



NATURAL RESOURCES DEVELOPMENT
CORPORATION
(NRDC)

CITIZEN'S CHARTER
2022 (1st Edition)



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I. MANDATE (EO 786, s. 1982)

The Natural Resources Development Corporation (NRDC) is a government-owned and controlled corporation (GOCC) mandated to promote or undertake the development and use of technologies that complement the utilization and conservation of natural resources.

NRDC was reorganized under DENR, as its corporate arm, responsible primarily for promoting natural resource development and conservation through:

- Direct involvement in pioneering of potentially viable production, use, and marketing ventures or projects using new/innovative technologies, systems, and strategies;
- Financing natural resource development projects undertaken by the private sector (e.g., tree plantations, agro-forestry, small-scale mining, etc.); and
- Promote the enhancement of forest renewal rate through promotion of intensified industrial tree plantations.

II. VISION

- To be an effective arm and partner of DENR by helping achieve a balance between development and protection of the environment through sustainable and innovative programs and projects.
- To be the prime mover in providing linkages to the development of industries or enterprises in the environment and natural resources (ENR) sector.

III. MISSION

- To engage in potentially viable business ventures using pioneering and innovative systems, and technologies relative to the management, production, processing, marketing, and financing of forestry, land, mineral, and environment sectors.
- To transform NRDC into a major revenue contributor to the national government in its capacity as the corporate arm of DENR.

IV. SERVICE PLEDGE

We, the officials and employees of the Natural Resources Development Corporation, hereby pledge our commitment to:



- **Provide efficient, prompt, and corrupt-free services** towards the promotion of natural resources development and conservation;
- **Ensure strict compliance to laws, rules, and regulations and high degree of professionalism** in the conduct of the NRDC business and non-business processes; and
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to end of official working hours and during lunch break.



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Office of the President and CEO

(Internal and External Services)



CITIZEN'S CHARTER NO. CO-OP-01. ISSUANCE OF BOARD RESOLUTION

This service is rendered to parties who may require a copy of a Board Resolution approved by the Board of Directors.

Office or Division:	Office of the President and CEO	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen	
Who may avail:	Requesting Party	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form / Official Letter Request (1 original)		Office of the President and CEO / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure Request Form from the Office of the PCEO.	1. Issue Request Form.	None	5 Minutes	<i>Administrative Assistant</i>
2. Submit accomplished Request Form or Request Letter to the Office of the PCEO.	2. Receive and record the Request Form or Request Letter.	None	5 Minutes	<i>Administrative Assistant</i>
2.1. None	2.1. Forward the Request Form or Request Letter to the Board Secretary V or the Authorized Official.	None	5 Minutes	<i>Administrative Assistant</i>
2.2. None	2.2. Evaluate the Request Form or Request Letter.	None	2 Hours	<i>Board Secretary V / Authorized Official</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2.a. None	2.2.a. If valid, approve the Request Form or Request Letter.	None	1 Hour	<i>Board Secretary V / Authorized Official</i>
2.2.b. None	2.2.b. If invalid, disapprove and return the Request Form or Request Letter to the requesting party.	None	1 Hour	<i>Board Secretary V / Authorized Official</i>
2.3. None	2.3. Prepare and issue a certified copy of the requested Board Resolution.	None	2 Days	<i>Board Secretary V / Authorized Official</i>
3. Receive the certified copy of the requested Board Resolution.	3. Release the certified copy of the requested Board Resolution.	None	15 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	2 Days, 3 Hours and 30 Minutes	



CITIZEN'S CHARTER NO. CO-OP-02. ISSUANCE OF SECRETARY'S CERTIFICATE

This service is rendered to parties who may require a certificate executed by the Corporate Secretary on corporate matters submitted to and decided by the Board of Directors.

Office or Division:	Office of the President and CEO
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Requesting Party
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Form / Official Letter Request (1 original)	Office of the President and CEO / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure Request Form from the Office of the PCEO.	1. Issue Request Form.	None	5 Minutes	<i>Administrative Assistant</i>
2. Submit accomplished Request Form or Request Letter to the Office of the PCEO.	2. Receive and record the Request Form or Request Letter.	None	5 Minutes	<i>Administrative Assistant</i>
2.1. None	2.1. Forward the Request Form or Request Letter to the Board Secretary V or the Authorized Official.	None	5 Minutes	<i>Administrative Assistant</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Evaluate the Request Form or Request Letter.	None	2 Hours	<i>Board Secretary V / Authorized Official</i>
2.2.a. None	2.2.a. If valid, approve the Request Form or Request Letter.	None	1 Hour	<i>Board Secretary V / Authorized Official</i>
2.2.b. None	2.2.b. If invalid, disapprove and return the Request Form or Request Letter to the requesting party.	None	1 Hour	<i>Board Secretary V / Authorized Official</i>
2.3. None	2.3. Prepare and issue the requested Secretary's Certificate.	None	2 Days	<i>Board Secretary V / Authorized Official</i>
3. Receive the requested Secretary's Certificate.	3. Release the requested Secretary's Certificate.	None	15 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	2 Days, 3 Hours and 30 Minutes	



CITIZEN'S CHARTER NO. CO-OP-03. ISSUANCE OF MINUTES OF BOARD MEETING OR EXCERPTS THEREOF

This internal service is rendered to parties who may require information on what was discussed and decided by the Board of Directors on matters taken during its meetings. A copy thereof may only be provided when the minutes has been approved by the Board of Directors.

Office or Division:	Office of the President and CEO	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen	
Who may avail:	Requesting Party	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form / Official Letter Request (1 original)		Office of the President and CEO / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure Request Form from the Office of the PCEO.	1. Issue Request Form.	None	5 Minutes	<i>Administrative Assistant</i>
2. Submit accomplished Request Form or Request Letter to the Office of the PCEO.	2. Receive and record the Request Form or Request Letter.	None	5 Minutes	<i>Administrative Assistant</i>
2.1. None	2.1. Forward the Request Form or Request Letter to the Board Secretary V or the Authorized Official.	None	5 Minutes	<i>Administrative Assistant</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Evaluate the Request Form or Request Letter.	None	2 Hours	<i>Board Secretary V / Authorized Official</i>
2.2.a. None	2.2.a. If valid, approve the Request Form or Request Letter.	None	1 Hour	<i>Board Secretary V / Authorized Official</i>
2.2.b. None	2.2.b. If invalid, disapprove and return the Request Form or Request Letter to the requesting party.	None	1 Hour	<i>Board Secretary V / Authorized Official</i>
	2.3. Prepare and issue the requested Minutes of Board Meeting or Excerpts Thereof.	None	2 Days	<i>Board Secretary V / Authorized Official</i>
3. Receive the requested Minutes of Board Meeting or Excerpts Thereof.	3. Release the requested Minutes of Board Meeting or Excerpts Thereof.	None	15 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	2 Days, 3 Hours and 30 Minutes	



CITIZEN'S CHARTER NO. CO-OP-04. ISSUANCE OF BOARD MEMBERSHIP CERTIFICATION

This internal service is rendered upon receipt of a request from a former or incumbent member of the NRDC Board of Directors. The certification indicates the term of office of the Board Member in the Corporation.

Office or Division:	Office of the President and CEO
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Requesting Party
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Official Letter Request (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request through letter or email to the Office of the PCEO.	1. Receive and record the request letter or email.	None	5 Minutes	<i>Administrative Assistant</i>
1.1. None	1.1. Forward the request letter or email to the Board Secretary V or Authorized Official.	None	5 Minutes	<i>Administrative Assistant</i>
1.2. None	1.2. Prepare and issue the requested Board Membership Certification.	None	3 Hours	<i>Board Secretary V / Authorized Official</i>
2. Receive the requested Board Membership Certification.	2. Release the requested Board Membership Certification.	None	10 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	3 Hours and 20 Minutes	



CITIZEN'S CHARTER NO. CO-OP-05. ISSUANCE OF SPECIAL ORDER

This service refers to a written document signed by the PCEO to communicate internal administrative concerns, direct the discharge of the Corporation's resources (i.e., personnel, funds, etc.), or authorize the conduct of an activity for a specific purpose, such as:

1. Creation, composition, and/or reconstitution of an internal committee or board;
2. Designation of an Officer-in-Charge (OIC) or an Acting Officer in a department or division;
3. Reassignment of personnel under a different department or division;
4. Authority to render overtime work;
5. Conduct of or participation in an activity, ocular visits, meetings, trainings, workshops, or seminars; and
6. Designation of a Special Disbursing Officer (SDO).

