirements for Final Payment:</p> <ul style="list-style-type: none"> • As-Built Plans • Final SWA • Warranty Security • Certificate of Completion • Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>furniture included in the contract to concerned government agency</p> <ul style="list-style-type: none"> • Certificate of Acceptance by the Agency • Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team • Statement of Time Elapsed • Pictures/Geotagged Photos, before, during, and after construction of items of work especially the embedded items • BIR-prescribed tax clearance certificate <p>Additional documentary requirements for the Release of Retention Money:</p> <ul style="list-style-type: none"> • Warranty security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS, or surety bond callable on demand • Certification from the end-user that the project is completed, inspected, and accepted • BIR-prescribed tax clearance certificate <p><u>Consulting Services</u></p> <p>Additional documentary requirements:</p> <ul style="list-style-type: none"> • Copy of curriculum vitae of the consultant • Copy of the Terms of Reference (TOR) or Contract (for first payment) • Approved consultancy Progress/Final Reports, and/or outputs/deliverables required under the contract, with official acknowledgment/approval/acceptance by Implementing Agency/ies and End-User as may be applicable under the contract • Formal endorsement for payment processing from the End-User • Progress/Final Billing 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Contract of Infrastructure Projects subject of Project Management Consulting Services • Other documents required/stated under the contract • Certificate of Completion/Satisfactory Service, for final payment, retention payment, and performance security • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract <p><u>Goods</u></p> <p>Additional documentary requirements for Supplies, Materials, Equipment, and Motor Vehicles</p> <ul style="list-style-type: none"> • Purchase Requisition (PR) • Original copy of Dealers' Suppliers' Invoices showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his authorized representative • Results of Test Analysis, if applicable • Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government • Delivery receipt duly received • Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>of Agency or his authorized representative</p> <ul style="list-style-type: none"> • Property Acknowledgment Receipt, for equipment • Warranty Security for a minimum period of three months, in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies • Authority to purchase, in case of motor vehicles • For procurement of drugs and medicines <ul style="list-style-type: none"> ○ Certificate of product registration from the Food and Drug Administration (FDA) ○ Certificate of good manufacturing practices from FDA ○ Batch release certificate from FDA ○ If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items ○ License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller, or distributor) ○ Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition ○ Delivery Receipt/Invoice bearing Lot No. and Expiry Dates of the drugs and medicines • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract <p>Additional documentary requirements for</p>	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>General Support Services (janitorial, security maintenance, garbage collection and disposal, and similar services):</p> <ul style="list-style-type: none"> • Performance Appraisal Report • Statement of Account or Contractors' Bill • Record of Attendance/Service • Proof of remittance to concerned government agencies (BIR/Social Security System/ECC/Pag-IBIG/ PhilHealth) • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract <p>Additional documentary requirements for Rental Contracts for Property:</p> <ul style="list-style-type: none"> • List of prevailing comparable property within the vicinity (for first claim) • Vicinity map (for first claim) • Bills/Invoices • Certificate of Occupancy (space/building) (for first claim) • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract <p>Additional documentary requirements for Repairs and Maintenance of Aircraft, Watercraft, Equipment, and Motor Vehicles:</p> <ul style="list-style-type: none"> • Bills/Invoices • Pre-Repair Inspection Report • Post-Repair Inspection Report • Repair History of Property 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Waste Materials Report • Warranty Certificate • Certificate of Acceptance • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract <p>Additional documentary requirements for Advertising Expenses</p> <ul style="list-style-type: none"> • Job Order or Contract • Bill/Statement of Account • Copy of newspaper clippings evidencing publication and/or CD/DVD in case of TV/Radio commercial • Copy of Approved Agency Media Plan, if any • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract <p>Additional documentary requirements for Lease of Real Property and Venue:</p> <ul style="list-style-type: none"> • Billing statement • Certificate of Satisfactory Service Rendered • Technical Specifications • Attendance sheet • Room pairing, in case of room accommodation • Special Order • Program of activity or training, whichever is applicable 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Accomplishment reports or outputs of the activity or training • Certificate of completion • Copy of presentation slides • Copy of activity/training materials • Photo documentation • Other similar documentation as may be applicable or required/stated under the contract • Valid tax clearance certificate, along with copies of income and business tax returns duly stamped and received by the BIR, with evidence of tax payments made • BIR-prescribed tax clearance certificate, for final payment of the contract 	
K. Cultural and Athletic Activities	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Budget estimates approved by the Head of Agency • Office Order • Contract • Bills/Invoices 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<ul style="list-style-type: none"> • All requirement for Obligation indicated above • Same requirements under procurement depending on the nature of expense and the mode of procurement adopted • Other outputs/deliverables as may be required/stated under the contract 	Requesting Unit
XI. Human Resource	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Development and Training Program	<ul style="list-style-type: none"> Budget estimates approved by the Head of Agency Schedule of training approved by the Head of Agency Statement of Account/Bills/Invoices Office Order/Terms of References Contract, if applicable 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> All requirement for Obligation indicated above Same requirements under procurement depending on the nature of expense and the mode of procurement adopted Other outputs/deliverables as may be required/stated under the contract Official Receipts 		Requesting Unit
XII. Cash Advance a) Petty Cash Fund (PCF)	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Approved Special Order Approved estimates of petty expenses for one month Certification from the Chief Accountant that previous cash advances have been liquidated and accounted for in the books 		Requesting Unit and Accounting Division
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) • Approved estimate of petty expenses for one month (initial set-up) 	Requesting Unit and Accounting Division
b) Special Activity	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Approved Special Order • Approved estimate of authorized expenses • Certification from the accountant that previous cash advance has been liquidated 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) • Approved estimate of petty expenses for one month (initial set-up) 	Requesting Unit





21. Service Name **RELEASING OF CHECKS**

Service Information Payment of government obligations through checks to internal and external claimant or their authorized representative/s.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD) – Cash Section
Classification	Simple
Type of Transaction	Government to Citizen (G2C); Government to Government (G2G); and Government to Business (G2B)
Who may avail	a. National Economic and Development Authority (NEDA) Groups/Staff/Units and/or employees (as end users) b. Suppliers, contractors, and/or consultants (facilitated by end-user unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Company ID and Government issued ID (original)	Principal Client
2. Valid Company ID and/or Government-issued ID and proof of ownership (original)	Owner of Business
3. Duly notarized Special Power of Attorney (SPA) or Original Copy of Authorization Letter	Authorized representative
4. Valid Company ID and Government issued ID (original)	
5. Photocopy of Valid Company ID and/or Government-issued ID of the person being	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
represented	
6. Original copy of Official Receipt (OR) or Collection Receipt (CR)	Claimant
7. Withholding tax certificate for tax withheld (original)	Accounting Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Company ID and or Government issued ID or SPA with valid identifications.	1.1. Verify authenticity of identification and/or authorizations presented. If found in order, require filling-out the Request for Release of Checks.	None	2 minutes	Administrative Officer (AO) IV
2. Fill-out the Request for Release of Checks Monitoring Log Sheet	2.1. Check the correctness and completeness of the information provided in the Request for Release of Checks Monitoring Log Sheet.	None	5 minutes	AO IV
3. Proceed to AD, present the Tax Request form from Cash Section for	3.1. Provide claimant with the Tax Request Form with the details of Disbursement Voucher.	None	7 minutes	AO IV




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the issuance of Withholding Tax Certificates (WTC)	3.2. Request the claimant to proceed to the Accounting Division to secure the corresponding WTC.			
4. Return tax request form to Cashier signed by the concerned AD staff.	4.1. Check and file the Tax Request Form	None	1 minute	AO IV
5. Issue Official Receipt (OR) or Collection Receipt (CR)	5.1. Ensure accurateness of the OR/CR issued by the claimant.	None	2 minutes	AO IV
6. Accomplish "Box E" portion of the Disbursement Voucher and in the Warrant Register (Form No. 105)	6.1. Ensure that the received portion of the DV (Box E) and Warrant Register (Form No. 105) bears the signature over printed name of the claimant and the date when the check was released.	None	2 minutes	AO IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive Check and 4 th copy of DV	7.1. Release approved check to the claimant. 7.2. Provide 4 th copy of the DV.	None	1 minute	AO IV
		NONE	20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below.  <p>The graphic shows a blue background with the text 'NEDA CITIZEN'S CHARTER' in a teal box. Below it, 'Your feedback matters.' is written in white. A paragraph follows: 'The NEDA - Administrative Staff would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' To the right is a QR code with 'SCAN THE QR CODE' above it and 'neda CRM Survey' below it. At the bottom right, the link 'bit.ly/NEDAClientSatisfactionSurvey' is provided in a teal box.</p> <ol style="list-style-type: none"> Complaints may be filed through sending an e-mail at AS-amd@neda.gov.ph.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the assigned personnel.</p> <p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p> <p>The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICES EXTERNAL SERVICE



1. Service Name **Issuance of Authenticated or Certified True Copy of Regional Development Council (RDC) Resolutions**

Service Information Issuance of authenticated or certified true copies of RDC resolutions requested by stakeholders or clients from the government and/or private sector.

Office or Division	Office of the Regional Director; Division in charge of the RDC documents
Classification	Simple
Type of Transaction	G2G - Government to Government, G2C - Government to Client
Who may avail	Stakeholders or clients from the government and/or private sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed letter request specifying reason or purpose of the request, with contact information of the requesting party. In the absence of a letter, requesting party shall fill out a form or register request in a record book	Requesting stakeholder/client
2. Valid I.D. of the requesting stakeholder/client or authorized representative, for verification purposes	Requesting stakeholder/client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction, i.e., walk-in				
1. Visit the NEDA Regional Office (NRO), which is the RDC Secretariat, to submit letter request for authenticate d/certified true copy of RDC resolutions.	1.1. Receive the letter request and verbally inform client of the procedures and next steps	None	15 minutes	NRO Receiving or Records Section, Officer of the Day (Public Assistance and Complaints Desk), or Office of the Regional Director (ORD) Staff
2. Take note of the procedures/ next steps; wait while the request is being processed.	2.1. Log the letter request in the document tracker (i.e., a record book or a computer system) and forwards the same to the Division in charge.	None	15 minutes	NRO Receiving or Records Section, Officer of the Day, or ORD staff
	2.2. Evaluate the request. The evaluation shall take into consideration, among others, the Freedom of		30 minutes	Assigned staff of the Division in charge



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Information (FOI) law, International Organization for Standardization (ISO) processes of the NRO, and RDC protocol.			
	2.3. Make recommendation to the Regional Director, or in his/her absence to the office/staff in charge on regarding the request either granting or not granting the request.		20 minutes	Assigned staff and Chief of the Division in charge; ARD
	2.4. Regional Director, or in his/her absence, authorized official/staff shall act on the recommendation.		15 minutes	Regional Director or authorized official/staff
	2.4.1 If request is declined the requesting stakeholder/client shall be informed.		20 minutes	Assigned staff of the Division in charge
	2.4.2 If the request is approved,		30 minutes	Assigned staff and Chief of the Division in charge; ARD;



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	locate the requested RDC resolution, reproduce/photocopy the document and endorse the same to the Assistant Regional Director (ARD), being the FOI Clearance Officer/Decision Maker or, in his/her absence, an authorized official/staff for "certification" or "authentication". The certification or authentication shall be stamped on the face of the reproduced/photocopied RDC resolution.			RD or authorized official/staff
3. Receipt of the requested RDC resolution	<p>3.1. Log the requested RDC resolution in the document tracker.</p> <p>3.2. Request client to</p>	None	15 minutes	Assigned staff of the Division in charge



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	sign the acknowledgement receipt of the document.			
		NONE	2 hours and 40 minutes	
B. Requests filed through regular transaction with exceptional case				
1. Visit the NEDA Regional Office (NRO), which is the RDC Secretariat, to submit letter request for authenticated/ certified true copy of RDC resolutions.	1.1. The exceptional case in this section refer to resolutions which are not readily available (e.g., resolutions not yet digitized; archived and difficult to locate files). Same steps under section "A" above.	None	15 minutes	Same personnel responsible as under 1.1 of section "A" above.
2. Take note of the procedures/ next steps; wait while the request is being processed.	2.1. Same steps under section "A" above, 2.1 to 2.3.	None	1 hour and 5 minutes	Same personnel responsible as under 2.1 to 2.3 of section "A" above.
	2.2. Regional Director, or in his/her absence, authorized official/		15 minutes	RD or authorized official/staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>staff shall act on the recommendation.</p> <p>2.2.1. If request is declined the requesting stakeholder/ client shall be informed.</p> <p>2.2.2. If the request is approved, locate the requested RDC resolution, reproduce/ photocopy the document and endorse the same to the Assistant Regional Director (ARD), being the FOI Clearance Officer/Decision Maker or, in his/her absence, an authorized official/staff for "certification" or "authentication". The certification or authentication shall be stamped on the face of the reproduced/ photocopied</p>		<p>20 minutes</p> <p>2 working days and 4 hours</p>	<p>Assigned staff of the Division in charge</p> <p>Assigned staff and Chief of the Division in charge; ARD; RD or authorized official/staff</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	RDC resolution.			
3. Receipt of the requested RDC resolution	<p>3.1. If the client opts to pick up the document, log the requested RDC resolution in the document tracker.</p> <p>3.2. Request client to sign the acknowledgement receipt of the document.</p> <p>3.3. If the client opts otherwise, the request shall be sent through e-mail.</p>	None	15 minutes	Assigned staff of the Division in charge
			2 working days, 6 hours and 10 minutes	
C. Requests filed through e-mail or courier				
1. Send duly signed letter request through courier addressed to the NRO or send scanned	1.1. If through courier, receive letter request and log in the document tracker.	None	1 hour	<p>NRO Receiving or Records Section, Officer of the Day or ORD Staff</p> <p>ORD Staff</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
copy of duly signed letter request to the NRO through e-mail. The stakeholder/client can visit the NEDA website (www.neda.gov.ph) to get the address of the concerned NRO.	<p>1.2. If through e-mail, acknowledge receipt of the letter request and log in the document tracker.</p> <p>1.3. Assign and instruct the Division in charge.</p> <p>1.4. Using the contact information found in the letter request, verify the authenticity of the requesting stakeholder/client and inform client of the procedures and next steps. Request for email address, if not provided, where the request shall be sent/and or advise that the document be picked up.</p> <p>1.5. Evaluate the request. The evaluation shall take into consideration, among others, the FOI law, ISO processes of the NRO, and RDC protocol.</p>	None	<p>30 minutes</p> <p>2 working days and 4 hours</p>	<p>RD or authorized official/staff</p> <p>Assigned staff of the Division in charge</p> <p>Assigned staff of the Division in charge</p>




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5.1. If request is denied, stakeholder/client shall be informed in writing.</p> <p>1.5.2. If the request is approved granted, reproduce/photo copy the document and endorse the same to the Assistant Regional Director, being the FOI Clearance Officer/Decision Maker or, in his/her absence, an authorized official/staff for "certification" or "authentication". The certification or authentication shall be stamped on the face of the reproduced/ photocopied RDC resolution.</p>			<p>Assigned staff and Chief of the Division in charge; ARD; RD or authorized official/staff</p> <p>Assigned staff and Chief of the Division in charge; ARD; RD or authorized official/staff</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. The request shall be sent through e-mail/ or have it picked up by requesting party.			Assigned staff of the Division in charge
			2 working days, 5 hours and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may send their feedback through:</p> <ol style="list-style-type: none"> Accomplishing the NEDA Client Satisfaction Survey Form provided near the receiving area; or Accomplishing the NEDA Client Satisfaction Survey Form online through the link (bit.ly/NEDAClientSatisfactionSurvey) or scan the QR code below. <div data-bbox="491 600 1455 981" data-label="Image">  <p>The graphic is a blue rectangular banner. On the left, it says 'NEDA CITIZEN'S CHARTER' in a teal pill-shaped box, followed by 'Your feedback matters.' in large white font. Below that, in smaller white text, it says 'The NEDA - REGIONAL OFFICES would like to know how we can improve our services. Help us by answering our short client satisfaction survey.' On the right, there is a QR code with the text 'SCAN THE QR CODE' above it and 'bit.ly/NEDAClientSatisfactionSurvey' in a teal pill-shaped box below it. The NEDA logo is also visible in the center of the QR code.</p> </div> <ol style="list-style-type: none"> Requesting parties can send their feedback and complaints through e-mail or courier to the NEDA Regional Offices. The addresses are found in the NEDA website: www.neda.gov.ph For clients visiting the NRO, they may provide feedback and/or complaints by filling-out the Customer Feedback Survey (CFS) Form, as provided by the Officer of the Day stationed at the Public Assistance and Complaints Desk.
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the NEDA Regional Offices collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The Division in charge will review the consolidated data, before it will be discussed within the NRO to address gaps that can improve service delivery.</p> <p>In case the client provides a contact information (e.g., e-mail address, phone number) where they can be reached, the Division in charge shall advise the client on the action taken on their comment or complaint within 7 working days from the receipt thereof.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-881-6565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICES INTERNAL SERVICES



NEDA CORDILLERA ADMINISTRATIVE REGION

1. Service Name **FILING OF LEAVE**

Service Information To provide NEDA CAR personnel with a streamlined and efficient process for filing leave requests. The grant of vacation leave is discretionary on the part of the agency head or authority concerned; thus, the mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division	NEDA Regional Office CAR - Finance and Administrative Division – Human Resources Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA CAR Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Leave Form (Civil Service Form No. 6 Revised 2020) duly signed by personnel (2 Original Copies)	NEDA-CAR e-DTR Forms
Requirements as applicable:	
• Sick Leave filed in advance or exceeding five days- Medical Certificate (1 Original and 1 Photocopy)	Attending Physician
• Maternity Leave- Proof of pregnancy e.g. ultrasound, doctor's certificate on the	Attending Physician



expected date of delivery (1 Original and 1 Photocopy)	
<ul style="list-style-type: none"> • Paternity Leave- Proof of child's delivery e.g. birth certificate, medical certificate, and marriage contract (2 Photocopies) 	Attending Physician PSA
<ul style="list-style-type: none"> • Solo Parent Leave- Solo Parent Identification Card (2 Photocopies) 	LGU
<ul style="list-style-type: none"> • Study Leave- Contract between the agency head or authorized representative and the employee concerned. (1 Original and 1 Photocopy) 	End-user/HR
<ul style="list-style-type: none"> • VAWC Leave- Barangay Protection Order (BPO) or Temporary/Permanent Protection Order (TPO/PPO) obtained from the court or certification issued by the Punong Barangay/Kagawad or Prosecutor or Clerk of Court or Police Report. (1 Original and 1 Photocopy) 	Barangay Local Government Unit Court Police Station
<ul style="list-style-type: none"> • Rehabilitation Leave- Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation. (1 Original and 1 Photocopy) 	Attending Physician
<ul style="list-style-type: none"> • Special Leave Benefits for Women- Medical Certificate reflecting gynecological disorder (1 Original and 1 Photocopy) 	Attending Physician
<ul style="list-style-type: none"> • Special Emergency (Calamity) leave – Declaration of calamity area by the proper government agency (1 Original and 1 Photocopy) 	LGU
<ul style="list-style-type: none"> • Terminal Leave- Proof of employee's resignation or retirement or separation 	End-User/HR



from the service (1 Original and 1 Photocopy)	
<ul style="list-style-type: none"> Adoption Leave- Authenticated copy of the Pre-Adoptive Placement Authority (1 Original and 1 Photocopy) 	DSWD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished application for leave, with all necessary documents attached.	1.1. Receive the required documents and checks the completeness:	None	5 minutes	HRMA/HR
	1.1.1. If incomplete, the HRMA will note the deficiency and return the document to the end user for completion before submission.			
	1.1.2. If complete, HRMA will log on application to leave monitoring and HR will certify balance of leave credits.			
	1.1.3. Refer leave application to ARD/ DC for		5 minutes	HRMA/ ORD Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>recommendation on approval or disapproval.</p> <p>1.2. Refer leave application to RD for approval or disapproval.</p> <p>1.3. Refer leave application to RD for approval or disapproval.</p>		5 minutes	HRMA/ ORD Secretary
		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form through the feedback form located at the Public Assistance and Client Desk (PACD)
How feedback and complaints are processed	The Director acknowledges the feedback/complaint through a response letter , reply email, or discussed in internal meetings (e.g. Monday meetings or Manteam meetings).



FEEDBACK AND COMPLAINTS MECHANISM

	Feedback/complaints are directed to the concerned Division, Unit and/or personnel. The concerned Division, Unit and/or personnel will assess, evaluate and/or investigate accordingly and will take the necessary action. The Staff shall advise the client on the action taken on their feedback/complaint within 7 working days from the receipt thereof.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



2. Service Name **PROCESSING OF PAYMENTS**

Service Information

The concerned units evaluate the appropriateness of claims and completeness of supporting documents and certify the availability of Notice of Cash Allocation to endorse the duly approved voucher for check/ List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) issuance in a timely manner in accordance with existing accounting and auditing laws, rules and regulations.

Office or Division	NEDA – CAR - Finance and Administrative Division – Financial Unit
Classification	Complex to Highly Technical (depending on the type of transaction)
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA CAR Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the checklist of requirements and where to secure them, please refer to Attachment 2.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user prepares and submits Obligation Request and Status (ORS) and other	1.1. Receive ORS and SDs and refer to the concerned Budget Officer focal.	None	10 minutes	Administrative Aide (AA) VI



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
supporting documents (SDs) to the Regional Accountant.	1.2. Process ORS, review and evaluate of SDs, and encode data. <i>In case of errors, discrepancies, incomplete, and/ or additional documentary requirements required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the end-user for completion. (Return to Step 1</i>	None	1 working day (processing time per specific type of transaction listed in Attachment 2)	Regional Accountant
	1.3. Conduct further review and evaluation of the ORS and SDs.	None	1 hour	Regional Accountant
	1.4. Final review and sign Box B of the ORS	None	1 hour	Supervising Administrative Officer (SAO)/ Budget Officer)
2. Concerned NEDA end-user/ Staff/ Unit receives ORS	2.1. Log and release ORS to NEDA end-user Group/ Staff/ Unit for	None	10 minutes	AA VI



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
from SAO	transactions that are to be obligated.			
3. Upon completion of the transaction, gather SDs and/or COA prescribed documentary requirements.		None	End-User dependent	End-user, NEDA Groups, Staff, and/or Units
4. The end-user prepares and submit the disbursement voucher (DV), ORS, and COA-prescribed documentary requirements.	4.1. Receive DV, ORS and COA - prescribed documentary requirements from the concerned unit.	None	10 minutes	AA VI
	4.2. Review SDs and COA- COA-prescribed documentary requirements. <i>In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person</i>	None	Not more than 2 working days, processing time per specific type of transaction listed in Attachment 1	AA VI



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>shall document the result of the review and transmit/return the documents to the end-user for completion. (Return to Step 4)</i>			
	4.3 Assign DV No. through the manual accounting system.	None	3 minutes	AA VI
	4.4 Certify and sign Box C of the DV.	None	1 minute	Regional Accountant
	4.5. Record and endorse to the concerned Approving Authority.	None	10 minutes	CAO or Division Chief Concerned
	4.6 The office of the Approving Authority receives the documents.	None	4 hours	Regional Director
	4.7. Receive approved DV.	None	10 minutes	Disbursing Officer
	4.8. Check cash availability and assign NCA No. <i>For check payment, proceed to step 4.9</i>	None	10 minutes	Regional Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>For payment through LDDAP-ADA, proceed to step 4.10.</i>			
	4.9. Endorse to Disbursing Officer for check issuance (Proceed to step 4.15)	None	45 minutes	Regional Accountant
	4.10. Preparation of LDDAP-ADA. Summary of LDDAP-ADAs Issued and Invalidated ADA (SLIAE) and encoding and generation of the Land Bank of the Philippines' (LBP) Financial Data Entry System (FinDES) LDDAP- ADA.	None	2 hours	Disbursing Officer
	4.11. Review, warrant, and certify correct the LDDAP-ADA, SLIAE, and FinDES.	None	3 hours and 10 minutes	Regional Director
	4.12. Endorse to the Office of the Regional	None	4 hours	Regional Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director for approval.			
	4.13. The office of the Regional Director transmits the documents to the Disbursement Officer.	None	10 minutes	Secretary of the Regional Director
	4.14. Check completeness and correctness of details on the DV- signatures, cash/NCA Funding, and mode of payment.	None	2 minutes	Disbursing Officer
	4.15. Government servicing bank to process submitted documents and online transactions processed through eMDS.	None	Payment through LDDAP-ADA: Two days Check payments: One day (provided that eMDS was approved before 8:00 pm cut-off. If not, to be processed the next banking day)	Government Servicing Bank



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive payment.	<p>5.1. For payment through LDDAP-ADA, credit payment to the client's account.</p> <p>5.2. For check payment, inform the client that the check is available for pick-up.</p>	None	One day (payment to be credited after processing of government servicing bank)	<p>Regional Accountant, End-User</p> <p>Disbursing Officer</p>
		None	<p>Payment through check/ LDDAP-ADA/eMDS:</p> <p>5 working days, 1 hour and 10 minutes</p>	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form through the feedback form located at the Public Assistance and Client Desk (PACD)
How feedback and complaints are processed	The Director acknowledges the feedback/complaint through a response letter , reply email, or discussed in internal meetings (e.g. Monday meetings or Manteam meetings). Feedback/complaints are directed to the concerned Division, Unit and/or personnel. The concerned Division, Unit and/or personnel will assess, evaluate and/or investigate accordingly and will take the necessary action. The Staff shall advise the



FEEDBACK AND COMPLAINTS MECHANISM

	client on the action taken on their feedback/complaint within 7 working days from the receipt thereof.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



ATTACHMENT 2 CHECKLIST OF REQUIREMENTS FOR PROCESSING OF PAYMENTS (SERVICE NO. 2 of NRO-CAR)

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Salary 1.1. First Salary	Requirement for Obligation	Processing time for Obligation: 3 hours	
	(2 Original Copies) <ul style="list-style-type: none"> • Computation of First Salary • Approved DTR • Certified true copy of duly approved Appointment • Certified true copy of Oath of Office • Statement of Assets, Liabilities and Net Worth (SALN) • Additional requirements for transfer employees 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	(2 original copies) <ul style="list-style-type: none"> • All requirements for Obligation indicated above • BIR Form No. 1902 or 1905, whichever is applicable • Authority from the claimant and identification documents, if claimed by person other than the payee • Additional Requirements for Transferees from One Government Office to Another • Clearance from money, property and legal accountabilities from the previous office • Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat</p> <ul style="list-style-type: none"> • BIR Form No. 2316 (Certificate of Compensation Payment/Tax Withheld) • Certificate of Available Leave Credits • Service Record 	
1.2. Special Payrolls	Requirement for Obligation	Processing time for Obligation: 7 hours
	<p>(2 original copies each)</p> <ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register 	Administrative Staff
1.3. Salary differentials due to Promotion and/or Step Increment	Requirement for Obligation	Processing time for Obligation: 7 hours
	<p>(2 original copies)</p> <ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 35 minutes



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Due to Promotion</p> <ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Certified true copy of approved Appointment • Certificate of Assumption • Approved DTR, or Certification that the employee has not incurred leave without pay <p>Due to Step Increment</p> <ul style="list-style-type: none"> • Service Record • Notice of Salary Adjustment (NOSA) • Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay <p>Due to Step Increment</p> <ul style="list-style-type: none"> • Service Record • Notice of Salary Adjustment (NOSA) • Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay 	Administrative Staff
1.4. Last Salary	Requirement for Obligation	Processing time for Obligation: 3 hours
	<p>(2 original copies)</p> <ul style="list-style-type: none"> • Certified Correct Computation of Last Salary • Notice of Separation • Service Record • Clearance from money, property and legal accountabilities • SALN 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	(2 original copies) <ul style="list-style-type: none"> All requirements for Obligation indicated above Approved DTR 		Administrative Staff
1.5. Salary due to heirs of deceased employee	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> Same requirements as those for last salary (2 original copies) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 2 working days, 3 hours and 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Death Certificate authenticated by Philippine Statistics Authority (PSA) Marriage Contract authenticated by PSA, if applicable Birth Certificates of surviving legal heirs authenticated by PSA Designation of next-of-kin Waiver of right of children 18 years old and above 		Administrative Staff
1.6. Maternity Leave	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 20 minutes	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> • Certified true copy of approved application for leave • Certified true copy of Maternity leave clearance • Medical certificate for maternity leave • Additional Requirements for Unused Maternity Leave (upon assumption before the expiration of the 105-day maternity leave, as amended) • Medical certificate that the employee is physically fit to work • Certificate of assumption • Approved DTR 		Administrative Staff
1.7. General Claims through Automated Teller Machine the (ATM) (All employees)	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Salary Payroll • Payroll Register 	Administrative Staff	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above 		
2. Allowances, Honoraria, and Other Forms of Compensation 2.1. Representation and Transportation Allowance (RATA)	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 	Administrative Staff	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	For Individual Claims:		Administrative



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> • Copy of Office Order/Appointment • Certificate of Assumption • Certification that the official/employee did not use government vehicle and is not assigned any government vehicle • Certificate or evidence of service rendered or approved DTR <p>For General Claims:</p> <ul style="list-style-type: none"> • RATA Payroll • Payroll Register 		Staff
2.2. Clothing/Uniform Allowance	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 	Administrative Staff	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<p>For Individual Claims:</p> <ul style="list-style-type: none"> • Certified true copy of approved appointment of new employees • Certificate of Assumption of new employees • Certificate of non-payment from previous agency, for transferees <p>For General Claims:</p> <ul style="list-style-type: none"> • Clothing/Uniform Allowance Payroll • Payroll Register 	Administrative Staff	
2.3. Loyalty Cash Award/	Requirement for Obligation	Processing time for Obligation: 7 hours	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Incentive	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 35 minutes	
	<p>For Individual Claims:</p> <ul style="list-style-type: none"> • Service Record • Certificate of non-payment from previous office (for transferee) • Certification from the HRMD that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be <p>For General Claims:</p> <ul style="list-style-type: none"> • Loyalty Cash Award/Incentive Payroll • Payroll Register 		Administrative Staff
2.4. Overtime Pay	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 50 minutes	
	<ul style="list-style-type: none"> • Authority to render overtime services stating the necessity and urgency of the 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	work to be done and the duration of overtime work <ul style="list-style-type: none"> • Overtime work program • Quantified Overtime accomplishment duly signed by the employee and supervisor • Certificate of service or duly approved DTR 		
2.5. Mid-Year Bonus (MYB)	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • MYB Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Other requirements as may be required under DBM issuances for the guidelines for the Grant of MYB 		
2.6. Year-End Bonus (YEB) and Cash Gift (CG)	Requirement for Obligation	Processing time for Obligation: 7 hours	
	<ul style="list-style-type: none"> • YEB Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	For General Claims: <ul style="list-style-type: none"> • All requirements for Obligation indicated above 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Payroll Register <p>For Individual Claims:</p> <ul style="list-style-type: none"> Clearance from money, property and legal accountabilities Certification from Head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2016-4 dated April 28, 2016 	
2.7. Productivity Enhancement Incentive (PEI)	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<p>For General Claims:</p> <ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register Certification that the employee is still in the service as of November 30 of the current year and that the employee has rendered at least a total or an aggregate of four (4) months of at least satisfactory service as of November 30 of the current year, including leaves of absence with pay Other requirements as may be required under Budget Circular No. 2017-4 dated December 4, 2017 and other relevant DBM issuances for the guidelines for the Grant of PEI <p>For Individual Claims:</p>	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Certification that the employee is still in the service as of November 30 of the current year and that the employee has rendered at least a total or an aggregate of four (4) months of at least satisfactory service as of November 30 of the current year, including leaves of absence with pay • Other requirements as may be required under Budget Circular No. 2017-4 dated December 4, 2017 and other relevant DBM issuances for the guidelines for the Grant of PEI 	
2.8 Performance Based Bonus (PBB)	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<p>For General Claims:</p> <ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Other requirements as may be required under Memorandum Circular No. 2018-1 dated May 28, 2018 and other relevant DBM issuances for the guidelines for the Grant of PBB <p>For Individual Claims:</p> <ul style="list-style-type: none"> • Other requirements as may be required under Memorandum Circular No. 2018-1 dated May 28, 2018 and other relevant DBM issuances for the guidelines for the 	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Grant of PBB	
2.9 Collective Negotiation Agreement (C.N.A.) Incentive	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive • Comparative statement of DBM approved level of operating expenses and actual operating expenses • Copy of CAN • Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement • Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year 	Administrative Staff
2.10 Honoraria	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Special Order 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none">• Payroll• Accomplishment Report		
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<p>Government Personnel Involved in Government Procurement</p> <ul style="list-style-type: none">• Office Order creating and designating the BAC, and authorizing the members duly composing it to collect honoraria• Minutes of BAC Meeting• Notice of award to the winning bidder of procurement activity the payment for which is being claimed• Certification that the procurement involves competitive bidding• Attendance Sheet listing names of attendees to the BAC meeting <p>Governing Boards of Collegial Bodies</p> <ul style="list-style-type: none">• Appointment / designation as member of the Board• Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body, who receives salaries, regular allowances and other benefits• Minutes of meeting and Attendance Sheet as certified by the Board Secretary <p>Special Projects</p> <ul style="list-style-type: none">• Performance evaluation plan formulated by project management used as basis for rating the performance of members• Office Order designating members of the special project• Terms of Reference		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Certificate of completion of project deliverables • Special Project Plan • Authority to collect honoraria • Certificate of acceptance by the agency head of the deliverables per project component 	
2.11 Monetization of Leave Credits	Requirement for Obligation	Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • List of Personnel Availing Monetization of Leave Credits • Approved Payroll • Accomplishment Report (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 	Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 40 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Approved leave application (ten days) with leave credit balance certified by the Human Resource Management Division (HRMD) • Request for leave covering more than ten days duly approved by the Head of Agency <p>Additional Requirements for Monetization of 50 Percent or More:</p> <ul style="list-style-type: none"> • Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs • Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. 	Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2.12 Terminal Leave Benefits (TLB)	Requirement for Obligation		Processing time for Obligation: 7 hours
	<ul style="list-style-type: none"> • Application for Leave • Computation of terminal leave benefits duly signed/certified by the accountant • Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment • Statement of Assets, Liabilities and Net Worth (SALN) as of effectivity of separation • Complete Service Record • Additional requirements for exceptional cases (i.e. deceased) 		Administrative Staff
	Requirement for Payment		Processing time for Payment: 1 working day, 4 hours and 25 minutes
	<ul style="list-style-type: none"> • All requirement for Obligation indicated above • Certified photocopy of employees' latest leave card as duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Division (HRMD) • Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest • Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency • Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) • In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency 		Administrative Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Additional Requirements in Case of Death of Claimant: <ul style="list-style-type: none"> • Death certificate authenticated by PSA • Marriage contract authenticated by PSA • Birth certificates of all surviving legal heirs authenticated by PSA • Designation of next-of-kin • Waiver of rights of children 18 years old and above 	
3 Traveling Expenses 3.1 Toll/Parking Fee	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Duly Approved Driver's Trip Ticket (DTT) • Toll/Parking Receipts 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above 	Requesting Unit
3.2 Local Travel	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	Cash Advance <ul style="list-style-type: none"> • Special Order/Travel Order/Local Travel Order approved in accordance with EO No. 77 • Certification from the accountant that previous cash advance has been liquidated Reimbursement <ul style="list-style-type: none"> • Pre and Post Local Travel Order (Approved Special Order or Local Travel Order by the Head of the Agency) • Official Receipts 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none">• Boarding Pass• E-ticket• Certificate of Travel Completed• Certificate of Appearance		
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<p>Cash Advance</p> <ul style="list-style-type: none">• Office Order/Travel Order approved in accordance with Section EO No. 77• Duly approved itinerary of travel• Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books• Special Order (if actual expenses) <p>Daily Travel Expenses (DTE) Reimbursement</p> <ul style="list-style-type: none">• Office Order / Travel Order approved by the NEDA Secretary• Duly approved Itinerary of Travel• Revised Itinerary of Travel, if previously approved itinerary• Certificate of Travel Completed• Certificate of Appearance / Participation• Travel Report• Reimbursement Certification <p>With Airfare Reimbursement</p> <ul style="list-style-type: none">• Plane Ticket/e-Ticket/airline itinerary• Boarding Pass• If purchased through Travel Agency, quotations from at least three Travel agencies• Official Receipts <p>Other Transportation Expenses/incidental</p>		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Other Transportation Expenses/incidental • Terminal fee Receipts • Bus Ticket/grab Official Receipts/ taxi Official • Certification of Expenses Not Requiring Receipts 	
3.3 Foreign Travel	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<p>Cash Advance</p> <ul style="list-style-type: none"> • Foreign Travel Order approved by the Office of the President (if travelling are heads of the Agencies, Members of Cabinets and Officials of equivalent rank • Approved by the Head of the Agency in the case of other government officials and employees regardless of the length of travel • Duly signed DSA computation based on the UNDP rates • Document to show the dollar-to-peso exchange rate at the date of grant of cash advance • Letter of invitation of host/sponsoring country/agency/organization • Where applicable, authority from the Office of the President to claim representation expenses • In case of seminars/trainings <ul style="list-style-type: none"> -Invitation addressed to the agency inviting participants (issued by the foreign country) -Acceptance of the nominees as participants (issued by the foreign country) -Certification from the Accountant that previous cash advance has been liquidated <p>Reimbursement</p>	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Copy of FTO duly approved by the Head of the Agency or other duly authorized official • Duly signed DSA computation based on the UNDP rates • Document to show the dollar-to-peso exchange rate at the date of grant of Foreign Travel Order • Letter of invitation of host/sponsoring country/agency/organization • For representation expenses; Official Receipts and copy of Approval from the Office of the President • Certificate of Travel Completed • Certification of Expenses duly signed by concern official/employee 	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	Cash Advance <ul style="list-style-type: none"> • Office Order/Travel Order approved in accordance with Sections 1 and 2 of EO No. 459 dated September 1, 2005 • As approved by the Office of the President for Head of Agencies, Members of the Cabinet and Officials of equivalent rank ; and • As approved by the Head of Agencies in the case of the other government officials and employees regardless of the length of travel • Duly approved itinerary of travel • Letter of invitation of host/sponsoring country/ agency/ organization • For plane fare purchased through Agency, quotations of three travel agencies or its equivalent • Flight itinerary issued by the 	Requesting Staff



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>airline/ticketing office/ travel agency</p> <ul style="list-style-type: none"> • Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed • Document to show the dollar to peso exchange rate at the date of grant of cash advance • Where applicable, authority from the OP to claim representation expenses • In case of seminars/trainings <ol style="list-style-type: none"> a. Invitation addressed to the agency inviting participants (issued by the foreign country) b. Acceptance of the nominees as participants (issued by the foreign country) c. Programme Agenda and Logistics Information • Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books <p>Reimbursement</p> <ul style="list-style-type: none"> • Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee • Certificate of appearance/attendance for training/seminar/participation • Bills/receipts for non-commutable representation expenses approved by the President under E.O. No. 77 • For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 77) <ol style="list-style-type: none"> a. Approval by the President b. Certification from the Head of the Agency that it is absolutely necessary c. Hotel room bills with official receipts 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>(certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)</p> <ul style="list-style-type: none"> • Revised Itinerary of Travel, if applicable • Narrative report on trip undertaken/Report on Participation • Official Receipt in case of refund of excess cash advance • Certificate of Travel Completed 	
4 Training	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Approved Special Order • Invitation from the Training Institution • Certificate of Attendance or Participation • Billing if for reimbursement • Certificate of Reimbursement (if applicable) 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above 	Requesting Unit
5 Gasoline/Fuel	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Billing Statement • Certificate of Satisfactory Service • Job Order or Contract (for first payment only, if applicable) 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 15 hours
	<ul style="list-style-type: none"> • All requirements for Obligation indicated 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	above <ul style="list-style-type: none"> • Purchase request for Fuel • Purchase Order for Fuel • Driver's Trip Ticket 		
6 Utilities/Courier	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> • Certificate of Satisfactory Service • Purchase or Job Order or Contract (for first payment only, if applicable) 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Statement of Account • Summary, if applicable 	Requesting Unit	
7 Telephone/ Communication Services	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> • Statement of Account/Billing • Certification from Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator-Assisted Calls and International Operator-Assisted Calls are official calls • Refer to Office Circular No. 06-2019 dated June 3, 2019 on Mobile Phone Guidelines • Purchase Request (if applicable) • Summary of mailed documents (if applicable) 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 1 working day, 5 hours and 10 minutes	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls Certification of satisfactory of service rendered 		Requesting Unit
8 Membership Dues	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Billing Statement Certificate of “No payment has been made” for the periods being claimed 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Endorsement certification 		Requesting Unit
9 Lease of Venue 9.1 Gov’t to Private Entity	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> Billing Statement Attendance Sheet/s duly signed by the participants Special Order Job Order 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Purchase Request and Availability of Allotment • Annual Procurement Plan/Supplemental • Certificate of Satisfactory Service Rendered • Technical Specifications/Terms of Reference/Billing/Receipts • Room pairing in case with accommodation • BAC shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof • Justification on engagement of a private entity • PhilGEPS Certificate/PhilGEPS Reg. Number • Mayor's/Business Permit • Income/Business Tax Return • Sworn affidavit of the bidder that he is not related to the Head of Procuring Entity (HOPE) by consanguinity or affinity up to the third civil degree 	Requesting Unit
9.2 Gov't to Gov't	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Billing • Attendance Sheet/s duly signed by the participants • Special Order • Job Order 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Purchase Request and Availability of Allotment • Annual Procurement Plan/Supplemental • Job Order • Certificate of Satisfactory Service Rendered • Technical Specifications/Terms of Reference/Billing/Receipts • Room pairing in case with accommodation 	Requesting Unit
10 Alternative Mode of Procurement 10.1 Limited Source Bidding	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Notice of Award • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	Documents to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: <ul style="list-style-type: none"> • Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>agency for a period of seven calendar days in case of Shopping under Section 52.1(b), and Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised IRR of RA No. 9184</p> <ul style="list-style-type: none"> • Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nation (UN) agencies • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity • Approved Procurement Plan • Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities • Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered • Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the authorized end-user to whom the item was delivered or the property officer if item is for stock 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree <p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract Winning bidder's offer or proposal Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof Bid security (required under Section 54.4 IRR-A, RA No. 9184) 	
10.2 Direct Contracting	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> Notice of Award Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment:



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<div data-bbox="978 360 1505 450" data-label="Text"> <p>1 working day, 4 hours and 30 minutes</p> </div> <p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> • Copy of letter to selected manufacturer/supplier/ distributor to submit a price quotation and conditions of sale • Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers • Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards • Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof 	
10.3 Repeat Order	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Notice of Award • Contract 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> • Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the Purchasing Department/Office that the supplier has complied with all the requirements under the original contract 	Requesting Unit
10.4 Shopping	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Notice of Award • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes
	<p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> • Price quotations from at least three bonafide and reputable manufacturers/suppliers/distributors • Abstract of canvass 	Requesting Unit
10.5 Negotiated Procurement	Requirement for Obligation	Processing time for Obligation: 3 hours



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none">• Notice of Award• Contract		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 30 minutes	
	<p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <p>In cases of two failed biddings, emergency cases, take-over of contract and small value procurement</p> <ul style="list-style-type: none">• Price quotation/bids/final offers from at least be three invited suppliers• Abstract of submitted Price Quotation• BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) <p>Additional requirements for each case:</p> <ul style="list-style-type: none">• In case of two failed biddings<ol style="list-style-type: none">1. Agency's offer for negotiations with selected suppliers' contractors or consultants2. Certification of BAC on the failure of competitive bidding for the second time3. Evidence of invitation of observers in all stages of the negotiation4. Eligibility documents in case of infrastructure projects• In emergency cases<ol style="list-style-type: none">1. Justification as to the necessity of purchase• In case of take-over of contracts<ol style="list-style-type: none">1. Copy of terminated contract2. Reasons for the termination		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>3. Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors</p> <ul style="list-style-type: none"> - Approval by the Head of the Procuring Agency to contracts for projects under exceptional cases • In case of small value procurement <ol style="list-style-type: none"> 1. Letter/invitation to submit proposals • For adjacent or contiguous projects <ul style="list-style-type: none"> - Original contract and any document indicating that the same resulted from competitive bidding - Scope of work which should be related or similar to the scope of work of the original contract - Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	
11 BIR Annual Registration Fee	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • BIR Payment Form No. 0605 	Accounting
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Certificate of BIR Registration 	Accounting
12 Salary of Job Order	Requirement for Obligation	Processing time for Obligation: 3 hours



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> • Approved Payroll • Certified true copy of the pertinent contract/appointment/job order (for first payment only) • Accomplishment Report • Approved DTR 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 45 minutes	
	<ul style="list-style-type: none"> • All requirement for Obligation indicated above • Contract (first payment) 		Administrative Staff
13 Insurance	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> • Billing Statement • LTO registration (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 22.5 minutes	
	<ul style="list-style-type: none"> • Insurance Policy • Summary (if applicable) 		Administrative Staff
14 Public Bidding	Requirement for Obligation	Processing time for Obligation: 3 hours	
	<ul style="list-style-type: none"> • Notice of Award • Contract 		Requesting Unit
	Requirement for Payment		
	<ul style="list-style-type: none"> • Authenticated photocopy of the approved APP and any amendment thereto • Approved contract supported by the following documents which are required 		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from the execution of the contract:</p> <ul style="list-style-type: none"> a. Invitation to Apply for Eligibility to Bid b. Letter of Intent c. Results of Eligibility Check/Screening d. Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods, and rental and repair contracts, and Terms of Reference (TOR) for consultancy services e. Minutes of Pre-Bid Conference, [Approved Budget for Contract (ABC) P1.0 million and above] f. Agenda and/or Supplemental Bulletins, if any g. Bidders Technical and Financial Proposals h. Minutes of Bid Opening i. Abstract of Bids j. Post-Qualification Report of Technical Working Group k. BAC Resolution declaring winning bidder l. Notice of Post Qualification m. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract n. Notice of Award o. Performance Security 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>p. Program of Work and Detailed Estimates</p> <p>q. Notice to Proceed, indicating the date of receipt by the contractor</p> <p>r. Detailed Breakdown of the ABC</p> <p>s. Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time</p> <p>t. Detailed Breakdown of the Contract Cost:</p> <ul style="list-style-type: none"> - including the detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lump sum/lot for infrastructure projects - indicating the following, among others, for consultancy services: <ol style="list-style-type: none"> 1. Schedule of basic rates certified by the consultant with a sworn statement 2. Derivation of the billing factor/multiplier certified by the consultant with a sworn statement 3. Detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs <ul style="list-style-type: none"> - indicating costs and dates of acquisition of the equipment, quantities and cost of materials, spare parts, and supplies furnished by the contractor for janitorial/security/maintenance services - indicating the monthly lease payment and period of lease for lease contracts <p>• Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ol style="list-style-type: none"> a. Newspaper clippings of advertisement (ABC P15.0 million and above for infrastructure, P10.0 million and above for goods, and P5.0 million- or four- 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>months duration and above for consulting services)</p> <p>b. Printout copy of advertisement posted in PhilGEPS</p> <p>c. Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places</p> <p>d. Printout copies of advertisement posted in agency website, if any</p> <ul style="list-style-type: none"> • Documentary requirements under Sections 23.1 and 25.2.b for infrastructure projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the 2016 Revised IRR of RA No. 9184 • Minutes of Pre-procurement Conference for projects costing above P5.0 million for infrastructure, P2.0 million and above for goods, and P1.0 million and above for consulting services • Bid Evaluation Report • Ranking of short-listed bidders for consulting services • Post Qualification Evaluation Report • Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS • Evidence of Invitation of at least two (2) observers in all stages of the procurement process pursuant to Section 13.1 of the 2016 Revised IRR of RA No. 9184 • Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities 	
14.1 Goods	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Notice of Award 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none">Contract		
	Requirement for Payment	Processing time for Payment: 1 working day and 7 hours	
	<ul style="list-style-type: none">Additional documents required under Annexes F and S of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted within five days upon execution of the contract:<ul style="list-style-type: none">Certificate of Exclusive Distributorship, if applicableSamples and brochures/photographs, if applicableFor imported items:<ul style="list-style-type: none">Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding detailsHome Consumption Value of the itemsBreakdown of the expenses incurred in the ImportationOriginal copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items deliveredResults of Test Analysis, if applicableTax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government [Administrative Order (AO) No. 200 dated November 21, 1990]Inspection and Acceptance Report		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative</p> <ul style="list-style-type: none"> • For equipment, Property Acknowledgment Receipt • Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies • Request for purchase of supplies, materials and equipment duly approved by proper authorities • In case of motor vehicles, (AO No. 233 dated August 1, 2008) authority to purchase from: <ul style="list-style-type: none"> a. Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided (Sections 7 and 9) • For procurement of drugs and medicines: <ul style="list-style-type: none"> a. Certificate of product registration from Food and Drug Administration (FDA) b. Certificate of good manufacturing practice from FDA c. Batch Release Certificate from FDA d. If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the products/items • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
14.2 General Support Services (janitorial, security, maintenance)	Requirement for Obligation		Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Billing Statement • Certificate of Satisfactory Service from the End-user • Contract of Agreement/TOR (for first payment) <p>In case of salary increase:</p> <ul style="list-style-type: none"> • Wage Order • Approval from the Head of the Agency or other duly authorized officials to facilitate processing of payment 		Requesting Unit
	Requirement for Payment		Processing time for Payment: 1 working day and 7 hours
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Additional documents under Annexes H to K and P of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract: <ol style="list-style-type: none"> For janitorial/security/maintenance services <p>Appropriate approved documents indicating the following:</p> <ol style="list-style-type: none"> The number of personnel involved and their corresponding rates/salary Schedule of work and places of assignment or station/visits indicating, among others, the number of hours per visit The type and number of equipment to be served (in case of visitorial 		Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>maintenance service)</p> <ol style="list-style-type: none"> 4. The scaled floor plans of the building and other area/s covered by the service contract (for janitorial services) 5. The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with the applicable Rules Implementing RA No. 6727 6. Approved documents indicating the minimum requirements of the agency on the number of security personnel to be involved in the project (for security service contract) 7. The population of the agency where the services are rendered (for security service) controls 8. Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance service contracts) <ol style="list-style-type: none"> b. For Garbage Collection and Disposal <ol style="list-style-type: none"> 1. Complete description/specifications (brand name, model, make/country of origin, hp, piston displacement, capacity) and number of units of dump trucks to be used 2. Complete descriptions/specifications (age, condition, brand, etc.) and number of units of all other equipment to be rented/used 3. Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition 4. The designated 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>dumpsite/location of dumpsite (if provided in a separate document)</p> <p>5. The measurement in kilometers of the total distance covered by one complete route for all the required routes to be travelled</p> <p>6. Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates</p> <p>7. In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract</p> <p>c. For forwarding/shipping/hauling contract</p> <p>1. The type/kind and technical description of the mode of transportation used</p> <p>2. The point of origin and destination including the estimated distance/s if transported by land</p> <p>3. The estimated weight and volume of cargoes involved</p> <ul style="list-style-type: none"> • Accomplishment Report • Request for payment • Contractor's Bill • Certificate of Acceptance • Record of Attendance/Service • Proof of remittance to concerned government agency and/or GOCCs [BIR/Social Security System (SSS)/Pag-IBIG] • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	thereof	
14.3 Rental Contracts	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Billing/Statement of Account • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day and 7 hours
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract: <ol style="list-style-type: none"> For privately-owned office/building <ol style="list-style-type: none"> Complete copy of the building floor plans indicating in shaded colors the rentable space: Copy of the Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building Complete description of the building as to type kind and class including its component parts and equipment facilities such as, but not limited to, parking areas, elevators, air-conditioning systems, firefighting equipment, etc. Copy of the Master of Deed Declaration and Restrictions in case of lease/rental of office condominiums For equipment rental/lease/purchase contract: <ol style="list-style-type: none"> Agency evaluation of equipment 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	utilization 2. Pertinent data of area of operation <ul style="list-style-type: none"> • List of prevailing comparable property within vicinity • Vicinity map • Request for payment • Bill/Invoices • Certificate of occupancy (space/building) • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof 	
14.4 Advertising Expenses	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Billing/Statement of Account • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day and 7 hours
	Additional Documentary Requirements <ul style="list-style-type: none"> • All requirements for Obligation indicated above • Copy of newspaper clippings evidencing publication and/or 	Requesting Unit
14.5 Repair and Maintenance of Aircraft, Equipment and Motor	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Notice of Award • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day and 7 hours



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Additional documents under Annexes Q and R of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract: <ul style="list-style-type: none"> a. Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done b. Report of waste materials c. Copy of document indicating the history of repair • Post-inspection reports • Warranty Certificate • Request for payment • Bill/Invoices • Certificate of Acceptance • Pre-repair inspection reports • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation 	Requesting Unit
14.6 Consultancy Services 14.6.1 First Payment	Requirement for Obligation	Processing time for Obligation: 3 hours
	<ul style="list-style-type: none"> • Notice of Award • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day
	<ul style="list-style-type: none"> • Certified true copy of Approved APP • Original PRAA • Approved Contracts supported by the documents required under COA Circular 	Requesting Unit



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>2019-001 and COA memo #2005-027</p> <ul style="list-style-type: none"> • Request for Expression of Interest • Letter of Intent • Results of Eligibility Check/ Screening • Bidding documents enumerated under Sec.17.1 of revised IRR of RA # 9184 • Minutes of previous conference • Bid bulletins • Financial Proposal • Minutes of Bid Opening • Abstract of Bids • Post Qualification Report of PWG • BAC Resolution declaring winning bidder • Notice of Award • Performance Security • Notice to Proceed • Detailed Breakdown of ABC • Copy of advertisement of Invitation to Bid <ul style="list-style-type: none"> a. Print out of advertisement in PhilGEPS b. Print out of advertisement posted in agency website • Eligibility Requirements <ul style="list-style-type: none"> a. Legal documents <ul style="list-style-type: none"> 1. SEC Registration 2. Mayor's Permit 3. PhilGEPS Certificate b. Technical documents <ul style="list-style-type: none"> 1. Statement of the prospective bidder of all its ongoing and completed government and private contracts 2. Statement of the consultants specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory c. Financial documents <ul style="list-style-type: none"> - Consultant's audited financial 	



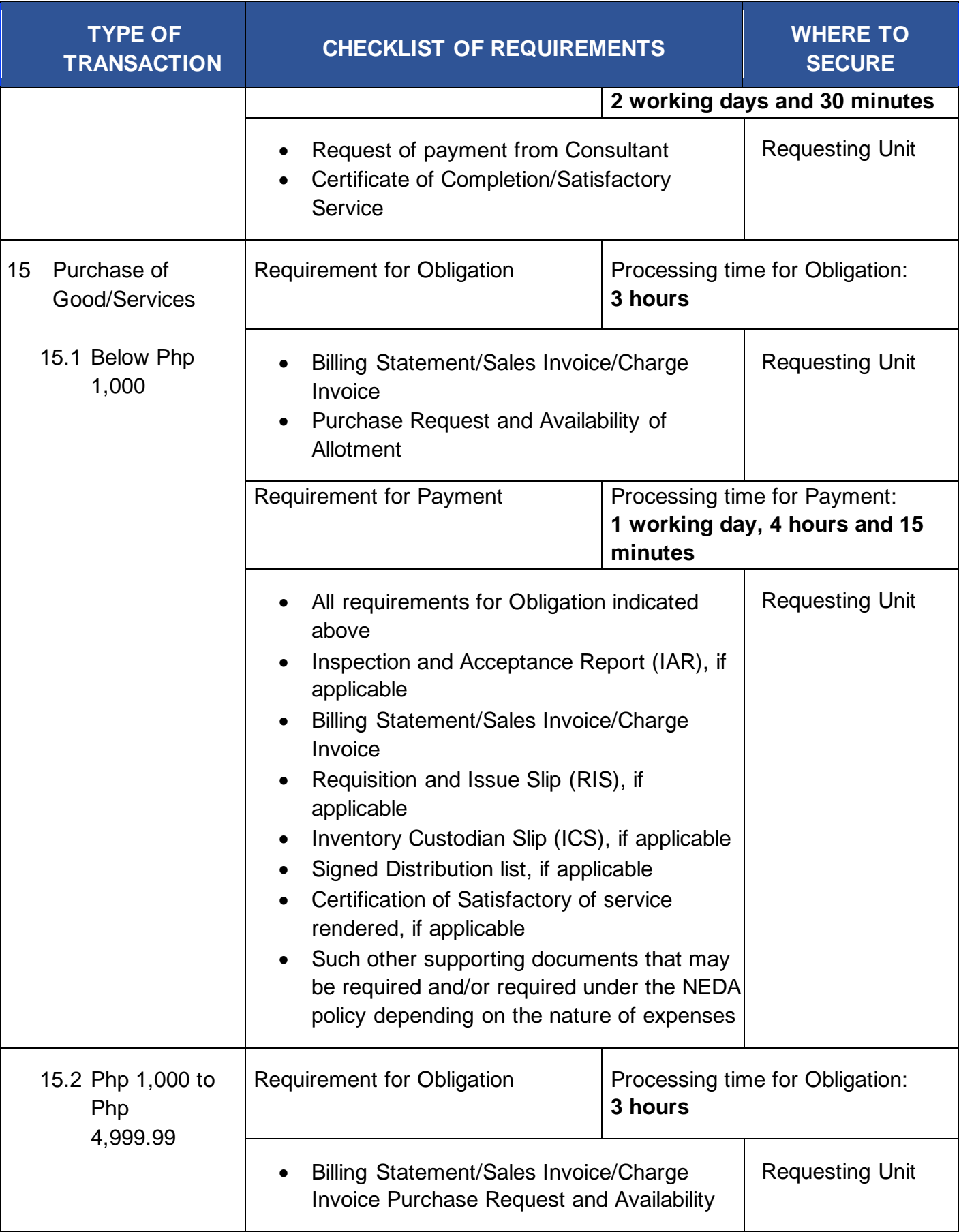
TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>statements</p> <ul style="list-style-type: none"> • Technical proposal documents <ul style="list-style-type: none"> a. Bid Security b. Organizational Chart for the contract to bid c. List of completed and ongoing projects d. Approach, work plan, and schedule e. List of Key Personnel to be assigned to contract to be bid, with their complete qualifications and experience data f. Omnibus Sworn Statement • Post-Qualification Documents <ul style="list-style-type: none"> a. Financial Statements b. Income Tax Return c. Business Tax • Minutes of Pre-procurement Conference • Bid Evaluation Report • Print out copy of posting of NOA, NTP, and contract in the PhilGEPS • Evidence of Invitation of 3 observers in all stages of procurement • BAC Resolution approving final evaluation report • BAC Resolution approving short listed consultants • BAC Resolution creating the TWG • BAC Resolution approving the detailed shortlisting and technical evaluation criteria • BAC Resolution approving TOR and weights • Board Resolution • Secretary's Certificate • Special Power of Attorney • Terms of Reference (TOR) • Joint Venture Agreement (if any) 	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
14.6.2 Reimbursable	Requirement for Obligation	
	Not Applicable	
	Requirement for Payment	Processing time for Payment: 5 working days
	<ul style="list-style-type: none"> • Progress Report • Meeting with meals <ul style="list-style-type: none"> - Official Receipt - Attendance • Ferry/bus/taxi fare <ul style="list-style-type: none"> - Official Receipt • Car rental <ul style="list-style-type: none"> - Official Receipt - Contract • Lease of venue and accommodation <ul style="list-style-type: none"> - Official Receipt - Statement of Account - Banquet/Contract/TOR - Attendance - Room List/Room Pairing (if any) • Communication cost <ul style="list-style-type: none"> - Official Receipt • Reproduction cost <ul style="list-style-type: none"> - Official Receipt • Per diem <ul style="list-style-type: none"> - RER/Acknowledgement Receipt (should be notarized (under oath)) • Office/space rental <ul style="list-style-type: none"> - Contract Agreement - Receipt • Furniture/equipment rental <ul style="list-style-type: none"> - Contract Agreement - Receipt 	Requesting Unit
14.6.3 Remuneration	Requirement for Obligation	
	Not Applicable	



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	Requirement for Payment	Processing time for Payment: 2 working day, 3 hours and 30 minutes	
	<ul style="list-style-type: none"> Request of payment from Consultant Approved/Acceptable Reports or Output specified in the contract Billing Endorsement and Acceptance from end-users 		Requesting Unit
14.6.4 Final Payment	Requirement for Obligation		
	Not Applicable		
	Requirement for Payment	Processing time for Payment: 2 working days, 3 hours and 30 minutes	
	<ul style="list-style-type: none"> Request of Payment from Consultant Approved Final Report Billing Certificate of Completion/Satisfactory 		Requesting Unit
14.6.5 Retention	Requirement for Obligation		
	Not Applicable		
	Requirement for Payment	Processing time for Payment: 2 working days, 3 hours and 30 minutes	
	<ul style="list-style-type: none"> Request of payment from Consultant Certificate of Completion/Satisfactory Service 		
14.6.6 Performance Security	Requirement for Obligation		
	Not Applicable		
	Requirement for Payment	Processing time for Payment:	





TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	of Allotment <ul style="list-style-type: none"> • Purchase Order/ Job Order/ Contract 	
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 15 minutes
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Abstract of Canvass (telephone canvass from at least 3 suppliers) • Purchase order/Job order • Inspection and Acceptance Report (IAR), if applicable • Billing Statement/Sales Invoice/Charge Invoice • Requisition and Issue Slip (RIS), if applicable • Inventory Custodian Slip (ICS), if applicable • Certification of Satisfactory of service rendered, if applicable • Signed Distribution list, if applicable • Such other supporting documents that may be required and/or required under the NEDA policy depending on the nature of expenses 	Requesting Unit
Cash Advance a) Petty Cash Fund (PCF)	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes
	<ul style="list-style-type: none"> • Approved Special Order • Approved estimates of petty expenses for one month • Certification from the accountant that previous cash advance has been liquidated and accounted for in the books 	Requesting Unit
	Requirement for Payment	Processing time for Payment:



TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
		1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 or more Approved estimates of petty expenses for one month 		Requesting Unit
Cash Advance b) Special Activity	Requirement for Obligation	Processing time for Obligation: 2 hours and 30 minutes	
	<ul style="list-style-type: none"> Approved Special Order Approved estimates of petty expenses for one month Certification from the accountant that previous cash advance has been liquidated 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 1 working day, 4 hours and 25 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 or more Approved estimates of petty expenses for one month 		Requesting Unit

3. Service Name **REQUEST FOR REPAIR AND/OR UPGRADE OF COMPUTERS AND OTHER ICT EQUIPMENT**



Service Information

Action/Response to requests for repair of computers or other ICT equipment by NEDA - CAR staff

Office or Division	NEDA – CAR – Finance and Administrative Division - ICT Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA CAR Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed Request Form for Repair/Replacement/Upgrade of Computers (1 original copy)	ICT Unit
2. Information on brand/model of computer or other ICT equipment for repair	ICT Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Staff personally reports the issue to the ICT Unit	1.1. ICT staff receives the report and does initial troubleshooting and determines if the issue can be resolved in-house, is covered by warranty, or needs outside repair.	None	30 minutes	Information System Analyst (ISA) I or II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. If for in-house repair, the ICT Staff repairs/upgrades the computer/ICT equipment.		4 hours	ISA I or ISA II
	1.3. If issue is within warranty or is for outside repair, the IT staff prepares Request Form for Outside Repair and submits to the Chief Administrative Officer for approval.	None	10 minutes	ISA I or ISA II
	1.4. After CAO approves the form, IT staff forwards it to the Supply Unit.	None	5 minutes	Chief Administrative Officer (CAO), ISA I or ISA II
	1.5. Supply Unit sends the computer/ICT unit to the service center.	None	1 hour	Supply Unit
		None	5 hours and 45 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	NRO-CAR staff sends feedback to IT staff personally or accomplishes client feedback survey form
How feedback and complaints are processed	Feedback/s are consolidated and forwarded to the head of the ICT Unit Head for discussion and action. Feedback results also form part of the Management Review, and ISO Internal and External Audits.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



NEDA REGIONAL OFFICE I (ILOCOS REGION)

1. Service Name **FINANCIAL CLAIMS FOR PAYMENT**

Service Information

The concerned unit evaluates the appropriateness of claims; completeness of supporting documents; and certifies availability of Notice of Cash Allocation to endorse the duly approved voucher for check/ List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) issuance in timely manner in accordance with existing accounting and auditing laws, rules and regulations.

Office or Division	NEDA Regional Office 1 - Finance and Administrative Division – Financial Resources Unit
Classification	Complex to Highly Technical (depending on the type of transaction)
Type of Transaction	G2G - Government to Government
Who may avail	NEDA 1 Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the checklist of requirements and where to secure them, please refer to Attachment 3.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Obligation Request and Status (ORS) (Appendix 11)	1.1. Guides and assists the client in filling out the ORS form (Appendix 11) and provides checklist of	None	1 minute	Financial Resource Unit Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements to the client.			
2. Submit the duly filled out form together with necessary supporting document	2.1. Receives the duly filled out form together with the necessary supporting documents	None	1 minute	Bookkeeper or any Financial Resource Unit Staff
	<p>2.2. Processes ORS and verifies, reviews and evaluates the appropriateness, completeness and accuracy of supporting documents</p> <p><i>In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the client for completion. (Return to Step 2.1)</i></p>	None	Not more than 1 working day, processing time per specific type of transaction listed in Attachment 3	Bookkeeper



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Conducts further review and evaluation of the ORS and SDs, obligate the transaction, signs Box B of the ORS and forwards the documents to the bookkeeper.	None	1 hour	Designated Budget Officer
	2.4. Prepares the Disbursement Voucher and Journal Entry Voucher.	None	10 minutes	Bookkeeper
	2.5. Reviews supporting documents and COA-prescribed documentary requirements. <i>In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return</i>	None	Not more than 2 working days, processing time per specific type of transaction listed in Attachment 1	Bookkeeper, Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>the documents to the client for completion. (Return to Step 2.5.)</i>			
	2.6. Assign DV and JEV No., certifies and signs box C of the DV, records and forwards the claims to the Regional Director for the approval of payment.	None	5 minutes	Accountant
	2.7. Office of the Regional Director receives the documents and approves the payment of the claim.	None	4 hours* Subject to the schedule and availability of the RD, who may be on official meetings	Secretary/ Regional Director
	2.8. Receives the approved DV.	None	1 minute	Cashier/ Disbursing Officer
	2.9. Checks cash availability *Depends on the availability of NCA If cash is available,	None	5 minutes	Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>proceed to the next step.</p> <p>If there is no cash available, FRU staff will inform the client and will provide updates as soon as the cash is credited to the Agency's Account.</p> <p>For check payment, proceed to step 2.11.</p> <p>For payment through LDDAP-ADA, proceed to step 2.9.</p>			
	<p>2.10. Prepares LDDAP-ADA, Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIAE) and Encodes and generates of the Land bank of the Philippines' (LBP) Financial Data Entry System (FinDES) and Advice of Check Issued and Cancelled (ACIC)</p>	None	45 minutes	Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11. Reviews, warrants and certifies correct and LDDAP-ADA, SLIIAE and FinDes.	None	5 minutes	Accountant
	2.12. Prepares check and Advice of Check and Issued and Cancelled (ACIC) thru e-MDS.	None	20 minutes	Disbursing Officer
	2.13. Authorized signatories sign and countersigns the check/LDDAP-ADA.	None	4 hours	Chief Administrative Officer/ Regional Director
	2.14. Submits the Check/LDDAP-ADA to the Government Servicing Bank for processing of payments.	None	1 hour	Disbursing Officer
	2.15. Government Servicing Bank to process submitted documents	None	LDDAP: Maximum of 1 banking day Check Payment: Maximum of 1 banking day (provided that e-MDS was	Land Bank Staff




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			approved before 8:00pm cut-off. If not, to be processed the next banking day)	
3. Receive payment	<p>3.1. For payment through LDDAP-ADA credits payment to client's account.</p> <p>3.2. For check payment, informs client that check is available for pick-up.</p>	None	<p>Payment to be credited after processing of government servicing bank</p> <p>Next day immediately after processing of government servicing bank or 1 working day after</p>	<p>Disbursing Officer</p> <p>Disbursing Officer</p>
4. Acknowledge payment	<p>4.1. Provides information on the status of payment of claims</p> <p>4.2. Facilitates the signing and accomplishment of Box E or Receipt of Payment Portion of Disbursement</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>1 minute</p>	<p>Disbursing Officer</p> <p>Disbursing Officer</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Voucher			
5. Fill out the Client Satisfaction Survey (CSS) Form and submit the accomplished form	5.1. Guides the client in filling out the CSS Form.	None	1 minute	Disbursing Officer
	5.2 Receives and evaluates the CSS Form.	None	1 minute	Officer
		None	Payment thru LDDAP: 4 days, 3 hours and 15 minutes Payment thru Check: 4 days, 2 hours and 50 minutes *excluding the processing time of GSB under step 2.14.	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Accomplish the online NEDA RO1 Client Feedback Survey Form through the link https://forms.office.com/r/5xpMPG1xU8 or scan the QR code below:</p> 
<p>How feedbacks and complaints are processed</p>	<p>The Director acknowledges the feedback/complain through a response letter or reply e-mail. Feedback/complaint are directed to the concerned Division, Unit and/or personnel. The concerned Division, Unit and/or personnel will assess, evaluate and/or investigate accordingly and will take the necessary action. The Staff shall advise the client on the action taken on their feedback/complaint within 7 working days from the receipt thereof.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



ATTACHMENT 3 CHECKLIST OF REQUIREMENTS FOR FINANCIAL CLAIMS FOR PAYMENT (SERVICE NO. 1 OF NRO I)

Checklist of Requirements	Where to Secure
<p>A. First Salary</p> <ul style="list-style-type: none"> • Computation of First Salary (1 Original Copy) • Approved DTR (1 Original Copy) • Certified true copy of duly approved Appointment (1 Photocopy) • Certified true copy of Oath of Office (1 Photocopy) • Certificate of Assumption to duty (1 Original Copy) • Statement of Assets, Liabilities and Net Worth (SALN) (1 Original Copy) • Additional requirements for transfer employees • All requirements for Obligation indicated above • BIR Form No. 1902 or 1905, whichever is applicable (1 Original Copy) • Authority from the claimant and identification documents, if claimed by person other than the payee • Additional Requirements for Transferees from One Government Office to Another • Clearance from money, property and legal accountabilities from the previous office (1 Original Copy) • Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat (1 Photocopy) 	<p>Human Resource Unit/Financial Resource Unit</p>



<ul style="list-style-type: none"> • BIR Form No. 2316 (Certificate of Compensation Payment/Tax Withheld) (1 Original copy) • Certificate of Available Leave Credits (1 Original copy) • Service Record (1 Original copy) 	
<p>B. Salary Differentials due to Promotion and/or Step Increment</p> <p>B.1 Due to Promotion</p> <ul style="list-style-type: none"> • Payroll Register (1 Original copy) • Certified true copy of approved Appointment (1 Photocopy) • Certificate of Assumption to duty (1 Original copy) • Approved DTR, or Certification that the employee has not incurred leave without pay (1 Original copy) <p>B.2 Due to Step Increment</p> <ul style="list-style-type: none"> • Service Record (1 Original copy) • Notice of Salary Adjustment (NOSA) (1 Original copy) • Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay (1 Original copy) 	Human Resource Unit
<p>C. Last Salary</p> <ul style="list-style-type: none"> • Certified Correct Computation of Last Salary (1 Original copy) • Notice of Separation (1 Original copy) • Service Record (1 Original copy) • Clearance from money, property and legal accountabilities (1 Original copy) • SALN (1 Original copy) • Approved DTR (1 Original copy) 	Human Resource Unit/Financial Resource Unit
<p>D. Monetization of Leave Credits</p> <ul style="list-style-type: none"> • List of Personnel Availing Monetization of Leave Credits (1 Original copy) • Approved Payroll (1 Original copy) • Accomplishment Report (if applicable) (1 Original copy) 	Human Resource Unit



<ul style="list-style-type: none"> • Approved DTR (if applicable) (1 Original copy) • Application for Leave (if applicable) (1 Original copy) • Approved leave application (ten days) with leave credit balance certified by the Human Resource Unit (1 Original copy) • Request for leave covering more than ten days duly approved by the Head of Agency (1 Original copy) 	
E. Loyalty Cash Award <ul style="list-style-type: none"> • Service Record (1 Original copy) • Certificate of non-payment from previous office (for transferee) (1 Original copy) • Certification from the HRMD that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be (1 Original copy) 	Human Resource Unit
F. Terminal Leave Benefits (TLB) <ul style="list-style-type: none"> • Application for Leave (1 Original copy) • Computation of terminal leave benefits duly signed/certified by the accountant (1 Original copy) • Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment (1 Original copy) • Statement of Assets, Liabilities and Net Worth (SALN) as of effectivity of separation (1 Original copy) • Complete Service Record • Additional requirements for exceptional cases (i.e. Deceased) • Certified photocopy of employees' latest leave card as duly audited by the Personnel Division and COA/Certificate of leave credits issued by the HR (1 Photocopy) 	Human Resource Unit



<ul style="list-style-type: none"> • Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest (1 Photocopy) • Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency (1 Original copy) • Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) (1 Original copy) • In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency (1 Original copy) 	
G. Overtime Pay <ul style="list-style-type: none"> • Approved Payroll (1 Original copy) • Authority to render overtime services stating the necessity and urgency of the work to be done and the duration of overtime work (1 Original copy) • Overtime work program (1 Original copy) • Quantified Overtime accomplishment duly signed by the employee and supervisor (1 Original copy) • Certificate of service or duly approved DTR (1 Original copy) 	
H. Traveling Expenses H.1. Local Travel-Cash Advance <ul style="list-style-type: none"> • Approved Memorandum-Request for Cash Advance (1 Original copy) • Office Order/Travel Order approved in accordance with Section 3 of EO No. 298 (1 Original copy) • Duly approved Itinerary of Travel (IT) Appendix 45-GAM (1 Original copy) • Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books. (1 Original copy) 	Requesting Staff/Financial Resource Unit/KM Hub



- Approved Request and Issuance Slip (if with meals and snacks/supplies) (1 Original copy)
- Approved Purchase Request (if with meals and snacks/supplies) (1 Original copy)

H.2. Local Travel-Reimbursement/ Liquidation

- Paper/Electronic plane, boat or bus tickets, boarding pass, terminal fee (1 Original copy)
- Certificate of appearance/attendance for training/seminar/participation (1 Original copy)
- Copy of previously approved IT; (1 Photocopy)
- Revised or supplemental Office Order or any proof supporting the change of schedule; (1 Original copy)
- Revised IT, if the previous approved itinerary was not followed; (1 Original copy)
- Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day ((certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts); (1 Original copy)
- Liquidation Report (Appendix 44) (1 Original copy)
- Reimbursement Expense Receipt (RER) (Appendix 46)-for P301.00-P1,000.00; (1 Original copy)
- Certification of Expenses Not Requiring Receipts (Annex A) – for P300 and below (1 Original copy)



- Official Receipt in case of refund of excess cash advance (Issued by DO); (1 Original copy)
- Travel Accomplishment Report (1 Original copy)
- Certificate of Travel Completed (CTC) (Appendix 47-GAM) (1 Original copy); and
- Cash Disbursement Record (Appendix 40-GAM) (1 Original copy)

H.3. Foreign Travel

- Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 Original copy)
- Certificate of appearance/attendance for training/seminar/participation (1 Original copy)
- Bills/receipts for non-commutable representation expenses approved by the President under E.O. No. 77
- For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 77)
- Approval by the President (1 Original copy)
- Certification from the Head of the Agency that it is absolutely necessary (1 Original copy)
- Hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) (1 Original copy)
- Revised Itinerary of Travel, if applicable (1 Original copy)
- Narrative report on trip undertaken/Report on Participation (1 Original copy)
- Official Receipt in case of refund of excess cash advance (1 Original copy)



<ul style="list-style-type: none"> • Certificate of Travel Completed (1 Original copy) 	
I. Training <ul style="list-style-type: none"> • Approved Special Order (1 Original copy) • Invitation from the Training Institution (1 Original copy) • Certificate of Attendance or Participation (1 Original copy) • Billing if for reimbursement (1 Original copy) • Certificate of Reimbursement (if applicable) (1 Original copy) 	Requesting Unit
J. Job Order Salary <ul style="list-style-type: none"> • Approved Payroll (1 Original copy) • Certified true copy of the pertinent contract/appointment/job order (for first payment only) (1 Photocopy) • Accomplishment Report (1 Original copy) • Approved DTR (1 Original copy) 	



NEDA REGIONAL OFFICE II (CAGAYAN VALLEY)

1. Service Name **PROCUREMENT AND PAYMENT OF GOODS AND SERVICES**

Service Information Procurement of goods and services to support office programs and activities and ensuring that all purchases conform to the specified requirements, acquired from the right supplier, delivered at the right time and to the best advantage of the office.