Office or Division:	Office of the President and CEO	
Classification:	Complex	
Type of Transaction	G2G – Government to Government	
Who may avail:	All Permanent, Plantilla Appointees/Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Memorandum request (1 original)		Requesting Party
2. Invitation for activity, meeting, training, workshop, or seminar, if applicable (1 original or photocopy)		Requesting Party
3. Budget estimate, if applicable (1 original)		Requesting Party
4. Supporting documents to the request as may be deemed necessary by the requesting employee (1 original)		Requesting Party
5. Draft Special Order		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit all the requirements to the Office of the PCEO.	1. Receive and record the memorandum request and all	None	5 Minutes	<i>Administrative Assistant</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	supporting documents.			
1.1. None	1.1. Forward the memorandum request and all supporting documents to the Executive Assistant III.	None	5 Minutes	<i>Administrative Assistant</i>
1.2. None	1.2. Evaluate the memorandum request and completeness of the supporting documents.	None	4 Hours	<i>Executive Assistant III</i>
1.2.a. None	1.2.a. If valid, review and revise the draft Special Order.	None	1 Day	<i>Executive Assistant III</i>
1.2.b. Receive the memorandum request and all supporting documents.	1.2.b. If invalid or incomplete, return the memorandum request and all supporting documents to the requesting party.	None	1 Day	<i>Executive Assistant III</i>
1.3. None	1.3. Submit the draft Special Order, together with the memorandum	None	2 Hours	<i>Executive Assistant III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	request and all supporting documents to the EVP.			
1.4. None	1.4. Evaluate the memorandum request and review and draft Special Order.	None	4 Hours	<i>Executive Vice President</i>
1.4.a. None	1.4.a. If approved, endorse the draft Special Order with initial of the EVP, together with the memorandum request and all supporting documents, to the PCEO for approval.	None	4 Hours	<i>Executive Assistant III</i>
1.4.b. Receive memorandum request and all supporting documents	1.4.b. If disapproved or with comments, return the memorandum request and all supporting documents to the requesting party for appropriate action.	None	4 Hours	<i>Executive Assistant III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.5. None	1.5. Approve or disapprove the draft Special Order.	None	1 Day	<i>President and CEO</i>
1.5.a. None	1.5.a. If approved, return the memorandum request to the requesting party and issue the Special Order.	None	4 Hours	<i>Executive Assistant III</i>
1.5.b. Receive memorandum request and all supporting documents	1.5.b. If disapproved, return the memorandum request to the requesting party with remarks from the PCEO.	None	4 Hours	<i>Executive Assistant III</i>
2. Receive the memorandum request with copy of the signed Special Order or remarks.	2. Release the memorandum request with copy of the signed Special Order or remarks.	None	10 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	4 Days, 2 Hours and 20 Minutes	



CITIZEN'S CHARTER NO. CO-OP-06. ISSUANCE OF MEMORANDA AND LETTERS

This internal service is rendered to parties who may require a memorandum or a letter to be signed by the President and CEO.

Office or Division:	Office of the President and CEO	
Classification:	Complex	
Type of Transaction	G2G – Government to Government	
Who may avail:	Employees/Offices of NRDC	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Memorandum/Email request (1 original or soft copy)		Requesting Party
2. Supporting documents, if applicable (1 original or soft copy)		Requesting Party
3. Draft memorandum or letter and attachments (1 original or soft copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit all the requirements to the Office of the PCEO.	1. Receive and record the memorandum/ email request and all supporting documents.	None	5 Minutes	<i>Administrative Assistant</i>
1.1. None	1.1. Forward the memorandum/email request and all supporting documents to the Executive Vice President.	None	5 Minutes	<i>Administrative Assistant</i>
1.2. None	1.2. Review the draft memorandum or letter and all	None	1 Day	<i>Executive Vice President</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	supporting documents.			
1.2.a. None	1.2.a. If approved, endorse the draft memorandum/ letter with initial of the EVP to the PCEO for approval.	None	4 Hours	<i>Executive Assistant III</i>
1.2.b. Receive the memorandum request and all supporting documents for appropriate action.	1.2.b. If disapproved or with comments, return the memorandum request and all supporting documents to the requesting party for appropriate action.	None	4 Hours	<i>Executive Assistant III</i>
1.3. None	1.3. Approve or disapprove the draft memorandum or letter.	None	1 Day	<i>President and CEO</i>
1.3.a. Receive the memorandum request for appropriate action.	1.3.a. If disapproved or with comments, return the memorandum request to the requesting party for appropriate action.	None	4 Hours	<i>Executive Assistant III</i>
2. Receive the memorandum request with copy of the signed	2. Release the memorandum request with copy of the signed	None	10 Minutes	<i>Administrative Assistant</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
memorandum/letter or remarks.	memorandum/letter or remarks.			
TOTAL:		None	3 Days and 20 Minutes*	



CITIZEN'S CHARTER NO. CO-OP-07. REQUEST FOR A MEETING WITH THE PCEO

This internal service refers to requests for meetings with the PCEO from all the departments or divisions of NRDC.

Office or Division:	Office of the President and CEO	
Classification:	Simple	
Type of Transaction	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen	
Who may avail:	Requesting Party	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Memorandum/Email request (1 original or soft copy)	Requesting Party	
2. Proposed agenda (1 original, photocopy or soft copy)	Requesting Party	
3. Names, number of attendees, time and venue of the meeting (1 original, photocopy or soft copy)	Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit all the requirements to the Office of the PCEO.	1. Receive and record the memorandum/ email request and all supporting documents.	None	5 Minutes	<i>Administrative Assistant</i>
1.1. None	1.1. Forward the memorandum/email request and all supporting documents to the Executive Assistant III.	None	5 Minutes	<i>Administrative Assistant</i>
1.2. None	1.2. Consult with the PCEO on his/her availability.	None	1 Day	<i>Executive Assistant III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Receive via letter/e-mail/call the feedback of the Office of the PCEO as to the availability of the PCEO.	2. Calendar the meeting and confirm with the PCEO the status of the meeting requested.	None	30 Minutes	<i>Executive Assistant III</i>
TOTAL:		None	1 Day, and 40 Minutes	



Operations and Special Projects Department

(Internal and External Services)



CITIZEN'S CHARTER NO. CO-OSPD-01. DISPOSAL OF GOVERNMENT PROPERTIES MANAGED BY NRDC THROUGH LEASE

This external service refers to the disposal of government properties managed by NRDC through lease to prospective bidders.

Office or Division:	Operations Division, Records Section, Disposal Committee	
Classification:	Highly Technical - processing time will exceed 20 days considering the down times like time from publication to date of inspection, time from inspection to submission of bids, time from opening to evaluation of award, and approval of award.	
Type of Transaction	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government	
Who may avail:	Prospective Bidders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Bidding Guideline and Terms of Reference (1 original)	Disposal Committee	
2. Bid Letter Form (1 original)	Disposal Committee	
3. Bidder's Information Sheet Form (1 original)	Disposal Committee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure Bidding Guidelines and Terms of Reference, Bid Letter Form, Bidder's Information Sheet.	1. Issue requested documents.	None	1 Hour	Disposal Committee
2. Conduct Site Inspection, if necessary.	2. None	None	None	<i>Project Development Officer</i>
2.1. None	2.1. Accompany prospective bidders to the site.	None	1 Day	<i>Project Development Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.2. None	2.2. Issue Bidder's Site Inspection Certificate.	None	1 Day after Inspection	<i>Project Development Officer</i>
3. None	3. Publication of the sale of property in newspaper of general circulation and/or in local newspaper where property is located; NRDC website and in a conspicuous place of DENR by the Bay Bldg.	None	3 Consecutive Days in newspaper and general circulation and/or in local newspaper where property is located	Disposal Committee
4. Attend Pre-Bidding Conference.	4. Hold Pre-Bidding Conference as may be necessary.	None	1 Day	Disposal Committee and Operations Division
5. Submit to NRDC the following: a. Accomplished Bid Letter Form including filled out Bidder's Information Sheet and Signed Bidding Guidelines and TOR; b. Site Inspection Certificate; c. Bid Deposit; d. Special Power of Attorney for agents; and	5. Receive documents.	None <i>For bid deposit, 20% of total bid on a per annum basis but not to exceed P100,000 per</i>	10 Minutes	Records and Disposal Committee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
e. Board or Partners' Resolution in case of corporate bidders or partnership enterprise		<i>Commonwealth Act No. 141 of 1936 or the Public Lands Act</i>		
6. Attend Bid Opening Activity and participate in the auction as may be qualified at the location indicated in the Bidding Guideline and Terms of Reference.	6. Conduct Bid Opening Activity	None	None	Disposal Committee
5.1. None	6.1. Open Bids and supporting documents and conduct auction as may be necessary.	None	2 Hours	Disposal Committee
5.2. None	6.2. Evaluate bids, select the bidder with the highest and most responsive bid, and make recommendations for Board approval.	None	5 Working Days from Opening of Bids	Disposal Committee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
5.3. None	6.3. Declare the Winning Bidder.	None	10 Working Days from Bid Opening for President or 20 Working Days for Board after Receipt of OGCC Review of the Lease Agreement	<i>President and CEO or Board of Directors</i>
6. Receive notice of award, sign lease agreement and pay fees to the cashier of NRDC.	7. Issue Notice of Award and contract.	None	5 Working Days from Declaration of Winning Bidder	<i>President and CEO or Board of Directors</i>
TOTAL:		<i>For bid deposit, 20% of total bid on a per annum basis but not to exceed P100,000 per Commonwealth Act No. 141 of 1936 or the Public Lands Act</i>	85 Working Days*	

**Processing time may be extended for Office of the Government Corporate Counsel's (OGCC) review of contract.*



CITIZEN'S CHARTER NO. CO-OSPD-02. DISPOSAL OF GOVERNMENT PROPERTIES DONATED TO NRDC THROUGH SALE

This external service refers to the disposal of government properties donated to NRDC through sale to interested bidders/buyers.