Office or Division	NEDA Regional Office 2 - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA 2 Concerned Division/Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request (2 Original copies)	Concerned Division/ End-User
Requirements as applicable:	
<ul style="list-style-type: none"> For catering Services, attach the list of participants 	
2. Canvass of Bids/Request for Quotation	Procurement Unit
3. Abstract of Bids/ Quotation (2 original copies)	Procurement Unit
4. Purchase Order (3 original copies)	Procurement Unit



5. Inspection and Acceptance Report (2 original copies)	Procurement Unit
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Concerned division/staff accomplish and submit Purchase Request	1.1. Check APP, log and number Purchase Request	None	15 minutes	Concerned Division/Staff
	1.2. Prepare Canvass of Bids and Secure Quotaions/ Bid Proposals	None	8 hours (bid Docs)	Administrative Aide/ Administrative Assistant/ Accountant
	1.3. Evaluate quotations/ bids	None	1 hour	Bids and Awards Committee (BAC) Chairperson and Members
	1.4. Prepare Abstract of Bids, Purchase/Job Order/Contract	None	5 minutes	Jancien Marie M. Viernes
	1.5. Issuance of Purchase/Job order/ contract to Supplier/ Service Provider	None	1 hour	Administrative Aide/ Administrative Assistant/ Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Inspect and Accept Deliveries/ Services	None	10 minutes	Administrative Aide/ Administrative Assistant/ Accountant
	1.7. Issuance/Turn Over to the Requesting Division/Staff	None	5 minutes	Administrative Assistant III
	1.8. Payment to Supplier/ Service Provider	None	5 days	Administrative Assistant III
		None	5 working days, 10 hours and 35 minutes	
B. Request filed through e-mail or courier				
1. Concerned division/ staff accomplish and submit Purchase Request	1.1. Check APP, log and number Purchase Request	None	15 minutes	Concerned Division/Staff
	1.2. Prepare Canvass of Bids and Secure Quotaions/ bid proposals	None	8 hours (bid Docs)	Administrative Aide/ Administrative Assistant/ Accountant
	1.3. Evaluate quotations/bids	None	1 hour	Bids and Awards Committee (BAC) Chairperson



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				and Members
	1.4. Prepare Abstract of Bids, Purchase/Job Order/Contract	None	5 minutes	Administrative Assistant III
	1.5. Issuance of Purchase/Job order/ Contract to Supplier/ Service Provider	None	1 hour	Administrative Aide/ Administrative Assistant
	1.6. Inspect and Accept Deliveries/ Services	None	10 minutes	Administrative Aide/ Administrative Assistan
	1.7. Issuance/ Turn Over to the Requesting Division/Staff	None	5 minutes	Maria Theresa M. Asuncion
	1.8. Payment to Supplier/ Service Provider	None	5 days	Quennie Joy C. Querubin Ma. Victoria A. Villanueva
		None	5 working days, 10 hours and 35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Answer the feedback form and write a formal complain and drop it at the designated drop box located in the guard house or send it through e-mail or courier.</p> <p>E-mail address neda_ro2@yahoo.com</p>
How feedbacks and complaints are processed	<ol style="list-style-type: none"> 1. The designated staff opens the drop box once a week; daily for emails. 2. Summarize and process feedbacks and complains submitted. 3. Submit the Summary to the Top Management for approval. 4. Implement appropriate actions or responses as approved by the Top Management if needed. 5. Inform the concerned individual or the implementing agency on actions taken through written communication. 6. File and maintain the Summary of Feedbacks and Complains.
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICE III (CENTRAL LUZON)

1. Service Name **ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE),
CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AND
BENEFITS (COECB)**

Service Information The National Economic and Development Authority Regional Office 3 (NRO3) issues COE and/or COECB to a requesting employee for various purposes such as loan and school application, bank transaction, passport/visa application, and other legal purposes. The COE/COECB provides information pertaining to said employee's position, current employment status, salary, allowances and benefits received, etc.


Office or Division	NEDA Regional Office 3 - Finance and Administrative Division – Human Resource Unit (FAD-HRU)
Classification	Simple
Type of Transaction	G2C - Government to Citizen and G2G - Government to Government
Who may avail	Active or Inactive NEDA 3 Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA employee	
1. FAD-HRU request form (1 original copy)	FAD-HRU
Inactive NEDA employee	
1. Request letter (original signed or through e-mail)	Requesting client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form or send e-mail/message to the FAD-HRU.	1.1. Acknowledge request form from employee. Gather data if necessary, for updating.	None	30 minutes	Administrative Assistant (AA) II/III
	1.2. Prepare the COE/COECB requested.		2 hours	Administrative Assistant (AA) II/III
	1.3. Review the document and forward to the Chief Administrative Officer (CAO) for Signature.		2 hours	Administrative Officer (AO) IV
	1.4. Sign document requested and return to AA II/III.		3 hours	Chief Administrative Officer (CAO)
2. Receive COE/COECB.	2.1. Release the requested document and ensure that requesting employee acknowledge receipt of document in the request form.	None	3 hours	AA II/III
		None	10 hours and 30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Answer the feedback form by scanning the QR code below</p> 
How feedbacks and complaints are processed	<p>The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **ISSUANCE OF SERVICE RECORDS (SR) FOR ACTIVE EMPLOYEE**

Service Information The National Economic and Development Authority Regional Office 3 (NRO3) issues SR to requesting active employee for various purposes such as employment, school and loan application, step increment, personnel file, and for other legal purposes. The SR provides information on employees work history/experiences, status of employment, employment changes as promotion, transfer, reappointment, reemployment, secondment, step increment, etc.

Office or Division	NEDA Regional Office 3 - Finance and Administrative Division – Human Resource Unit (FAD-HRU)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Active NRO 3 Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA employee	
1. FAD-HRU request form (1 original copy)	FAD-HRU


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out request	1.1. Acknowledge request form from employee.	None	30 minutes	Administrative Assistant (AA)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form or send e-mail/message to the FAD-HRU.	Gather data if necessary, for updating.			II/III
	1.2. Prepare the COE/COECB requested.		2 hours	Administrative Assistant (AA) II/III
	1.3. Review the document and forward to the Chief Administrative Officer (CAO) for Signature.		2 hours	Administrative Officer (AO) IV
	1.4. Sign document requested and return to AA II/III.		3 hours	Chief Administrative Officer (CAO)
2. Receive Service Record/s (SR).	2.1. Release the requested document and ensure that requesting employee acknowledge receipt of document in the request form.	None	3 hours	AA II/III
		None	10 hours and 30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Answer the feedback form by scanning the QR code below</p> 
How feedbacks and complaints are processed	<p>The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **PROCESSING OF PAYMENT CLAIMS**

Service Information This process includes processing of Obligation Request and Status (ORS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks/LDDAP-ADA and corresponding Advices. This process is used to pay an obligation to NEDA employees, individuals, agencies or creditors for goods purchased and services rendered.

Office or Division	NEDA Regional Office 3 - Finance and Administrative Division (FAD)
Classification	Highly Technical
Type of Transaction	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government
Who may avail	Internal: Permanent Personnel External: Personnel under Contract of Service, Service Provider and Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the checklist of requirements and where to secure them, please refer to Attachment 4.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of ORS/ BURS	1.1. Procedure Details 1.2. Designated Budget Officer receives signed "Box A"	None	30 minutes	Budget Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2.1. If allotment available:</p> <p>1.2.1.1. Records and assigns ORS/BURS number in the ORS/BURS.</p> <p>1.2.1.2. Forwards the signed ORS/BURS to Bookkeeper.</p> <p>1.2.2. If allotment is unavailable:</p> <p>1.2.2.1. Returns the claim for payment to end-user.</p>			
2. Preparation of DV and JEV	<p>2.1. Bookkeeper receives completely signed ORS/BURS and check completeness of SDs from the Designated Budget Officer.</p> <p>2.1.1. If complete:</p> <p>2.1.1.1. Records and assigns the DV number and encodes the claim in the DV</p>	None	1 hour	Bookkeeper



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Registry.</p> <p>2.1.1.2. Prints DV which includes Box B for the JEV.</p> <p>2.1.1.3. Forwards the complete documents to Accountant.</p> <p>2.1.2. If incomplete: 2.1.2.1. Request the incomplete documents from the end-user.</p>			
3. Review and Certification of DV	<p>3.1. Receives DV and SDs for review and verification</p> <p>3.1.1. Checks the mode of payment.</p> <p>3.1.2. Certifies correctness of JEV.</p> <p>3.1.3. Certifies the cash availability, when</p>	None	1 hour	Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>applicable, if subject to ADA, and completeness of SDs by signing Box C ADA, and completeness of SDs by signing Box C.</p> <p>3.1.4. Records DV in cashflow.</p> <p>3.1.5. Forwards the documents to Head of Agency.</p>			
4. Approval of Disbursement	<p>4.1. Head of Agency receives DV and SDs for approval</p> <p>4.1.1. Reviews the Disbursement.</p> <p>4.1.2. Approves DV by signing Box D.</p> <p>4.1.3. Forwards to disbursing officer.</p>	None	1 hour	Regional Director or Assistant Regional Director
5. Preparation of Payment	<p>5.1. Distribution officer receives the DV and SDs for payment preparation</p>	None	1 hour	Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5.1.1. Checks the completeness of the signature.</p> <p>5.1.2. Reviews amount and fund against DV ad SDs.</p> <p>5.1.3. Prepares and prints according to the mode of payment.</p> <p>5.1.4. Forwards to Accountant for checking.</p>			
6. Approval of Payment	<p>6.1. Accountant receives check/LDDAP for checking and approval.</p> <p>6.1.1. Forwards to FAD Division chief for review and signature.</p> <p>6.1.2. Forwards to Head of Agency for review and signature.</p> <p>6.1.3. Forwards to Disbursing Officer for release.</p>	None	1 hour and 30 minutes	Accountant
7. Release of	7.1. Distribution officer	None	2 hours	Disbursing



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment	<p>receives and check LDDAP</p> <p>7.1.1. Checks completeness of the signature on the check/ LDDAP.</p> <p>7.1.2. For MDS payments, prepares Advice of Checks and issued and cancelled</p> <p>7.1.2.1. If correct, FAD Division Chief approves payment.</p> <p>7.1.2.2. FAD Division Chief rejects payments</p> <p>7.1.3. Informs and clients regarding the availability of payment through phone or email and request an official receipt.</p> <p>7.1.4. Client signs Box E Issues an official receipt.</p>			Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.1.5. Stamps PAID on the face of the DV and all SDs .			
		None	8 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Client may answer the feedback form in the office lobby and put it in the feedback and complaints drop box.
How feedbacks and complaints are processed	The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



ATTACHMENT 4 CHECKLIST OF REQUIREMENTS FOR PROCESSING OF PAYMENT CLAIMS (SERVICE NO. 3 OF NRO III)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement	
<ul style="list-style-type: none"> Disbursement Voucher (1 original copy and 3 Photocopy) 	Requesting Party of Originating Office
<ul style="list-style-type: none"> Obligation Request and Status (1 original copy and 3 Photocopy) 	Requesting Party of Originating Office
If TEV (Local)	
<ul style="list-style-type: none"> Itinerary of Travel (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Certificate of Travel Completion (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Travel Order/OB Pass (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Additional Requirement for Reimbursement (1 original copy) 	
<ul style="list-style-type: none"> Certificate of Appearance (1 original copy) 	Destination Office
<ul style="list-style-type: none"> Others (Receipts, boarding pass, etc.) (1 original copy) 	Airline Company
<ul style="list-style-type: none"> Vehicle Trip Tickets (RD/ARD/drivers only) (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Annex A Form COA Circular No. 2017-001/RER (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> ROMA/ROTA (1 original copy) 	Requesting Party or Originating Office
If Meals and Snacks	
<ul style="list-style-type: none"> Purchase Request (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Program/Agenda (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Office Order/Invitation/Special Order (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Attendance (1 original copy) 	Requesting Party or Originating Office
<ul style="list-style-type: none"> Room Assignments (for hotel accommodation) (1 original copy) 	Accommodation Provider
<ul style="list-style-type: none"> Agreement/Contract (1 original copy) 	Service Provider, Requesting Party or Originating Office
<ul style="list-style-type: none"> Inspection and Acceptance Report (1 original copy) 	Inspection and Acceptance Committee (IAC)
<ul style="list-style-type: none"> Statement of Account/Billing/ Official Receipt (1 Original Copy) 	Service Provider



If Job Orders/Service Contracts	
If Job Orders	
• Contract (1 original copy)	Service Provider, Requesting Party or Originating Office
• Daily Time Report (1 original copy)	Requesting Party or Originating Office
• Accomplishment Report (1 original copy)	Requesting Party or Originating Office
If Security / Janitorial / Other Services	
• Contract (1 original copy)	Service Provider, Requesting Party or Originating Office
• Daily Time Record (1 original copy)	Requesting Party or Originating Office
• Copy of SSS Remittances (1 original copy)	Requesting Party or Originating Office
• Copy of PHIC Remittances (1 original copy)	Requesting Party or Originating Office
• Copy of HDMF Remittances (1 original copy)	Requesting Party or Originating Office
• Statement of Account/Billing/ Official Receipt (1 original copy)	Service Provider
If Honoraria	
If PSRs	
• Certification of Attendance (1 original copy)	Requesting Party or Originating Office
• Legal Basis (SO, EO) (1 original copy)	Requesting Party or Originating Office
If Resource Speakers	
• PDS / CV (1 original copy)	Service Provider
• Invitation Letter (1 original copy)	Requesting Party or Originating Office
• Office Order (1 original copy)	Requesting Party or Originating Office
• Program (1 original copy)	Requesting Party or Originating Office
• Certification of Compliance (1 original copy)	Requesting Party or Originating Office
• Computation (1 original copy)	Accounting Section
If Purchases	
• Purchase Request (1 original copy)	Requesting Party or Originating Office
• Request for Quotation (1 original copy)	Requesting Party or Originating Office
• Abstract of Canvass (1 original copy)	Requesting Party or Originating Office & BAC Secretariat
• Purchase Order (1 original copy)	Procurement Unit or Section
• PHILGEPS (above 50,000) (1 original copy)	Bids And Awards Committee (BAC) Secretariat



• Inspection and Acceptance Report (2 original copies)	Inspection and Acceptance Committee (IAC)
• Legal Basis (SO, EO, etc) (1 original copy)	Requesting Party or Originating Office
• Acknowledgment Receipt/ Sales Invoice/Official Receipt (1 original copy)	Service Provider
If Repairs and Maintenance	
• Purchase Request (1 original copy)	Requesting Party or Originating Office
• Pre-Inspection Report (1 original copy)	Inspection Committee
• Request for Quotation / Justification (1 original copy)	BAC Secretariat
• Abstract of Canvass (1 original copy)	Requesting Party or Originating Office & BAC Secretariat
• Purchase Order/Service Contract (1 original copy)	Requesting Party or Originating Office
• Post- Inspection Report (1 original copy)	Property Unit/Section, General Services Unit (GSU)
• Waste Material Report (1 original copy)	
• Delivery Receipt/Sales Invoice (1 original copy)	Service Provider
• Inspection and Acceptance Report (1 original copy)	Inspection Committee
• Official Receipt (1 original copy)	Service Provider
If Cash Advances	
• Request for Cash Advance (1 original copy)	Requesting Party or Originating Office
• Itinerary of Travel (CA for travels) (1 original copy)	Requesting Party or Originating Office
• Travel Order (CA for travels) (1 original copy)	Requesting Party or Originating Office
• Invitation / Special Order (1 original copy)	Requesting Party or Originating Office
If Fuel, Utilities and Subscriptions	
• Statement of Account (1 original copy)	Service Provider
• Certification for phone calls (1 original copy)	Requesting Party or Originating Office
• Vehicle Trip Ticket (for RFID/Autos weep/Fuel) (1 original copy)	Driver In Duty
• Agreement/Contract (1 original copy)	Service Provider or Requesting Party



• Official Receipt (1 original copy)	Service Provider
If Salaries and Remittances	
If Monthly Payroll	
• Payroll (1 original copy)	Human Resource Unit
• Acknowledgement Receipt (1 original copy)	Requesting Party
• RATA Certification of Receipt (1 original copy)	Human Resource Unit
• TA Refund Computation (1 original copy)	Accounting Section
If Remittances for Contributions	
• Remittance Form/List/Transmittal (1 original copy)	Human Resource Unit
• Statement of Premium Account (SPA) (PHIC) (1 original copy)	Human Resource Unit
• Payment Authorization Slip (HDMF) (1 original copy)	Human Resource Unit
• E-billing and Collection System (GSIS) (1 original copy)	Human Resource Unit
• Official Receipt/Payment Slip/ADA (1 original copy)	Service Provider
If Remittances for Loans	
• Remittance Form/List/Transmittal (1 original copy)	Human Resource Unit
• Official Receipt/Payment Slip/ADA (1 original copy)	Service Provider
• Payroll Adjustment Form (for refund/stop) (1 original copy)	Human Resource Unit and Requesting Party
If First Salary	
• Certified true copy of approved appointment in case of or Notice of Salary Adjustment in case of step increment/salary increase (1 original copy)	Human Resource Unit
• Certificate of Assumption (1 original copy)	Human Resource Unit
• Approved DTR or certification that the employee has not incurred leave without pay (1 original copy)	Human Resource Unit
If Last Salary	
• Clearance from money/property/legal accountabilities (1 original copy)	Human Resource Unit



• Official Receipt/Payment Slip/ADA (1 original copy)	Requesting Party or Originating Office
• BIR Form 2316 (1 original copy)	Accounting Section
• Certificate of Available Leave Credits (1 original copy)	Human Resource Unit
• Service Record (1 original copy)	Human Resource Unit
If Fidelity Bond	
• List of Bonded Officials/Employees (1 original copy)	Cashier Section
• Request for Bonding and/or Cancellation of Bond (1 original copy)	Requesting Party or Originating Office
• Application for Bond of Accountable Officials and Employees (1 original copy)	Requesting Party or Originating Office
• Certification of No Pending Administrative Case (1 original copy)	Human Resource Unit
• Special Order (1 original copy)	Requesting Party or Originating Office
• Authority to Accept Payment (1 original copy)	Service Provider
• Confirmation Letter (1 original copy)	Service Provider
If Petty Cash	
If PCF Establishment	
• Confirmation Letter of Fidelity Bond (1 original copy)	Service Provider
• Request for Petty Cash advance (1 original copy)	Requesting Party or Originating Office
If Petty Cash	
PCF Replenishment	
• Summary (1 original copy)	Cashier Section
• Petty Cash Vouchers (1 original copy)	Cashier Section
• Request for payment through Petty Cash (1 original copy)	Cashier Section
• ORs, Invoices and other SDs (1 original copy)	Service Provider
• Purchase Request (1 original copy)	Requesting Party/Concerned Office
If Request for Checkbook	
• RAAF (1 original copy)	Cashier Section
• Letter request for checkbook (1 original copy)	Requesting Party/Concerned Office



<ul style="list-style-type: none"> Monthly estimate of no. of transactions/AP w/c cannot be paid through ADA (1 original copy) 	Cashier Section
<ul style="list-style-type: none"> Bank/Client Stub (1 original copy) 	Service Provider
<ul style="list-style-type: none"> Request form from BTR (1 original copy) 	Service Provider
If Other Expenses	
<ul style="list-style-type: none"> Certification from End user (1 original copy) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Official Receipt/Sales Invoice/RER etc. (1 original copy) 	Service Provider
<ul style="list-style-type: none"> Legal Basis (1 original copy) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Purchase Request (1 original copy) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Program/Agenda (1 original copy) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Office Order/Invitation/Special Order (1 original copy) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Attendance (1 original copy) 	Requesting Party/Concerned Office
<ul style="list-style-type: none"> Justification (1 original copy) 	Requesting Party/Concerned Office



NEDA REGIONAL OFFICE IV-A (CALABARZON)

1. Service Name **FILING OF LEAVE OF ABSENCE**

Service Information Processing of leave application

Office or Division	NEDA Regional Office IV-A - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NRO IV-A Employees with leave credits

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Leave Form (Civil Service Form No. 6 Revised 2020) duly signed by personnel (1 original copy)	HR
2. Medical Certificate for sick leave exceeding five (5) days (1 original copy)	Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished CSC Form No. 6 Leave	1.1. Receive and log on leave monitoring	None	5 minutes	HR Officer
	1.2. Validate application and certify balance of	None	10 minutes	HR Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form documents attached.	credits 1.3. Refer leave application to DC/ARD for recommendation on approval or disapproval	None	30 minutes	HR Officer
	1.4. Refer leave application to RD for approval or disapproval	None	1 hour	HR Officer
	1.5. Inform staff of approval or disapproval of leave.	None	5 minutes	HR Officer
		None	1 hour and 50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Provide the staff with a copy of the approved leave application through email.
How feedback and complaints are processed	If there are issues/complaints, staff inform the Division Chief to be raised and discussed during the Management Committee meeting for appropriate action.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



2. Service Name **ISSUANCE OF SUPPLIES**

Service Information Processing and issuance of requested office supplies

Office or Division	NEDA Regional Office IV-A - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NRO IV-A Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (RIS) form (1 original copy)	General Services staff/Supply Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of approved accomplished (RIS)	1.1. Acceptance of the approved RIS form and check the completeness of the signature.	None	5 minutes	GS Staff/Supply Officer
	1.2. Validate the availability of supplies in the stock room.	None	10 minutes	GS Staff/Supply Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Issuance of supplies to the requesting staff/unit/division if available. If not available, proceed to FAD-SOP-01 (Procurement of Goods and Services).	None	10 minutes	GS Staff/Supply Officer
	1.4. Secure signature "received" from requesting staff/unit division in the RIS form.	None	3 minutes	GS Staff/Supply Officer
		None	28 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Monthly online feedback survey for internal clients.
How feedback and complaints are processed	Summarize the results of the feedback survey and prepare reports submitted to the Management.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



3. Service Name **PAYMENT TO INTERNAL CLIENTS**

Service Information Processing of payment of employee benefits, cash advances, and reimbursements

Office or Division	NEDA Regional Office IV-A - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NRO IV-A Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher (DV) (3 original copies) and Obligation Request and Status (ORS) (2 original copies)	Finance Unit
2. Supporting documents specified in COA Circular 2012-001, 2013-001 and 2017- 002 (original copies)	Finance Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of ORS, DV, and	1.1. Receipt and verification of ORS and supporting	None	15 minutes	Administrative Assistant II Budget Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
corresponding supporting documents (SDs)	document.			
	1.2. Receipt and verification of Disbursement Vouchers (DVs).	None	15 minutes	Accounting Bookkeeper, Accountant
	1.3. Preparation and approval of payment.	None	2 days	Cashier, Accountant, Asst, Regional Director. Regional Director
	1.4. Release of payment (thru LLDAP-ADA.)	None	1 day	Cashier
		None	3 days and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Monthly online feedback survey for internal clients.
How feedback and complaints are processed	Summarize the results of the feedback survey and prepare reports submitted to the Management.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



NEDA REGIONAL OFFICE IV-B (MIMAROPA)

1. Service Name **ISSUANCE OF HUMAN RESOURCE (HR) RECORDS**

Service Information This service facilitates the issuance of Human Resource (HR) records, such as employment certificates, service records, and other HR-related documents, to active and separated employees of the National Economic and Development Authority (NEDA) MIMAROPA.

Office or Division	NEDA Regional Office IV-B(MIMAROPA) - Finance and Administrative Division – Human Resources Section
Classification	Simple
Type of Transaction	G2G – Government to Government and G2C - Government to Citizen
Who may avail	NEDA - MIMAROPA Active and Separated Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Request for HR Records (1 Original Copy) Letter request for separated employees (NEDA MIMAROPA employees who retired, voluntarily resigned, transferred, and have been separated from the service) (1 Original Copy)	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ISSUANCE OF CERTIFICATE OF EMPLOYMENT(COE)/ CERTIFICATE OF EMPLOYMENT WITH COMPENSATION BENEFITS (COECB)				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1 Active Employees				
1. Submit a Request for HR records.	1.1. Receive the Request of HR records.	None	1 minute	Chief Administrative Officer (CAO)
	1.2. Gather data and prepare the COE/COECB.		1 hour	Administrative Aide (AA) III
	1.3. Print the COE/COECB for Chief Administrative Officer (CAO) signature.		1 minute	AA III
	1.4. Return signed COE/COECB to the releasing employee.		5 minutes	CAO
2. Receive the COE/ COECB.	2.1. Record the approved COE/ COECB in the logbook and release the requested document.	None	1 minute	Administrative Assistant III
			1 hour and 8 minutes	
A.2 Separated Employees				
<p>The same steps applicable to active employees also apply to separated employees. However, processing and generating the Certificate of Employment (COE)/Certificate of Employment and Compensation Benefits (COECB) for inactive employees may take longer than two days due to the lack of system integration. The collection and manual inputting of information can take approximately 5 to 7 days, depending on the completeness of the information available in their 201 files.</p>				





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ISSUANCE OF SERVICE RECORDS (SR) FOR ACTIVE EMPLOYEES				
1. Submit a Request for HR records	1.1 Receive the request for HR records.	None	1 minute	Chief Administrative Officer (CAO)
	1.2. Gather data and prepare the SR.	None	2 days	AA III
	1.3. Print SR for CAO's signature.	None	5 minutes	AA III/AO IV/HRMO
	1.4. Return the signed SR to the releasing employee	None	1 minute	CAO
2. Receive the Service Records	2.1. Record the approved SR in the Logbook and release the requested document	None	1 minute	Administrative Assistant III
		NONE	2 days and 8 minutes	
C. ISSUANCE OF PAY SLIP				
1. Send e-mail request to CAO	1.1. Acknowledge receipt of request.	None	1 minute	CAO
	1.2. Gather data and prepare the pay slip draft.	None	5 minutes	AA III
	1.3. Review and sign the pay slip and return to the releasing	None	5 minutes	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	employee.			
			11 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div style="display: flex; justify-content: space-around;">   </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
How feedback and complaints are processed	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **ISSUANCE OF LOCAL TRAVEL ORDER (LTO)**

Service Information This pertains to the issuance of Local Travel Order (LTO) to the NEDA-MIMAROPA Officials and/or Employees.

Office or Division	NEDA Regional Office IV-B (MIMAROPA) – FAD – Human Resources Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA-MIMAROP Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LTO Request Form (1 Original Copy)	Concerned NEDA-MIMAROPA staff
2. Pre-Itinerary of travel (1 Original Copy)	Concerned NEDA-MIMAROPA staff
3. Letter of invitation of the host/sponsoring agency/organization (1 Original Copy)	Concerned NEDA-MIMAROPA staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a LTO Request Form	1.1 Receive and sign the LTO Request Form.	None	1 minute	CAO
	1.2 Check and review the completeness of required information/ documents.		1 minute	AA III
	1.3 Encode request to LTO information system generator.		1 minute	AA III
	1.4 Print copy of the system-generated LTO for signature of Budget Officer and Regional Director.		5 minutes	AA III
2. Receive the scanned copy of the LTO.	2.1. Send scanned copy of the LTO to concerned staff via MS Teams.	None	5 minutes	AA III
	2.2. File the FAD-HR copy of the LTO in the designated folder.		1 minute	AA III
		None	14 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div data-bbox="555 479 703 627"> </div> <div data-bbox="751 479 900 627"> </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **ISSUANCE OF SPECIAL ORDER (SOs)**

Service Information This pertains to the issuance of NEDA-MIMAROPA SOs to the NEDA- MIMAROPA Officials and/or Employees.

Office or Division	NEDA Regional Office IV-B (MIMAROPA) – FAD – Human Resources Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA – MIMAROPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Special Order Request Form (1 Original Copy)	OneDrive Shared File
2. Invitations / Minutes of meetings / Other reference documents (1 Original Copy)	Concerned Division/Section/NEDA- MIMAROPA Employee
3. Other documents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Special Order Request	1.1 Receive the Special Order Request Form.	None	1 minute	CAO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form.	1.2 Prepare and print the requested SO for approval by the Regional Director.		30 minutes	AA III / Administrative Officer (AO) IV
2. Receive the scanned copy of the Special Order.	2.1 Once approved, provide an SO# with corresponding date and record in the logbook.	None	3 minutes	Administrative Assistant (AA) III
	2.2 Provide the concerned employee with a scanned copy of the Special Order via email		10 minutes	AA III
	2.3 File the FAD-HR copy of the SO in the designated folder.		3 minutes	AA III
		None	47 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div data-bbox="555 479 705 627"> </div> <div data-bbox="750 479 900 627"> </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



4. Service Name **PAYMENT OF CLAIMS**

Service Information This service covers payment of various claims of the NEDA-MIMAROPA officials and employees, which include, among others, issuance of cash advance for travel, special purposes, and petty operating expenses, and payment of compensation, personnel allowances and benefits, and reimbursement of operating expenses incurred in the performance of official business.

Office or Division	NEDA Regional Office IV-B (MIMAROPA) - Finance and Administrative Division – Financial Services (FAD-FS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA MIMAROPA Employee (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Petty Cash Fund	
Special Order (1 Photocopy)	FAD-HR Section
Fidelity Bond (1 Original Copy)	FAD-FS Section
Approved estimate of petty expenses (1 Original Copy)	Concerned FAD Section/NEDA-MIMAROPA Staff
Travelling Expenses Cash Advance	
Approved Local Travel Order (1 Original Copy)	Concerned NEDA-MIMAROPA Staff



Approved Pre-Itinerary of Travel (1 Original Copy)	Concerned NEDA-MIMAROPA Staff
Traveling Expenses (Local Travel)	
Approved Local Travel Order (1 Original Copy)	Concerned NEDA-MIMAROPA Staff
Approved Post-Itinerary of Travel (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Approved Certificate of Travel Completed (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Certification from the Accountant that previous cash advances have been fully liquidated and accounted for in the books (1 Original Copy)	FAD-FS Section
Quotation of plane fare from at least three airline companies/travel agencies, if the airline is not included in the GFA. (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Tickets (Plane, boat, PUV), terminal fee, and certification of expenses not requiring receipt (1 Original Copy)	Concerned NEDA-MIMAROPA Staff
Letter of invitation of the host/sponsoring agency/organization (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Duly Signed Certificate of Appearance (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Traveling Expenses (Foreign Travel)	
Approved Foreign Travel Order (1 Original Copy)	NEDA-Central Office thru endorsement by NEDA-MIMAROPA (FAD-HR Section) Section)
Approved Itinerary of Travel (1 Original Copy)	Concerned NEDA-MIMAROPA staff



Certification from the Accountant that previous cash advances have been fully liquidated and accounted for in the books (1 Original Copy)	FAD-FS Section
Quotation of plane fare from at least three airline companies/travel agencies, if the airline is not included in the GFA. (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Letter of invitation of the host/sponsoring agency/organization (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Acceptance of nominee/s as participant/s issued by the host country (for trainings and seminar) (1 Original Copy)	NEDA-CO / NEDA-MIMAROPA (FAD-HR Section)
Programme Agenda and Logistic Information (for trainings and seminar) (1 Original Copy)	Host/Sponsoring Agency/Organization
First Salary	
Certificate of appointment (1 Photocopy)	FAD-HR Section
Assignment/Re-assignment order, if applicable (1 Photocopy)	FAD-HR Section
Oath of Office (1 Photocopy)	FAD-HR Section
Certificate of Assumption to Duty (1 Photocopy)	FAD-HR Section
Statement of Assets, Liabilities and Net Worth (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Approved Daily Time Record (DTR) (1 Photocopy)	FAD-HR Section
BIR Forms 2316/1901, if applicable (1 Original Copy)	Concerned NEDA-MIMAROPA staff



Additional requirements for transferee:	
Clearance from money, property and legal accountabilities from the previous office (1 Original Copy)	Previous Government Office
Disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary and remittance of statutory deductions from previous office (1 Original Copy)	Previous Government Office
Salary (if deleted from Payroll)	
Approved DTR (1 Photocopy)	FAD-HR Section
Notice of Assumption (1 Photocopy)	FAD-HR Section
Approved Application for Leave, and Medical Certificate if on sick leave for five days or more and clearance if on leave for 30 days or more (1 Original Copy)	FAD-HR Section
Salary Differential Due to Promotion and/or Step Increment	
Approved Appointment (if due to promotion) (1 Photocopy)	FAD-HR Section
Certificate of Assumption (if due to promotion) (1 Photocopy)	FAD-HR Section
Notice of Salary Adjustment (NOSA), for step increment/salary increase (1 Photocopy)	FAD-HR Section
Approved DTR or certification that the employee has not incurred leave without pay (1 Photocopy)	FAD-HR Section



Last Salary	
Clearance from money, property and legal accountabilities (1 Original Copy)	FAD-HR Section
Approved DTR (1 Original Copy)	FAD-HR Section
Authority to deduct accountabilities, if applicable (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Certification of available leave credits (1 Original Copy)	FAD-HR Section
Salary during Maternity Leave	
Approved application for Maternity Leave (1 Photocopy)	FAD-HR Section
Maternity Leave Clearance (1 Photocopy)	FAD-HR Section
Medical certificate for Maternity Leave (1 Original Copy)	Medical Provider
Certification as Solo Parent (for additional 15 days paid leave) (1 Original Copy)	DSWD Office
Certificate of Assumption (1 Photocopy)	FAD-HR Section
Loyalty Cash Award	
Service Records (1 Photocopy)	FAD-HR Section
Certificate of non-payment from previous office (for transferee) (1 Original Copy)	Previous Government Office
Certification from the Human Resource	FAD-HR Section



Officer/Unit that the claimant has not incurred LWOP within the preceding 5-year period, or proof of eligibility to receive incentive (1 Photocopy)	
Monetization of Leave Credit	
Approved Leave Application with leave credit balance certified by the Human Resource Officer (1 Photocopy)	FAD-HR Section
Request for monetization of leave covering more than ten days duly approved by the Head of Agency (1 Original Copy)	Concerned NEDA-MIMAROPA staff
For monetization of 50 percent or more: <ul style="list-style-type: none"> Clinical abstract/medical procedures to be undertaken in case of health, medical or hospital needs (1 Original Copy) Barangay certification in case of need for financial assistance brought by calamities, typhoons, fire, etc. (1 Original Copy) Justification on financial needs for the education of employee or children (1 Original Copy) 	Medical Provider/Barangay Center/Concerned Employee
Overtime Pay	
Overtime Authority stating the necessity and urgency of work to be done, names of personnel, the purpose of expected outputs, specific periods of such services and the manner of compensating i.e. Compensatory Time Off or paid in cash (1 Photocopy)	FAD-HR Section
Overtime Work Program (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Quantified Overtime Accomplishment duly signed by the employee and supervisor (1 Original Copy)	Concerned NEDA-MIMAROPA staff



Certificate of service or duly approved DTR (1 Photocopy)	FAD-HR Section
Representation and Transportation Allowance (RATA)	
Appointment papers/Office Order (for first claim) (1 Photocopy)	FAD-HR Section
Certificate of Assumption to Duty (1 Photocopy)	FAD-HR Section
Certificate or evidence of service rendered or approved DTR (1 Photocopy)	FAD-HR Section
Certification that the official/employee did not use government vehicle (1 Photocopy)	FAD-GS Section
Certification on the actual incurrence of RATA (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Terminal Leave Benefits	
Clearance from money, property and legal accountabilities (1 Original Copy)	FAD-HR Section
Ombudsman Clearance (1 Original Copy)	Office of the Ombudsman
Employees leave card with computed leave credits as at last date of service by the Human Resource Office/Unit (1 Photocopy)	FAD-HR Section
Approved leave application (1 Photocopy)	FAD-HR Section
Complete service record (1 Original Copy)	FAD-HR Section
Statement of Assets, Liabilities and Net Worth (SALN) (1 Original Copy)	FAD-HR Section



Appointment papers/NOSA showing the highest salary received if the last salary under the last appointment is not the highest (1 Photocopy)	FAD-HR Section
Computation of terminal benefits duly signed/certified by the Accountant (1 Original Copy)	FAD-FS Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authorization (in affidavit form) to deduct all financial obligations (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Resignation Letter duly accepted by the Head of Agency (in case of resignation) (1 Photocopy)	Concerned NEDA-MIMAROPA staff
Additional requirements in case of death: <ul style="list-style-type: none"> • Death certificate • Marriage certificate • Birth certificate of all surviving legal heirs • Designation of next-of-kin • Waiver of rights of children 18 years old and above, if applicable (1 Photocopy) 	Philippine Statistics Office/Concerned NEDA Employee legal heirs/next-of-kin
Reimbursement/Payment of various MOOE expenses	
Same requirements depending on the nature of expenses incurred (refer to COA Circular	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Check and review requirements submitted for payment processing. If complete, stamp "Received" and proceed to processing of payment.	None	4 hours	Administrative Assistant III (processor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Prepare Obligation Request Status (ORS) and Disbursement Voucher (DV).		1 working day	Administrative Assistant III (Processor)
	1.3 Review and sign ORS.		3 hours	Administrative Assistant III (Budget in Charge)
	1.4 Review and certify the necessity of payment (Box A of DV).		3 hours	Concerned Division Chief
	1.5 Review and certify the supporting documents and amount of payment (Box C of DV).		3 hours	Accountant III
	1.6 Approve payment (Box D of DV).		2 hours	Regional Director
	1.7 Receive approved DV and prepare advice for payment, check and/or LDDAP-ADA		4 hours	Accountant, Division Chiefs, Assistant Director, Regional Director
	1.8 Approve check/ LDDAP-ADA		4 hours	Accountant, Division Chiefs, Assistant Regional



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Submit advice for payment and/or LDDAP-ADA to the servicing bank.		4 hours	Director, Regional Director Administrative Assistant II (Disbursing Officer)
2. Acknowledge receipt of payment/ cash advance. Sign "Receipt" portion of the DV	2.1 Prepare related reports and scan DV with the supporting documents for filing.	None	4 hours	Administrative Assistant II (Disbursing Officer)
		None	4 days and 7 hours	



FEEDBACK AND COMPLAINTS MECHANISM

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<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



5. Service Name LIQUIDATION OF CASH ADVANCE

Service Information NEDA-MIMAROPA officials and employees shall liquidate cash advance issued within the prescribed period in compliance with existing accounting and auditing rules.

Office or Division	NEDA - Regional Office MIMAROPA - Finance and Administrative Division - Financial Services (FAD-FS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA - MIMAROPA Employee (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Petty Cash Fund – Disbursing Officer	
Report on Paid Petty Cash Vouchers (RPPCV) (1 Original Copy)	Concerned Disbursing Officer
Petty Cash Vouchers (PCVs) (1 Original Copy)	Concerned Disbursing Officer
Approved purchase request with Certificate of Emergency Purchase, if applicable (1 Original Copy)	FAD-GS Section
Bills, receipts, sales invoices (1 Original Copy)	Requesting Staff
Certification of Expenses not Requiring Receipts (CERR) or Reimbursement Expense Receipt (RER), if applicable (1 Original Copy)	Requesting Staff (the form is available at FAD- FS)
Inspection and Acceptance Report (IAR) (1 Original Copy)	FAD-GS Section



Pre-/Post- Repair Inspection Report (1 Original Copy)	FAD-GS Section
Waste Material Report (WMR), in case of replacement or repairs (1 Original Copy)	FAD-GS Section
Approved trip ticket, for fuel expenses (1 Original Copy)	Concerned Drivers
Canvass from at least three suppliers for purchases involving 2,000 and above (1 Original Copy)	FAD-GS Section
Abstract of Canvass (1 Original Copy)	FAD-GS Section
Inventory Custodian Slip (1 Original Copy)	FAD-GS Section
Notice of Meeting with agenda/ meeting's purpose, for meals and snacks (1 Original Copy)	Requesting division
Minutes of Meeting (1 Photocopy)	Requesting division
Attendance Sheet (1 Original Copy)	Requesting division
Disbursing Officer for Special Purpose Cash Advance	
Same requirements depending on the nature of expenses incurred (refer to COA Circular 2023-004 dated 14 June 2023)	Same as above
For Traveling Expenses	
Certificate of Travel Completed (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Approved Post-Itinerary of Travel (1 Original Copy)	Concerned NEDA-MIMAROPA staff
Approved Local Travel Order (1 Photocopy)	FAD-HR Section



Additional requirements for foreign travel	
Tickets and Boarding Pass/passenger manifest certified by the airline or shipping company/Certified true copy of the passport (1 Original Copy)	Airline/Shipping company
For reimbursement of actual travel expenses in excess of the prescribed rate: <ul style="list-style-type: none"> • Approval by the President • Certification as to the necessity of expenses • Hotel/Lodging Bills with official receipts • Bills/receipts for non-commutable representation expenses approved by the President or authorized officials (1 Original Copy)	Concerned NEDA-MIMAROPA staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check and review requirements submitted for processing. If complete, stamp "Received" and inform concerned employee of the amount refundable, if applicable.	None	4 hours	Administrative Assistant III (Processor)
2. Refund excess cash advance	2.1 Issue original copy of the sales invoice.	None	5 minutes	Administrative Assistant III
	2.2 Undertake corresponding process of collections and deposits.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit sales invoice.	3.1. Receive sales invoice.		5 minutes	Administrative Assistant III (Processor)
	3.2. Prepare liquidation report and facilitate signing by concerned signatories.	None	1 day	Administrative Assistant III (Processor), Concerned Division Chief, Regional Director
	3.3. Prepare Journal Entry Voucher (JEV).	None	1 hour	Senior Bookkeeper
	3.4. Review and sign JEV.	None	1 hour	Accountant III
	3.5. Record JEV to the General Journal	None	30 minutes	Administrative Assistant III (Senior Bookkeeper)
		None	1 day, 6 hours and 40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

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<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



6. Service Name REQUEST CLEARANCE FROM PROPERTY ACCOUNTABILITY

Service Information This service pertains to securing clearance from property accountability based on the guidelines specified in the Government Accounting Manual.

Office or Division	Finance and Administrative Division – General Services (FAD-GS)
Classification	Complex
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)
Who may avail	Employees separating from NEDA - MIMAROPA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance form (4 Original Copies)	FAD – GS Section
Employee Property Accountability Report (PAR) (2 Original Copies)	Administrative Assistant III (Storekeeper)
Property Transfer Form (2 Original Copies)	Administrative Assistant III (Storekeeper)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of separation (resignation/ transfer/ intent to retire, etc.)	1.1 Release four copies of clearance to concerned staff.	None	1 hour	Administrative Officer IV (FAD-HR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out clearance form and submit to AA III	<p>2.1 Receive filled-out clearance form from concerned staff.</p> <p>2.2 Retrieve and update PAR of concerned staff.</p> <p>2.3 Release an updated summary of employee's PAR.</p>	None	2 working days	AA III
3. Gather all property accountabilities and return to AA III	<p>3.1. Acknowledge receipt of the property/ equipment returned and verify completeness of returned properties against the items listed in the PAR.</p> <p>3.2. Process clearance from property accountability, by submitting the form for confirmation and signature of the Chief Administrative Officer.</p> <p>3.3. Determine if the properties are still in good working condition. If still in good condition, store the property for future use. If not, prepare waste material report and store the property for later disposal.</p>	None	5 working days	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit request for transfer of property/ equipment	<p>4.1. Prepare Property Transfer Form to document transfer of properties from one accountable officer to another.</p> <p>4.2. Update PAR and reconcile items of concerned staffs.</p>	None	1 working day	AA III
		None	8 days and 1 hour	



FEEDBACK AND COMPLAINTS MECHANISM

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<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



7. Service Name **REQUEST FOR TRANSPORT SERVICES**

Service Information This service pertains to the provision of transportation support services to NEDA-MIMAROPA officials and staff, facilitating mobility and timely public service delivery.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – General Services (FAD-GS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen and G2G - Government to Government
Who may avail	NEDA MIMAROPA officials and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Transport Services Form (1 Original Copy)	OneDrive shared file



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request for Transport Services Form	1.1. Receive request and assign vehicle based on available unit and driver	None	10 minutes	Chief Administrative Officer (CAO)
2. Receive approval of the request	2.1. Inform assigned driver of the approved vehicle	None	10 minutes	Administrative Officer IV (AO IV)



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with vehicle and driver assignment through MS Teams	request and provide details			
3. Ride the vehicle on the appointed time.	3.1. Have the passengers sign the drivers trip ticket	None	During the trip	Driver
		None	20 minutes (excluding the actual trip)	



FEEDBACK AND COMPLAINTS MECHANISM

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<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



8. Service Name **REQUEST FOR USE OF CONFERENCE ROOM**

Service Information This relates to providing a space for meetings and events to be held in the NEDA MIMAROPA conference room and making sure that reservations are made appropriately and promptly.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – General Services (FAD-GS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen and G2G - Government to Government
Who may avail	NEDA MIMAROPA employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Use of Conference Room Form (1 Original Copy)	OneDrive shared file

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request for Use of Conference Room Form.	1.1. Receive the duly accomplished form from end-user. 1.2. Confirm the availability/ unavailability and approve/disapprove the request.	None	5 minutes 5 minutes	Chief Administrative Officer (CAO) Administrative Assistant (AA) II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. If the conference room is available, write the details of the meeting/activity at the grass board.		5 minutes	AA II
2. Receive status of the request through MS Teams.	2.1. Inform utility worker/ ISA for the preparation of the room.	None	5 minutes (At least 1 day before the actual meeting/activity)	ISA/utility worker
		None	20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div data-bbox="563 506 715 651"> </div> <div data-bbox="759 506 911 651"> </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



9. Service Name **IMPLEMENTATION OF PREVENTIVE MAINTENANCE (PM) OF EQUIPMENT**

Service Information This pertains to the conduct of preventive maintenance activities to ensure that building, equipment and facilities are functional and in good working condition to support NEDA-MIMAROPA operations.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – General Services (FAD-GS)
Classification	Simple – Highly Technical
Type of Transaction	G2B – Government to Business
Who may avail	NEDA MIMAROPA employees (Designated)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annual Physical Improvement Plan (1 Original Copy)	FAD-GS Section
Logbook on Repairs and Maintenance (1 Original Copy)	
Quarterly Monitoring Reports of Preventive Maintenance Plan implementation (1 Original Copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	1.1. Prepare annual	None	5 days	Administrative



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>preventive maintenance plans of building/facilities and equipment.</p> <p>1.2. Facilitate implementation of preventive maintenance activities.</p> <p>1.3. Monitor preventive maintenance activities undertaken:</p> <ul style="list-style-type: none"> • Vehicle maintenance • ICT • Air con units, elevator, generator set and other facilities/equipment <p>1.4 Prepare quarterly monitoring reports on the implementation of preventive maintenance plans.</p>		<p>Preparation of documents, serving of Request for Quotation, and preparation of Purchase Order: 5 days; Implementation: based on schedule</p>	<p>Officer IV (AO IV)</p> <p>AO IV / Administrative Assistant III</p> <p>(Buyer II) / AO IV</p> <p>AO IV / ISA II / AA VI</p> <p>AO IV</p>
		None	10 Days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div data-bbox="563 481 715 627"> </div> <div data-bbox="759 481 911 627"> </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



10. Service Name **IMPLEMENTATION OF CORRECTIVE MAINTENANCE (CM) OF BUILDING FACILITIES AND EQUIPMENT**

Service Information This pertains to the conduct of repairs/corrective maintenance activities to ensure that building, equipment and facilities are functional and in good working condition to support NEDA-MIMAROPA operations.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – General Services (FAD-GS)
Classification	Simple – Highly Technical
Type of Transaction	G2B – Government to Business
Who may avail	NEDA MIMAROPA employees (Designated)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Building Facilities and Equipment Maintenance Form (1 Original Copy)	OneDrive Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report problems/ concerns on building/ facilities and equipment' repairs and maintenance using either of the	1.1. Receive problems/ concerns from the staff.	None	5 minutes	Chief Administrative Officer (CAO)
	1.2. Record problem/ concern received in a logbook.		15 minutes	Administrative Aide (AA) VI



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
following methods: a. Call FAD-GS at local no. 213; b. Personally visit the FAD-GS work-station	1.3. Validate the report by conducting actual inspection of the building/ facilities/ equipment and submit report with recommendation to AO IV.		30 minutes	AA VI, Regional Director (RD) (with recommendation from ARD/CAO/SAO)
	1.4. Approve the recommendation for repair/maintenance work.		1 day	AA VI
	1.5. Prepare the necessary documents to implement the approved repair/maintenance work.		2 days	Assigned staff
	1.6. Undertake the approved repair/ maintenance work, testing and turnover.		Within 5 working days for in-house repairs Within the duration prescribed in the contract/job order agreement for outsourced repair During the duration of the repair/ maintenance work schedule	Contractor



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Supervise the implementation of the repair/maintenance work		5 minutes	AA VI
	1.8. Update logbook on the action taken/resolution of the reported problem/concern.			AA VI
2. Fill out online CFS.	2.1. Retrieve survey for reference.	None	5 minutes	AO IV
		None	8 working days and 55 minutes (in- house repairs) Within the duration of contract (outsourced repair)	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div data-bbox="563 506 715 651"> </div> <div data-bbox="759 506 911 651"> </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



11. Service Name **RECRUITMENT, SELECTION AND PLACEMENT (RSP) PROCESS**

Service Information Recruitment, Selection and Placement is the process of attracting, and gathering qualified applicants that will fit to the requirements of the vacant position, in NEDA-MIMAROPA.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – Human Resource (HR) Section
Classification	Complex
Type of Transaction	G2C – Government to Client and G2G – Government to Government
Who may avail	Internal job applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1 Original Copy)	Applicant
Personal data sheet (PDS) and work experience sheet (1 Original Copy)	Civil Service Commission (CSC) website
Copy of training/seminar certificates, if required (Photocopies)	Training providers
Individual performance commitment rating form (1 Photocopy)	FAD – Human Resources Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents addressed to the Regional Director.	1.1. Acknowledge receipt of documents	None	2 minutes	Economic Development Specialist II
2. Receive feedback of application. Another letter will be received in case the applicant does not meet the required rating at any stage of the recruitment process.	2.1. Check/verify the documents submitted, send reply on the status of application and inform the applicant for any lacking document/s.	None	5 minutes	Administrative Aide (AA) II
	2.2. Evaluate the application vis-à-vis basic qualification standards (QS) and staff requirements.		15 minutes	AA II
	2.3. Prepare shortlist of applicants for review by the Chief AO and the ARD.		7 working days	AA II / Administrative Officer IV (AO IV) / Chief AO / ARD HRMPSB
	2.4. Invite internal applicants to the next steps of the RSP process as scheduled, to wit: <ul style="list-style-type: none"> • Behavioral Event Interviewing; • Essay Writing; and • Background 		As scheduled	



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Investigation Final Interview of the Regional Director (if needed)			
3. Receive notice of proposed appointment.	3.1. Notify the internal applicant and require to submit the needed requirements prior to issuance of appointment.	None	Within 30 calendar days after notification	AO IV
4. Assume duty and take oath of office	4.1. Set schedule for on- boarding activity/briefing by receiving division, in case of promotion (as applicable)	None	1 day	AO IV / Concerned Division Staff/s
		None	within 9 months	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div data-bbox="563 506 715 651"> </div> <div data-bbox="759 506 911 651"> </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



12. Service Name **REQUEST FOR ISSUANCE OF SUPPLIES FROM STOCKROOM**

Service Information This service pertains to the issuance of supplies/materials from stockroom as requested by staff.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – General Services (FAD-GS)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	NEDA – MIMAROPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and Issue Slip (RIS) (1 Original Copy)	Administrative Assistant II (Property Custodian)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through online RIS	1.1. Determine the availability of the requisitioned supplies/materials.	None	5 minutes	AA II (Property Custodian)
2. Print the RIS Form and secure signature of concerned	2.1. Receive approved RIS from requesting staff/division	None	15 Minutes	AA II (Property Custodian)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
division chief	<p>2.2. Check completeness of the required information in the RIS</p> <p>2.3. If not available, return the RIS to the requester and advise staff to prepare Purchase Request (PR) for the required item.</p>			
3. Receive requisitioned supplies/materials and sign in the "Received by" portion of the RIS	<p>3.1. Release requisitioned supplies/materials to the requesting staff.</p> <p>3.2. Sign in the "Issued by" portion of the RIS.</p> <p>3.3. File RIS for the reference period.</p>	None	30 minutes	AA II (Property Custodian)
		None	50 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



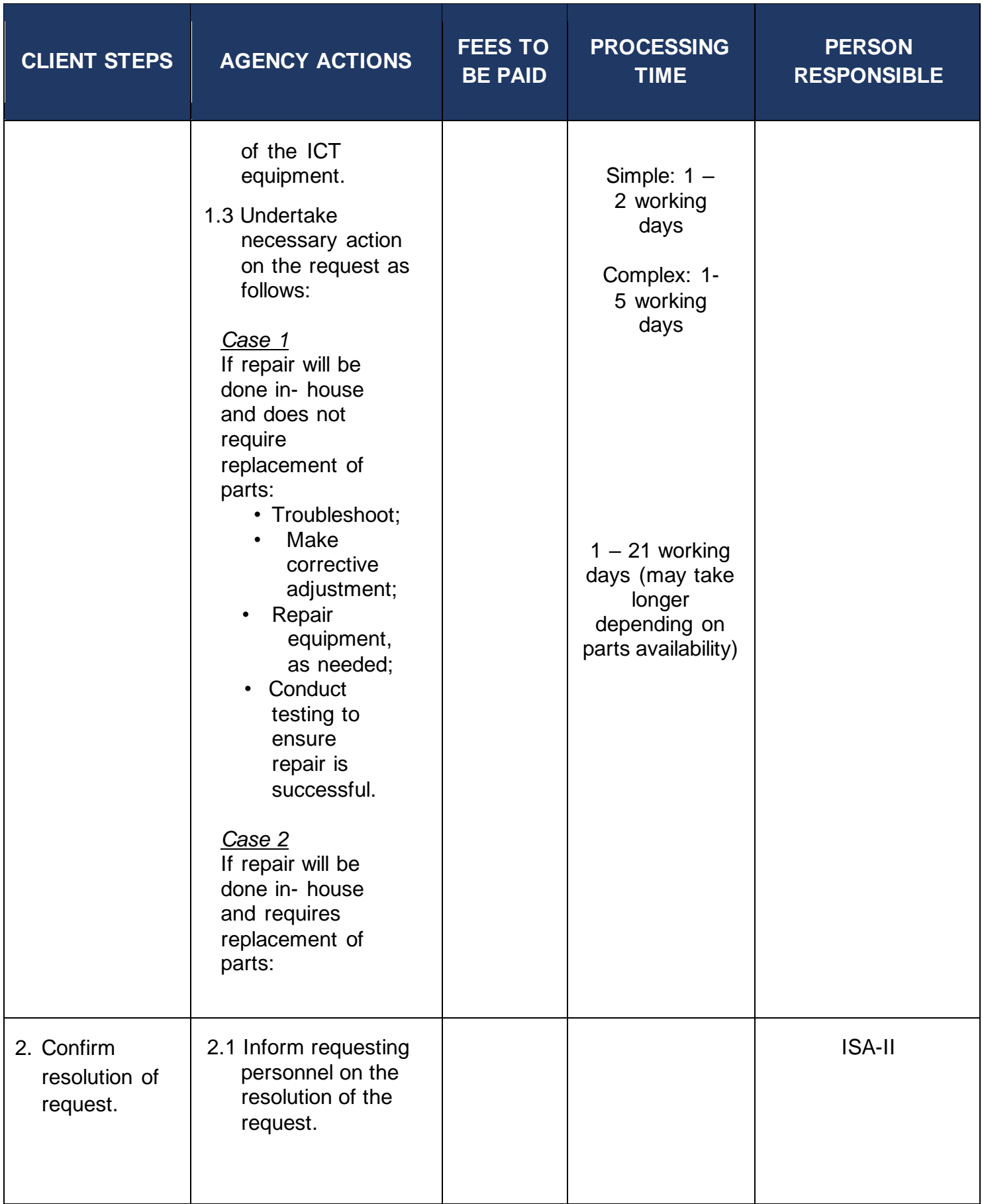
13. Service Name **CORRECTIVE MAINTENANCE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) EQUIPMENT**

Service Information This service pertains to the provision of repairs/corrective maintenance on ICT equipment.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – ICT Section
Classification	Simple – Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	NEDA – MIMAROPA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Repair Form (1 Original Copy)	OneDrive Shared File
2. Details of the issue (1 Original Copy)	Requested to provide
3. Actions taken so far (Optional)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Repair	1.1 Receive and evaluate the request 1.2 Conduct diagnosis/troubleshooting	None	1 working hour 1 – 3 working days	CAO/ISA II





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div style="display: flex; justify-content: space-around;">   </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
How feedback and complaints are processed	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



14. Service Name **MAINTENANCE OF TRANSPARENCY SEAL IN THE NEDA MIMAROPA WEBSITE**

Service Information This service pertains to the maintenance of the Transparency Seal in the NEDA MIMAROPA Website.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – ICT Section
Classification	Simple – Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	NEDA – MIMAROPA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Annual Financial Reports (Scanned Copy) <ul style="list-style-type: none"> • Statement of Appropriations, Allotments, Obligations, • Disbursements and Balances (SAAODB) – Current and Continuing Appropriations • Summary of Approved Budget, Utilizations, Disbursements and Balances • Aging of Unpaid Obligations • Summary Report on Disbursements • Quarterly Report on Revenue and Other Receipts 	FAD – FS Section
2. Quarterly Physical Report of Operations/Physical Plan (Scanned Copy)	FAD – HR Section
3. Financial Plan (Scanned Copy)	FAD – FS Section



4. DBM Approved Budget and Targets (Scanned Copy)	FAD – FS Section
5. Projects, Programs and Activities, Beneficiaries, and Status of Implementation (Scanned Copy)	FAD – GS Section
6. Annual Procurement Plan (Scanned Copy)	FAD – GS Section
7. Early Procurement Activities (Scanned Copy)	
8. Certification of Compliance: PhilGEPS Posting (Scanned Copy)	
9. Agency Procurement Compliance and Performance Indicator Results (Scanned Copy)	
10. Procurement Monitoring Report (Scanned Copy)	
11. QMS ISO Certification for at least one core process by any international certifying body approved by the IATF or ISO-aligned QMS documents (Scanned Copy)	FAD – HR Section
12. System of Ranking Delivery Units (Scanned Copy)	FAD – HR Section
13. The Agency Review and Compliance Procedure of Statements and Financial Disclosures (Scanned Copy)	FAD – FS Section
14. NEDA FOI Manual (Scanned Copy)	FAD – HR Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email scanned documents to be posted	1.1 Acknowledge the receipt and forward documents to be posted by ISA II	None	5 minutes	CAO
	1.2 Download and post documents to the designated list item in the transparency seal		30 minutes	ISA II
	1.3 Send screen shot of posted documents to requesting employee		5 minutes	ISA II
		None	40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

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<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



15. Service Name **REQUEST FOR ISSUANCE OF SEMI-EXPENDABLE SUPPLIES/EQUIPMENT AND/OR PROPERTY, PLANT AND EQUIPMENT (PPE) THROUGH INVENTORY CUSTODIAN SLIP (ICS) AND/OR PROPERTY ACKNOWLEDGEMENT RECEIPT**

Service Information This service pertains to the issuance of semi-expendable supplies/equipment and PPE through the use of PAR and ICS, to establish accountability of staff.

Office or Division	NEDA Regional Office IV – MIMAROPA – Finance and Administrative Division – General Services
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	NEDA – MIMAROPA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Property Acknowledgement Receipt (PAR) for PPEs with a cost of more than P50,000.00 (1 Original Copy)	Administrative Assistant II (Property Custodian)
2. Inventory Custodian Slip (ICS) for Supplies/ Semi-expendable equipment with a cost of P50,000.00 or less (1 Original Copy)	
3. Logbook for Issuance of Inventory/PPE (1 Original Copy)	FAD – FS Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> For newly purchased semi-expendable supplies/equipment and/or PPE, the client step shall be initiated by the Agency through the Administrative Assistant II (AA II – Storekeeper) 	1.1 Prepare PAR/ICS, as applicable, and indicate the PAR/ICS number, quantity, unit, description and inventory/property number of the items issued. Sign in the “ <i>Issued by</i> ” portion of the PAR/ICS.	None	2 working hours	AA II (Property Custodian)
<ul style="list-style-type: none"> For issuance of semi-expendable supplies/equipment and/or PPE from stockroom, the client step may be requested by the concerned staff, concerned division, FAD-ICT, or instruction from NEDA-MIMAROPA officials 	1.2 Issue semi-expendable supply/equipment or PPE to receiving staff and let the receiving staff accept and sign in the “Received by” portion of the PAR/ICS.		30 minutes	AA II (Property Custodian)
For transfer of semi-expendable	<ul style="list-style-type: none"> For transfer of semi-expendable supplies/equipment and/or PPE from one staff to another: 1.2.1 Inspect semi-expendable supplies/equipment/ PPE to be transferred to		1 day	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
supplies/ equipment and/or PPE from one staff to another, the client step may be initiated by the concerned staff, concerned division, FAD-ICT, or instruction from NEDA-MIMAROPA officials.	<p>determine if serviceable and/or in good working condition;</p> <p>1.2.2 Retrieve PAR/ICS of accountable staff and cancel PAR/ICS or the specific PPE/equipment/ supplies issued;</p> <p>1.2.3 Update PAR/ICS of receiving staff, to include the semi-expendable supply/equipment/PP E to be issued. Sign in the "Issued by" portion of the PAR/ICS.</p> <p>Issue semi-expendable supply/ equipment/PPE to receiving staff and let the staff accept and sign in the "Received by" portion of the PAR/ICS.</p> <p>1.3 Record the issuance of semi-expendable</p>		1 days	



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	equipment/PPE in the Logbook.			
		None	2 hours and 30 minutes (With additional 1 working day for transfer of accountability)	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We will appreciate receiving feedback, SCAN the QR code below or through any of the following channels:</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>Email address: mimaropa@neda.gov.ph</p> <p>Telephone nos.: (043) 288-6115/6118</p> <p>Visit our website at https://mimaropa.neda.gov.ph</p> <p>Visit our Finance and Administrative Division at 2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro 5200</p>
<p>How feedback and complaints are processed</p>	<p>Staff retrieve completed physical forms and gather information from online forms. They input the data into a shared database. The Director and staff review the data together to identify areas for service improvement. When a client provides their email, the staff contacts them within 7 business days to report any actions taken based on their feedback.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICE V (BICOL REGION)

1. Service Name **PAYMENT OF GOODS AND SERVICES**

Service Information The concerned units evaluate the appropriateness of claims; completeness of supporting documents; and certifies availability of Notice of Cash Allocation to endorse the duly approved voucher for check/ List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) issuance in timely manner in accordance with existing accounting and auditing laws, rules and regulations

Office or Division	NEDA Regional Office V - Finance and Administrative Division – Finance Unit
Classification	Complex to Highly Technical
Type of Transaction	G2G - Government to Government, G2C - Government to Citizen, and G2B - Government to Business
Who may avail	NEDA 5 Employees (as end users) Suppliers, contractors, and/or consultants (facilitated by end-users unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Please refer to Annex A for the checklist of requirements and where to secure them.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user prepares and submits Obligation	1.1. Verify and review the submitted supporting document	None	4 hours	NEDA – AA II RDC & TF - ADA VI



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request and Status (ORS) and supporting documents	1.2. Preparation of Disbursement Voucher & Tax Certificates.		10 minutes /DV	Accountant III
	1.3. Review of Disbursement Voucher and its supporting documents.		5 minutes	Division Chiefs/ARD
	1.4. Review and certify the BOX A of DV.		2 days	Chief Economic Development Specialist
	1.5. Certify cash availability, completeness of the supporting documents, and propriety of the amount claimed.		1 minute	Accountant III
	1.6. Approval of Disbursement		2 days	OIC-RD
	1.7. Preparation of payment		1 day	AA III
	1.8. Review of payment		1 day	Accountant III
	1.9. Approval of payment		1 day	Division Chiefs/ARD
2. Sign the Box E of DV to acknowledge receipt of	2.1. Release of payment 2.1.1 Inform the supplier/claimant regarding the		2 days	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment and issues Official Receipt, if applicable.	<p>availability/receipt of payment through phone or email.</p> <p>2.1.2 Attach the OR to the DV and forward to Administrative Aide for stamping of "PAID" on the face of DV and to its attached supporting documents.</p> <p>2.1.3 Update the payment details on the Disbursement Monitoring File.</p>			
			9 working days, 4 hours, and 6 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	<p>The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



ANNEX A: CHECKLIST OF REQUIREMENTS FOR PAYMENT OF GOODS AND SERVICES (SERVICE NO. 1 OF NRO V)

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Salary and Personnel Economic Relief Allowance		
a) First Salary	Certificate of Appointment duly attested by the Civil Service (CSC) or its equivalent (1 original)	FAD - HR Unit
	Assignment/Re-assignment order, if applicable (1 original)	
	Certified copy of Oath of Office (1 original)	
	Certificate of Assumption (1 original)	
	Statement of Assets, Liabilities and Net Worth (4 original)	
	Approved DTR (1 original)	
	BIR withholding certificate (1 original)	
	Payroll Information on New Employee (PINE) or any equivalent document (1 original)	
	Authority from the claimant and identification documents, if claimed by person other than the payee (1 original)	
	Additional Requirements for transferees (from one government office to another)	Requesting unit
	Clearance from money, property and legal accountabilities from the previous office (1 original)	
	Certified true copy of pre-audited disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office (1 original)	
	Certificate of Leave Credits (1 original)	
	Service Record (1 original)	
	BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) (1 original)	
	Approved/paid HDMF & PhilHealth Forms (1 original)	
	For Contract of Service and Job Order Workers:	
	Approved Contract for Contract of Service and Job Order Worker (4 original)	FAD - HR Unit
	Certificate of Assumption (1 original)	FAD-Finance Unit
	BIR withholding certificate (1 original)	
b) Salary Differentials due to Promotion and/or Step Increment	Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase (1 original)	FAD - HR Unit
	Certificate of Assumption (1 original)	
	Approved DTR or certification that the employee has not incurred leave without pay (1 original)	
c) Last Salary	Clearance from money, property and legal accountabilities (4 original)	FAD - HR Unit



2. Service Name **ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)/CERTIFICATE OF EMPLOYMENT WITH COMPENSATION**

Service Information NEDA 5 issues COE and/or COECB to requesting employee for various purposes such as loan and school application, bank transaction, passport/visa application, and other legal purposes. The COE/COECB provides information pertaining to employee's position, current employment status, salary, allowances and benefits received, etc. provide information on employee's position, current employment status, salary, allowances and benefits received, etc. The COE/ COECB document is used for various purposes to include loan, school and loan application, bank transaction, passport/ visa application, and other legal purposes.

Office or Division	NEDA Regional Office V - Finance and Administrative Division – HR Unit
Classification	Simple
Type of Transaction	G2G - Government to Government and G2C - Government to Citizen
Who may avail	NEDA 5 Active Employees and Separated Employees (NEDA 5 employees who retired, voluntarily resigned, and have been separated from the service)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Email request for active employees b. Letter request for separated employees (NEDA 5 employees who retired, voluntarily resigned, and have been separated from the service) (1 original copy)	Requesting Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Active Employees				
1. Send an email request to FAD – HR Unit	1.1. Acknowledge receipt of request.	None	1 hour	AA III
	1.2. Gather data and prepare the COE/COECB draft.		1 working day	AA III
	1.3. Review the draft, affix initial, and forward to the Chief Administrative Officer (CAO).		4 hours	AO IV/HRMO
	1.4. Sign the COE/COECB and return to the releasing employee.		1 working day	Chief Administrative Officer
2. Receive COE/COECB.	2.1. Record the approved COE/COECB in the logbook and release the requested document.		4 hours	AA III
			3 working days and 1 hour	
B. Separated Employees				
The same steps applicable to active employees also apply to separated employees. However, processing and generating the Certificate of Employment (COE)/Certificate of Employment and				



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Compensation Benefits (COECB) for inactive employees may take longer than 3 days due to the lack of system integration. The collection and manual inputting of information can take approximately 5 to 7 days, depending on the completeness of the information available in their				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **ISSUANCE OF SERVICE RECORDS (SR) FOR ACTIVE EMPLOYEE**

Service Information NEDA 5 issues Service Records (SR) to requesting active employees for various purposes, including employment, school and loan applications, step increments, personnel files, and other legal purposes. The SR provides information on the employee's work history/experiences, status of employment, and employment changes such as promotions, transfers, reappointments, reemployment, secondments, step increments, etc.

Office or Division	NEDA Regional Office V - Finance and Administrative Division – HR Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Active NEDA 5 Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email Request	Requesting Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request to FAD – HR Unit	1.1. Acknowledge receipt of request.	None	1 hour	AA III
	1.2. Gather data and prepare the SR draft.		1 working day	AA III
			4 hours	AO IV/HRMO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Review the draft, affix initial, and forward to the Chief Administrative Officer (CAO). 1.4. Sign the SR and return to the releasing employee		1 working day	CAO
2. Receive COE/COECB	2.1 Record the approved SR in the Logbook and release the requested document.		4 hours	AA III
			3 working days and 1 hour	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	<p>The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



4. Service Name **ISSUANCE OF PAYSLIP**

Service Information NEDA 5 issues monthly payslips to provide information on the salary earned for the specified period, along with the mandatory and loan deductions of the employee. The monthly payslips are sent to all employees in PDF format via email.

Special requests for payslips serve as a documentary requirement for the requesting employee to support proof of financial stability, loan and visa applications, and other related purposes. This payslip is signed and provided in its original copy to the requesting employee.