Office or Division:	Operations Division, Records Section, Disposal Committee	
Classification:	Highly Technical - processing time will exceed 20 days considering the down times like time from publication to date of inspection, time from inspection to submission of bids, time from opening to evaluation of bids, and approval of award.	
Type of Transaction	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government	
Who may avail:	Prospective Buyers/Bidders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Bidding Guidelines (1 original)		Disposal Committee
2. Sealed Bid/Proposal (3 original)		Prospective Buyer/Bidder

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. None	1. Operations Division endorses to Disposal Committee the asset for disposal/privatization together with necessary sale documents.	None	1-2 Days after Board Approval	Operations Division
2. None	2. Publication of the sale of property in newspaper of general circulation and/or in local newspaper where property is located; NRDC website and in a	None	3 Consecutive Days in newspaper and general circulation and/or in local newspaper where property is located	Disposal Committee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	conspicuous place of DENR by the Bay Bldg.			
3. Secure bidding guidelines.	3. Distribute bidding guidelines.	None	On the same day of publication until the scheduled bidding date	<i>Secretariat</i> Disposal Committee
4. Secure due diligence of the property.	4. Coordinate the inspection of property.	None	Anytime, once the bidding guidelines is secured until the deadline	Disposal Committee / Operations Division
5. Attend Pre-Bid Conference	5. Conduct Pre-Bid Conference.	None	4 Hours	Disposal Committee / Operations Division
6. Submit sealed bid.	6. Receive bids.	None	30 Minutes	Records and Disposal Committee
7. Attend Opening of Bids Activity.	7. Conduct Opening of Bids Activity.	None	4 Hours	Disposal Committee
8. None	8. Evaluate bids, select the bidder with the highest and most responsive bid, and make recommendations for Board approval.	None	1 Day	Disposal Committee
9. None	9. Board approval for the issuance of Notice of Award to the winning bidder, approval of the contract of sale, and approval of authority to sign the contract.	None	20 Days after receipt of OGCC Opinion on Contract of Sales	Board of Directors
10. Receive Notice of Award.	10. Issue Notice of Award to the winning bidder.	None	Within 5 Days after Board approval	Disposal Committee
11. Tender payment.	11. Receive payment.	Amount Tendered	Full payment must be made within 30 Days	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
			upon receipt of Notice of Award	
12. Sign the Deed of Sale.	12. Sign the Deed of Sale.	None	1 Day	<i>Authorized Representative of the Board of Directors</i>
TOTAL:		None	85 Working Days*	

**Processing time may be extended for Office of the Government Corporate Counsel's (OGCC) review of contract.*



CITIZEN'S CHARTER NO. CO-OSPD-03. RESPONSE TO INQUIRIES

This procedure covers the receipt of requests for meeting, response to invitation and similar letters.

Office or Division:	Operations Division, Records Section	
Classification:	Simple / Complex	
Type of Transaction	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original)		Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send simple inquiry to NRDC.	1. Receive inquiry.	None	15 Minutes	Records Section
1.1. None	1.1. Forward inquiry and details of client to Operations Division.	None	15 Minutes	Records Section
1.2. None	1.2. Draft response.	None	5 Days	<i>Project Development Officer</i>
1.3. None	1.3. Review of draft response.	None	3 Days	<i>Chief, Operations Division</i>
1.4. None	1.4. Approval on response letter.	None	3 days	<i>Department Manager, Operations and Special Projects Department</i>
TOTAL:		None	11 Days and 30 Minutes	



CITIZEN'S CHARTER NO. CO-OSPD-04. RESPONSE TO HIGHLY TECHNICAL INQUIRIES

This procedure covers the receipt of requests for clarification, comments, confirmation, review and/or approval.

Office or Division:	Operations Division, Records Section	
Classification:	Highly Technical	
Type of Transaction	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original)	Requesting Party	
Additional Requirement	Requesting Party	
Documentation requiring technical and legal review and/or approval such as: Development Plan, Business Proposals, MOU, MOA, Contracts, Claims, etc.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send complex inquiry to NRDC.	1. Receive inquiry.	None	15 Minutes	Records Section
1.1. None	1.1. Forward inquiry and details of client to Operations Division.	None	15 Minutes	Records Section
1.2. None	1.2. Conduct technical and legal study related to the highly technical inquiry and prepare draft response. Consult with other divisions	None	15 Days	<i>Project Development Officer</i>



CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		if necessary.			
1.3.	None	1.3. Review of technical and legal study and response letter.	None	5 Days	<i>Chief, Operations Division</i>
1.4.	None	1.4. Review and recommend response letter to PCEO.	None	1 Day	<i>Department Manager, Operations and Special Projects Department</i>
1.5.	None	1.5. Approval of response letter.	None	3 Days	<i>President and CEO</i>
TOTAL:			None	24 Days and 30 Minutes*	

*Processing time may be extended for matters requiring NRDC Governing Board's approval and Office of the Government Corporate Counsel's (OGCC) review of contract.



CITIZEN'S CHARTER NO. CO-OSPD-05. REVIEW AND APPROVAL OF CONTRACTOR'S ACCOMPLISHMENT PRIOR TO PAYMENT

This procedure covers the review and approval of accomplishment reports prior to payment to the contractors.

Office or Division:	Operations Division, Records Section
Classification:	Highly Technical
Type of Transaction	G2B - Government to Business, G2C - Government to Citizen, G2G – Government to Government
Who may avail:	External: Contractors/Consultants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements <ul style="list-style-type: none"> a. Letter Request of Contractor / Payment Invoice b. Notarized Affidavit that all Bills, Labor and Materials were paid c. Certified Summary of Work Accomplished and/or Certificate of Completion of Specific Milestone (if applicable) d. Valid Tax Clearance e. Latest Income & Bus. (VAT) Tax Payment Returns f. Surety Bond equivalent to Advance Payment Requested (required only for Request for Advance Payment) g. Valid Performance Bond (Certified True Copy) h. Certification from Insurance Commission for the insurance company i. Copy of the Official Receipt from the insurance company j. Affidavit of Final Release and Quitclaim k. Certificate of Services Completion 	Requesting Party/Contractor/Consultant
Additional Requirements (If applicable)	Requesting Party/Contractor/Consultant
<u>Consultancy Contract</u>	



<p>Summary of Requirements for Consultancy Contracts:</p> <ul style="list-style-type: none"> a. Request for Release of Advance Payment b. Request for First Progress Billing c. Request for Progress Billing d. Request for Final Billing e. Request for Release of Retention Money 	
<p><u>For Detailed Architectural/Engineering Design Contracts</u></p> <ul style="list-style-type: none"> a. Receipt of Preliminary Drawings, Tech Specs, Cost Estimate, Unit Price Analysis, Tender Docs, Manpower and Equipment Utilization Program, Construction Schedule S-Curve b. Receipt of Approved Plans, Drawings, Tech Specs, Cost Estimate, Unit Price Analysis, Tender Docs, Manpower and Equipment Utilization Program, Construction Schedule S-Curve c. Final Report d. Inception Report e. Affidavit that the Consultant shall provide on-call services during the bidding and construction 	
<p><u>For Construction Management and Supervision Contracts</u></p> <ul style="list-style-type: none"> a. Schedule of Deployment b. Summary/Schedule of Reimbursable, if any. 	
<p><u>For Masterplanning Contracts</u></p> <ul style="list-style-type: none"> a. Board Approval of the Final Masterplan 	
<p>The following documents were provided by the Consultant prior to the issuance of Notice to Proceed, therefore not to be included in</p>	<p>Implementing Unit</p>



<p>their Billing Submission. The Implementing Unit shall provide these documents:</p> <ul style="list-style-type: none"> a. Endorsement from the Project Manager b. Approved Contract and Terms of Reference (Certified Copy) c. Notice of Award and Notice to Proceed d. Valid Performance Bond (Certified True Copy) e. Certification from Insurance Commission for the Insurance Company f. Copy of the Official Receipt from the insurance company 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Billing to NRDC.	1. Receives Request from Contractor.	None	15 Minutes	Records Section
1.1. None	1.1. Forward to Implementing Unit.	None	15 Minutes	Records Section
1.2. None	1.2. Check if supporting documents comply with provisions of contract; validate quantities; check if within scope of contract; check correctness of amount billed.	None	7 Days	<i>Project Manager / Project Development Officer</i>
1.3. None	1.3. Review and endorse payment of billing.	None	2 Days	<i>Chief, Operations Division</i>
1.4. None	1.4. Review and endorse payment of billing to Finance Division.	None	2 Days	<i>Department Manager, Operations and Special Projects Department</i>
TOTAL:		None	11 Days and 30 Minutes	



Finance and Administrative Department

(Internal and External Services)



CITIZEN'S CHARTER NO. CO-FAD-FD-01. PROCESSING OF PAYMENT OF CLAIMS

This service involves the processing of the Budget Utilization Request and Status (BURS) and Disbursement Voucher (DV), and preparation, processing and issuance of Checks and corresponding Advices. This process is used to pay an obligation to NRDC employees, individuals, agencies, or creditors for goods purchased and services rendered.