Office or Division	NEDA Regional Office V - Finance and Administrative Division – HR Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Active NEDA 5 Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email Request	Requesting Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request to FAD – HR Unit	1.1. Acknowledge receipt of request.	None	1 hour	AA III
	1.2. Gather data and		1 working day	AA III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>prepare the pay slip draft.</p> <p>1.3. Review and sign the payslip and return to the releasing employee.</p>		1 working day	AO IV/HRMO
2. Receive COE/COECB	2.1 Record the approved SR in the Logbook and release the requested document.		4 hours	AA III
			2 working days and 5 hours	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	<p>The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



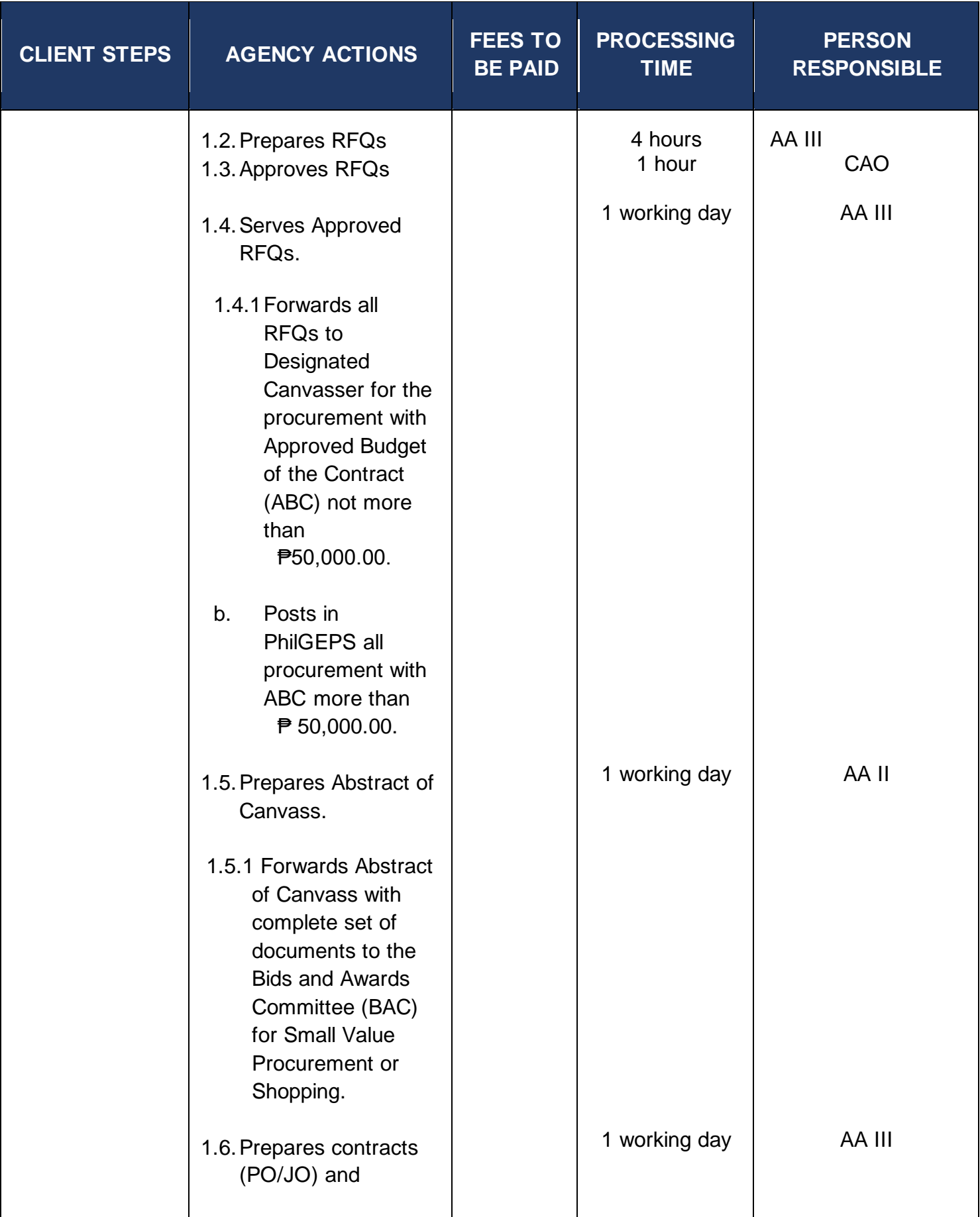
5. Service Name **PROCUREMENT OF GOODS AND SERVICES FOR SMALL VALUE PROCUREMENT AND SHOPPING**

Service Information Following the governing principles of Government Procurement, the NEDA 5 Bids and Awards Committee (NBAC) Secretariat processes procurements through Public Bidding in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act," and other relevant Government Procurement Policy Board (GPPB) issuances.

Office or Division	NEDA Regional Office V - Finance and Administrative Division (Physical Resource Management Unit and Finance Unit)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government and G2B - Government to Business
Who may avail	NEDA 5 Division/Employee (Requesting Unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Procurement Forms (1 original copy)	FAD - PRMU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Procurement Forms	1.1. Reviews the propriety of request and completeness of procurement documents (PR vis-a-vis APP).	None	1 working day	AA III





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Obligations Request and Status (ORS)</p> <p>1.7. Updates the FAD claims log to verify availability of allotment.</p> <p>1.8. Certifies funds availability</p> <p>1.9. Serves the approved contracts (PO/JO) to supplier</p> <p>1.10. Submits copy of perfected contracts (PO/JO) to COA within 5 calendar days after perfection of contract.</p> <p>1.11. Prepares Inspection and Acceptance Report (IAR).</p> <p>1.12. Inspects goods / services and signs the IAR.</p>		<p>1 working day</p> <p>1 working day</p> <p>5 working days</p> <p>1 working day</p> <p>2 hours</p> <p>1 hour</p>	<p>AA III</p> <p>Accountantt III</p> <p>AA III</p> <p>AA III</p> <p>AA II</p> <p>Inspection Committee</p>
2. Accepts requested goods / services and signs IAR	2.1. Forward complete supporting documents to Accounting for payment processing.		1 hour	Franchesca B. Monforte, AA II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			13 working days and 1 hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	<p>The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



6. Service Name **IMPLEMENTATION OF CORRECTIVE MAINTENANCE (CM) OF BUILDING FACILITIES AND EQUIPMENT**

Service Information Facilitate the conduct of corrective maintenance activities to ensure that requests for repairs are properly attended to in a timely manner.

Office or Division	NEDA Regional Office V - Finance and Administrative Division (Physical Resource Management Unit)
Classification	Simple - Complex
Type of Transaction	G2G - Government to Government and G2B - Government to Business
Who may avail	NEDA 5 Division/Employee (Requesting Unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Repair Form (1 original copy)	FAD - PRMU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request for Repair Form	1.1. Receives request for repair from concerned staff	None	15 minutes	Mary Margaret L. Ansano, AA-III
	1.2. Conducts pre-repair inspection		30 minutes	Bienvenido C. Mendoza, ADA III / JO
	1.3. Conducts repair procedures		4 working days	GSU/Service Provider



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4. Inspects the item's functionality to determine if the required repair was carried out satisfactorily.</p> <p>1.5. Prepares post-inspection and acceptance report.</p>		<p>15 minutes</p> <p>1 hour</p> <p>15 minutes</p>	<p>Requisitioning Unit</p> <p>John Paul R. Buella, AA-III</p> <p>Requisitioning Unit</p>
2. Sign the report to accept the satisfactory service.	2.1 Files report		15 minutes	Mary Margaret L. Ansano, AA-III
			4 working days, 2 hours and 13 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	<p>The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



7. Service Name **IMPLEMENTATION OF CORRECTIVE MAINTENANCE (CM) OF ICT EQUIPMENT**

Service Information Facilitate the conduct of corrective maintenance to ICT equipment.

Office or Division	NEDA Regional Office V - Finance and Administrative Division (IT Unit)
Classification	Simple – Complex
Type of Transaction	G2G - Government to Government and G2B - Government to Business
Who may avail	NEDA 5 Division/Employee (Requesting Unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Request Form (1 original copy)	FAD – ITU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request for Repair Form	1.1. Receives the ICT Service Request Form.	None	15 minutes	Charlie A. Manalo, ISA I
	1.2. Examine ICT equipment problems and classify if it's a major or minor repair and if it can be fixed internally		30 minutes	Charlie A. Manalo, ISA I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>or outsourced.</p> <p>1.3.1. Outsource: Refer to Procurement Service for outsourcing.</p> <p>1.3.2. In-house:</p> <p>1.3.2.1. Perform ICT equipment troubleshooting. ITU Staff</p> <p>1.3.2.2. Log findings/recommendation and sign the ICT corrective maintenance conducted.</p> <p>1.3.2.3. Confirm that ICT corrective maintenance was conducted.</p> <p>1.3.3. Minor Repair:</p> <p>1.3.3.1. Perform ICT equipment troubleshooting.</p> <p>1.3.3.2. Log findings/recommendation and sign the ICT corrective maintenance conducted.</p>		<p>Based on procurement timeline</p> <p>3 working days</p> <p>3 working days</p>	<p>PRMU</p> <p>ISA I</p> <p>ISA II</p> <p>CAO</p> <p>ISA I</p> <p>ISA II</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.3.3. Confirm that ICT corrective maintenance was conducted.			CAO
2. Acknowledge completeness of the ICT corrective maintenance that was conducted and fill out the acceptance and client feedback form.	2.1. Files client feedback form		15 minutes	ISA I
			6 working days and 1 hour	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Clients may answer the feedback and complaints form in the office lobby and put it in the feedback and complaints drop box.</p> <p>Other concerns may be coursed through the Office of the RD Email Address: nro5@neda.gov.ph Contact Number: 0917-509-8721</p>
How feedback and complaints are processed	<p>The Client Feedback Team compiles and records all feedback and complaints submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICE VI (WESTERN VISAYAS)

1. Service Name **PROCESSING OF PAYMENTS**

Service Information This process provides the procedure from the request for payment of claims to its release in accordance with the existing accounting and auditing laws, rules and regulations.

Office or Division	NEDA Regional Office VI - Finance and Administrative Division (FAD) – Finance Unit (FU)
Classification	Complex to Highly Technical (depending on the type of transaction)
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government, and G2B - Government to Business
Who may avail	a. NEDA 6 Divisions/Units and/or employees (as end users) b. Suppliers, contractors, and/or consultants (facilitated by end-user unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
1. Supporting documents as provided for in COA Circular Nos. 2012-001, 2013-001, and 2017-002 and 2023 – 004.	Finance and Administrative Division – Finance Unit
2. Supporting documents as required by R.A 9184 and its IRR.	Finance and Administrative Division – Finance Unit



Other Requirements: (Based on Commission on Audit (COA) Circular 2023-004 dated June 14, 2023, Revised Guidelines and Documentary Requirements for Common Government Transactions) and Executive Order 77.

TRAVELING EXPENSES

Pre-Travel Cash Advance (Local Travel)

1. Approved Travel Order per Sec. 4 of EO 77	Finance and Administrative Division Personnel Unit
2. Approved Itinerary of travel (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
3. Authority to Attend or Conduct of Activity (1 Photocopy) (if Applicable)	Concerned Unit
4. Letter of Invitation (if applicable) (1 Photocopy)	Requesting Office/Concerned Employee

Pre-Travel Cash Advance (Foreign Travel)

1. Approved Travel Order per Sec. 4 of EO 77	Finance and Administrative Division Personnel Unit
2. Approved Itinerary of travel (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
3. Letter of Invitation of host or sponsoring country (1 Original Copy)	Concerned Unit
4. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Requesting Office/Concerned Employee/Finance and Administrative Division – General Service Unit
5. Flight itinerary issued by airline or travel agency (1 Original Copy)	Airline Company or Travel Agency



6. Daily Subsistence Allowance (DSA) Rate (1 Photocopy)	International Civil Service Commission (ICSC) of United Nations Development Programme (UNDP)
7. BSP Exchange Rate (1 Photocopy)	BSP Website
8. When applicable, authority from the Office of the President to claim representation expenses (1 Original Copy or 1 Photocopy)	Requesting Office/Concerned Employee
9. In case of seminars/trainings: • Invitation addressed to agency inviting participants (issued by foreign country) (1 Original Copy)	Concerned Employee/Host foreign country
• Program agenda and Logistics information (1 Original Copy)	Concerned Employee/Host foreign country
• Acceptance of the nominees as participants (issued by foreign country) (1 Original Copy or 1 Photocopy)	Concerned Employee/Host foreign country
Reimbursement for Local Travel (outside 50 km radius)	
1. Approved Travel Order per Sec. 4 of EO 77	Finance and Administrative Division – Personnel Unit
2. Copy of previously approved itinerary of travel (1 Photocopy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
3. Invitation / Authority to Attend or Conduct of Activity (1 Photocopy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
4. Letter of Invitation of host or sponsoring country (1 Original Copy)	Concerned Unit



5. Certificate of Travel Completed (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
6. Certificate of Appearance / Attendance (1 Original Copy)	Agency in-charged of Training Place of Destination
7. Paper/ Electronic tickets (1 Original Copy) (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Requesting Office/Concerned Employee
8. Official Receipt for Paper/Electronic Tickets (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab) (1 Original Copy)	Requesting Office/Concerned Employee
9. Confirmed Airline Booking Itinerary (for Plane fare) (1 Original Copy)	Requesting Office/Concerned Employee
10. Letter Invitation, if applicable (1 Photocopy)	Requesting Office/Concerned Employee
11. Travel Report (1 Photocopy)	Requesting Office/Concerned Employee
12. For plane fare, quotation of (3) three travel agencies if book through travel agencies (1 Original Copy per travel agency)	Requesting Office/Concerned Employee/Finance and Administrative Division – General Service Unit
Reimbursement for Foreign Travel	
1. Approved Travel Authority per Sec.10 of EO 77 (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
2. Approved Travel Order per Sec. 4 of EO 77 (1 Photocopy)	Finance and Administrative Division– Personnel Unit
3. Approved itinerary of travel (1 Original	Concerned Employee



Copy)	Immediate Supervisor (Recommending) Office of Regional Director (Approving)
4. Letter of Invitation of host or sponsoring country (1 Photocopy)	Concerned Employee
5. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Finance and Administrative Division – General Services Unit
6. BSP Exchange Rate (1 Photocopy)	BSP Website
7. In case of seminars/trainings: • Invitation addressed to agency inviting participants (issued by foreign country) (1 Photocopy)	Concerned Employee Host Foreign Country
8. Program agenda and Logistics information (1 Original Copy)	Concerned Employee Host Foreign Country
9. Acceptance of the nominees as participants (issued by foreign country) (1 Original Copy or 1 Photocopy)	Concerned Employee Host Foreign Country
10. Paper/ Electronic tickets (1 Original Copy)	Requesting Office Concerned Employee Airline Company
11. Boarding Pass (1 Original Copy)	Requesting Office Concerned Employee Airline Company
12. Narrative Report on trip undertaken (1 Original Copy)	Requesting Office Concerned Employee
13. Revised Itinerary of Travel, if applicable (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Office of Regional Director (Approving)
14. Certificate of Appearance / Attendance for training/seminar/participation	Concerned Employee Host Foreign Country



(1 Original Copy)	
EXTRAORDINARY AND MISCELLANEOUS EXPENSES	
1. Certification executed by the official concerned (1 Original Copy)	Official concerned
2. COA Circ. 2006-001 for EME	Finance and Administrative Division – Finance Unit
SALARIES OF INDIVIDUALS HIRED UNDER CONTRACT OF SERVICE	
Initial Salary	
1. Signed and Notarized Contract (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
2. PDS/CV (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
3. Drug Test (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
4. Approved DTR (1 Original Copy)	Concerned Employee Requesting Office
5. Accomplishment Report (1 Original Copy)	Concerned Employee Requesting Office
6. BIR 1901 – Application for Registration, if applicable (1 Original Copy)	BIR Concerned Employee Finance and Administrative Division Personnel Unit
7. 0605 – Payment Form (1 Original Copy)	BIR Concerned Employee



	Finance and Administrative Division Personnel Unit
8. Receipt of 0605 Payment Form	BIR Concerned Employee Finance and Administrative Division Personnel Unit
Monthly Salary	
1. Approved DTR (1 Original Copy)	Concerned Employee Requesting Office
2. Accomplishment Report (1 Original Copy)	Concerned Employee Requesting Office
3. Signed and Notarized Contract (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
GOVERNMENT SHARE FOR MANDATORY DEDUCTIONS	
1. Remittance List (1 Original Copy)	GSIS PhilHealth Pag-Ibig Fund
2. Summary of Transactions (1 Original Copy)	GSIS
3. Statement of Premium Accounts (1 Original Copy)	PhilHealth
4. Payment Authorization Slip (1 Original Copy)	Pag-Ibig Fund
SALARIES FOR PERMANENT EMPLOYEES	
First Salary	
1. Approved Appointment (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit



2. Oath of Office (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
3. Certificate of Assumption (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
4. Duly accomplished Daily Time Record (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
5. Statement of Assets, Liabilities and Net Worth (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
6. BIR Certificate of Registration (Form 1901) (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit

Additional Requirements (for transferees from one government office to another):

1. Office Clearance (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
2. Certificate of Available Leave Credits (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
3. Service Record (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
4. Certification of Last Salary Received (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
5. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit

General Monthly Payroll



1. Payroll register (4 Original Copies)	Finance and Administrative Division Personnel Unit
Last Salary	
1. Clearance from Money, Property and Accountability (1 Original Copy)	Finance and Administrative Division Personnel Unit
2. Approved DTR (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
3. Computation of Last Salary (1 Original Copy)	Finance and Administrative Division – Finance Unit
ALLOWANCES AND OTHER SIMILAR EXPENSES	
Step Increment/Salary Adjustment	
1. Notice of Step Increment (NOSI) /Notice of Salary Adjustment (NOSA) (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
2. Approved Appointment in case of promotion (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
3. Certificate of Assumption of Duties in case of promotion (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
Monetization	
1. Special Allotment Release Order (SARO) (1 Certified True Copy)	Department of Budget and Management (DBM)
2. Notice of Cash Allocation (NCA) (1 Certified True Copy)	Department of Budget and Management (DBM)
3. Matrix of Computation, if applicable (1 Original Copy)	Finance and Administrative Division Personnel Unit



4. Application for Leave with Certification of Available Leave Credits (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
5. Notice of Step Increment (NOSI), if applicable (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
6. Service Record (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
7. Approved leave application (10 days) with leave credit balance certified by the Human Resource Office (1 Original Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
8. Request for leave covering more than 10 days duly approved by the head of Agency (if more than 10 days) (1 Original Copy)	Concerned Employee
9. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs for monetization of 50% or more (1 Original Copy)	Concerned personnel Hospital
10. Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 Original Copy)	Concerned employee Concerned Barangay Original

CLOTHING / UNIFORM ALLOWANCE

For Individual Claims

1. Certified True Copy of approved appointment of new employees (1 Certified True Copy)	Finance and Administrative Division Personnel Unit
2. Certification of Assumption of new employees (1 Certified True Copy)	Finance and Administrative Division Personnel Unit



3. Certificate of non-payment from previous agency, for transferees (1 Certified True Copy)	Concerned Employee Finance and Administrative Division Personnel Unit
For General Claims	
1. Clothing / Uniform Allowance Payroll (2 Original Copies)	Finance and Administrative Division Personnel Unit
YEAR-END BONUS, CASH GIFT, AND OTHER CLAIMS	
For individual Claims	
1. Clearance from Money, Property and Accountability (1 Original Copy)	Finance and Administrative Division Personnel Unit
2. Certification from head of Office that the employee is qualified to receive YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003 (1 Photocopy)	Finance and Administrative Division Personnel Unit
For General Claims	
1. YEB and CG Payroll (2 Original Copies)	Finance and Administrative Division Personnel Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Submit original copies of supporting documents (SDs) as	1. FAD-Finance Unit through the Administrative Assistant (AA) II receives documents from End-users/	None	1 day	(AA II), FAD – Finance Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
required	General Services Unit with initial assessment as to completeness and correctness of supporting documents as prescribed by COA/DBM/BIR.			
	1.1 If complete, AA II prepares Obligation Request, Budget Utilization Request and Disbursement Voucher using the e-payment System. If not complete, AA II returns documents to the responsible division/unit for completion.		3 days	AA II, FAD – Finance Unit
	1.2. Supervising Admin. Officer/ Budget Officer reviews and signs the Obligation Request and Budget Utilization Request as to the availability of allotment/budget and obligated/ utilized for the purpose.	None	1 day	Supervising Administrative Officer/ Budget Officer
	1.3. Accountant reviews and signs the Disbursement Vouchers (DV) to certify as to the cash	None	3 days	Accountant III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	availability and completeness of supporting documents and encodes accounting entries in the JEV.			
	1.4. Chief Administrative Officer (CAO) reviews and signs the Obligation Request Status (ORS), (BURS) and DVs to certify that charges to allotment/ budget are necessary, lawful, and under her direct supervision and that supporting documents are valid, proper and legal. Then, forwards the signed documents to AA III/ Disbursing Officer for Advice of Checks Issued Check (ACIC) preparation.	None	1 day	Chief Administrative Officer/CAO
	1.5. AA III/ Disbursing Officer prepares ACIC/check and forwards it to the Accountant.	None	1 day	AA III/Disbursing Officer
	1.6. Accountant prepares the LDDAP-ADA and forwards them to the		1 day	Accountant III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CAO.			
	1.7. CAO reviews/signs/initials List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA)		1 day	CAO
	1.8 ARD/ Authorized signatories countersign the LDDAP-ADA/ACIC/Checks		1 day	Assistant Regional Director (ARD)/ Authorized signatories
	1.9 RD approves the Disbursement voucher, signs LDDAP-ADA/ ACIC/checks and returns the approved documents to CAO to be forwarded to AA III/Disbursing Officer.		1 day	Regional Director CAO
	1.10 AA III/ Disbursing Officer encodes online and submits hard copies to LBP the ACIC/LDDAP-(for Internal Creditor/s) IC.		1 day	AA III/ Disbursing Officer
	1.11. LBP processes the		1 day	LBP



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ACIC/LDDAP-IC submitted			(Note: LBP allows check encashment/ADA after 24 hours upon submission of ACIC/LDDAP-ADA)
2. Creditor/claimant receives payment	2.1 AA III/ Disbursing Officer releases the check and/or informs the creditor/claimant if the payment was directly deposited to the claimant's/ company's bank account.		1 day	AA III/ Disbursing Officer
		None	17 working days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Fill up NEDA VI's Client Satisfaction Feedback Form. Complaints may be placed through phone call or in written communication addressed to the Regional Director
How feedbacks and complaints are processed	<p>FAD-Finance Staff focal person consolidates/summarizes the feedback forms; The over-all rating is reported in the Semestral DPCR and Quarterly Report; Adverse feedback are immediately reported by the CAO to concerned unit (OARD) for appropriate action.</p> <p>ORD/OARD with the cooperation of the Division Chief will conduct an investigation to validate and act on the complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **ISSUANCE OF EMPLOYEE DATA**

Service Information This process provides the procedure for requests for Service Record, Certificate of Employment, Clearances, Certificate of Leave Credits, Certificate of Remittances and Certification of Appointments to its release as requested by employees, and from retired and seperated employees and clients.

Office or Division	NEDA Regional Office VI - Finance and Administrative Division (FAD) – Personnel Unit (PU)
Classification	Simple (3 days)
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government and G2B - Government to Business
Who may avail	a. NEDA 6 Divisions/Units and/or employees (as end users) b. Retired and seperated employees of NEDA VI and other credit/finance institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	Finance and Administrative Division– Personnel Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Client fills up the request form and submits it to	1.1. Administrative Assistant (AA) III/ Administrative Officer (AO) IV prepares the	None	1 day	Administrative Aide (AA) III/ Administrative Officer (AO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the FAD Personnel Unit	request of the client and forwards it to the Chief Admin. Officer (CAO).			IV, FAD Personnel Unit
	1.2. CAO reviews the requested document. If there is no revision, CAO signs the requested document. If there is a revision, CAO returns the document to the AO IV/AA III for revision and final printing.	None	1 day	CAO AO IV/AA III, FAD Personnel Unit
	1.3. CAO signs the requested document and returns it to the AO IV/AA III.	None	4 hours	CAO
2. Client receives the requested form	2.1 AO IV/ AA III releases the documents to the employee/s.	None		AO IV/AA III
		None	2 working days and 4 hours	
B. Requests filed through e-mail or courier				
1. Client may request their 201 files through e-mail.	1.1 Office of the Regional Director (ORD) receives request	None		Office of the Regional Director (ORD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 ORD forwards request to the FAD-Personnel Unit		1 day	ORD
	1.3 AO IV / AA III prepares the request of the client and forwards it to the CAO.		1 day	AO IV/AA III
	1.4 CAO reviews the requested document. If there is no revision, the CAO signs the requested document. If there is a revision, the CAO returns it to the AO IV/ AA III for revision and final printing.		1 day	CAO AO IV/AA III
	1.5 CAO signs the requested document and returns it to the AO IV/AA III.			CAO
2. Client receives the requested form	1.6 AO IV/AA III releases the documents to the employee/s.			AO IV/AA III
		None	3 working days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Fill up NEDA VI's Client Satisfaction Feedback Form. Complaints may be placed through phone call or in written communication addressed to the Regional Director
How feedbacks and complaints are processed	<p>FAD-Personnel Staff focal person consolidates/summarizes the feedback forms; The over-all rating is reported in the Semestral DPCR and Quarterly Report; Adverse feedback are immediately reported by the CAO to concerned units (OARD) for appropriate action.</p> <p>ORD/OARD with the cooperation of the Division Chief will conduct investigation to validate and act on the complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **PROCUREMENT OF GOODS AND SERVICES USING ALTERNATIVE MODES OF PROCUREMENT**

Service Information This process provides the procedure for the procurement of goods and services using alternative modes of procurement processed upon receipt of request from NEDA VI employees.

Office or Division	NEDA Regional Office VI - Finance and Administrative Division – General Services Unit (GSU)
Classification	Complex
Type of Transaction	G2C - Government to Citizen and G2B - Government to Business
Who may avail	a. NEDA 6 employees (end users) b. NEDA 6 suppliers/contractors (facilitated by end-user)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request	Division (ORD, PDIPBD, DRD, PFPD, PMED, FAD)
2. Procurement Documents	FAD-GSU, Suppliers/Contractors
3. Billing Statement	Suppliers/Contractors

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
	1.1. Supply Officer	None		Supply Officer/



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Division submits Purchase Request	checks the availability of supplies		1 day	GSU staff
	1.2 The CAO recommends to the Regional Director (RD)			CAO
	1.3 RD approves the request			RD
	1.4 Supply Officer/ GSU staff prepares Request for Quotation (at least 3 copies)			Supply Officer/ GSU staff
	1.5. Supply Officer/GSU staff posts the notice in the PhilGEPS website, NEDA VI website, and in a conspicuous place within the office premises if the Approved Budget for the Contract is more than PHP 50,000 (posted for 3 calendar days)		3 days	Supply Officer/ GSU staff
2. Supplier receives RFQ submits quotation	2.1 Supply Officer/ GSU staff distributes the Request for Quotation (RFQ) to suppliers (at least 3 quotation)		1 day	Supply Officer/ GSU staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Bids and Awards Committee (BAC) together with its Secretariat and the Technical Working Group (TWG) open the submitted bids.		1 day	BAC Officers and Members, BAC Secretariat, and TWG
	2.3 Supply Officer/ GSU staff prepares the Abstract of Quotation and BAC Resolution for signature of the BAC Officer and Members			Supply Officer/ GSU staff
	2.4 Supply Officer/GSU staff prepares Notice of Award, Purchase Order/ Contract and Notice to Proceed.			Supply Officer/ GSU staff
	2.5 RD approves the Notice of Award, Purchase Order / Contract and Notice to Proceed			RD
	2.6 Supply Officer/GSU staff award the contract to the winning bidder			Supply Officer/ GSU staff
	2.7 Supplier delivers goods/services		7 days	Supplier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Supplier/ Service Provider delivers billing statement and supplies	3.1 Supply Officer/ GSU staff receives delivered supply and billing statement.		2 days	Supply Officer/GSU staff
	3.2 Inspector checks the delivered goods or services.			Primary or alternative Inspectors
			15 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Fill up NEDA VI's Client Satisfaction Feedback Form. Complaints may be placed through phone call or in written communication addressed to the Regional Director
How feedbacks and complaints are processed	<p>FAD-Personnel Staff focal person consolidates/summarizes the feedback forms; The over-all rating is reported in the Semestral DPCR and Quarterly Report; Adverse feedback are immediately reported by the CAO to concerned units (OARD) for appropriate action.</p> <p>ORD/OARD with the cooperation of the Division Chief will conduct investigation to validate and act on the complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>

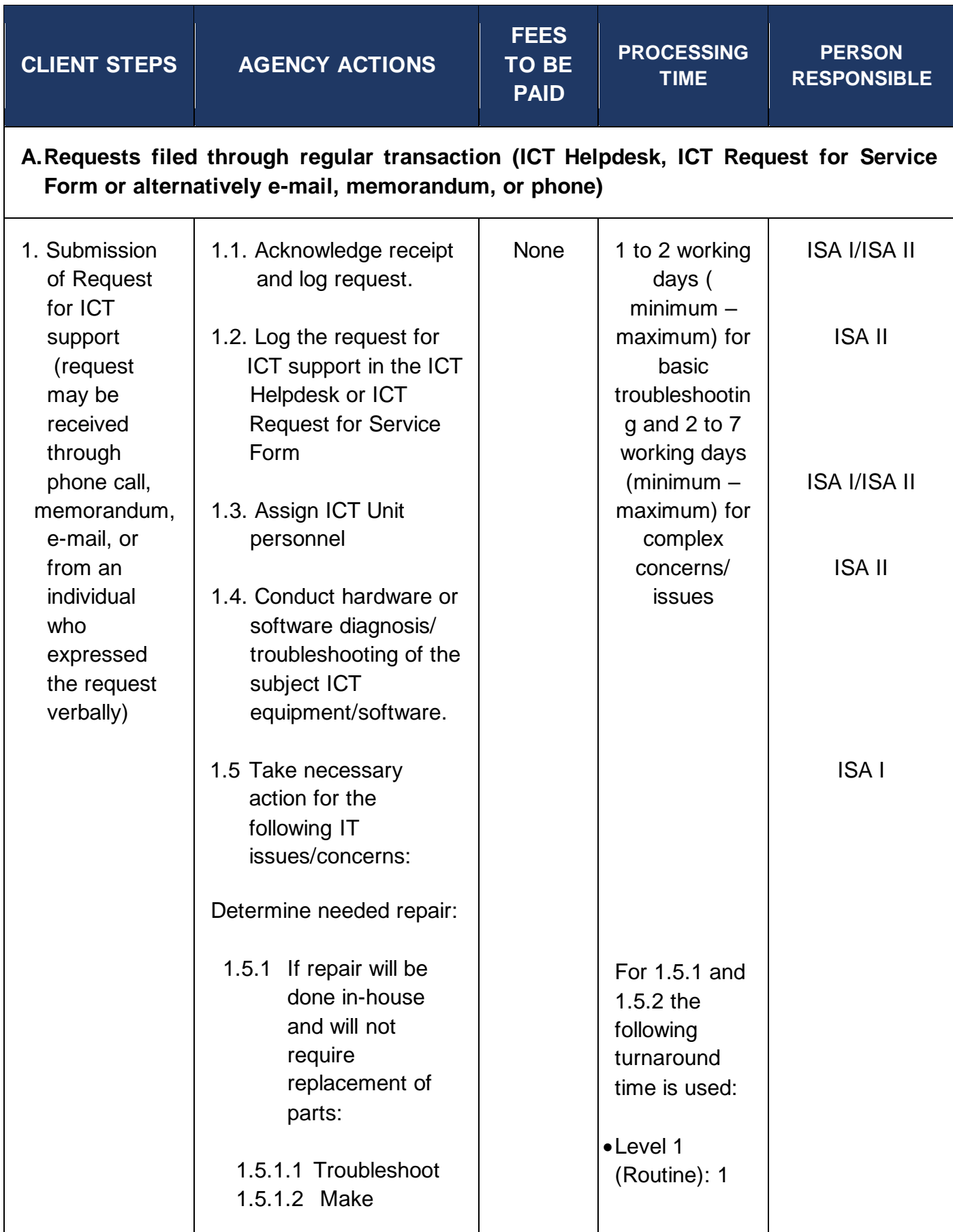


4. Service Name **CORRECTIVE MAINTENANCE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) EQUIPMENT/SOFTWARE**

Service Information This provides the procedure for provision of technical support for ICT repair and maintenance services to ensure the optimal performance and reliability of ICT equipment and/or software of end-users.

Office or Division	NEDA Regional Office VI - Finance and Administrative Division (FAD) – ICT Unit (ICT Unit)
Classification	Simple – Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	NEDA 6 Divisions/Units and/or employees (as end users)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ICT Helpdesk, ICT Request for Service Form or alternatively, e-mail, memorandum, or phone request detail	Finance and Administrative Division – ICT Unit
2. Availability of ICT resources/equipment/tool	Finance and Administrative Division – ICT Unit
3.Availability ICT Unit Personnel	Finance and Administrative Division – ICT Unit





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>corrective adjustments; and</p> <p>1.5.1.3 Conduct minor repair.</p> <p>1.5.2 If repair, needs support from Senior ICT Unit personnel:</p> <p>1.5.2.1 Escalate the request to a Senior ICT Unit personnel;</p> <p>1.5.2.2 Senior ICT Unit personnel recommend possible resolutions;</p> <p>1.5.2.3 Senior ICT Unit personnel determine appropriate IT support and continue troubleshooting;</p>		<p>to 2 working days (minimum – maximum)</p> <ul style="list-style-type: none"> • Level 2 (Routine): 3 to 7 working days (minimum – maximum) • Level 3 (Single Stage): 8 to 15 working days (minimum – maximum) • Level 3 (Multi-Stage): 16 to 21 working days (minimum – maximum) • Level 4 (Outside Support): To be determined by the engagement terms 	ISA II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.5.2.4. Senior ICT Unit personnel to conduct repair</p> <p>1.5.3 If repair of ICT Equipment is done in-house and requires replacement parts.</p> <p>1.5.3.1 Requisition and Issue Slip Form and submit it to General Services Unit.</p> <p>1.5.4 If the ICT Equipment is under warranty, contact service provider for repair/replacement and inform the end-user.</p> <p>1.5.5 If the ICT Equipment is outside the</p>	None	<p>For 1.5.3 to 1.5.4, the following turnaround time is used:</p> <ul style="list-style-type: none"> •Level 1 (Routine): 2 to 4 working days (minimum – maximum) •Level 2 (Routine): 5 to 12 working days (minimum – maximum) •Level 3 (Multi-Stage): 13 to 45 working days (minimum – maximum) •Level 4 (Outside Support): To be determined 	<p>ISA II</p> <p>ISA I</p> <p>ISA II</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	warranty period, Senior ICT personnel to recommend outside repair, replacement parts, determine the source of funds and assign personnel to prepare Purchase Request.		by the engagement terms	
			• Level 4 (Outside Support): To be determined by the engagement terms	
2. Receipt and fill out ICT Helpdesk including provision of rating	2.1. Turn-over of repaired ICT Equipment	None	1 day	ISA II
	2.1.1 For in-house repair services, turn-over the repaired ICT Equipment to the end-user for rating of service 2.1.2 For outsourced repair services, inspect the equipment if functioning according to use, record the result and turn-over to the end user		2 days	ISA I / ISA II
			3 to 75 days Depending on the complexity of	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p>the task/service</p> <p><i>*May exceed more than 48 days for Level 4 support.</i></p>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Fill up NEDA VI Client's Satisfaction Feedback Form. Fill up NEDA VI Client's Satisfaction Feedback Form. Compliants may be through telephone call or in written form and address to the Regional Director
How feedbacks and complaints are processed	<p>FAD-Finance Staff assigned consolidates/summarizes the feedback forms; The over-all rating is reported in the semestral DPCR and Quarterly report; Adverse feedback are immediately reported by the Chief to concerned unit (OARD) for appropriate action.</p> <p>ORD/OARD with the cooperation of the Division Chief will conduct invesitgation to validate and act on the complaint.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



ANNEX A - SATISFACTION RATING AND FEEDBACK FORM FOR WALK-IN CLIENTS AND FRONTLINE SERVICES

 	Republic of the Philippines NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY Region VI – Western Visayas	Document Code: EADF66 Revision Number: 01 Effectivity Date: 12/21/2020 Page 1 of 1
	SATISFACTION RATING AND FEEDBACK FORM FOR WALK-IN CLIENTS AND FRONTLINE SERVICES	
	Reproduction of this form is not allowed without approval of NEDA VI	

This evaluation is conducted to assess the quality of Assistance/Service provided by our office. Your rating and feedback is important for us to ensure that expectations on current and future services are met. Once done, kindly return this form to our staff or drop the form at the Suggestion/Comments Box at the lobby. Thank you.

Please rate using the following codes corresponding to your response:

1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree

NAME/POSITION :	DATE/TIME:
OFFICE/COMPANY :	
CONTACT NO. / EMAIL :	

NEDA-VI PERSONNEL _____ Division/Unit

Part I – NEDA Services

a. What assistance/service was availed during your visit?

- | | |
|---|---|
| <input type="checkbox"/> Inquiry re Technical Matters | <input type="checkbox"/> Procurement matters |
| <input type="checkbox"/> Inquiry re Administrative Matters | <input type="checkbox"/> Payment to creditors |
| <input type="checkbox"/> Library Services | <input type="checkbox"/> Hiring of personnel |
| <input type="checkbox"/> TA along planning, investment programming, proposal preparation, monitoring, policy reform | <input type="checkbox"/> Others _____ |

☐ Request for information/data

Part II. Rating of Assistance/Service

b. The staff concerned was readily available and helpful	1	2	3	4	5
c. The staff provided assistance/service within a reasonable time.	1	2	3	4	5
d. The staff is respectful and courteous.	1	2	3	4	5
e. The staff is competent in providing the assistance/service	1	2	3	4	5

Part III. Rating of Physical Facilities Answer only what is applicable

f. The toilet/restrooms are clean and well-maintained.	1	2	3	4	5
g. The lobby/waiting area is well-maintained and comfortable.	1	2	3	4	5
h. The office atmosphere is pleasant with no loud noise or distraction.	1	2	3	4	5
i. The dormitory/executive rooms are clean, well-lighted and well-maintained.	1	2	3	4	5

(if applicable)

Part IV – Feedback. Kindly provide comments/suggestions for the improvement of our services.