Office or Division:	Finance Division
Classification:	Simple/Complex/Highly Technical
Type of Transaction	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business
Who may avail:	Internal: Offices of NRDC; All Permanent, Plantilla Appointees/Employees External: Creditors; Contractors; Suppliers; Service Provides; Consultants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. General Requirements (3 copies)	
• Disbursement Voucher (all original)	Requesting Party
• Budget Utilization Request and Status (all original)	Requesting Party
2. Traveling Expenses – Local (3 copies)	
• Approved Travel Order (all original)	Requesting Party
• Itinerary of Travel (all original)	Requesting Party
• Special Order, if applicable (photocopy)	Records Section
• Additional Requirements for Reimbursement – Local Travel (3 copies)	
○ Certificate of Travel Completed (all original)	Requesting Party
○ Certificate of Appearance (all original)	Requesting Party
○ Paper/Electronic plane ticket, if applicable (1 original)	Requesting Party
○ Boat or bus tickets, if applicable (1 original)	Requesting Party
○ Taxi or transport receipts, if applicable (1 original)	Requesting Party
○ Boarding pass, if applicable (1 original)	Requesting Party
○ Terminal fee tickets/stubs, if applicable (1 original)	Requesting Party



○ Certification of expenses not requiring receipts, if applicable (1 original)	Requesting Party
○ Trip ticket, if applicable (1 certified true copy)	Requesting Party
3. Traveling Expenses – Foreign (3 copies)	
• Approved Travel Authority (all original)	Requesting Party
• Itinerary of Travel (all original)	Requesting Party
• Letter of invitation of host or sponsoring country (1 original)	Host or sponsoring country
• Flight itinerary (1 original)	Requesting Party
• Additional Requirements for Reimbursement – Foreign Travel (3 copies)	
○ Authority from the Office of the President to claim representation expenses, if applicable (1 original)	Office of the President
○ Certificate of Appearance/Attendance (1 original)	Requesting Party
○ Certificate of Travel Completed (all original)	Requesting Party
○ Plane ticket, if applicable (1 original)	Requesting Party
○ Boarding pass, if applicable (1 original)	Requesting Party
○ Daily subsistence allowance (DSA) rate (photocopy)	Requesting Party
○ Narrative report on participation (1 original)	Requesting Party
○ Bills/receipts for non-commutable representation expenses approved by the President (1 original)	Requesting Party
4. Salaries and Wages of Regular Employees (3 copies)	
• Payroll Register (all original)	Personnel Officer
• Additional Requirements for First Salary (3 copies)	Concerned Employee / Personnel Officer
○ Duly approved Appointment (1 certified true copy)	Concerned Employee / Personnel Officer
○ Oath of Office (1 certified true copy)	Concerned Employee / Personnel Officer
○ Certificate of Assumption to Office (1 certified true copy)	Concerned Employee / Personnel Officer
○ Statement of Assets, Liabilities and Net Worth (1 certified true copy)	Concerned Employee / Personnel Officer
○ Approved Daily Time Record (1 original)	Concerned Employee



<ul style="list-style-type: none"> ○ BIR Certificate of Registration - Form 1902 (1 certified true copy) 	Concerned Employee
<ul style="list-style-type: none"> ● Additional Requirements for Transferees from Another Government Office (3 copies) 	
<ul style="list-style-type: none"> ○ Office Clearance (1 certified true copy) 	Concerned Employee
<ul style="list-style-type: none"> ○ Certificate of Available Leave Credits (1 original) 	Personnel Officer
<ul style="list-style-type: none"> ○ Service Record (1 original) 	Personnel Officer
<ul style="list-style-type: none"> ○ Certification of Last Salary Received (1 original) 	Concerned Employee / Accounting Division or Unit of previous employer
<ul style="list-style-type: none"> ○ BIR Certification of Compensation Payment/Tax Withheld - Form 2316 (1 certified true copy) 	Concerned Employee / Accounting Division or Unit of previous employer
5. Monetization (3 copies)	
<ul style="list-style-type: none"> ● Matrix of Computation (1 original) 	Personnel Officer
<ul style="list-style-type: none"> ● Approved Application for Leave with Certification of Available Leave Credits (1 certified true copy) 	Concerned Employee / Personnel Officer
<ul style="list-style-type: none"> ● Updated Leave Card (1 certified true copy) 	Personnel Officer
<ul style="list-style-type: none"> ● Service Record (1 certified true copy) 	Personnel Officer
<ul style="list-style-type: none"> ● Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs for monetization of 50% or more (1 original) 	Concerned Employee / Hospital
<ul style="list-style-type: none"> ● Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 original) 	Concerned Employee / Concerned Barangay Original
6. Terminal Leave (3 copies)	
<ul style="list-style-type: none"> ● Clearance from money, property, and legal accountability from the office of current assignment (1 original) 	Concerned Employee / All Concerned Offices
<ul style="list-style-type: none"> ● Certified photocopy of employee's leave card as at last date of service duly audited by Personnel Officer and COA (photocopy) 	Personnel Officer



• Certificate of Available Leave Credits (1 original)	Personnel Officer
• Approved Application for Leave (1 original)	Personnel Officer
• Complete Service Record (1 original)	Personnel Officer
• Statement of Assets, Liabilities and Net Worth (1 certified true copy)	Concerned Employee / Personnel Officer
• 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 certified true copy)	Personnel Officer
• Applicant's authorization (in affidavit form) to deduct all financial obligations with the agency (1 original)	Concerned Employee
• Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (1 original)	Concerned Employee
• In case of resignation, employee's letter of resignation duly accepted by the Head of Agency (1 original)	Concerned Employee
• Ombudsman clearance per COA Circular No. 2013-001 (1 original)	Concerned Employee
• Additional Requirements, if applicable (3 copies)	
○ Death certificate authenticated by PSA (1 original)	Philippine Statistics Authority
○ Marriage contract authenticated by PSA (1 original)	Philippine Statistics Authority
○ Birth Certificate of all surviving legal heirs authenticated by PSA (1 original)	Philippine Statistics Authority
○ Designation of next of kin (1 original)	Authorized claimant
○ Waiver of rights of children 18 years old and above (1 original)	Authorized claimant
7. Government Share for Mandatory Deductions (3 copies)	
• Payroll/List of personnel with corresponding amount of government share on GSIS, PAG-IBIG, and PhilHealth (1 original)	Personnel Officer



8. Loyalty Award Bonus (3 copies)	
Certification of years in service (1 original)	Personnel Officer
Service Record (1 certified true copy)	Personnel Officer
9. Salaries of Contract-of-Service Personnel (3 copies)	
• Payroll Register	Personnel Officer
• Approved Accomplishment Report	Concerned COS personnel
• Approved Daily Time Record	Concerned COS personnel
• Contract duly signed, notarized with certificate of availability of funds, if first claim (1 original copy and 2 photocopy)	Personnel Officer
10. Water and Electricity (3 copies)	
• Billing Statement or Statement of Account (1 original)	Electricity and Water Service Provider
11. Communication/Telephone Expenses (3 copies)	
• Billing Statement / Statement of Account 1 (original)	Telecommunication Service Providers (e.g., PLDT, Smart, Globe)
• Additional Requirements for Reimbursement of Mobile Load Cards (3 copies)	Requesting Party
○ Approved Purchase Request (all original)	
○ Receipts or Sales Invoice (1 original)	
12. Gasoline (3 copies)	
• Billing Statement / Statement of Account (1 original)	Gasoline Service Center
• Vehicle Trip Ticket (1 original)	Administrative Division
• Charge Invoice (1 original)	Gasoline Service Center
• Requisition and Issue Slip (1 original)	Administrative Division
• BAC Resolution, if first payment (1 certified true copy)	BAC Secretariat
13. Repair and Maintenance of Motor Vehicles/Equipment (3 copies)	
• Billing Statement / Invoice (1 original)	Service Provider
• Approved Purchase Request (all original)	Requesting Party



• Abstract of Quotations (1 original)	Requesting Party
• Three (3) quotations from suppliers (1 original)	Service Providers
• Approved Purchase Order (all original)	Requesting Party
• Approved Job Order Request (1 original)	Requesting Party
• Pre-Repair Evaluation / Inspection Report (all original)	Inspection and Acceptance Committee
• Inspection and Acceptance Report (all original)	Inspection and Acceptance Committee
• Warranty Certificate (1 original)	Service Provider
• Certificate of Acceptance (1 original)	Requesting Party
• Approved PPMP (photocopy)	BAC Secretariat
14. Cash Advances, Except for Travels (3 copies)	
• Special Order for Special Disbursing Officer / Petty Cash Custodian (photocopy)	Records Section
• Certification from the Accountant that all previous cash advances have been liquidated (1 original)	Accounting Unit
• Fidelity Bond (photocopy)	Designated Special Disbursing Officer / Petty Cash Custodian
15. Replenishment of Petty Cash Fund (3 copies)	
• Summary of Expenses (all original)	Requesting Party
• Official Receipts / Sales Invoice (1 original)	Supplier
• Certification of expenses not requiring receipts (1 original)	Requesting Party
• Approved Purchase Request (all original)	Requesting Party
• Three (3) quotations from suppliers (1 original)	Suppliers
• Abstract of Quotations (1 original)	Requesting Party
• Certificate of Inspection and Acceptance (all original)	Requesting Party
• Report of Waste Materials, in case of repair (all original)	Requesting Party
• Approved trip ticket for gasoline expenses (1 original)	Administrative Division
• Approved Official Business Permit (1 original)	Requesting Party
• Other supporting documents, as applicable (1 original)	Requesting Party



16. Procurement through Public Bidding (Infrastructure, Goods/Services, Consulting Services)	
• Approved Purchase Request (all original)	Requesting Party
• Approved PPMP (photocopy)	BAC Secretariat
• Approved APP (photocopy)	BAC Secretariat
• BAC Resolution recommending mode of procurement, as applicable (1 certified true copy)	BAC Secretariat
• Approved Contract (1 original)	Requesting Party / BAC Secretariat
• Minutes of pre-procurement conference (1 certified true copy)	BAC Secretariat
• Invitation to Bid / Request for Expression of Interest (1 certified true copy)	BAC Secretariat
• Advertisement of Invitation to Bid / Request for Expression of Interest (PhilGEPS Posting) (1 certified true copy)	BAC Secretariat
• Philippine Bidding Documents, which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description for goods, and Terms of Reference (TOR) for consulting services	BAC Secretariat
• Minutes of pre-bid conference (1 certified true copy)	BAC Secretariat
• Supplemental/Bid Bulletins, if any (1 certified true copy)	BAC Secretariat
• Bidder's Technical and Financial Proposals (1 certified true copy)	BAC Secretariat
• Minutes of Bid Opening (1 certified true copy)	BAC Secretariat
• Abstract of Bids (1 certified true copy)	BAC Secretariat
• Notice of Single/Lowest Calculated Bid (1 certified true copy)	BAC Secretariat



<ul style="list-style-type: none"> • Post-qualification Evaluation Report of the BAC-TWG (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Notice of Post-Qualification (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • BAC Resolution declaring the Single/Lowest Calculated and Responsive Bid approved by the HOPE (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Notice of Award (1 original for first payment) 	BAC Secretariat
<ul style="list-style-type: none"> • Notice to Proceed (1 original for first payment) 	BAC Secretariat
<ul style="list-style-type: none"> • Performance Security (1 original) 	BAC Secretariat
<ul style="list-style-type: none"> • Ranking of Shortlisted Bidders for Consulting Services (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Printout copy of posting of Notice of Award, Notice to Proceed, and Contract in the PhilGEPS (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Delivery Receipt (1 original) 	Supplier / Contractor / Service Provider / Consultant
<ul style="list-style-type: none"> • Sales Invoice / Official Receipt (1 original) 	Supplier / Contractor / Service Provider / Consultant
<ul style="list-style-type: none"> • Inspection and Acceptance Report, as applicable (all original) 	Inspection and Acceptance Committee
<ul style="list-style-type: none"> • Certificate of Acceptance (all original) 	Requesting Party
<ul style="list-style-type: none"> • For the additional documentary requirements per transaction type, please refer to Sections 9.1.1 to 9.1.3 of COA Circular No. 2012-01 	
17. Procurement through Alternative Modes	
<ul style="list-style-type: none"> • Approved Purchase Request (all original) 	Requesting Party
<ul style="list-style-type: none"> • Approved PPMP (photocopy) 	BAC Secretariat
<ul style="list-style-type: none"> • Approved APP (photocopy) 	BAC Secretariat
<ul style="list-style-type: none"> • BAC Resolution recommending mode of procurement, as applicable (1 certified true copy) 	BAC Secretariat



<ul style="list-style-type: none"> • Proof of posting of Invitation or Request for Quotation/Request for Proposal in the PhilGEPS Website and at any conspicuous place (if available) for a period of three (3) calendar days (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Technical Specifications or Terms of Reference (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • BAC Resolution declaring the Single/Lowest Calculated and Responsive Bid approved by the HOPE, if applicable (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Notice of Award, if applicable (1 original for first payment) 	BAC Secretariat
<ul style="list-style-type: none"> • Notice to Proceed, if applicable (1 original for first payment) 	BAC Secretariat
<ul style="list-style-type: none"> • Abstract of Quotation (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Approved Purchase Order/Contract (1 certified true copy) 	Requesting Party / BAC Secretariat
<ul style="list-style-type: none"> • Performance Security, if applicable (1 original) 	Supplier / Contractor / Service Provider / Consultant
<ul style="list-style-type: none"> • Warranty Security, if applicable (1 original) 	Supplier / Contractor / Service Provider / Consultant
<ul style="list-style-type: none"> • Printout copy of posting of Notice of Award, Notice to Proceed, and Contract/Purchase ORder in the PhilGEPS (1 certified true copy) 	BAC Secretariat
<ul style="list-style-type: none"> • Delivery Receipt (1 original) 	Supplier / Contractor / Service Provider / Consultant
<ul style="list-style-type: none"> • Sales Invoice / Official Receipt (1 original) 	Supplier / Contractor / Service Provider / Consultant
<ul style="list-style-type: none"> • Inspection and Acceptance Report, as applicable (all original) 	Inspection and Acceptance Committee
<ul style="list-style-type: none"> • Certificate of Acceptance (all original) 	Requesting Party
<ul style="list-style-type: none"> • Additional Requirements for Individual Consultants (3 copies) <ul style="list-style-type: none"> ○ Signed and notarized contract (1 certified true copy) 	Consultant / Requesting Party
<ul style="list-style-type: none"> ○ Approved expected outputs/deliverables, if first payment (1 original) 	Consultant



○ Approved manning schedule, if first payment (1 original)	Consultant
○ Curriculum Vitae of consultant, if first payment (1 original)	Consultant
○ Approved Consultancy Progress/Final Reports (1 original)	Consultant / Requesting Party
○ Progress/Final Billing (1 original)	Consultant
○ Letter Request for Payment (1 original)	Consultant
○ Letter of Intent/Proposal, if first payment (1 original)	Consultant
<ul style="list-style-type: none"> For the additional documentary requirements per transaction type, please refer to Sections 9.2.1 to 9.2.5 of COA Circular No. 2012-01 	
18. Other Transactions Not Listed	
<ul style="list-style-type: none"> Please refer to COA Circular No. 2012-01, dated 14 June 2012, "Revised Guidelines and Documentary Requirements for Common Government Transactions" 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the Disbursement Voucher (DV) and Budget Utilization Request and Status (BURS) with complete supporting documents, signed by the head of the requesting office.	1. Receive and record the DV and BURS with complete supporting documents (i.e., original supporting documents, complete signatures).	None	15 Minutes	<i>Financial Management Officer</i>
1.1. None	1.1. Forward the DV and BURS with	None	5 Minutes	<i>Financial Management Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	supporting documents to the Budget Officer.			
1.2. None	1.2. Verify availability of budget allotment.	None	4 Hours (Simple) 2 Days (Complex / Highly Technical)	<i>Budget Officer / Authorized Official</i>
1.2.a. None	1.2.a. If budget allotment is not available, return the DV and BURS with supporting documents to the requesting party.	None		
1.2.b. None	1.2.b. If budget allotment is available, sign Box B of the BURS.	None		
1.3. None	1.3. Forward the DV and approved BURS with supporting documents to the Accounting Unit.	None	5 Minutes	<i>Budget Officer / Authorized Official</i>
1.4. None	1.4. Receive and record the DV with approved BURS and supporting documents and assign a DV number.	None	10 Minutes	<i>Accountant II</i>
1.5. None	1.5. Review DV as to completeness and propriety of supporting documents as	None	4 Hours (Simple) 2 Days (Complex)	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	mandated by COA Circular No. 2012-001 dated 14 June 2012, Republic Act No. 9184, and other applicable laws.		3 Days (Highly Technical)	
1.6. None	1.6. Compute for applicable taxes, if any.	None		<i>Accountant II</i>
1.7. None	1.7. Prepare Certificate of Taxes Withheld (BIR Form 2307), if applicable.	None		<i>Accountant II</i>
1.8. None	1.8. Prepare Accounting Entries in Box B of DV and affix initial in Box C of DV.	None		<i>Accountant II</i>
1.9. None	1.9. Forward DV with approved BURS and supporting documents to the Chief Accountant.	None	5 Minutes	<i>Accountant II</i>
1.10. None	1.10. Check mathematical computation, validity of claims and completeness of supporting documents as mandated by COA Circular No. 2012-001 dated 14 June	None	1 Day (Simple) 2 Days (Complex) 3 Days (Highly Technical)	<i>Accountant IV</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2012, Republic Act No. 9184, and other applicable laws.			
1.11. None	1.11. Sign/certify Box C of DV as to cash availability and completeness of supporting documents.	None	5 Minutes	<i>Accountant IV</i>
1.12. None	1.12. Forward the signed DV and approved BURS with supporting documents to the Chief, Finance Division.	None	5 Minutes	<i>Accountant IV</i>
1.13. None	1.13. Receive the signed DV and approved BURS with supporting documents.	None	10 Minutes	<i>Chief, Finance Division / Authorized Official</i>
1.14. None	1.14. Review and approve payment and sign Box D of DV.	None	1 Day (Simple) 2 Days (Complex) 3 Days (Highly Technical)	<i>Chief, Finance Division / Authorized Official</i>
1.15. None	1.15. Forward the approved DV and BURS with supporting	None	5 Minutes	<i>Chief, Finance Division / Authorized Official</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	documents to Cashier.			
1.16. None	1.16. Receive the approved DV and BURS with supporting documents and check the completeness of signatories on all documents.	None	2 Hours	<i>Cashier III</i>
1.17. None	1.17. Check the account/funding source and balance of account against the amount of the DV.	None		<i>Cashier III</i>
1.18. None	1.18. Prepare check and Advice of Check Issued and Cancelled (ACIC) and record the particulars.	None		<i>Cashier III</i>
1.19. None	1.19. Forward check and ACIC with supporting documents to the check signatories.	None	5 Minutes	<i>Cashier III</i>
1.20. None	1.20. Sign check and ACIC.	None	4 Hours	<i>Authorized Officials based on Manual of Authorities</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.21. None	1.21. Forward the signed check and ACIC with supporting documents to Cashier.	None	5 Minutes	<i>Authorized Officials based on Manual of Authorities</i>
1.22. None	1.22. Receive the signed check and ACIC with supporting documents.	None	10 Minutes	<i>Cashier III</i>
1.23. None	1.23. Forward the signed ACIC with duplicate copy of the check to the Landbank of the Philippines.	None	1 Hour	<i>Cashier III</i>
1.24. None	1.24. Clear the check for funding and ready for encashment/deposit to assigned account.	None	4 Hours	Landbank of the Philippines
1.25. None	1.25. Inform the claimant/payee to pick-up the check, issue an Official Receipt, and receive the Tax Certificate.	None	10 Minutes	<i>Cashier III</i>
1.26. None	1.26. Release check and Tax Certificate to the claimant/payee.	None	10 Minutes	<i>Cashier III</i>
2. Receive check, sign Box E of the DV,	2. Record the receipt of the disbursement.	None	15 Minutes	<i>Cashier III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
issue Official Receipt, and claim Tax Certificate, if applicable.				
TOTAL:		None	4 Days and 5 Hours (Simple) 9 Days and 5 Hours (Complex) 12 Days and 5 Hours (Highly Technical)	