PLEASE RETURN THE ACCOMPLISHED FORM TO OUR STAFF OR SEND THRU FAX (033-3351070/033-3376840) OR EMAIL AT: nro6@neda.gov.ph
ANNEX B – REQUEST FOR DATA FORM



NEDA REGIONAL OFFICE VII (CENTRAL VISAYAS)

1. Service Name **Transportation Service**

Service Information NEDA 7 provides transportation services using NEDA 7 vehicles to officials and staff in the performance of official functions

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – General Services Unit
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Online Vehicle Request Form (1 Original copy)	Requesting client using form from NEDA 7 Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Online Request Form	1.1. Acknowledges receipt of request.	None	1 day	Automated response
	1.2. Emails requesting staff of assigned vehicle and driver.	None		General Services Officer
		None	1 day	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group: by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **PURCHASE OF AIRLINE TICKET THROUGH THE GOVERNMENT FARES AGREEMENT FACILITY**

Service Information NEDA 7 purchases airline tickets through the Government Fares Agreement Facility of the Procurement Service-DBM for official travels of its officials and staff.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – General Services Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Online Airline Ticket Request Form (1 Original Copy)	Requesting client using form from NEDA 7 Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Online Request Form	1.1. Acknowledges receipt of request and confirm preferred flights through phone call.	None	1 day	Travel Arranger
3. Confirms flight details during the	2.1. Books the flight and informs the requesting staff	None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
phone call	through email that the flight has been booked and that the ticket will be forwarded by the airline to the requesting staff.	None	1 day	
		None	1 day	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
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FEEDBACK AND COMPLAINTS MECHANISM

<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **PROCUREMENT OF GOODS AND SERVICES**

Service Information NEDA 7 procures the goods and services for official use as required by end-user units.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – General Services Unit
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Purchase Request with Detailed Specifications (1 original copy)	Requesting client using form from NEDA 7 Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished purchase request form to Budget Officer	1.1. Checks Project Procurement Management Plan/Annual Procurement Plan and countersigns indicating to what budget the purchase would be charged	None	1 day	Budget Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Forwards request to Office of Regional Director for approval	None		Budget Officer
	1.3 Acts on Purchase Request	None		Regional Director
	1.4 Logs approved purchase request in the procurement tracking system and forward the same to FAD	None	1 day	Secretary
	1.5 Forwards received purchase request to Budget Officer	None		Chief Administrative Officer
	1.6 Assigns purchase request number and logs and updates the procurement tracking system	None		Budget Officer
	1.7 Forwards purchase request to procurement staff	None		Budget Officer
	1.8 Actual procurement up to delivery of goods and services	None	15 days	Procurement Staff
	1.9 For goods, release goods and updates the procurement tracking system	None	1 day	Supply officer
		None	17-18 days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to : &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



4. Service Name **CONFERENCE ROOM SERVICE**

Service Information NEDA 7 provides conference room service (i.e., reserves the use of the conference room and prepares the conference room furniture and equipment to be used in the conduct of NEDA 7 meetings and official activities.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – General Services Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Online Conference Room Reservation Form (1 Original Copy)	Requesting client using form from NEDA 7 Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Online Request Form	1.1. Acknowledges receipt of accomplished form 1.2. Calls requesting staff to confirm reservation to ensure no Conflicting schedules.	None	1 day	Automated response General Services Officer
		None	1 day	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



5. Service Name **DOCUMENT DELIVERY**

Service Information NEDA 7 delivers official documents either through PhilPost or courier.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – General Services Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Delivery Request Form (1 Original Copy)	Requesting client using form from NEDA 7 Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form with mode of delivery	1.1. Acknowledges receipt of accomplished form. 1.2. Actual delivery of documents to PhilPost or courier.	None	1 day	Automated Response Assigned Driver
		None	1 day	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



6. Service Name

ISSUANCE OF EMPLOYMENT CERTIFICATION, SERVICE RECORD

Service Information NEDA 7 issues certifications and service records of officials and staff for whatever legal purpose the document/s may serve them.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – General Services Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email/Verbal Request	Requesting client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email or verbal request	1.1. Acknowledges receipt. 1.2. Prepares documents and submits to Chief Administrative Officer 1.3. Signs document and forward to FAD-HR 1.4. Releases document	None	3 days	HR Assistant HR Assistant Chief Administrative Officer HR Assistant
		None	3 days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriba Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



7. Service Name **PROCESSING OF LEAVE OR COMPENSATORY TIME-OFF (CTO) APPLICATION**

Service Information NEDA 7 facilitates the approval of leave and CTO applications of its officials and staff

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – Human Resources Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Leave or CTO Application Form (1 Original Copy)	Requesting client using form from NEDA 7 Shared File

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Accomplished Form signed by recommending authority to FAD-HR	1.1 Records request and indicates in the form available leave or CTO credits.	None	1 day	HR Assistant
	1.2 Submits form to Office of the Regional Director.	None		HR Assistant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Acts on the application	None	1 day	Regional Director/Assistant Regional Director
	1.4 Forwards acted application to FAD	None		Secretary
	1.5 Receives application from Secretary and forwards FAD-HR	None		Chief Administrative Officer
	1.6 FAD-HR updates leave or CTO records and emails requesting staff of action taken	None	1 day	HR Assistant
			3 days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



8. Service Name **PAYMENT OF TRAVEL ALLOWANCES**

Service Information NEDA 7 reviews staff requests and releases the prepayment of travel allowances or the reimbursement of expenses incurred by the staff for official travel

Office or Division	NEDA Regional Office VII - Finance and Administrative Division - Budget, Accounting and Disbursement
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Travel Order (1 Original Copy)	Requesting client using form from NRO 7 Shared File; Approval by Recommending and Approving Authorities
2. Approved Itinerary of Travel (1 original copy)	Requesting client using form from NRO 7 Shared File; Approval by Recommending and Approving Authorities
3. Approved Certificate of Travel Completed (1 original copy)	Requesting client using form from NRO 7 Shared File; Approval by Recommending and Approving Authorities
4. Receipts for Transportation Expenses (1 original copy)	Providers
5. Certificate of Appearance (1 original copy)	Sponsoring Organization



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit money claim requirements to FAD	1.1 Receives cash advance requirements and forwards to Accountant		1 day	Chief Administrative Officer
	1.2 Checks amount claimed and supporting documents and forwards to Accounting Clerk	None		Accountant
	1.3 Acknowledges receipt of requirements, logs claim in the monitoring database prepares disbursement voucher (DV) and budget utilization request and status (BURS) forms and forwards money claim documents to concerned division chief for approval of DV and BURS	None	1 day	Accounting Clerk
	1.4 Signs DV and BURS and returns money claim documents to FAD	None	2 days	Division Chief
	1.5 Receives money claim documents and forwards to budget officer	None		Chief Administrative Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Indicates availability of appropriations in the BURS and forwards documents to bookkeeper	None	1 day	Budget Officer
	1.7 Logs transaction in the Registry of Allotments and Obligations and forwards documents to Accountant	None		Bookkeeper
	1.8 Signs DV after final check of cash availability and documents and submits to Accounting Clerk	None		Accountant
	1.9 Forwards to Office of Regional Director for approval of payment	None	1 day	Accounting Clerk
	1.10 Receives documents from accounting clerk and forwards to Regional Director	None		Secretary
	1.11 Acts on money claim and returns documents to Secretary	None		Regional Director
	1.12 Forwards acted money claim to FAD	None		Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Receives the documents from Secretary and forwards to Disbursement Officer	None		Chief Administrative Officer
	1.14 Prepares advice to debit and deposits the same to account of requesting staff in servicing bank and informs through the requesting staff on the deposit made	None	2 days	Disbursing Officer
			8 working days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group: by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



9. Service Name **PAYMENT OF CASH ADVANCE**

Service Information NEDA 7 reviews requests staff requests and releases appropriate amount of cash advances to defray expenses related to the conduct of official activities

Office or Division	NEDA Regional Office VII - Finance and Administrative Division - Budget, Accounting and Disbursement
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request for cash advance using NEDA 7 memo form containing information on the purpose and amount of the cash advance with activity proposal (1 original copy)	Requesting client using forms in NRO 7 shared File; Approval by the Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request for cash advance	1.1 Receives request and forwards to Accountant.	None	1 day	Chief Administrative Officer
	1.2 Checks amount requested and	None		Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supporting documents and forwards to Accounting Clerk			
	1.3 Acknowledges receipt of requirements, logs request in the monitoring database prepares disbursement voucher (DV) and budget utilization request and status (BURS) forms and forwards documents to concerned division chief for approval of DV and BURS	None		Accounting Clerk
	1.4 Signs DV and BURS and returns documents to FAD	None	2 days	Division Chief
	1.5 Receives documents and forwards to budget officer	None		Chief Administrative Officer
	1.6 Indicates availability of appropriations in the BURS and forwards documents to bookkeeper.	None		Budget Officer
	1.7 Logs transaction in the Registry of Allotments and Obligations and	None		Bookkeeper



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forwards documents to Accountant.			
	1.8 Signs DV after final check of cash availability and documents and submits to Accounting Clerk.	None		Accountant
	1.9 Forwards to Office of Regional Director for approval of payment.	None	1 day	Accounting Clerk
	1.10 Receives documents from accounting clerk and forwards to Regional Director.	None		Secretary
	1.11 Signs DV with supporting documents and returns these to Secretary.	None		Regional Director
	1.12 Forwards signed DV with supporting document to FAD	None		Secretary
	1.13 Receives the documents from Secretary and forwards to Disbursement Officer.	None		Chief Administrative Officer
	1.14 Prepares advice to debit and deposits the same to account of	None	2 days	Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting staff in servicing bank and informs through the requesting staff on the deposit made.			
		None	6 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>



FEEDBACK AND COMPLAINTS MECHANISM

<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group:</p> <p>by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



10. Service Name **MINOR TROUBLESHOOTING**

Service Information NEDA 7 conducts minor repairs and simple maintenance services of workstations, laptops, internet connectivity.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – IT Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Request Form (1 original copy)	Requesting client using form from NEDA 7 Shared File
2. Email or phone call request	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Online Service Request Form	1.1 Acknowledges receipt of submission of accomplished form	None	3 days	Automated Response
	1.2 Actual troubleshooting	None		Information Service Analyst I
			3 days	



FEEDBACK AND COMPLAINTS MECHANISM

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<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group: by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
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10. Service Name **MAJOR REPAIR OF ICT EQUIPMENT**

Service Information NEDA 7 conducts initial assessment of the repair of the equipment of staff, makes recommendation and facilitates the procurement of the needed parts or service for the repair.

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – IT Unit
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Request Form (1 original copy) or	Requesting client using form from NEDA 7 Shared File
2. Email or phone call request	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Online Service Request Form	1.1 Acknowledges receipt of submission of accomplished form	None	3 days	Automated Response
	1.2 Prepares pre-inspection report and purchase request for repair service or for spare parts, submits	None		ISA I/ISA II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents to ORD for approval and forwards approved documents to procurement.			
			3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>



FEEDBACK AND COMPLAINTS MECHANISM

<p>How feedback and complaints are processed</p>	<p>Our complaints procedure, which is confidential, shall ensure that all complaints are dealt with in a full and fair manner.</p> <p>In the first instance, complaints are dealt with by the Division Chief responsible for the service. The Division Chief will acknowledge your complaint and will take action within 10 working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target for responding.</p> <p>If your complaint has been dealt with but you are not satisfied, the complaint will be dealt with by the Assistant Regional Director (ARD). Again, the complaint will be acknowledged and the ARD will take action within 10 working days. If your complaint has still not been settled to your satisfaction, you have the right to ask the Regional Director to review the matter and take appropriate action.</p> <p>Again, appropriate action will be done within 10 days after receipt. If you feel dissatisfied with the Regional Director's action, please contact the Undersecretary of NEDA Regional Development Group: by letter to: Undersecretary NEDA sa Pasig No. 12 St. Jose Maria Escriva Drive, Ortigas Center, Pasig City by email to: &RDG-OUsec@neda.gov.ph</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



12. Service Name **WEBSITE UPLOADING**

Service Information

NEDA 7 uploads updated materials on its website as requested by staff

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – IT Unit
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	All NRO 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email/Verbal Request	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to upload material	1.1 Acknowledges request and uploads 1.2 Uploads material	None	1 day	Automated Response Information System Analyst II
			1 day	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
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<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



12. Service Name **TELECONFERENCING SERVICE**

Service Information

NEDA 7 uploads updated materials on its website as requested by staff

Office or Division	NEDA Regional Office VII - Finance and Administrative Division – IT Unit
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 7 Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Request	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to create links for teleconferencing	1.1 Acknowledges request of email 1.2 Sends link	None	1 day	Automated Response Information System Analyst I
			1 day	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We strive to continually improve the service we provide and ensure that our standards meet our clients' requirements. If there are things you believe we have done well, could do better, or for any reason you were not happy with some aspects of your dealings with us, we want to hear about it.</p> <p>Please feel free to contact the NEDA Regional Office 7 or fill out a Mamamayan Muna (Citizen's) Feedback Form and drop it in a box provided at the NRO 7 lobby or provide feedback through:</p> <p>Mail : Office of the Regional Director National Economic and Development Authority VII Government Center, Sudlon, Lahug, Cebu City Email : nro7@neda.gov.ph</p>
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<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICE VIII (EASTERN VISAYAS)

1. Service Name **IMPLEMENTATION OF CORRECTIVE MAINTENANCE (CM) OF BUILDING FACILITIES AND EQUIPMENT**

Service Information Facilitate the conduct of corrective maintenance activities to ensure that requests for repairs are properly attended to in a timely manner

Office or Division	NED Regional Office VIII - Finance and Administrative Division (FAD) – General Services Unit (GSU)
Classification	Simple – Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	NEDA VIII employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Maintenance Job Order Form (1 Original), Email Request, or NRO VIII FAD Internal Services Request Portal through https://t.ly/LBFG4	FAD GSU/Guard

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Maintenance Job Order Form	1.1 Receive duly accomplished form from the requesting staff	None	5 minutes	AO IV or GSU Head
	1.2 Inspect and validate repair works to be		15 minutes	AO IV or GSU Head



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>done and make recommendations</p> <p>1.3 Assign utility worker to perform the appropriate CM work, testing and turnover, if in-house repair work is possible.</p> <p>Otherwise, the requesting officer or the GSU Head shall make a Purchase Request for possible outsourced repair</p> <p>1.4 Perform the appropriate CM work</p>		<p>5 minutes</p> <p>Within 5 working days for in-house repairs</p> <p>Within the duration prescribed in the contract/job order agreement for outsourced repair</p>	<p>Utility personnel in-charge</p> <p>Utility worker in-charge</p> <p>Contractor</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Fill-out appropriate customer feedback survey upon turnover	2.1 Record and file the Maintenance Job Order Form	None	5 minutes	AO IV or GSU Head
		NONE	5 working days and 30 minutes (in-house repairs) Within the duration of the contract (outsourced repair)	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>We request for your time to accomplish our Customer Feedback Survey, which you may access through these links:</p> <p>Corrective Maintenance of Building Facilities, Motor Vehicles and Equipment https://forms.office.com/r/N21jHX0ecb</p>  <p>Utility Services https://forms.office.com/r/qgjKcqG3mL</p>  <p>E-mail, SMS/text, or landline calls are also considered a mechanism for sending feedback.</p>
<p>How feedbacks and complaints are processed</p>	<p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **ISSUANCE OF PAYSLIP**

Service Information The National Economic and Development Authority (NEDA) issues monthly payslip to provide information on the salary earned for the specified period together with the mandatory and loan deductions of the employee. The monthly payslip can be accessed using a system and printed in PDF format.

Special request for payslip serves as a documentary requirement of the requesting employee to support proof of financial stability, loan and visa applications and other related purposes. This pasyslip is signed and in original copy provided to requesting employee.

Office or Division	NEDA Regional Office VIII - Finance and Administrative Division (FAD) - Finance Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Active NEDA 8 Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Request, Memorandum (1 Original), or NRO VIII FAD Internal Services Request Portal through https://t.ly/LBFG4	Finance and Administrative Division (FAD) – Finance Unit – Accountant III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Fill-out request form or e-mail request to FAD, indicate the period covered or requested months and purpose of the request.	1.1 Acknowledge request and/or log received request form from employee	None	4 hours	Administrative Assistant (AA) III
	1.2 Search the name of the requesting employee in the system, and the covered period indicated on the request.		4 hours	AA III
	1.3 Generate the payslip/s as requested and add the name of the authorized signatories. The Accountant will sign on the payslip/s.		1 working day	Accountant III
	1.4 The requesting personnel will sign the payslip/s requested		4 hours	
2. Receive the payslip/s.	Record the signed/approved in the logbook	None	4 hours	AA III
		NONE	3 working days	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Accomplish the Client Satisfaction Survey Form online through the link https://forms.office.com/r/pndQZ83KFT or by scanning the QR code below.</p> <div data-bbox="552 495 903 842" data-label="Image"> </div> <p>E-mail, SMS/text, or landline calls are also considered a mechanism for sending feedback.</p>
<p>How feedbacks and complaints are processed</p>	<p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)/ CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AND BENEFITS (COECB)**

Service Information COE and/or COECB are issued to requesting employee for various purposes such as loan and school application, bank transaction, passport/visa application, and other legal purposes. The COE/COECB provides information pertaining to employee's position, current employment status, salary, allowances, and benefits received, etc. provide information on employee's position, current employment status, salary, allowances, and benefits received, etc. The COE/COECB document is used for various purposes to include loan, school and loan application, bank transaction, passport/ visa application, and other legal purposes.

Office or Division	NEDA Regional Office VIII - Finance and Administrative Division (FAD) – HR Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Active and Inactive NEDA 8 Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NRO VIII Employees	
1. Email Request, Memorandum (1 Original), or NRO VIII FAD Internal Services Request Portal through https://t.ly/LBFG4	Concerned Staff
Inactive NRO VIII Employees	



1. Request Letter (1 Original)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
Active Employees				
1. Submit request letter, personal, or phone request	1.1 Acknowledge request and/or log the received request in the tracer.	None	10 minutes	HRM Assistant
	1.2 Gather data if necessary, for updating.		4 hours	HRM Assistant
	1.3 Review the document, affix initial and forward to the Chief Administrative Officer (CAO) for review and signature.		4 hours	HRM Officer and CAO
	1.4 Sign the document requested and return to the releasing employee.		5 minutes	CAO
2. Receive COE/COECB.	2.1 Record the signed/approved COE/COECB in the tracer, and release the same to the requesting employee	None	30 minutes	HRM Assistant/Officer



		NONE	1 working day and 45 minutes	
B. Requests filled through email or courier				
1. Submit request letter through email or courier	1.1 Acknowledge request and/or log the received request in the tracer.	None	10 minutes	HRM Assistant/Officer
	1.2 Gather data if necessary, for updating.		4 hours	HRM Assistant/Officer
	1.3 Review the document, affix initial and forward to the CAO for review and signature.		4 hours	HRM Officer and CAO
	1.4 Sign the document requested and return to the releasing employee.		5 minutes	CAO
2. Receive COE/COECB	2.1 Record the signed/approved COE/COECB in the tracer, and release the same to the requesting employee through email or courier.	None	30 minutes	HRM Assistant/Officer
		NONE	1 working day and 45 minutes	
Inactive Employees				



Same client steps with active employee apply. However, it takes more than 3 days to process and generate the COE/COECB of inactive employee due to non-integration in the system. The gathering of manual inputting of information may take 5 to 7 days, depending upon the completeness of information available in their 201 folders.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints

Accomplish the Client Satisfaction Survey Form online through the link <https://forms.office.com/r/GbnLj3ckb3>, or by scanning the QR code below.



E-mail, SMS/text, or landline calls are also considered a mechanism for sending feedback.

How feedbacks and complaints are processed

Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.

Contact information of CCB, PCC, ARTA

Presidential Complaint Center – 8888
CSC Contact Center ng Bayan – 0908-8816565
Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



4. Service Name

ISSUANCE OF SERVICE RECORDS FOR ACTIVE EMPLOYEES

Service Information NRO VIII issues Service Record to requesting active employee for various purposes such as employment, school and loan application, step increment, personnel file, and for other legal purposes. The SR provides information on employees work history/experiences, status of employment, employment changes as promotion, transfer, reappointment, reemployment, secondment, step increment, etc.

Office or Division	NEDA Regional Office VIII - Finance and Administrative Division (FAD) – HR Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Active and Inactive NEDA 8 Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Request, Memorandum (1 Original), or NRO VIII FAD Internal Services Request Portal through https://t.ly/LBFG4	Concerned Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Submit request letter/personal or phone request.	1.1 Acknowledge request and/or log received request form from	None	10 minutes	HRM Assistant/ Officer




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>employee in the tracer.</p> <p>1.2 Gather data if necessary, for updating.</p> <p>1.3 Review the document, affix initial and forward to the Chief Administrative Officer (CAO) for review and signature.</p> <p>1.4 Sign the document requested and return to the releasing employee.</p>		<p>4 hours</p> <p>4 hours</p> <p>5 minutes</p>	<p>HRM Assistant/ Officer</p> <p>HRM Officer and CAO</p> <p>CAO</p>
2. Receive Service Record	2.1 Record the signed/approved Service Record in the tracer, and release the same to the requesting employee.	None	30 minutes	HRM Assistant/ Officer
		NONE	1 working day and 45 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Requests filled through email or courier				
1. Submit request letter through email or courier	1.1 Acknowledge request and/or log received request form from employee in the tracer.	None	10 minutes	HRM Assistant/Officer
	1.2 Gather data if necessary, for updating.		4 hours	HRM Assistant/Officer
	1.3 Review the document, affix initial and forward to the CAO for review and signature.		4 hours	HRM Officer and CAO
	1.4 Sign the document requested and return to the releasing employee.		5 minutes	CAO
2. Receive Service Record	2.1 Record the signed/approved Service Record in the tracer, and release the same to the requesting employee through email or courier.	None	30 minutes	HRM Assistant/Officer
		NONE	1 working day and 45 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Accomplish the Client Satisfaction Survey Form online through the link https://forms.office.com/r/GbnLj3ckb3 or by scanning the QR code below.</p>  <p>E-mail, SMS/text, or landline calls are also considered a mechanism for sending feedback.</p>
<p>How feedbacks and complaints are processed</p>	<p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



5. Service Name MAINTENANCE OF DATABASE MANAGEMENT SYSTEM

Service Information Provision of maintenance for information and communications technology application and website

Office or Division	NEDA Regional Office VIII - Finance and Administrative Division (FAD) - Information Technology (IT) Unit
Classification	Simple – Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	NEDA 8 Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Request, Memorandum (1 Original), or NRO VIII FAD Internal Services Request Portal through https://t.ly/LBFG4	FAD - IT Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For routine actions				
1. Send service request via e-mail, phone call, memorandum or service request form	1.1 Receipt of service request. 1.2 Logging of request details online.	None	4 working days (Level 1) 11 working days (Level 2)	Information System Analyst (ISA)




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assessment and implementation of charges 1.4 Notification of successful implementation of changes			
2. Confirmation of closing service request	2.1 Closing of service request in monitoring file	None	1 working day	ISA
		NONE	5 working days (Level 1) 12 working days (Level 2)	
B. For routine actions				
1. Send service request via e-mail, phone call, memorandum or service request form	1.1 Encoding of the service request form with recommended action plans 1.2 Online approval of the service request form 1.3 Design, development	None	20 working days (Single stage) 73 working days (Multi-stage)	ISA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and testing of system changes based on user requirements</p> <p>1.4 Closing of service request</p>			
2. User acceptance and service rating request	2.a. Formulate hardware and software documentation	None	10 working days	ISA
		NONE	<p>30 working days (Single stage)</p> <p>83 working days (Multi-stage)</p>	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>Accomplish the Client Satisfaction Survey Form online through the link https://forms.office.com/r/MkkiyXecDT, or by scanning the QR code below.</p>  <p>E-mail, SMS/text, or landline calls are also considered a mechanism for sending feedback.</p>
How feedbacks and complaints are processed	Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



6. Service Name **CORRECTIVE MAINTENANCE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) EQUIPMENT**

Service Information Provision of technical support for information and communication technology hardware and/or software

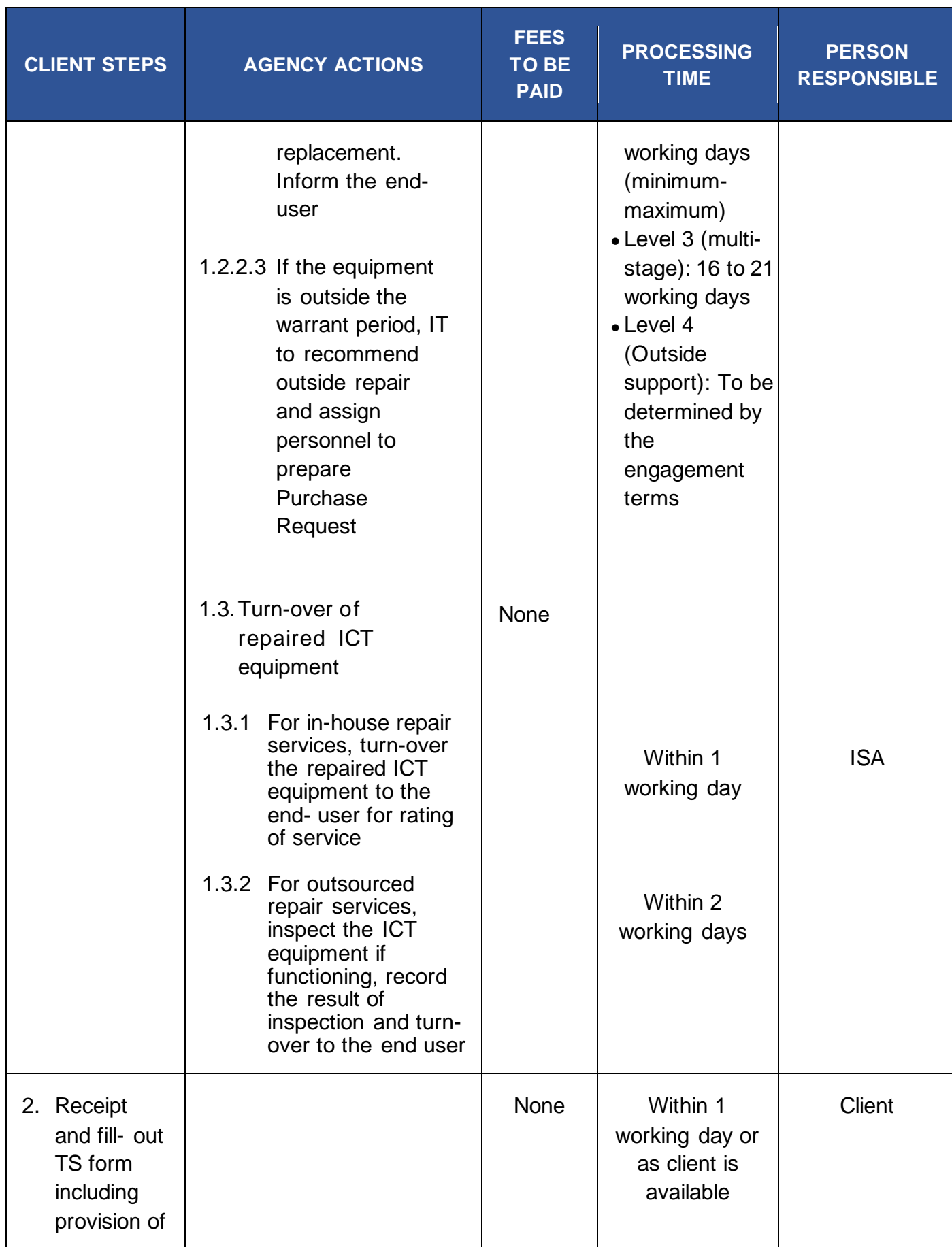
Office or Division	NEDA Regional Office VIII - Finance and Administrative Division (FA) - Information Technology (IT) Unit
Classification	Simple – Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	NEDA 8 Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Request, Memorandum (1 Original), or NRO VIII FAD Internal Services Request Portal through https://t.ly/LBFG4	FAD - IT Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Log request (request may be received through phone call, memorandum, e-mail, or from an who	1.1 Log request may be received in the form of phone call, memorandum, e- mail, or from an employee who expressed the request verbally	None	Within 1 working day	Information System Analyst (ISA)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
expressed the request verbally)	<p>1.2 Assigning Information IT Support</p> <p>1.2.1 IT support to conduct hardware and software diagnosis/ troubleshooting of the subject ICT equipment</p> <p>1.2.2 IT Support to take necessary action for the following IT issues/ concerns:</p> <p>Determine needed repair:</p> <p>1.2.2.1 If repair will be done in- house and will not require replacement of parts:</p> <p>1.2.2.1.1 Trouble-shoot;</p> <p>1.2.2.1.2 Make corrective adjustments; and</p> <p>1.2.2.1.3. Conduct minor repair</p> <p>1.2.2.2 If the equipment is under warranty, contact service provider for repair/</p>		<p>Diagnosis within 1 to 2 working days (minimum-maximum) for basic and 3 to 5 working days (minimum-maximum) for complex concerns/ issues</p> <p>For 1.2.2.1 and 1.2.2.2, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 1 (Routine): 1 to 2 working days (minimum-maximum) • Level 2 (Routine): 3 to 7 working days (minimum-maximum) • Level 3 (Single Stage): 8 to 15 	<p>ISA</p> <p>(Escalation procedure will be implemented)</p>






CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
rating				
		NONE	<p>2 to 3 working days (Simple)</p> <p>5 to 7 working days (Complex)</p> <p>8 to 21 working days (Highly Technical)</p>	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Accomplish the Client Satisfaction Survey Form online through the link https://forms.office.com/r/MkkiyXecDT, or by scanning the QR code below.</p>  <p>E-mail, SMS/text, or landline calls are also considered a mechanism for sending feedback.</p>
<p>How feedbacks and complaints are processed</p>	<p>Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICE IX (ZAMBOANGA PENINSULA)

1. Service Name **PROCESSING OF REIMBURSEMENT**

Service Information This is to provide guidance to NEDA IX staff who are to collect reimbursement.

Office or Division	NEDA Regional Office IX - Finance and Administrative Division – Finance Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA 9 Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher (1 Original Copy)	Requesting staff
Approved Local Travel Order and Itinerary of Travel (1 Original Copy)	Requesting staff
Certificate of Travel Completed (1 Original Copy)	Requesting staff
Certificate of Appearance (1 Original Copy)	Agency-in-Charge of Travel/Activity
Bus Tickets/Plane Tickets/Certificate not Requiring Receipts, if applicable (1 Original Copy)	Transport company
Boarding Pass, if applicable (1 Original Copy)	Airline company



Invitation Letter/s, if applicable (1 Original Copy or Certified True Copy, if emailed)	Requesting staff
Obligation Request and Status (1 Original Copy)	Requesting staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the Disbursement Voucher (DV) and other supporting documents.	1.1 Review the completeness of the submitted documents.	None	5 Minutes	Accounting Personnel
	1.2 Assign DV number, indicate date and update ORS logbook	None	5 Minutes	Accounting Personnel
	1.3 Certify the DV	None	5 Minutes	Accountant
	1.4 Approve the DV	None	15 Minutes	Regional Director
	1.5 Ensure that the DV and other supporting documents are duly signed and shall record the accounting entries in their respective Journals and update the ledgers/index of payments and trial balances	None	15 Minutes	Accounting Personnel
	1.6 Prepare LDDAP-ADA/ Check	None	3 Minutes	Special Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Prepare ACIC	None	10 Minutes	Special Disbursing Officer
	1.8 Review and certify correctness of the ACIC, LDDAP-ADA and/or checks	None	4 hours	Accountant and two (2) signatories
	1.9 Forward LDDAP-ADA and ACIC to the Land Bank of the Philippines (LBP)	None	1 day**	Special Disbursing Officer
2. Wait for the Notification from the Special Disbursing Officer	2.1 Inform the staff that the LDDAP-ADA and ACIC were forwarded to LBP. Also, to inform them to check their LBP account if the said reimbursement is debited to their account.	None	2 days	
3. Signify receipt of reimbursements through signing box E of the DV	3.1 Provide clients with the DV	None	2 minutes	
		None	3 days and 5 hours	

Note: *Processing Time is based only on one (1) DV, time may double or multiply depending on the number of DVs to be processed

** LDDAP-ADA and ACIC is usually forwarded to the bank on the following day. However, for urgent concerns or when LDDAP-ADA and ACIC is prepared and signed before the bank's cut-off time, LDDAP-ADA is forwarded within the day.



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may register their feedback in two ways:</p> <ol style="list-style-type: none"> Accomplish the client feedback/complaint form located in a marked box near the receiving area. Send a letter to the Regional Director of NEDA IX at office address: <u>OIC-MARIA FELICIDAD R. GUERRERO</u> PCCA Regional Government Center, Balintawak, Pagadian City (062) 945-0953; nro9@neda.gov.ph
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Office of the Regional Director collects the feedback forms from the marked box and records the results in a logbook. The results are also inputted in a shared folder that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps and improve service delivery.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



2. Service Name **LEAVE APPLICATION PROCESSING**

Service Information In general, appointed government employees whether permanent, temporary or casual, who render work during the prescribed office hours, shall be entitled to 15 days vacation and 15 days sick leave annually with full pay. In addition, staff are also entitled to a three-day special privilege leave, paternity leave, maternity leave and other leave benefits as provided by the Civil Service Commission and other laws.

Office or Division	NEDA Regional Office IX - Finance and Administrative Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	All NEDA IX Regular Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Application for Leave Form (CSC Form No. 6 2020) (3 original copies):	Human Resource Unit (as prescribed by CSC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and sign the Application for Leave Form in three (3) copies and submit it to HR for leave credit computation	1.1 Receive the Form	None	10 Minutes	Administrative Assistant/ Administrative Officer (AO) IV/HRMO Human Resource Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Compute and certify the Leave Credit Balances and forward to the concerned supervisor <i>(Division Chief or Assistant Regional Director)</i> for recommendation	None	10 Minutes	Admin. Assistant/ Administrative Officer (AO) IV/HRMO Human Resource Unit
	1.3 Supervisor to Recommend <i>(Approve or Disapprove)</i>	None	10 Minutes	Division Chief/Assistant Regional Director
2. If recommended for approval at the Supervisor Level, wait for approval of the approving officer <i>(Assistant Regional Director for employees below Division Chief Level and Regional Director for Division Chief Level)</i> . If disapproved at the Supervisor Level, receive a copy of the disapproved leave application.	1.4 Act on the recommendation for approval and inform the staff	None	10 Minutes to 5 calendar days upon receipt of the leave application or upon receipt of the request through text, call, email. If not acted within 5 calendar days, the leave application is deemed approved.	ORD Secretary/ Assistant Regional Director/ Regional Director Admin. Assistant/ Administrative Officer (AO) IV/HRMO Human Resource Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Sign the leave application	None	5 Minutes	Assistant Regional Director/ Regional Director
	1.6 Release the signed leave application to HR Unit	None	Within every 2 hours (released by batch)	ORD Secretary
	1.7 Retain one approved copy for file and return to the staff the remaining two approved leave applications, one for personal copy and one as attachment to the Daily Time Record. Record the details of the approved leave application in the logbook.	None	10 Minutes	Admin. Assistant/ Administrative Officer (AO) IV/HRMO Human Resource Unit
3. Receive a copy of the approved leave application				
		None	2 hours and 55 minutes to 5 days, 2 hours and 45 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback and complaints</p>	<p>Applicants may register their feedback in two ways:</p> <ol style="list-style-type: none"> Accomplish the client feedback/complaint form located in a marked box near the receiving area. Send a letter to the Regional Director of NEDA IX at office address: <u>OIC-MARIA FELICIDAD R. GUERRERO</u> PCCA Regional Government Center, Balintawak, Pagadian City (062) 945-0953; nro9@neda.gov.ph
<p>How feedbacks and complaints are processed</p>	<p>Assigned personnel from the Office of the Regional Director collects the feedback forms from the marked box and records the results in a logbook. The results are also inputted in a shared folder that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps and improve service delivery.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



NEDA REGIONAL OFFICE X (NORTHERN MINDANAO)

1. Service Name **PAYMENT OF CLAIMS**

Service Information This service covers payment of various claims of the NEDA-X officials and employees, which include, among others, issuance of cash advance for travel, special purposes, and petty operating expenses, and payment of compensation, personnel allowances and benefits, and reimbursement of operating expenses incurred in the performance of official business.