CITIZEN'S CHARTER NO. CO-FAD-FD-02. REQUEST FOR PETTY CASH

This service involves the provision of petty cash to defray petty operating expenses of NRDC, such as purchase of emergency supplies and materials, payment for mailing, parcel delivery, notarial services, transportation, fuel, and other miscellaneous and meeting-related expenses.

Office or Division:	Finance Division
Classification:	Simple
Type of Transaction	G2G – Government to Government
Who may avail:	Internal: All Permanent, Plantilla Appointees/Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Petty Cash Voucher (1 original)	Petty Cash Custodian
2. Approved Purchase Request, if applicable (3 original)	Requesting Party
3. Approved Official Business Permit, if applicable (1 original 2 photocopy)	Administrative Division
4. Receipts and Invoices, if liquidation (1 original 2 photocopy)	Requesting Party
5. Other supporting documents, if applicable (1 original 2 photocopy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure Petty Cash Voucher from the Petty Cash Custodian.	1. Issue Petty Cash Voucher.	None	5 Minutes	<i>Petty Cash Custodian</i>
2. Submit accomplished Petty Cash Voucher and all supporting documents.	2. Receive and record the Petty Cash Voucher.	None	5 Minutes	<i>Petty Cash Custodian</i>
2.1. None	2.1. Evaluate the Petty Cash	None	30 Minutes	<i>Petty Cash Custodian</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Voucher and all supporting documents.			
3. Receive cash from the Petty Cash Custodian.	3. If valid, issue cash to the requesting party.	None	15 Minutes	<i>Petty Cash Custodian</i>
4. If cash advance, submit liquidation and all supporting documents to the Petty Cash Custodian.	4. If cash advance, receive liquidation and all supporting documents from the requesting party.	None	5 Minutes	<i>Petty Cash Custodian</i>
4.1. None	4.1. Evaluate the liquidation and all supporting documents.	None	15 Minutes	<i>Petty Cash Custodian</i>
5. Sign the Petty Cash Voucher.	5. Sign the Petty Cash Voucher and record the transaction in the cash book.	None	10 Minutes	<i>Petty Cash Custodian</i>
TOTAL:		None	1 Hour and 15 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-03. ISSUANCE OF BILLING STATEMENT/INVOICE

This service involves the accurate computation and issuance of Billing Statements to all clients, lessees, and other customers of NRDC in accordance with the provisions in the contract/agreement.

Office or Division:	Finance Division; Records Section
Classification:	Complex
Type of Transaction	G2G – Government to Government, G2B – Government to Business
Who may avail:	Requesting Party
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Memorandum Request (1 original)	Requesting Party
2. Contract of Lease / Service Contract (1 original)	Requesting Party
3. Other supporting documents, if applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit memo requesting the issuance of Billing Statement/Invoice together with the original copy of the contract/agreement and other supporting documents.	1. Receive and record memo for the request for the issuance of Billing Statement/Invoice together with the original copy of the contract/agreement and other supporting documents.	None	5 Minutes	<i>Financial Management Officer</i>
1.1. None	1.1. Forward the memo request together with the original copy of the contract/agreement and	None	10 Minutes	<i>Financial Management Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	other supporting documents to Accounting Unit.			
1.2. None	1.2. Check propriety of request and completeness of documents.	None	4 Hours	<i>Accountant II</i>
1.3. None	1.3. Prepare Billing Statement/Invoice and forward to the Chief Accountant.	None		<i>Accountant II</i>
1.4. None	1.4. Check the entries and details in the Billing Statement/Invoice and forward to the Chief, Finance Division.	None	4 Hours	<i>Accountant IV</i>
1.5. None	1.5. Verify and approve the Billing Statement/Invoice and forward to the Financial Management Officer.	None	4 Hours	<i>Chief, Finance Division</i>
1.6. None	1.6. Forward the signed/approved Billing Statement/Invoice to Records	None	30 Minutes	<i>Financial Management Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Section for releasing and the supporting documents to the Accounting Unit for reference.			
1.7. None	1.7. Transmit original copy of Billing Statement/Invoice to client via registered mail, foot, or motorized messenger, whichever is applicable.	None	4 Hours	<i>Records Officer II</i>
2. Receive copy of the issued Billing Statement/Invoice for collection.	2. Provide requesting party, Accounting Unit, and Cashier receiving copy of the issued Billing Statement/Invoice for collection.	None	1 Day	<i>Records Officer II</i>
TOTAL:		None	3 Days and 45 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-04. ISSUANCE OF OFFICIAL RECEIPT

This service involves the collection of payments and issuance of Official Receipts to clients, lessees, and other external customers.

Office or Division:	Finance Division
Classification:	Simple
Type of Transaction	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Internal: Offices of NRDC; All Permanent, Plantilla appointees/Employees External: Clients; Lessees; Project Partners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Billing Statement/Invoice (1 original)	Requesting Party
2. Payment in cash or check	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present Billing Statement/Invoice and cash/check for payment.	1. Receive copy of Billing Statement/Invoice and forward to Accounting Unit.	None	5 Minutes	<i>Cashier III</i>
1.1. None	1.1. Prepare Order of Payment.	None	30 Minutes	<i>Accountant II</i>
1.2. None	1.2. Review and sign the Order of Payment and forward to Cashier.	None	10 Minutes	<i>Accountant IV</i>
1.3. None	1.3. Receive money/check and count the money or verify the	None	30 Minutes	<i>Cashier III</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	accuracy of check details against the Billing Statement/Invoice.			
2. Receive Official Receipt or Collection Receipt.	2. Issue Official Receipt or Collection Receipt.	None	15 Minutes	<i>Cashier III</i>
TOTAL:		None	1 Hour and 30 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-05. SUBMISSION OF CASH AND INVESTMENT BALANCES REPORT

This service involves the preparation and submission of Cash and Investment Balances (CIB) Reports to the Department of Finance.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	External: Department of Finance
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Official Letter Request (1 original)	Department of Finance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send letter request for Cash and Investment Balances (CIB) Report.	1. Receive and record letter request for CIB Report.	None	5 Minutes	<i>Financial Management Officer</i>
1.1. None	1.1. Forward the letter request for CIB Report to Accounting Unit.	None	5 Minutes	<i>Financial Management Officer</i>
1.2. None	1.2. Accomplish the CIB Report template by providing the cash in bank balances, investments in government securities and	None	Within 3 working days after the end of each month	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	other investments.			
1.3. None	1.3. Forward the accomplished CIB Report to the Chief Accountant.	None	5 Minutes	<i>Accountant II</i>
1.4. None	1.4. Check and verify the accuracy of the figures and other information in the CIB Report.	None	6 Hours	<i>Accountant IV</i>
1.5. None	1.5. Forward the verified CIB Report to the Chief, Finance Division.	None	5 Minutes	<i>Accountant IV</i>
1.6. None	1.6. Approve the verified CIB Report.	None	6 Hours	<i>Chief, Finance Division</i>
1.7. None	1.7. Forward the approved CIB Report to the Financial Management Officer.	None	5 Minutes	<i>Chief, Finance Division</i>
2. Receive CIB Report via email.	2. Submit the approved CIB Report to DOF via email.	None	5 Minutes	<i>Financial Management Officer</i>
TOTAL:		None	4 Days, 4 Hours, and 30 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-06. PREPARATION OF NRDC FINANCIAL STATEMENTS AND OTHER MONTHLY FINANCIAL REPORTS

This service involves the preparation of monthly NRDC Financial Statements and supporting schedules. The financial statements consist of the Statement of Financial Position, the Statement of Comprehensive Income, the Statement of Changes in Equity, and the Statement of Cash Flows.