Office or Division	NEDA Regional Office X - Finance and Administrative Division – Financial Services (FAD-FS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA Employee (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Petty Cash Fund (initial set-up)	
Special Order (1 Original Copy)	FAD – Personnel Services (FAD-PS) Section
Fidelity Bond (1 Original Copy)	FAD-FS Section
Approved estimate of petty expenses for one month (1 Original Copy)	Concerned FAD Section/NEDA-X Staff
Special Purpose Cash Advance	
Approved request (1 Original Copy)	Concerned Division/NEDA-X Staff
Approved estimate of expenses (1 Original Copy)	Concerned Division/NEDA-X Staff
Traveling Expenses (Local Travel)	
Approved Local Travel Order (1 Original Copy)	Concerned NEDA-X staff



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification from the Accountant that previous cash advances have been fully liquidated and accounted for in the books (1 Original Copy)	FAD-FS Section
Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor (1 Original Copy)	Concerned NEDA-X staff
Letter of invitation of the host/sponsoring agency/organization (1 Original Copy)	Concerned NEDA-X staff
Traveling Expenses (Foreign Travel)	
Approved Foreign Travel Order (1 Original Copy)	NEDA-Central Office thru endorsement by NEDA-X (FAD-HR Services Section)
Approved Itinerary of Travel (1 Original Copy)	Concerned NEDA-X staff
Certification from the Accountant that previous cash advances have been fully liquidated and accounted for in the books (1 Original Copy)	FAD-FS Section
Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor (1 Original Copy)	Concerned NEDA-X staff
Letter of invitation of the host/sponsoring agency/organization (1 Original Copy)	Concerned NEDA-X staff
Acceptance of nominee/s as participant/s issued by the host country (for trainings and seminar) (1 Original Copy)	NEDA-CO / NEDA-X (FAD-HR Services Section)
Programme Agenda and Logistics Information (for trainings and seminar) (1 Original Copy)	Host/Sponsoring Agency/Organization
First Salary	
Certificate of appointment (1 Original Copy)	FAD-PS Section
Assignment/Re-assignment order, if applicable (1 Original Copy)	FAD-PS Section
Certified copy of Oath of Office (1 Original Copy)	FAD-PS Section
Certificate of Assumption (1 Original Copy)	FAD-PS Section
Statement of Assets, Liabilities and Net Worth (1 Original Copy)	Concerned NEDA-X staff
Approved Daily Time Record (DTR) (1 Original Copy)	FAD-PS Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIR Forms 2316/1901, if applicable (1 Original Copy)	Concerned NEDA-X staff/Previous Government Office/Employer
Additional requirements for transferee:	
Clearance from money, property and legal accountabilities from the previous office (1 Original Copy)	Previous Government Office
Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary and remittance of statutory deductions from previous office	Previous Government Office
Certification of leave credits (1 Original Copy)	Previous Government Office
Service Records (1 Original Copy)	Previous Government Office
Approved/paid HDMF and PhilHealth Forms (1 Original Copy)	Previous Government Office
For Contract of Service (COS) and Job Order (JO) Workers:	
Approved Contract (1 Original Copy)	FAD-PS Section
Certificate of Assumption (1 Original Copy)	FAD-PS Section
Approved DTR (1 Original Copy)	FAD-PS Section
BIR Form 2316/1901/2303, if applicable (1 Original Copy)	BIR/Previous Government Office/Employer
Salary (if deleted from Payroll)	
Approved DTR (1 Original Copy)	FAD-PS Section
Notice of Assumption (1 Original Copy)	FAD-PS Section
Approved Application for Leave, and Medical Certificate if on sick leave for five days or more and clearance if on leave for 30 days or more (1 Original Copy)	FAD-PS Section
Salary of Casual/Contractual Personnel, Charged to Personnel Services	
Certified copy of contract/appointment (for first claim) (1 Original Copy)	FAD-PS Section
Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC (for first claim) (1 Original Copy)	FAD-PS Section
Certification by the Personnel Officer that the activities and services cannot be provided by the regular or permanent personnel of the agency (for first claim) (1 Original Copy)	FAD-PS Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Assumption to Duty (for first claim) (1 Original Copy)	FAD-PS Section
Duly Approved Accomplishment Report (1 Original Copy)	
Approved DTR (1 Original Copy)	FAD-PS Section
Salary Differential Due to Promotion and/or Step Increment	
Certified copy of Approved Appointment (if due to promotion) (1 Original Copy)	FAD-PS Section
Certificate of Assumption (if due to promotion) (1 Original Copy)	FAD-PS Section
Notice of Salary Adjustment (NOSA), for step increment/salary increase (1 Original Copy)	FAD-PS Section
Approved DTR or certification that the employee has not incurred leave without pay (1 Original Copy)	FAD-PS Section
Last Salary	
Clearance from money, property and legal accountabilities (1 Original Copy)	FAD-PS Section
Approved DTR (1 Original Copy)	FAD-PS Section
Authority to deduct accountabilities, if applicable (1 Original Copy)	Concerned NEDA Employee
Certification of available leave credits (1 Original Copy)	FAD-PS Section
Salary during Maternity Leave	
Certified copy of approved application for Maternity Leave (1 Original Copy)	FAD-PS Section
Certified copy of Maternity Leave Clearance (1 Original Copy)	FAD-PS Section
Medical certificate for Maternity Leave (1 Original Copy)	Medical Provider
Certification as Solo Parent (for additional 15 days paid leave) (1 Original Copy)	DSWD Office
Certificate of Assumption (1 Original Copy)	FAD-PS Section
Loyalty Cash Award	
Service Record(1 Original Copy)	FAD-PS Section
Certificate of non-payment from previous office (for transferee) (1 Original Copy)	Previous Government Office
Certification from the Human Resource Officer/Unit that the claimant has not incurred LWOP within the preceding 5-year period, or proof of eligibility to receive incentive	FAD-PS Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1 Original Copy)	
Monetization of Leave Credits	
Approved Leave Application with leave credit balance certified by the Human Resource Officer (1 Original Copy)	FAD-PS Section
Request for monetization of leave covering more than ten days duly approved by the Head of Agency (1 Original Copy)	Concerned NEDA Employee
For monetization of 50 percent or more: <ul style="list-style-type: none"> Clinical abstract/medical procedures to be undertaken in case of health, medical or hospital needs Barangay certification in case of need for financial assistance brought by calamities, typhoons, fire, etc. Justification on financial needs for the education of employee or children (1 Original Copy) 	Medical Provider/Barangay Center/Concerned NEDA Employee
Overtime Pay	
Overtime Authority stating the necessity and urgency of work to be done, names of personnel, the purpose of expected outputs, specific periods of such services and the manner of compensating i.e. Compensatory Time Off or paid in cash (1 Original Copy)	FAD-PS Section
Overtime Work Program (1 Original Copy)	Concerned NEDA Employee
Quantified Overtime Accomplishment duly signed by the employee and supervisor (1 Original Copy)	Concerned NEDA Employee
Certificate of service or duly approved DTR (1 Original Copy)	FAD-PS Section
Representation and Transportation Allowance (RATA)	
Copy of Appointment/Office Order (for first claim) (1 Original Copy)	FAD-PS Section
Certificate of Assumption (1 Original Copy)	FAD-PS Section
Certificate or evidence of service rendered or approved DTR (1 Original Copy)	FAD-PS Section
Certification that the official/employee did not use government vehicle (1 Original Copy)	FAD-GS Section
Certification on the actual incurrence of RATA (1 Original Copy)	Concerned NEDA Employee
Terminal Leave Benefits	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance from money, property and legal accountabilities (1 Original Copy)	FAD-PS Section
Ombudsman Clearance (1 Original Copy)	Office of the Ombudsman
Certified photocopy of employees leave card with computed leave credits as at last date of service by the Human Resource Office/Unit (1 Photocopy)	FAD-PS Section
Approved leave application (1 Original Copy)	FAD-PS Section
Complete service record (1 Original Copy)	FAD-PS Section
Statement of Assets, Liabilities and Net Worth (SALN) (1 Original Copy)	FAD-PS Section
Certified photocopy of appointment/NOSA showing the highest salary received if the last salary under the last appointment is not the highest (1 Original Copy)	FAD-PS Section
Computation of terminal benefits duly signed/certified by the Accountant (1 Original Copy)	
Authorization (in affidavit form) to deduct all financial obligations (1 Original Copy)	Concerned NEDA Employee
Resignation Letter duly accepted by the Head of Agency (in case of resignation) (1 Original Copy)	Concerned NEDA Employee
Additional requirements in case of death: <ul style="list-style-type: none"> • Death certificate • Marriage certificate • Birth certificate of all surviving legal heirs • Designation of next-of-kin • Waiver of rights of children 18 years old and above, if applicable 	Philippine Statistics Office/Concerned NEDA Employee legal heirs/next-of-kin
Reimbursement/Payment of various MOOE expenses	
Same requirements depending on the nature of expenses incurred (refer to COA Circular 2023-004 dated 14 June 2023)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Check and review requirements submitted for payment	None	4 hours	Administrative Aide VI (Processor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	processing. If complete, stamp "Received" and proceed to processing of payment.			
	1.2 Prepare Obligation Request Status (ORS) and Disbursement Voucher (DV).		1 working day	Processor
	1.3 Review and sign ORS.		3 hours	Administrative Assistant III (Budget In-charge)
	1.4 Review and certify the necessity of payment (Box A of DV).		3 hours	Concerned Division Chief
	1.5 Review and certify the supporting documents and amount of payment (Box C of DV).		4 hours	Accountant III
	1.6 Approve payment (Box D of DV).		2 hours	Regional Director
	1.7 Receive approved DV and prepare advice for payment, check and/or LDDAP-ADA.		4 hours	Administrative Assistant II (Disbursing Officer)
	1.8 Approve check/LDDAP-ADA.		4 hours	Accountant, Division Chiefs, Assistant Regional Director, Regional Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Submit advice for payment and/or LDDAP-ADA to the servicing bank.		4 hours	Administrative Assistant II (Disbursing Officer)
2. Acknowledge receipt of payment/ cash advance. Sign "Receipt" portion of the DV	2.1 Prepare related reports and scan DV with the supporting documents for filing.	None	4 hours	Administrative Assistant II (Disbursing Officer)
		None	5 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at nro10@neda.gov.ph
How feedbacks are processed	All feedbacks are forwarded to FAD-PS for processing.
How to file complaint	May file complaint through e-mail at nro0@neda.gov.ph
How complaints are processed	The FAD-PS in charge shall forward the complaints filed by the client to the FAD-FS for appropriate action.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093



2. Service Name **Recruitment, Selection and Placement (RSP) Process**

Service Information Recruitment, Selection and Placement is the process of attracting, and gathering qualified applicants that will fit to the requirements of the vacant position, in the National Economic and Development Authority (NEDA).

Office or Division	NEDA Regional Office X - Finance and Administrative Division (FAD) – Personnel Service (PS) Section
Classification	Complex
Type of Transaction	G2C - Government to Client and G2G - Government to Government
Who may avail	Internal job applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter (1 Original Copy)	Applicant
Personal data sheet (PDS) and work experience sheet (1 Original Copy)	Civil Service Commission (CSC) website
Copy of training/seminar certificates, if required (1 Original Copy)	Training providers
Individual performance commitment rating form (1 Original Copy)	FAD – Personnel Services Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents via: <ul style="list-style-type: none"> E-mail to nro10.recruit 	1.1 Acknowledge receipt of documents (auto-reply) 1.2 Acknowledge receipt	None	2 minutes	Administrative Assistant II (AA II)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
tment@ned.a.gov.ph or • E-mail to nro10@ned.a.gov.ph or hard copy addressed to the Regional Director (RD)	of documents			
2. Receive feedback of application. Another letter will be received in case the applicant does not meet the required rating at any stage of the recruitment process.	2.1. Check/verify the documents submitted, send reply to applicant on the status of application, including information on any lacking document/s.	None	5 minutes	AA II
	2.2. Evaluate the application vis-à-vis basic qualification standards (QS) and staff requirements.		15 minutes	AA II
	Conduct the pre-screening and evaluation of applicants for employment/promotion.		1 day	AA II
	2.3 Prepare longlist of applicants for review by the Chief AO and the ARD.		7 working days	AA II / Admin Officer IV (AO IV) / Chief AO / ARD
	2.4. Invite internal applicants to the next steps of the RSP		As scheduled	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>process as scheduled, to wit:</p> <ul style="list-style-type: none"> • NEDA written exam • NEDA Online Pre-employment Exam and Supervisory Assessment Test (as applicable) • Job Simulation; • Behavioral Event Interviewing; and • Final Interview of the Regional Director (as needed) <p>The following schedules will also be considered in the process:</p> <ul style="list-style-type: none"> • Conduct of Background Investigation; and • Final deliberation of applicants. 			HRMPSB members and Secretariat
3. Receive notice of appointment.	3.1 Notify the applicant and require to submit the needed requirements prior to the issuance of appointment.	None	Within 30 calendar days after notification	Admin Officer IV
4. Assume duty and take oath of office	4.1 Set schedule for on-boarding activity / briefing by receiving division, in case of promotion (as applicable)	None	1 day	Administrative Officer IV / Concerned Division Staff/s



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	within 9 months	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at nro10@neda.gov.ph
How feedbacks are processed	All feedbacks are forwarded to FAD-PS for processing.
How to file complaint	May file complaint through e-mail at nro10@neda.gov.ph
How complaints are processed	The FAD-PS in charge shall forward the complaints filed by the client to the FAD-FS for appropriate action
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093



3. Service Name **REQUEST FOR ISSUANCE OF SUPPLIES FROM STOCKROOM**

Service Information This service pertains to the issuance of supplies/materials from stockroom as requested by staff.

Office or Division	NEDA Regional Office X - Finance and Administrative Division – General Services (FAD-GS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	National Economic and Development Authority (NEDA) employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and Issue Slip (RIS) (downloadable in MS Teams)	Administrative Assistant III (Storekeeper)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish RIS form at MS Teams Helpdesk Channel and print the accomplished form	1.1 Receive approved RIS from requesting division/section and record dates, particulars and other information in the online monitoring form 1.2 Check completeness of the required information in the RIS	None	1 working hour	AA III (Storekeeper)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and assign number in the RIS.</p> <p>1.3 Determine the availability of the requisitioned supplies/materials.</p> <p>If not available, return the RIS to the requester and advise staff to prepare Purchase Request (PR) for the required item.</p>			
2. Receive requisitioned supplies/materials and sign in the "Received by" portion of the RIS	<p>2.1 Release requisitioned supplies/materials to the requesting staff.</p> <p>2.2 Sign in the "Issued by" portion of the RIS.</p> <p>2.3 File RIS for the reference period.</p>	None	30 minutes	AA III (Storekeeper)
		None	1 working hour and 30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	All feedbacks are forwarded to FAD-PS for processing.
How feedbacks are processed	The assigned FAD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	May file complaint through e-mail at nro0@neda.gov.ph
How complaints are processed	The FAD-PS in charge shall forward the complaints filed by the client to the FAD-GS for appropriate action
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093



4. Service Name **Corrective maintenance for Information and Communications Technology (ICT) equipment**

Service Information This service pertains to the provision of repairs/corrective maintenance on ICT equipment.

Office or Division	NEDA Regional Office X - Finance and Administrative Division (FAD) – ICT Section
Classification	Simple – Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority – Region X (NEDA-X) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Helpdesk request (online submission of request, 1 original copy is required)	Helpdesk Channel / Teams DM
2. Details of the issue	Requester to provide
3. Actions taken so far (Optional)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log request via helpdesk / Private Message/Call/ Text	1.1 Receive request.	None	1 working hour	CMT-II / ISA-I / ISA-II
	1.2 Create task in MS Planner.			
	1.3 Tag task to assigned personnel.			
	1.4 Evaluate request.			
	1.5 Conduct diagnosis/ troubleshooting of the ICT equipment.		1 – 3 working days	
	1.6 Undertake necessary action on the request as follows:			
	<u>Case 1</u> If repair will be done in-house and does not require replacement of parts:	None		
	1. Troubleshoot;		Simple: 1 – 2 working days	
	2. Make corrective adjustment;			
	3. Repair equipment, as needed;		Complex: 1-5 working days	
	4. Conduct testing to ensure repair is successful.			
	<u>Case 2</u> If repair will be done in-house and requires replacement of parts:			
	1. Troubleshoot;		1 – 21 working days (may take longer depending on parts availability)	
	2. Identify parts that need replacement;			
	3. Prepare pre-repair inspection/ justification;			
	4. Prepare PR for parts to be			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>replaced;</p> <p>5. Repair equipment when parts are already available; and</p> <p>6. Conduct testing to ensure repair is successful.</p> <p><u>Case 3</u> If defective equipment is under warranty.</p> <p>1. Endorse equipment to FAD-GS to facilitate availment of warranty.</p> <p><u>Case 4</u> If defective equipment is out of warranty and needs outside repair</p> <p>1. Prepare pre-repair inspection/ justification;</p> <p>2. Prepare PR for repair job to be undertaken.</p>		<p>1 – 7 working days</p> <p>1 – 14 working days</p>	
2. Confirm resolution of request.	<p>2.1 Inform requesting personnel on the resolution of the request.</p> <p>2.2 Input details of repair/corrective maintenance works in planner.</p> <p>2.3 Update task status to “Completed.”</p>	None	1 working hour	<p>CMT-II / ISA-I / ISA-II</p> <p>CMT-II / ISA-I / ISA-II</p> <p>CMT-II / ISA-I / ISA-II</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive survey form for feedbacking of corrective maintenance performed.				
		None	2 working hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at nro10@neda.gov.ph
How feedbacks are processed	All feedbacks are forwarded to FAD-PS for processing.
How to file complaint	May file complaint through e-mail at nro10@neda.gov.ph
How complaints are processed	The FAD-PS in charge shall forward the complaints filed by the client to the FAD-FS for appropriate action
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093



NEDA REGIONAL OFFICE XI (DAVAO REGION)

1. Service Name **PROCESSING OF PAYMENTS AND LIQUIDATION OF CASH ADVANCES, AND REIMBURSEMENTS FOR LOCAL OR FOREIGN TRAVELS**

Service Information Provision of administrative/financial services to ensure that all payments and liquidation of cash advances and reimbursements related to local and/or foreign travels are funded, authorized, accurate, and timely, in accordance with statutory rules and regulations while adhering to the minimum documentary requirements and timelines as prescribed.

Office or Division	NEDA Regional Office XI - Finance and Administrative Division (FAD), Office of the Regional Director
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	NRO XI Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash advance for local travel (Timeline of Submission of Documents: At least three (3) days before the scheduled travel): <u>Note:</u> No cash advance shall be granted to any personnel unless the previous cash advance given to him/her for travel is first liquidated and accounted for in the books.	
1. Approved Travel Order (1 original copy)	FAD-Finance Services Unit (FSU)
2. Approved Itinerary of Travel (1 original copy)	FAD-FSU
3. Certification from the Accountant that previous cash advances have been fully liquidated and accounted for in the books (1 original copy)	FAD-FSU



4. Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor (1 original or 1 certified true copy)	FAD-GSU (if booking is facilitated by FAD-GSU) or Requesting stakeholder/client (if the booking is done by the staff)
5. Letter of invitation of the host/sponsoring agency/organization, if any (1 original or 1 certified true copy)	Requesting stakeholder/client
Cash advance for foreign travel (Timeline of Submission of Documents: At least three (3) days before the scheduled travel) <u>Note:</u> No cash advance shall be granted to any personnel unless the previous cash advance given to him/her for travel is first liquidated and accounted for in the books.	
1. Approved Travel Order (1 original copy)	FAD-FSU
2. Approved Itinerary of Travel (1 original copy)	FAD-FSU
3. Certification from the Accountant that previous cash advances have been fully liquidated and accounted for in the books (1 original copy)	FAD-FSU
4. Letter of invitation of the host/sponsoring country/agency/organization (1 original or 1 certified true copy)	Requesting stakeholder/client
5. Flight itinerary issued by the airline ticketing office/travel agency (1 original copy)	FAD-GSU (if booking is facilitated by FAD-GSU) or Requesting stakeholder/client (if the booking is done by the staff)
6. Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor (1 original or 1 certified true copy)	FAD-GSU (if booking is facilitated by FAD-GSU) or Requesting stakeholder/client (if the booking is done by the staff)



7. Where applicable, authority to claim representation expenses (1 original or 1 certified true copy)	Requesting stakeholder/client
Liquidation of cash advances for local/foreign travel (Timeline of Submission of Documents: within 30 days after the return of the personnel to his/her official station):	
1. Paper/electronic plane, boat or bus tickets, boarding pass, as applicable (1 original copy of each ticket)	Requesting stakeholder/client
2. Certificate of Appearance/Attendance (1 original or 1 certified true copy)	Requesting stakeholder/client
3. Copy of previously approved Itinerary of Travel (1 certified true copy)	Requesting stakeholder/client
4. Revised or supplemental Office Order or any proof supporting the change of schedule (1 original or 1 certified true copy)	Requesting stakeholder/client
5. Revised Itinerary of Travel, if the previously approved IT was not followed (1 original copy)	FAD-FSU
6. Official Receipts for actual transportation expenses incurred (1 original copy of each receipt)	Requesting stakeholder/client
7. Approved Certificate of Travel Completed (1 original copy)	FAD-FSU
8. Feedback report/Post-activity report (1 original or 1 certified true copy)	Requesting stakeholder/client (within three (3) days after the return of the personnel to his/her official station)
Reimbursement for local travel – shall apply if no cash advance for travel is requested by the personnel (Timeline of Submission of Documents: within ten (10) days after the return of the personnel to his/her official station)	
1. Approved Travel Order (1 original copy)	FAD-FSU
2. Approved Itinerary of Travel (1 original copy)	Requesting stakeholder/client



3. Copy of invitation letter/Special Order/Memo relative to the conduct of the activity requiring such travel (1 original or 1 certified true copy)	Requesting stakeholder/client
4. Paper/electronic plane, boat or bus tickets, boarding pass, as applicable (1 original copy of each ticket)	FAD-GSU (if booking is facilitated by FAD-GSU) or Requesting stakeholder/client (if booking is done by the staff)
5. Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor (1 original or 1 certified true copy)	FAD-GSU (if booking is facilitated by FAD-GSU) or Requesting stakeholder/client (if booking is done by the staff)
6. Certificate of Appearance/Attendance (1 original or 1 certified true copy)	Requesting stakeholder/client
7. Official Receipts for actual transportation expenses incurred (1 original copy of each receipt)	Requesting stakeholder/client
8. Approved Certificate of Travel Completed (1 original copy)	FAD-FSU
9. Feedback report/Post-activity report (1 original or 1 certified true copy)	Requesting stakeholder/client (within three (3) days after the return of the personnel to his/her official station)
Representation expenses (Timeline of Submission of Documents: within five (5) days from the conduct of the meeting)	
1. Approved Request for Authority to Conduct Meeting and Authority to Provide Meals/Snacks (1 original copy)	Requesting stakeholder/client
2. Approved Purchase Request (1 original copy)	Requesting stakeholder/client/FAD-GSU
3. Approved Purchase Order (1 original copy)	FAD-GSU



4. Attendance Sheet (1 original copy)	Requesting stakeholder/client
5. Notice of Meeting/Activity Design (1 original or 1 certified true copy)	Requesting stakeholder/client
6. Special Order, as may be applicable (1 original or 1 certified true copy)	Requesting stakeholder/client
7. Action minutes/Discussion minutes (1 original or 1 certified true copy)	Requesting stakeholder/client (within one (1) day/ten (10) days from the conduct of activity)
Reimbursement of Expenses purchased from/rendered by establishment not issuing receipts/invoice:	
1. Expenses amounting to PHP 300.00 or less purchased from/rendered by establishment not issuing receipt/invoice: 1.1 Certification of Expenses Not Requiring Receipts duly noted by the Regional Director (1 original copy)	FAD-FSU
2. Expenses amounting to PHP 300.00 but not exceeding PHP 1,000.00 purchased from/rendered by establishment not issuing receipt/invoice 2.1 Reimbursement Expense Receipt (1 original copy)	Requesting stakeholder/client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents within the prescribed timelines upon return to the official station and/or after the conduct of activities	1.1.Prepare Obligation Request and Status (ORS), Disbursement Voucher (DV), Journal Entry Voucher (JEV) and Bureau of Internal	None	7 days (Note: Processing time shall commence upon receipt of complete supporting	Bookkeeper



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Revenue (BIR) Forms 2317 and 2316 for taxes withheld from payments for goods and services		documents and is subject to the availability of funds.)	
	1.2. Certify that the allotment is available and obligated for the purpose indicated in the ORS	None	1 day	Designated Budget Officer
	1.3. Review and certify that the ORS is necessary, lawful, and under direct supervision, and that the supporting documents are valid, proper, and legal	None	1 day	End-user Division Chief
	1.4. Review the DV and JEV and certify that cash is available, supporting documents are complete, and amount claimed is proper per DV; and certifies on the JEV that the entry is correct	None	1 day	Accountant III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Approve payment of the claim on the DV	None		Regional Director/ Authorized Representative
	1.6. Prepare of Advice to Debit Account (ADA) for payees with accounts with the Government Servicing Bank (GSB) (Land Bank of the Philippines) of the Office or check and ACIC for payees without accounts with GSB of the Office	None	1 day	Designated Disbursing Officer
	1.7. Review the correctness of ADA, check, and ACIC	None	1 day	Chief Administrative Officer
	1.8. Certify the correctness of the ADA	None		Accountant III
	1.9. Approve the ADA, check, and ACIC	None		Regional Director/ Authorized Representative
	1.10. Submit the ADA, check, and ACIC to the GSB for processing	None	1 day	Designated Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives and acknowledges receipt of the payment	2.1. For payment through List of Due and Demandable Accounts Payable (LDDAP)-ADA, credit payment to clients account	None	1 day	Government Servicing Bank (GSB)
	2.2. For check payments, inform client that check is available for pick-up	None		Designated Disbursing Officer
			14 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Clients may provide feedback using the NEDA XI Client Satisfaction Measurement (CSM) Form (Annex A), through any of the following means, viz:</p> <ol style="list-style-type: none"> 1. Accomplish the NEDA XI CSM Form available at the Office lobby and drop it in the Feedback and Complaints Box provided 2. Access the online NEDA XI CSM Form through https://forms.office.com/r/fkZmPrfKv9 3. Download the NEDA XI CSM Form at https://nro11.neda.gov.ph/wp-content/uploads/2024/01/NEDA-XI-Client-Satisfaction-Measure-Survey-Form.pdf and send the accomplished form through e-mail at nro11@neda.gov.ph or snail mail addressed to: <p>MARIA LOURDES D. LIM, CESO II Regional Director NEDA Regional Office XI NEDA-RDC XI Center Km. 7, Bangkal, Talomo, Davao City 8000</p>
How feedbacks are processed?	<p>The ORD Secretary shall receive feedbacks/complaints and log at the NEDA XI Assignment Tracking and Monitoring Information System (ATMIS) for instructions of the Regional Director (RD).</p> <p>The Regional Director shall route the feedbacks received to the NRO XI Sub-Committee on Anti-Red-Tape (Sub-CART) Public</p>



FEEDBACK AND COMPLAINTS MECHANISM

	<p>Assistance/Complaints Center focal, who shall coordinate with the concerned Division Chief for appropriate action on the RD's instructions to address the feedbacks/complaints received, and as necessary, recommend further actions to improve service delivery.</p> <p>In case the client provides a contact information (e.g., email address, phone number) where he/she may be reached, the NRO XI Sub-CART Public Assistance/Complaints Center focal shall prepare a letter to the client, for signature of the Regional Director, informing of the action/s taken on the feedback, within 7 working days from receipt thereof. Processing of NEDA XI CSM survey results shall be guided by ARTA MC 2022-05 or the Guidelines on the Implementation of the Harmonized CSM.</p>
How to file a complaint?	<p>To file a complaint, the complainant shall provide the complete details using the NEDA XI Complaints Form (Annex B) and send through any of the following means, viz:</p> <ol style="list-style-type: none"> 1. Accomplish the NEDA XI Complaints Form available at the Office lobby and drop it in the Feedback and Complaints Box provided 2. Access the online NEDA XI Complaints Form in survey form through https://forms.office.com/r/9weXwEDPHv 3. Download the NEDA XI Complaints Form at https://nro11.neda.gov.ph/wp-content/uploads/2024/01/NEDA-XI-Complaint-Form.pdf and send the accomplished form through e-mail at nro11@neda.gov.ph or snail mail addressed to: <p>MARIA LOURDES D. LIM, CESO II Regional Director NEDA Regional Office XI NEDA-RDC XI Center Km. 7, Bangkal, Talomo, Davao City 8000</p> <p>The complaint may also be coursed through:</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621 or Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908–881–6565</p>
How complaints are processed?	<p>All complaints received shall be evaluated by the NRO XI Sub Committee on Anti-Red Tape (Sub-CART).</p> <p>The NRO XI Sub-CART reviews and evaluates the complaints received, with guidance from the RD. The committee shall coordinate with the concerned divisions/staff to address the complaint and shall investigate, if</p>



FEEDBACK AND COMPLAINTS MECHANISM

	necessary. After the complaint has been addressed or after the conduct of the investigation, the Committee, through the Public Assistance/Complaints Center focal, shall draft a report on the actions taken to address the complaint, copy furnished the complainant, through a given email or address, if any.
Contact information of NEDA XI	<p>The official website of NEDA XI is: https://nro11.neda.gov.ph/ E-mail address: nro11@neda.gov.ph Telephone Numbers: (082) 296-0160 to 64 Fax Numbers: (082)296-0163</p> <p>Online Help Desk via Facebook Chat Plug-in at https://nro11.neda.gov.ph/contact-us/ Facebook Page: www.facebook.com/nedaregion11/</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242 Anti-Red Tape Authority Eastern Mindanao Regional Field Office – easternmindanao@arta.gov.ph</p>



NEDA XI CLIENT SATISFACTION MEASUREMENT FORM



Client Satisfaction Measurement Survey

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement survey aims to gather the overall clients' experience/ assessment in availing the services of NEDA XI. Feedback on your recently concluded transaction will help NEDA XI improve the service provided.

By submitting this survey form, I agree that my details and responses shall be used solely for the purpose of assessing the client's experience in availing the services of NEDA XI and for its improvement. It is understood that my data will be held securely; shall be treated and processed with utmost confidentiality; and shall be disposed and discarded in a secure manner, when the information is no longer required for the said purpose. Thus, further processing, unauthorized access, or disclosure of the information collected to any other party or to the public shall be prohibited in accordance with the Data Privacy Act of 2012.

1. Age

- ☐ 18-25 ☐ 26-35 ☐ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66 and above

2. Sex

- ☐ Male ☐ Female ☐ Prefer not to say ☐ Others

3. Region: _____

4. Customer Type

- ☐ Citizen ☐ Business ☐ Government

5. Service Availed:

External Services:

- ☐ Request for resource persons/technical experts in certain fields/topics
☐ Request such as development and/or management of specialized training courses
☐ Request for RDC XI endorsement on project proposal
☐ Request for issuance of authenticated or certified true copy of Regional Development Council (RDC) XI Resolutions

Internal Service:

- ☐ Processing of Payments and Liquidation of Cash Advances, and Reimbursements for Local or Foreign Travels

6. Date of Transaction: _____

7. Which of the following best describes your awareness of a Citizen's Charter?

- ☐ I am aware about the Government Agencies' Citizen's Charter (GACC) and saw NEDA XI's Charter.
☐ I am aware about the GACC and was not able to see NEDA XI's Charter.
☐ I was made aware of GACC only when I saw NEDA XI's Charter.
☐ I do not know what a Citizen's Charter is and did not see one in NEDA XI.

8. If aware of the Charter (answered 1st/2nd/3rd option in Question #8), the NEDA XI Citizen's Charter was

- ☐ Easy to see ☐ Somewhat easy to see
☐ Difficult to find ☐ Not visible at all

9. If aware of the Charter (answered 1st/2nd/3rd option in Question #8), how helpful is the NEDA XI's Citizen's Charter in transacting your request?

- ☐ Very helpful ☐ Somewhat helpful
☐ Neither helpful nor unhelpful ☐ Somewhat unhelpful
☐ Very unhelpful ☐ N/A

10. Please put a check mark (☐) on the option that corresponds to your answer or evaluation (wherein 5 is the highest and 1 as the lowest score).

Question	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	Not Applicable
a. I spent an acceptable amount of time to complete my transaction. (Responsiveness)						
b. NEDA XI accurately informed and followed the transaction's requirements and steps. (Reliability)						
c. My online transaction, including steps and payment, was simple and convenient. (Access and Facility)						
d. I easily found information about my transaction in NEDA XI and/or its website. (Communication)						
e. I paid a reasonable amount of fees for my transaction. (Costs)						
f. I felt that NEDA XI was fair to everyone or "walang palakasan" during my transaction. (Integrity)						
g. I was treated courteously and was attended to by the staff on my service-related needs. (Assurance)						
h. I got what I needed from NEDA XI, or if denied, the reason was sufficiently explained to me. (Outcome)						
i. I am satisfied with the service that I availed. (Overall)						

11. Additional Inputs/Remarks/Comments/Suggestions

12. Email Address/Contact No. _____

THANK YOU!



NEDA REGIONAL OFFICE XII (SOCCSKSARGEN)

1. Service Name **MAINTENANCE OF DATABASE MANAGEMENT SYSTEM**

Service Information: Provision of maintenance and updates for information and communications technology applications and website

Office or Division	NEDA Regional Office XII FAD – Management Information Systems Unit (MISU)
Classification	Complex - Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	NEDA XII Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT System Support Ticket Form (1 original copy)	FAD – MISU (through MS 365 Forms)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For routine actions				
1. Send request via MS 365 Forms	1.1 Receipt of service request 1.2 Assessment and implementation of changes	None	3 working days (Level 1) 10 working days (Level 2)	Information Systems Analyst (ISA) II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Notification of successful implementation of changes			
2. Confirmation of closing ticket form	2.1 Closing of ticket form in monitoring file	None	1 working day	Information Systems Analyst (ISA) II
			4 working days (Level 1) 11 working days (Level 2)	
B. For highly technical				
1. Send request via e-mail, phone call, or memorandum	1.1 Encoding of the request with recommended action plans 1.2 Approval of the service request with action plans 1.3 Design, development, and testing of system changes based on user requirements Closing of service request	None	25 working days (Single stage) 90 working days (Multi-stage)	Information Systems Analyst (ISA) II
2. User acceptance and service rating	2.1 Formulate software and hardware documentation Conduct users' training	None	10 working days	Information Systems Analyst (ISA) II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request				
			35 working days (Single stage) 100 working days (Multi-stage)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph.
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-MISU for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



2. Service Name **CORRECTIVE MAINTENANCE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) EQUIPMENT**

Service Information: Provision of technical support for information and communication technology hardware and/or software

Office or Division	NEDA Regional Office XII FAD – Management Information Systems Unit (MISU)
Classification	Simple - Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	NEDA XII Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ICT Unit Assessment Request Form (1 Original Copy)	FAD – MISU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form	1.1 Receipt and logging of request 1.2 Assigning of Information Technology (IT) Support: i. IT support to conduct hardware and software diagnosis/ troubleshooting of	None	Within 1 working day Diagnosis within 1 to 2 working days for basic and	Information Systems Analyst (ISA) II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the subject ICT equipment</p> <p>ii. IT Support to take necessary action for the following IT issues/ concerns:</p> <p>Determine needed repair:</p> <p>i. If the repair will be done in-house:</p> <p>i.i. Troubleshoot;</p> <p>i.ii Make corrective adjustments;</p> <p>i.iii Conduct minor repair</p> <p>i.iv If requires replacement of parts, provide a replacement unit, if available.</p> <p>If the equipment is under warranty, contact the service provider for repair/ replacement. Inform the end-user.</p> <p>ii. If the equipment is outside the warranty period, IT Support to recommend outside repair, and replacement parts, determine the source of funds, and assign personnel to</p>		<p>3 to 5 working days for complex concerns/ issues</p> <ul style="list-style-type: none"> Level 1 (Basic): 1 to 2 working days Level 2 (Complex) : 3 to 7 working days Level 1: 3 to 5 working 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>prepare a Purchase Request</p> <p>1.3. Turn-over of repaired ICT equipment</p> <p>1.3.1 For in-house repair services, turn over the repaired ICT equipment to the end user.</p> <p>1.3.2 For outsourced repair services, inspect the ICT equipment if functioning, record the result of the inspection, and turn it over to the end user</p>		<p>days</p> <ul style="list-style-type: none"> Level 2: 3 to 7 working days Level 3 (Outside support): To be determined by the engagement terms <p>Within 1 working day</p> <p>Within 2 working days</p>	
			Total number of processing time	<p>1 – 3 working days (Basic/Simple)</p> <p>5 – 7 working days</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(Complex) 8 – 25 working days (Highly Technical)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph.
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-MISU for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



3. Service Name **ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)/ CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AND BENEFITS (COECB)**

Service Information The COE/COECB provides information pertaining to the employee's position, current employment status, salary, allowances and benefits received, etc. provide information on employee's position, current employment status, salary, allowances and benefits received, etc. The COE/ COECB document is used for various purposes including loans, school and loan applications, bank transactions, passport/ visa applications, and other legal purposes.

Office or Division	NEDA Regional Office XII FAD - Human Resource Management Services (HRMS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen and G2G - Government to Government
Who may avail	Active and Inactive NEDA XII Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA XII Employees	
1. Duly accomplished document request form (the employee can also request through e-mail) – <i>refer to Annex A</i>	FAD-HRMS
Inactive NEDA XII Employees	
1. Request letter specifying the purpose (1 original signed or can also send the request through e-mail with digital or e-	Requesting client



signature of the requesting employee)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the document request form (see <i>Annex A</i>) or submit an e-mail request for inactive employees	1.1 Receive and/or acknowledge request.	None	30 minutes	Administrative Assistant (AA) II/III
	Forward the request form to the assigned focal person.			Administrative Assistant (AA) II/III
	Received by the assigned focal person.			AA III or Administrative Officer (AO) IV
	1.2 Gather data if necessary, for updating.		7 hours and 30 minutes	AA III or AO IV
	Prepare, assign control number, print, and affix initial on the COE/COECB.			
	1.3 Review the document, affix the initial, and forward it to the Chief Administrative Officer (CAO) for signature.		1 working day	AO IV and/or Supervising Administrative Officer (SAO)
	1.4 Sign the document requested and return it to the releasing HRMS employee/officer		4 hours	CAO or next-in-rank Officer



2. Receive COE/ COECB	2.1 Record the signed/approved COE/COECB in the document request form and release the same requesting employee.	None	4 hours	AA II/ III and/or AO II
		NONE	3 working days	

Inactive Employee

The same client steps with active employee apply. However, it takes more than 3 days to process and generate the COE/COECB of inactive employees due to non-integration in the system. The gathering of manual inputting of information may take 5 to 7 days, depending upon the completeness of information available in their 201 folders and index of Salary and Compensation.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph .
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-HRMS for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



4. Service Name **CERTIFICATION OF DOCUMENTS (CERTIFIED PHOTOCOPY/ TRUE COPY)**

Service Information Authentication by the Finance and Administrative Division – Human Resource Management Services that a certain NEDA issuance is a certified true or photocopy.

Office or Division	NEDA Regional Office XII FAD – Human Resource Management Services (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA XII Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished document request form (1 original signed or the employee can also request through e-mail with digital or e-signature of the requesting employee) – <i>refer to Annex A</i>	FAD-HRMS
2. NEDA XII HRMS documents (e.g. Appointment paper, Service Record, SALN, etc.) (1 original and 2 or more photocopies, as needed)	FAD-HRMS/client
Fully accomplished document request form with original document/s as applicable:	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transactions (physical submission of documents)				
1. Submit a duly accomplished document request form (see <i>Annex A</i>) and present documents to be authenticated, if already available.	1.1 Receive a request for an authenticated copy of the document.	None	1-3 mins	Administrative Assistant (AA) II or III
	1.2 Retrieve the original copy of HRMS-related NEDA documents, if requested		1-5 days	AA II or III Administrative Officer (AO) IV
	1.3 Verify/ check the authenticity of the documents		5 mins	AO IV or next-in-rank
	1.4 Authenticate the NEDA documents		5 mins	AO IV or next-in-rank
	1.5 HRMS to provide one copy to staff		2-10 mins	AA II, III, or AO IV
		NONE	15 mins to 5 working days	
B. Requests filed through e-mail or courier				
2 Staff to submit through email the fully accomplished requisition slip.	2.1 Receive a request for an authenticated copy of the document, and acknowledge receipt.	None	1-3 mins	Administrative Assistant (AA) II or III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Retrieve/ present the original copy of NEDA documents</p> <p>2.3 Verify/ check the authenticity of the documents</p> <p>2.4 Authenticate the NEDA documents</p> <p>2.5 HRMS to provide one copy to staff through email</p>		<p>1-5 days</p> <p>5 mins</p> <p>5 mins</p> <p>30 minutes for emails and 3 days for courier</p>	<p>AA II or III Administrative Officer (AO) IV</p> <p>AO IV or next-in-rank</p> <p>AO IV or next-in-rank</p> <p>AA II, III or AO IV</p>
		NONE	<p>40 minutes to 5 working days for email requests and 5 days for courier</p>	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph .
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-HRMS for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



5. Service Name **REQUEST FOR USE AND PHYSICAL ARRANGEMENT OF NEDA XII CONFERENCE HALL/ROOMS**

Service Information The Request for Use and Physical Arrangement of the NEDA XII Conference Hall/Rooms encompasses the management and coordination of space utilization for official meetings, seminars, workshops, and other related events held at NEDA XII. This process is designed to ensure that all bookings are conducted transparently and efficiently, adhering to the guidelines and policies set forth by the agency.

Office or Division	NEDA Regional Office XII FAD – Human Resource Management Services (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA XII Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Slip for use and physical arrangement of NEDA XII Conference Hall	FAD - PRMS
Requirements as applicable:	
<ul style="list-style-type: none"> Requisition Slip for use and physical arrangement of NEDA XII Conference Hall – Completely signed 	FAD-HRMS/client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transactions (physical submission of documents)				
1. Submit approved Requisition Slip for use and physical arrangement of NEDA XII – Conference Hall – Completely signed	1.1 Receive signed Request Slip from requesting personnel.	None	1 hour	Administrative Assistant III
	1.2 Determine the availability of the conference hall/room on the dates booked. If not available, return the Requisition Slip to the end-user. If available, reserve the conference hall/rooms being booked on the said dates.		1 hour	
	2. Approve Requisition Slip for use and physical arrangement of the Conference Hall/Rooms and inform the requesting party of the approved request.		1 hour	Administrative Officer IV
	3. Coordinate with utility personnel the date and physical arrangement determined by the end user.		1 hour	Administrative Officer IV
		NONE	4 hours	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Requests filed through e-mail or courier				
2 Submit approved Requisition Slip for use and physical arrangement of NEDA XII Conference Hall – Completely signed	2.1 Receive digitally signed Request Slip from requesting personnel.	None	1 hour	Administrative Assistant III
	2.2 Determine the availability of the conference hall/room on the dates booked. If not available, return the Requisition Slip to the end-user. If available, reserve the conference hall/rooms being booked on the said dates.		1 hour	
	2.3 Approve the Requisition Slip for use and physical arrangements of the Conference Hall/Rooms and inform the requesting party of the approved request.		1 hour	Administrative Officer IV
	2.4 Coordinate with utility personnel the date and physical arrangement determined by the end user.		1 hour	Administrative Officer IV
		NONE	4 hours	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph .
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-HRMS for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



6. Service Name **AIR TRAVEL REQUEST THROUGH GOVERNMENT FARES AGREEMENT**

Service Information This service is designed to facilitate air travel arrangements for NEDA XII employees utilizing the Government Fares Agreement (GFA). It ensures compliance with travel regulations while optimizing travel costs through negotiated fares with designated carriers. The process emphasizes efficiency, accountability, and adherence to travel policies.

Office or Division	NEDA Regional Office XII FAD – Physical Resource Management Services (PRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA XII Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Air Travel Request Form – Completely signed (1 Original Copy)	FAD - PRMS
2. Travel Order (1 Original Copy)	End-user
3 Event Invitation Letter or document confirming attendance to the said event (1 Original Copy)	End-user
Requirements as applicable:	
<ul style="list-style-type: none"> Travel Order (1 Original Copy) Event Invitation Letter or document confirming attendance to the said event (1 	End-user



Original Copy) • Itinerary Ticket (1 Original Copy) • Boarding Pass (1 Original Copy) • Official Receipt (1 Original Copy) • Certificate of Appearance (1 Original Copy)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transactions (physical submission of documents)				
1. Fill out the Air Travel Request (ATR) Form in two copies indicating the Entity, Date of Travel, Preferred Airline Airway, name, Birthday, ID, Original and Destination; Departure date and preferred time; Return date and preferred time; Contact Details; and Purpose	1.1 Received the form and Supervisor for Recommending Approval 1.2 Certify Funds Availability and forward to Accounting and certify that no no unliquidated travel or cash advance and forward for Approval	None None	10 minutes 10 minutes	Division Chief Budget Officer/ SAO/ Accountant III
2 If there is unliquidated	2.1 Sign the ATR for Approval	None	10 minutes	Regional Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
travel or cash advance, wait for the submission of travel liquidation documents				
3 Submit a completely signed ATR Form	<p>3.1 Receive the form and ensure all requirements are attached and all signatories have signed the request form. Confirm availability of funds of credit line to be used on the booking (PAL or Cebu Pacific). Sign "Received" of the original and copy 2 of the Air Travel Request Form once funds is available. If not, confirm with the Budget Officer the payment method to be used on the said booking.</p> <p>3.2 Proceed with the booking of the flight requested. Confirm the availability of the requested flight schedule. Book a flight according to the details provided in the requesting staff/end-</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	user the flight schedule is unavailable, confirm with the requesting staff/end-user the flight schedule and book according to the new schedule provided by the end-user. Once the booking is confirmed, inform and provide a copy to the requesting staff/end-user.			
4 Submit the following requirements within 5 days upon return from travel: *itinerary ticket *Boarding Pass *Certificate of Appearance *Official Receipt	4.1 Receive and ensure all documents required are provided by the requesting staff/end-user within 5 days upon return from travel.	None	4 hours	GFA Corporate Administrator/ Travel Arranger/Administrative Assistant III
			9 hours	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph .
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-HRMS for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



7. Service Name **PROCESSING OF REQUESTING FOR CASH ADVANCES**

Service Information The concerned units evaluate the appropriateness of the request and completeness of supporting documents; and certify the availability of Notice of Cash allocation to endorse the duly approved voucher for check/ List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) issuance in timely manner in accordance with existing accounting and auditing laws, rules and regulations.

Office or Division	NEDA Regional Office XII FAD – Financial Resource Management Services (FRMS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen and G2G - Government to Government
Who may avail	a. NEDA XII employees (as end users) b. Private Sector Representatives (PSR) for Monitoring and Evaluation

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travelling Expenses a. Local Travel	Cash Advance <ul style="list-style-type: none"> Local Travel Order approved in accordance with EO No. 77 Duly approved Itinerary of Travel Certification from the accountant that the previous cash advance has been liquidated Daily Travel Expenses (DTE) Reimbursement <ul style="list-style-type: none"> Approved Local Travel Order by the Head of the Agency Duly approved Itinerary of Travel Revised Itinerary of Travel 	Requesting Staff



	<ul style="list-style-type: none"> • Revised Itinerary of Travel, if previously approved itinerary • Certificate of Travel Completed • Official Receipts • Certificate of Appearance/Participation • Travel Report • Reimbursement Certification <p>With Airfare Reimbursement</p> <ul style="list-style-type: none"> • Plane ticket/e-Ticket/airline itinerary • Boarding Pass • If purchase through travel agency, quotations from at least three travel agencies <p>Other Transportation Expenses/incidental</p> <ul style="list-style-type: none"> • Other Transportation Expenses/incidental • Terminal fee receipts • Bus ticket/ grab official receipts/ taxi officials • Certification of Expenses Not Requiring Receipts 	
b. Foreign Travel	<p>Cash Advance</p> <ul style="list-style-type: none"> • Office Order/Travel Order approved in accordance with Sections 1 and 2 of EO No. 459 dated September 1, 2005 • As approved by the Office of the President for Head of Agencies, Members of the Cabinet and Officials of equivalent rank ; and • As approved by the Head of Agencies in the case of the other government officials and employees regardless of the length of travel • Duly approved itinerary of travel • Letter of invitation of host/sponsoring country/ agency/ organization • For plane fare purchased through Agency, quotations of three travel agencies or its equivalent • Flight itinerary issued by the airline/ticketing office/ travel agency 	Requesting Staff



	<ul style="list-style-type: none"> • Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed • Document to show the dollar to peso exchange rate at the date of grant of cash advance • Where applicable, authority from the OP to claim representation expenses • In case of seminars/trainings <ol style="list-style-type: none"> a. Invitation addressed to the agency inviting participants (issued by the foreign country) b. Acceptance of the nominees as participants (issued by the foreign country) c. Programme Agenda and Logistics Information • Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books <p>Reimbursement</p> <ul style="list-style-type: none"> • Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee • Certificate of appearance/attendance for training/seminar/participation • Bills/receipts for non-commutable representation expenses approved by the President under E.O. No. 77 • For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 77) <ol style="list-style-type: none"> a. Approval by the President b. Certification from the Head of the Agency that it is absolutely necessary c. Hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) • Revised Itinerary of Travel, if applicable • Narrative report on trip undertaken/Report on Participation 	
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c. Special Purpose / Time Bound Undertaking	<ul style="list-style-type: none"> • Official Receipt in case of refund of excess cash advance • Certificate of Travel Completed <p>Cash Advance</p> <ul style="list-style-type: none"> • Approved Activity Design • Cash Advance Request Form <p>Reimbursement</p> <ul style="list-style-type: none"> • Reimbursement Certification • Official Receipts/Sales Invoice/Charge Invoice • Approved trip ticket, for gasoline expenses • Job Order/Contract • Memo Report of the Activity • Other documents required under COA Circular 2012-001 dated June 14, 2012 	Requesting Unit/Staff
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user prepares and submits the COA-prescribed documentary requirements	1.1 Review COA-prescribed documentary requirements. <i>In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the end-user for</i>	None	Not more than 2 working days	ADAS II and III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completion.			
	1.2 Prepare the DV, ORS and JEV.		15 minutes	ADAS II and III
	1.3 Conduct review and evaluation of the DV and ORS, and sign Box C of DV.		1 hour	Accountant III
	1.4 Record and endorse to the concerned Approving Authority.		10 minutes	ADAS II and III
	1.5 Office of the Approving Authority receives the documents; Approving		4 hours (subject to the schedule/availability of concerned signatory, who may be attending equally important meetings, among others)	Concerned Management Signatory
	1.6 Receive approved DV and endorse to cashier for payment.		10 minutes	ADAS II and III
	1.6.1 Encoding transactions to a34 for ADA and ACIC number generation.		2 hours	SDO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>For manual crediting of transaction;</i> Preparation of LDDAP-ADA, Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIAE), and encoding and generation of the Land bank of the Philippines (LBP) Financial Data Entry System.(FinDES) and WinACIC.</p> <p><i>For online crediting of transaction:</i> Creation of LDDAP-ADA for encoding of ACIC and ADA entries to LBP Electronic Modified Disbursement System (LBP eMDS) and send for online approval.</p>			
	<p>1.7 <i>For manual processing:</i> Review, warrant and certify correct the LDDAP-ADA, SLIAE and FinDES</p>		1 hour	Accountant III
	<p>1.8 <i>For both manual and online processing:</i> Endorse to Office of the Approving Authority</p>		10 minutes	SDO
	<p>1.9 <i>For manual</i></p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>processing:</i> Office of the Approving Authority receives the documents; Approving Authority approves and signs the LDDAP-ADA, SLIIAE and FinDES. For online processing: Login to LBP eMDS approver account and approve ADA transaction with OTP.</p>		4 hours	Concerned Management Signatory
	1.10 Office of the Approving Authority transmits the documents to the Cashier		10 minutes	Secretary – ORD
	1.11 <i>For manual LDDAP-ADA:</i> if ACIC processed through WINACICDES, deliver/ submit the ACIC, ADA and other related documents (hard copies and in USB) to Landbank for processing		2 hours	SDO
	1.12 <i>For check payment:</i> Prepare and		30 minutes	SDO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>encode transaction to a34, assign check number, print check, review and proceed the Advice of Check Issued and Cancelled (ACIC) through Electronic Modified Disbursement System (eMDS) for processing online.</p> <p>1.13 Endorse check to Office of the Approving Authority for signature and online approval</p> <p>1.14 Office of the Approving Authority approves ACIC thru LBP eMDS and sign the check.</p> <p>1.15 Check completeness of the signature on check and check approval of check thru eMDS</p> <p>1.16 Stamp "Paid" on the DV</p> <p>1.17 Government servicing bank to</p>		<p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>24 hours</p>	<p>SDO</p> <p>Concerned Management Signatory</p> <p>SDO</p> <p>SDO</p> <p>Government</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	process submitted documents and online transactions processed through eMDS and or manual submission of LDDAP-ADA.		Payment through LDDAP – ADA: Maximum of 2 banking days	servicing bank
2. Receive Payment	<p>For payment through LDDAP – ADA credit payment to client's account.</p> <p>For check payment, claim the check at the Cashier's Office</p>	None	<p>Payment credited after processing of government servicing bank. Next day immediately after processing of government servicing bank or 1 working day after</p> <p>Check will be available for release, following day after approval online</p>	<p>Government servicing bank</p> <p>End - User</p>
		None	5 days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Accomplish the online NEDA Client Satisfaction Survey Form or Client Satisfaction Survey Form available in the office. For complaints, submit an email to nro12@neda.gov.ph .
How feedback and complaints are processed	Feedback, suggestions, and complaints are forwarded to NEDA XII FAD-HRMS for processing, validation, and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



NEDA REGIONAL OFFICE XIII (CARAGA)

1. Service Name **PROCUREMENT OF GOODS AND SERVICES USING “DIRECT ACQUISITION AND SMALL VALUE PROCUREMENT” AS AN ALTERNATIVE MODE OF PROCUREMENT**

Service Information This procedure covers the identification of the Goods and Services to be procured up to the award of contract to the winning bidder, duly compliant with the procurement guidelines as specified in Republic Act No. 12009 and its Implementing Rules and Regulations.

Office or Division	NEDA Regional Office Caraga - Finance and Administrative Division (FAD)
Classification	Simple-Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	All NEDA Caraga Permanent and Contractual Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request, (1 original copy)	End-User
2. Product and Service Specifications, (1 Photocopy)	End-User
3. Activity Design, (1 photocopy)	End-User
4. Approved Annual Procurement Plan (1 photocopy)	BAC Secretariat
5. Request for Quotation Form, except for Direction Acquisition (3 original copy)	BAC Secretariat
6. Abstract of Canvass of Price	BAC Secretariat



(1 original copy)	
7. Purchase Order, (3 original copies)	BAC Secretariat
8. Bids and Awards Committee (BAC) Resolution	BAC Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request (PR) with attached Activity Design/Specifications of the goods/services to be procured, whichever is applicable	1.1 Receive the Purchase Request and assign control number.	none	5 minutes	BAC Secretariat
	1.2 Check whether the procurement project is included in the approved Annual Procurement Plan (APP). If not included in the approved APP, inform the end-user to prepare the supplemental/ revised PPMP incorporating the goods/service to be procured.	None	5 minutes	BAC Secretariat
	1.3 Prepare Request for Quotation	None	10 minutes	BAC Secretariat, BAC Chairperson



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(RFQ) form incorporating the requirements stipulated in the approved PR and secure signature of the BAC Chairperson.			
	1.4 Disseminate the RFQ to at least three (3) PhilGEPS registered suppliers/contractors of known qualifications.	None	1-3 days	BAC Secretariat, Canvasser
	Publish through PhilGEPS for RFQs with Approved Budget of Contract (ABC) above PhP50,000.00	None	3-7 days	BAC Secretariat, Canvasser
	1.5 Receive RFQs from suppliers.	None	5 minutes	BAC Members, Secretariat
	1.6 Conduct BAC meeting to award the winning bid for items costing	None	1 day	BAC Members, Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>PhP50,000.00 and above and prepare the corresponding BAC Resolution.</p> <p>For items less than PhP50,000.00, conduct a referendum to award the winning bid</p> <p>1.7 Prepare Abstract of Canvass of Prices reflecting the lowest calculated and responsive offer and route to the BAC for review and signature, and to the Regional Director for approval.</p> <p>1.8 Prepare Purchase Order (PO) incorporating the complete details/ specifications to</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 day</p> <p>10 minutes</p>	<p>BAC Members, Secretariat</p> <p>BAC Secretariat</p> <p>Budget Officer, Accountant</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be procured.			
	Submit the PO to the accounting unit for obligation and certification of the availability of funds.	None	5 minutes	BAC Secretariat
	Submit the PO to the Regional Director for approval.	None	5 minutes	BAC Secretariat
	1.9 Serve the approved PO to the winning supplier/contractor	None	1 day	BAC Secretariat
	1.10 Provide 1 copy of the PO to COA with photocopy of supporting documents	None	1 day	BAC Secretariat
		None	7 days, 1 hour and 33 minutes to 14 days	

Note: The approved processing time does not account the other mandatory timelines set by RA 9184 or the Government Procurement Reform Act (GPRA).



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Submit feedback through email at nro13@neda.gov.ph
How feedbacks and complaints are processed	The assigned general services unit staff shall be responsible in processing the feedback for the specific services requested by the client.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



2. Service Name **REPAIRS AND MAINTENANCE OF OFFICE FACILITIES AND VEHICLES**

Service Information This process facilitates the repair and maintenance of the building facilities to maximize its useful life, and to increase the operational efficiency of the office facilities and vehicles.

Office or Division	Finance and Administrative Division (FAD)
Classification	Simple-Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	All NEDA Caraga Permanent and Contractual Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Preventive Maintenance (PM)</i>	
1. Approved Office Maintenance Plan (1 Photocopy)	Physical Resources Management Services Unit (PRMSU)/ IT Unit
2. Weekly, Monthly, Quarterly and Semestral Checklist Building of Facilities, Vehicle and Equipment (1 Photocopy)	PRMSU/ IT Unit
<i>For Corrective Maintenance (CM)</i>	
1. Repair Request Form, (1 original copy)	PRMSU/ IT Unit



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Preventive Maintenance of Office Facilities and Vehicles:				
N/A	1.1 Conduct check-up and inspection of facilities, vehicle and equipment based on the approved schedule on Office Maintenance Plan and maintenance checklist for building structure, facilities, and equipment.	None	Per week/month/quarter/semester/annual	AO IV/IT Staff
		Total number of processing time	Within the duration of contract (as reflected in Job Order (PO)/ Purchase Order (PO))	
B. Corrective Maintenance of Office Facilities and Vehicles:				
1. Fill-out the Repair Request Form (Section A)	1.1 Receive duly accomplished form (Section B) from the end-user	None	2 minutes	AO IV/ISA II
	1.2 Inspect and validate the repair of works to be done and make recommendation (Section C)		20 minutes	
	1.3 Perform the appropriate corrective		Within 5 working days for In-house repairs	AO IV/ISA II/Designated Personnel



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	maintenance, testing and turnover.			
2. Prepare Purchase Request (PR) for repairs that need outsourced provider	2.1 Approve the procurement related documents for the work to be done/items to be replaced	None	Within the duration of contract (as reflected in Job Order (PO)/Purchase Order (PO))	Division Chief, Regional Director
3. Fill-out the appropriate rating upon turn-over	3.1 Accomplish Section D and E of the RRF 3.2 File the RRF form	None	7 minutes	AO IV/ISA II/Designated Personnel
		None	5 working days & 30 minutes (In-house repairs) Within the duration of contract (outsourced repair)	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Submit feedback through email at nro13@neda.gov.ph
How feedbacks and complaints are processed	The assigned general services unit staff shall be responsible in processing the feedback for the specific services requested by the client.
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-8816565</p> <p>Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242</p>



3. Service Name **VEHICULAR SUPPORT SERVICES (WITHIN THE CITY PROPER)**

Service Information The process covers the facilitation of vehicular requests to support the transportation needs of the requesting staff for official purposes.

Office or Division	NEDA Regional Office Caraga - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	All NEDA Caraga Permanent and Contractual Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Transportation Request (1 original copy)	PRMSU (General Services Unit Staff)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Transportation Request to the Physical Resources Management Services Unit (PRMSU).	1.1 Verify the request is for official use.	None	1 minute	AO IV, PRMSU
	1.2 Check the availability of vehicle.		2 minute	AO IV, PRMSU
	1.3 Countersign and indicate the assigned vehicle.		1 minute	AO IV, PRMSU
			1 minute	Chief Admin.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Approve the transportation request.			Officer
2. Forward the approved transportation request to the assigned driver	2.1 Prepare driver's trip ticket and daily check of vehicle.	None	10 minutes	AA IV/AA III, PRMSU
		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Submit feedback through email at nro13@neda.gov.ph
How feedbacks and complaints are processed	The assigned general services unit/IT unit staff shall be responsible for processing the feedback for the specific services requested by the client.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



4. Service Name **RELEASE OF OFFICE SUPPLIES REQUEST**

Service Information All office supplies/items carried in stock by the Supply and/or Property Unit shall be issued to the requesting personnel per approved Requisition and Issuance Slip (RIS).

Office or Division	NEDA Regional Office Caraga - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	NEDA Caraga Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Requisition and Issue Slip Form (RIS) (2 original copies)	Finance and Admin. Division-Property and Supply Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Requisition and Issuance Slip	1.1 Receive the RIS. 1.2 Issue the Item/s requested.	None	5 minutes	ADAS II - Supply and Property Custodian
2. Receive the items	2.1 File the RIS for monthly reporting. 2.2 For semi-expendable items, issue Inventory Custodian Slip	None	5 minutes	ADAS II - Supply and Property Custodian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Submit complaint through e-mail at nro13.neda.gov.ph
How feedbacks and complaints are processed	The Property and Supply Unit focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



5. Service Name **DISBURSEMENT OF PETTY CASH**

Service Information The process includes releasing cash for authorized petty or miscellaneous expenses that cannot be conveniently paid through checks and liquidation. The petty cash is kept separately from regular cash advances and collections.

Office or Division	Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G –Government to Government
Who may avail	All NEDA Caraga Permanent and Contractual Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Petty Cash Voucher (PCV), (1 original copy)	Financial Resource Management Services (FRMS)
2. Official Receipt, (1 original copy)	Requesting Personnel
3. Canvass Form, as required, (1 original copy)	Physical Resource Management Services (PRMS)
4. Activity Design, as required (1 photocopy)	Requesting Personnel
5. Inspection and Acceptance Report, if necessary (1 original copy)	Physical Resource Management Services (PRMS)
6. Activity Report, if necessary (1 original copy)	Requesting Personnel



7. Attendance, if necessary (1 original copy)

Requesting Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Box I and sign Box A, the "Requested by" portion of the Petty Cash Voucher, and submit to the Chief of the Division for signature/ approval.	1.1 Approve the Petty Cash Voucher	None	2 minutes	Requesting Personnel and Concerned Division Chief
2. Submit the duly approved Petty Cash Voucher form to the Petty Cash Custodian.	2.1 Receive the duly approved Petty Cash Voucher and review the completeness of signatures.	None	2 minutes	Admin. Assistant III/ Disbursing Officer (DO)
3. Receive the petty cash released and sign the "Cash Received by" portion of the PCV.	3.1 Disburse petty cash requested, sign Box B "Paid by" portion of the PCV.	None	2 minutes	Admin. Assistant III/ Disbursing Officer (DO)
4. Liquidate the petty cash taken, submit the Official Receipt with the Canvass Form and other supporting documents, and sign Box D of the PCV.	4.1 Receive and review the completeness of the supporting documents	None	2 days	Admin. Assistant III/ Disbursing Officer (DO)
	4.2 Fill up box II, C, and D of the PCV upon	None	1 minute	Admin. Assistant III/ Disbursing Officer (DO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	liquidation and receipt of refund or disbursement of reimbursement.			
		None	2 days and 7 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Submit complaint through e-mail at nro13.neda.gov.ph
How feedback and complaints are processed	The Disbursing Officer shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



6. Service Name **ISSUANCE OF OFFICIAL RECEIPT**

Service Information The process includes the issuance of an Official Receipt to acknowledge receipt of payments or refunds from the cash advances of NEDA Caraga Permanent and Contractual Personnel.

Office or Division	Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G –Government to Government
Who may avail	NEDA Caraga Permanent and Contractual Personnel with cash advance for travel or special purpose cash advances.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cash	Client
2. Order of Payment (1 original copy)	Financial Resource Management Services Unit (FRMSU)
3. Liquidation Report, (1 original copy)	Financial Resource Management Services Unit (FRMSU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Disbursing Officer for payment and submit the	1.1 Receive payment and Liquidation Report	None	1 minute	Admin. Assistant III/ Disbursing Officer (DO)



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Liquidation Report.	1.2 Prepare an Order of Payment form and forward to the Accountant.		2 minutes	Admin. Assistant III/ DO
	1.3 Review and sign Order of the Payment form.		2 minutes	Accountant III
	1.4 Issue Official Receipt indicating the date of collection, payor, nature of collection, amount and mode of payment.		4 minutes	Admin. Assistant II/ DO
	1.5 Attach Official Receipt to Liquidation Report and write in the Liquidation Report the OR number and date of refund.		1 minute	Admin. Assistant II/ DPO
		None	10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Submit complaint through e-mail at nro13.neda.gov.ph
How feedbacks and complaints are processed	The Disbursing Officer shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



7. Service Name **ISSUANCE OF CERTIFICATE OF OVERTIME CREDITS**

Service Information Certificate of Compensatory Overtime Credits is issued to a permanent staff that has rendered overtime service for at least 2 hours. The earned overtime credits can be used as compensatory time off (CTO) in a bulk of 4 and 8 hrs.

Office or Division	Finance and Administrative Division- Human Resource Unit
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	NEDA Caraga Permanent Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Authority to Render Overtime (1 original copy)	Office of the Regional Director (ORD)
2. Accomplishment Report (1 original copy)	Employee Concerned
Requirements as applicable:	
Client/NRO Caraga Permanent Staff has secured an Approved Authority to Render Overtime and has rendered overtime service for at least 2 hours.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Submit to Human Resources management Services Unit (HRMSU) the necessary documents 	1.1 Check submitted document if they are in order.	None	1 minute	Administrative Assistant (ADAS) II
	1.2 Input project and purpose of the overtime rendered in the e-DTR system.	None	5 minutes	ADAS II
	1.3 Compute Overtime credits earned.	None	15 minutes	ADAS II
	1.4 Prepare the Certificate of Compensatory Overtime Credits.	None	4 minutes	ADAS II
	1.5 Forward the document to the RD/ARD for approval/ signature.	None	15 minutes to 1 day (depending on the availability of the RD and ARD)	ORD Secretary
	1.6 Approve the Certificate of Compensatory Overtime Credits.			RD
		None	1 working day	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Submit complaint through e-mail at nro13.neda.gov.ph
How feedbacks and complaints are processed	The HRMS Unit focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



8. Service Name **PROCESSING OF LEAVE APPLICATION**

Service Information The process involves processing of the staff's availment of their Vacation leave, Sick Leave, Welfare Leave and other Special Leave Privileges mentioned in the Omnibus Rules Implementing Book V of Executive Order No. 292.

Office or Division	NEDA Regional Office Caraga - Finance and Administrative Division- Human Resource Unit
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	NEDA Caraga Permanent Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplished Leave Application, 2 original copies 	Finance and Administrative Division
1. Requirements as applicable (1 copy):	
a. Sick Leave (more than 5 days) – Medical Certificate	Attending Physician
b. Maternity Leave - Birth Certificate of New Born Child	Local Civil Registrar
c. Paternity Leave - Birth Certificate of New Born Child and Marriage Contract	Local Civil Registrar
d. Solo Parent Leave – Solo Parent ID	Local Social Welfare and Development



e. Special Leave for Calamity – Calamity Declaration by proper government agency/authority	LGU or the RDRRMC where the applicant resides
• Special Leave Benefits for Women under R.A. 9710 - Medical Certificate	Attending Physician
• Rehabilitation Leave Privilege – Letter; Police Report; and Medical Certificate	Employee Concerned; Police Precinct where the incident was reported; and Attending Physician, respectively.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the HRMSU the accomplished Leave Application Form (LAF) together with required attachments, if applicable	1.1 Receive and check the completeness of the information provided and signatures in the Leave Application Form, as well as the completion of the supporting documents, if applicable	None	10 minutes	Administrative Assistant (ADAS) II
	1.2 Verify and Certify Leave Credits	None	1 hr and 40 minutes	ADAS II
	1.3 Record and Assign a control number on the leave application form	None	10 minutes	ADAS II
				Division Chiefs;



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Forward the LAF for signature of the Recommending Official/ Employee	None	3hrs or more (depending on the availability of the concerned recommending authority)	Assistant Regional Director
	1.5 Approve the Leave Application	None	3hrs or more (depending on the availability of the concerned recommending authority)	Assistant Regional Director; Regional Director
		None	1 working day	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Submit complaint through e-mail at nro13.neda.gov.ph
How feedbacks and complaints are processed	The HRMS Unit focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-8816565 Anti-Red Tape Authority – 8478-5093 / 0916-266-3138 / 0969-257-7242



9. Service Name **ISSUANCE OF SERVICE RECORD/EMPLOYMENT CERTIFICATES**

Service Information This covers the issuance of service records containing employment history, position held and salary of the requesting staff and the preparation of Employment and Compensation Certificates.

Office or Division	NEDA Regional Office Caraga - Finance and Administrative Division (FAD)
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	Present and Former NEDA Caraga Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter or e-mail request (1 Original copy)	HR Unit- Finance and Admin. Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the routing slip or e-mail/ message the HR stating the request.	1.1 Receive the accomplished routing slip or acknowledge e-mail/ message request	None	1 minute	Administrative Officer (AO) IV
	1.2 Prepare the requested document (Service Record/ Employment	None	1 day	AOIV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certificate) 1.3 Submit to FAD Division Chief for review 1.4 Review and check the correctness of the document 1.5 Forward to ARD and RD for approval of the document	None None None	1 minute 4 hours 4 hours (depending on the availability of the ARD and RD)	AOIV CAO AOIV
2. Receive/accept the document requested	2.a Release the duly-signed document to the requesting staff	None	1 minute	AOIV
		None	2 working days and 3 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Submit complaint through e-mail at nro13.neda.gov.ph .
How feedbacks and complaints are processed	The HRMS Unit focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
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Contact Information

Office	Address	Contact Information
NEDA Central Office - Main	32 nd and 34 th Floor, The Megatower, Julia Vargas Ave., cor. EDSA, Mandaluyong City	(+632) 8631 0945 – 56
NEDA Central Office - Extension	12 St. J. Escriva Drive, Ortigas Center, Pasig City	(+632) 8631 0945 – 56
Trade, Services and Industry Staff	34 th Floor, The Megatower, Julia Vargas Ave., cor. EDSA, Mandaluyong City	(+632) 8631 0945 loc. 508/509 (+632) 8631 3734 Email: tsis@neda.gov.ph
Information and Communications Technology Staff	Ground Floor, Multipurpose Building, NEDA Central Office - Extension	(+632) 8631 3729 Email: icts@neda.gov.ph
Administrative Staff	2 nd Floor, Multipurpose Building, NEDA Central Office - Extension	(+632) 8631 0945 loc. 201 (+632) 8637 8225
Financial, Planning, and Management Staff	Ground Floor, Multipurpose Building, NEDA Central Office - Extension	(+632) 8631 0945 loc. 200 (+632) 8631 3717 Email: fpms@neda.gov.ph
NEDA Cordiellera Administrative Regional Office (CAR)	Botanical Garden, Leonard Wood, Baguio City, Province of Benguet	(+6374) 448-0041 / 424-1422 Email: car@neda.gov.ph / neda_car@yahoo.com
NEDA Regional Office I - Ilocos	Guererro Road, San Fernando City, Province of La Union	(+6372) 888-2679 / 888-2680 / 700-0856 Email: nro1@neda.gov.ph
NEDA Regional Office II – Cagayan Valley	NEDA Bldg. Complex, Regional Government Center, Carig Sur, Tuguegarao City, Province of Cagayan	(+6378) 304-0664 / 304-1336 Email: nro2@neda.gov.ph
NEDA Regional Office III – Central Luzon	Regional Development Center, NEDA Region 3, Maimpis, San Fernando City, Province of Pampanga	(+6345) 963-5993 / 963-5012 Email: nro3@neda.gov.ph / nedagitnangluzon@gmail.com
NEDA Regional Office IV-A – CALABARZON	Barangay Milagrosa, Calamba City, Province of Laguna	(+6349) 502-0289 Email: nro4@neda.gov.ph
NEDA Regional Office IV-B – MIMAROPA	2nd Floor, Paras Building, J.P. Rizal Street, San Vicente South, Calapan City, Oriental Mindoro	(+6343) 288-6124 Email: mimaropa@neda.gov.ph



NEDA Regional Office V – BICOL	Arimbay, Legazpi City	0998-576-8173 / 0917-509-8721 Email: nro5@neda.gov.ph
NEDA Regional Office VI – Western Visayas	Fort San Pedro Drive, Iloilo City	(+6333) 336-2392 / 336-9787 Email: nro6@neda.gov.ph
NEDA Regional Office VII – Central Visayas	Government Center, Sudlon, Lahug, Cebu City	(+6332) 265-5250 Email: nro7@neda.gov.ph
NEDA Regional Office VIII – Eastern Visayas	Government Center, Candahug, Palo, Leyte	(+6353) 323.2975 / 323-3110 Email: nro8@neda.gov.ph
NEDA Regional Office IX – Zamboanga Peninsula	Pres. Corazon C. Aquino Reg'l Government Center, Brgy. Balintawak, Pagadian City, Zamboanga del Sur	(+6362) 913.0164 / 945.0049 Email: nro9@neda.gov.ph
NEDA Regional Office X – Northern Mindanao	Echem St., Cagayan De Oro City	+6388) 856.1920 local 200 / 0995-291-5710 Email: nro10@neda.gov.ph
NEDA Regional Office XI – Davao	NEDA-RDC XI Center, Km. 7, SPED Road, Bangkal, Davao City	(+6382) 296.0161 / 296-0163 Email: (+6382) 296.0161 / 296-0163
NEDA Regional Office XII – SOCCSKARGEN	Regional Government Center, Carpenter Hill, Koronadal City	(+6383) 228.6211 / 228-9203 Email: nro12@neda.gov.ph / nedaxii@nro12.neda.gov.ph
NEDA Regional Office XIII – CARAGA	NEDA-Caraga Building, J. Rosales Avenue, Butuan City	(+6385) 815.0308 Email: nro12@neda.gov.ph / nedaxii@nro12.neda.gov.ph



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