Office or Division:	Finance Division
Classification:	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail:	Internal: Office of the PCEO External: Commission on Audit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. The Accounting Unit is required to submit monthly Financial Statements.	1. Analyze the balances of each account of the Balance Sheet and Income Statements.	None	3 Days	<i>Accountant II</i>
1.1. None	1.1. Prepare necessary adjusting and reclassifying entries to reflect the accruals of income and expenses and other transactions to correct the balances of accounts at the end of the period.	None	1 Day	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.2. None	1.2. Prepare the monthly Financial Statements (Statement of Financial Position, Statement of Comprehensive Income, Statement of Cash Flows and Statement of Changes in Equity with account schedules and variance analysis).	None	2 Days	<i>Accountant II</i>
1.3. None	1.3. Draft transmittal letter to the Management and COA.	None	4 Hours	<i>Accountant II</i>
1.4. None	1.4. Return the approved BIR Forms for filing to the BIR.	None	10 Minutes	<i>Accountant IV</i>
1.5. None	1.5. Review and sign the monthly Financial Statements and initial the transmittal letter.	None	2 Days	<i>Accountant IV</i>
1.6. None	1.6. Submit the signed monthly Financial Statements and transmittal letter to the Chief, Finance Division for final review	None	10 Minutes	<i>Accountant IV</i>
1.7. None	1.7. Review and approve the monthly Financial	None	2 Days	<i>Chief, Finance Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Statements and sign the transmittal letter.			
1.8. None	1.8. Forward the approved monthly Financial Statements and signed transmittal letter to the Financial Management Officer.	None	10 Minutes	<i>Chief, Finance Division</i>
1.9. None	1.9. Produce copies and release the approved monthly Financial Statements and signed transmittal letter to the Management and COA.	None	4 Hours	<i>Financial Management Officer</i>
2. Receipt of the monthly Financial Statements by the Management and COA.	2. Record the receipt of the approved monthly Financial Statements.	None	30 Minutes	<i>Financial Management Officer</i>
TOTAL:		None	11 Days and 1 Hour	



CITIZEN'S CHARTER NO. CO-FAD-FD-07. PREPARATION OF TAX RETURNS OF NRDC

This service involves the preparation of applicable tax returns of NRDC for filing with the Bureau of Internal Revenue (BIR), in compliance with applicable BIR Revenue Regulations.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	External: Bureau of Internal Revenue
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Mandatory requirement by BIR to file tax returns.	<p>1. Withholding Taxes: prepare the schedule of withholding taxes necessary in the computation of monthly withholding taxes due to the BIR.</p> <p>Value Added Tax (VAT): prepare the schedule of VAT necessary in the computation of monthly and quarterly VAT due to the BIR.</p> <p>Income Tax: Prepare the schedule of taxable income / non-taxable income and schedule of</p>	None	1 Day	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	allowable expenses /non-allowable expenses necessary in the computation of quarterly and annual income tax due to the BIR.			
1.1. None	1.1. Submit the computation of taxes due including supporting documents to the Chief Accountant.	None		<i>Accountant II</i>
1.2. None	1.2. Review the computation of taxes due including supporting schedules.	None	2 Days	<i>Accountant IV</i>
1.3. None	1.3. Prepare the monthly/quarterly tax returns and submit to the Chief Accountant.	None	1 Day	<i>Accountant II</i>
1.4. None	1.4. Review and approve the accomplished BIR Forms and attached schedules.	None	1 Day	<i>Accountant IV</i>
1.5. None	1.5. Return the approved BIR Forms for filing to the BIR.	None	10 Minutes	<i>Accountant IV</i>
1.6. None	1.6. Input data in the BIR's online filing through Electronic Filing and Payment System (EFPS) based on the	None	4 Hours	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	approved BIR Forms and submit.			
1.7. None	1.7. Print BIR Forms filed/submitted online with the BIR through EFPS.	None	30 Minutes	<i>Accountant II</i>
1.8. None	1.8. Prepare BURS and DV, if applicable.	None	4 Hours	<i>Accountant II</i>
TOTAL:		None	5 Days, 8 Hours, 40 minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-08. SUBMISSION OF DBM FORMS FOR THE CORPORATE OPERATING BUDGET

This service involves the preparation and submission to the Department of Budget and Management (DBM) of the Forms as prescribed in the DBM's Budget Call, for the approval of NRDC's annual corporate operating budget.

Office or Division:	Finance Division; Administrative Division; Operations Division; Special Projects Division; Office of the President	
Classification:	Highly Technical	
Type of Transaction	G2G – Government to Government	
Who may avail:	External: Department of Budget and Management	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Annual Budget Call (1 original)		Department of Budget and Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Conduct Budget Forum and Distribute Budget Call.	1. Attend Budget Forum and receive Budget Call.	None	4 Hours	<i>Budget Officer / Authorized Official</i>
1.1. None	1.1. Prepare memorandum to concerned Divisions on the accomplishment of Budget Forms.	None	2 Days	<i>Budget Officer / Authorized Official</i>
1.2. None	1.2. Review and approve the memorandum.	None	2 Hours	<i>Chief, Finance Division</i>
1.3. None	1.3. Distribute memorandum to concerned Divisions through the Records Section.	None	30 Minutes	<i>Financial Management Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Accomplish Budget Forms according to the plans, needs and targets of the Office/Division.	None	14 Days	<i>Head of Offices/Divisions</i>
1.5. None	1.5. Receive accomplished Budget Forms from concerned Divisions and forward to the Budget Officer II.	None	10 Minutes	<i>Financial Management Officer</i>
1.6. None	1.6. Prepare the proposed Corporate Operating Budget.	None	2 Weeks after receipt of the accomplished Budget Forms from concerned Divisions	<i>Budget Officer / Authorized Official</i>
1.7. None	1.7. Present the proposed Corporate Operating Budget during an Executive Committee Meeting.	None	1 Day	<i>Budget Officer / Authorized Official</i>
1.8. None	1.8. Finalize the proposed Corporate Operating Budget and prepare draft memorandum for the Board.	None	1 Week after the Executive Committee Meeting	<i>Budget Officer / Authorized Official</i>
1.9. None	1.9. Forward the proposed Corporate Operating Budget and draft memorandum for the Board to the Office of the PCEO for approval.	None	2 Hours	<i>Budget Officer / Authorized Official</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.10. None	1.10. Review the proposed Corporate Operating Budget and sign the draft memorandum for the Board.	None	3 days	<i>President and CEO</i>
1.11. None	1.11. Submit the signed memorandum for the Board and the proposed Corporate Operating Budget	None	4 Hours	<i>Executive Assistant III</i>
1.12. None	1.12. Review and approve the proposed Corporate Operating Budget of NRDC	None	30 Days	Board of Directors
1.13. None	1.13. Accomplish the Budget Forms based on the 1) proposed Corporate Operating Budget as approved by the Board; and 2) input from other concerned Divisions.	None	7 Days after approval of the Board of Directors	<i>Budget Officer / Authorized Official</i>
1.14. None	1.14. Prepare transmittal letter to DBM and cover memorandum for the PCEO.	None	4 Hours	<i>Budget Officer / Authorized Official</i>
1.15. None	1.15. Review the accomplished Budget	None	4 Hours	<i>Chief, Finance Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Forms and initial on the transmittal letter.			
1.16. None	1.16. Further review the accomplished Budget Forms, initial on the transmittal letter, and endorse the approval of the Budget Forms to the PCEO.	None	4 Hours	<i>Manager, Finance and Administrative Department</i>
1.17. None	1.17. Approve the Budget Forms and sign the transmittal letter to DBM.	None	2 Days	<i>President and CEO</i>
1.18. None	1.18. Release the transmittal letter and the signed Budget Forms through the Records Section.	None	30 Minutes	<i>Financial Management Officer</i>
TOTAL:		None	83 Days	



CITIZEN'S CHARTER NO. CO-FAD-FD-09. LIQUIDATION OF CASH ADVANCES

This service involves the processing of liquidation of cash advances by Special Disbursing Officers (SDO) or Accountable Officers (AOs).

Office or Division:	Finance Division		
Classification:	Complex		
Type of Transaction	G2G – Government to Government		
Who may avail:	Internal: All Permanent, Plantilla Appointees/Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Liquidation Report (3 originals)		Requesting Party	
2. Summary of Expenses (3 originals)		Requesting Party	
3. Official receipt of refund of unexpended balance (3 photocopy)		Requesting Party	
4. Receipts and Invoices (1 original, 2 photocopy)		Requesting Party	
5. Approved Travel Report, if applicable (3 original)		Requesting Party	
6. Amended Travel Order, if applicable (3 original)		Requesting Party	
7. Amended Itinerary of Travel, if applicable (3 original)		Requesting Party	
8. Certificate of Travel Completed, if applicable (3 original)		Requesting Party	
9. Certificate of Appearance, if applicable (1 original, 2 photocopy)		Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Liquidation Report and all supporting documents duly signed by the Immediate Supervisor.	1. Receive and record submitted Liquidation Report and all supporting documents.	None	10 Minutes	<i>Financial Management Officer</i>
1.1. None	1.1. Review Liquidation Report and	None	2 Days	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	completeness of all supporting documents.			
1.2. None	1.2. If complete, forward to the Accountant IV for approval.	None	30 Minutes	<i>Financial Management Officer</i>
1.3. None	1.3. If incomplete, return to the requesting party for appropriate action.	None	30 Minutes	<i>Financial Management Officer</i>
1.4. None	1.4. Further review Liquidation Report and completeness of all supporting documents.	None	2 Days	<i>Accountant IV</i>
1.5. None	1.5. If complete, sign the Liquidation Report.	None	30 Minutes	<i>Financial Management Officer</i>
1.6. None	1.6. If incomplete, return to the requesting party for appropriate action.	None	30 Minutes	<i>Financial Management Officer</i>
2. Receive copy of the approved Liquidation Report.	2. Record the Liquidation Report for submission to COA.	None	1 Day	<i>Accountant IV</i>
TOTAL:		None	5 Days, 2 Hours, and 10 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-10. REQUEST FOR FINANCIAL REPORTS AND INFORMATION

This service is rendered to parties who may require copies of available financial reports, data, or information.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	Internal: Offices of NRDC External: Other Government Offices (i.e., DOF, DBM, DENR, COA)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Memorandum/Letter Request (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for Financial Reports and/or Information.	1. Receive and record request for financial report and/or information.	None	10 Minutes	<i>Financial Management Officer</i>
1.1. None	1.1. Evaluate request for financial report and/or information.	None	2 Days	<i>Accountant II</i>
1.2. None	1.2. If available, prepare copy of the requested financial report and/or information and draft transmittal letter.	None	30 Minutes	<i>Accountant II</i>
1.3. None	1.3. If unavailable, inform requesting party on availability of report.	None	30 Minutes	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.4. None	1.4. Review financial report and/or information and initial on draft transmittal letter.	None	2 Days	<i>Accountant IV</i>
1.5. None	1.5. Further review financial report and/or information and sign transmittal letter.	None	2 Days	<i>Chief, Finance Division</i>
2. Receive transmittal letter together with supporting documents.	2. Issue the signed transmittal letter together with supporting documents	None	30 Minutes	<i>Financial Management Officer</i>
TOTAL:		None	6 Days, 1 Hour, and 40 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-11. PREPARATION OF REPORT OF COLLECTIONS AND DEPOSITS

The Collecting Officers shall prepare the Report of Collections and Deposits (ROCD) for submission to the Accounting Unit. The report lists all the ORs issued in numerical sequence including cancelled ones.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	External: Commission on Audit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Standard procedure	1. Prepare Report of Collections and Deposit (ROCD) for the month.	None	5 days after the end of the month	<i>Cashier III</i>
1.1. None	1.1. Review and sign ROCD and supporting documents.	None	2 Days	<i>Chief, Finance Division</i>
1.2. None	1.2. Forward signed ROCD to Accounting Unit.	None	4 Hours	<i>Cashier III</i>
1.3. None	1.3. Receive copy of ROCD for preparation of the Cash Receipts and Deposit Journal.	None	30 Minutes	<i>Accountant II</i>
TOTAL:		None	7 Days, 4 Hours, and 30 minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-12. PREPARATION OF REPORT OF CHECKS ISSUED

The Report of Checks Issued (RCI) is a financial report which specify the amount of check issued and cancelled with attached complete pertinent documents.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	External: Commission on Audit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Standard procedure	1. Prepare Report of Checks Issued (RCI) for the month per fund cluster.	None	5 days after the end of the month	<i>Cashier III</i>
1.1. None	1.1. Forward signed RCI per fund cluster to Accounting Unit.	None	4 Hours	<i>Cashier III</i>
1.2. None	1.2. Receive copy of RCI per fund cluster for preparation of the Check Disbursement Journal.	None	30 Minutes	<i>Accountant II</i>
TOTAL:		None	5 Days, 4 Hours, and 30 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-13. PREPARATION OF REPORT OF ACCOUNTABILITY FOR ACCOUNTABLE FORMS

The Report of Accountability for Accountable Forms (RAAF) is a form used by each Accountable Officer to report on the physical count of all accountable forms in his/her custody such as checks, stamps, LDDAP-ADA, etc.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	External: Commission on Audit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Standard procedure	1. Prepare Report of Accountability for Accountable Forms (RAAF) for the month.	None	7 days after the end of the month	<i>Cashier III</i>
1.1. None	1.1. Review and sign RAAF and supporting documents.	None	2 Days	<i>Chief, Finance Division</i>
1.2. None	1.2. Forward signed RAAF to Accounting Unit and COA.	None	4 Hours	<i>Cashier III</i>
1.3. None	1.3. Receive copy of RAAF.	None	30 Minutes	<i>Accountant II</i>
TOTAL:		None	9 Days, 4 Hours, and 30 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-FD-14. PREPARATION OF BANK RECONCILIATION REPORT

The Bank Reconciliation Statement (BRS) shall be prepared in order to: (a) check correctness of both the bank's and agency's records, (b) serve as a deterrent to fraud, and (c) enable the agency/bank to take up charges or credits recognized by the bank/agency but not yet known to the agency/bank.

Office or Division:	Finance Division
Classification:	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	Internal: Office of the PCEO External: Commission on Audit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Bank Statement for each bank account (1 original)	Landbank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Standard procedure	1. Review Bank Statement and prepare Bank Reconciliation Report for the month per fund cluster.	None	4 Days after receipt of the Bank Statements	<i>Accountant II</i>
1.1. None	1.1. Review and sign draft Bank Reconciliation Report for the month per fund cluster.	None	1 Day	<i>Accountant IV</i>
1.2. None	1.2. Further review and sign draft Bank Reconciliation Report for the month per fund cluster.	None	1 Day	<i>Chief, Finance Division</i>
1.3. None	1.3. Receive copy of approved Bank	None	1 Day	<i>Accountant II</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Reconciliation Reports for preparation of Journal Entry Voucher (JEV).			
TOTAL:		None	7 Days	



CITIZEN'S CHARTER NO. CO-FAD-AD-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This service is made upon request of NRDC personnel, official or external party for a Certification of No Records/Appeal/ Motion for Reconsideration, etc. being filed in the Administrative Division-Personnel Section. The purpose for the request is included in the Certification.

Office or Division:	Administrative Division (AD), NRDC Central Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	Internal: Employees of NRDC Central Office, Provincial based Project, External: External Clientele who are authorized party or representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished customer request form (1 original)	Receiving Area, Desk Information Officer
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party
Additional if applicant is a representative	
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/Releasing Clerk.	1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	5 Minutes	<i>Receiving/Releasing Clerk Records Section (RS)</i>
1.1. None	1.1. Verify all requirements.	None	20 Minutes	<i>Action Officer/ Personnel Support Staff</i>
1.2. None	1.2. Approve and sign Request Form.	None	5 Minutes	<i>Personnel Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. None	2. Prepare the requested Certification.	None	15 Minutes	<i>Action Officer / Personnel Support Staff</i>
2.1. None	2.1. Determine accuracy and affix initial on the Certification.	None	2 Minutes	<i>Personnel Officer</i>
2.2. None	2.2. Determine accuracy of the Certification and affix signature.	None	5 Minutes	<i>Chief, Admin Division</i>
2.3. None	2.3. Release the Approved Certification to the Requesting Party through Records Section. Forward the received Customer Request Form to Action Officer for filing.	None	5 Minutes	<i>Receiving/Releasing Clerk (RS)</i>
3. Receive the approved Certification.	3. File the Customer Request Form in the record book.	None	5 Minutes	<i>Action Officer / Personnel Support Staff</i>
TOTAL:		None		1 Hour & 2 Minutes



CITIZEN'S CHARTER NO. CO-FAD-AD-02. DOCUMENT AUTHENTICATION FOR GENERAL CIRCULATION DOCUMENTS

Document Authentication is made by a requesting party (NRDC personnel, official or external clientele) for a certified true copy of a record issued by the NRDC and being filed in the Administrative Division-Records Section. The purpose for the request is included in the Request Form.

Office or Division:	Administrative Division (AD), NRDC Central Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of NRDC Central Office and Provincial Based Project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request or Request Form (1 original)	Receiving Area, Desk Information Officer
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/Releasing Clerk.	1. Receive, check, and stamp date and time on the document.	None	5 Minutes	<i>Receiving/Releasing Clerk</i> Records Section (RS)
1.1. None	1.1. Upload the document to the Document Tracking System.	None	5 Minutes	<i>Receiving/Releasing Clerk</i> Records Section (RS)
1.2. None	1.2. Forward the document to the concerned Officer.	None	5 Minutes	<i>Receiving/Releasing Clerk</i> (RS)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.3. None	1.3. Check the availability of records, process the request, and indicate amount to be paid in the Request Form.	None	15 Minutes	Action Officer / Records Officer (RS)
1.4. None	1.4. Approve and affix signature on the Request Form.	None	5 Minutes	Action Officer / Records Officer (RS)
1.5. None	1.5. Photocopy the requested documents, stamp "Certified True Copy" and affix initial on the stamp and forward to Chief, Admin Division.	None	20 Minutes	Action Officer / Records Officer (RS)
1.6. None	1.6. Approve and affix signature on the Request Form. Issue the certificate.	None	5 Minutes	Chief, Admin Division
2. Receive the certified documents/records.	2. File the Customer Request Form and attachments.	None	5 Minutes	Action Officer/ Records Officer (RS)
TOTAL:		None	1-20 pages	1 Hour & 45 Minutes
			21-50 pages	2 Hours & 15 Minutes
			51-100 pages	3 Hours & 15 Minutes
			200+ pages	1 day & 15 Minutes



CITIZEN'S CHARTER NO. CO-FAD-AD-03. PROCESSING OF INTERNAL DOCUMENTS

This process includes processing of Personnel Official Business (OB) outside office, Vehicle Trip Ticket, Vehicle Maintenance, Issuance of Supplies being filed in the Administrative Division-*Personnel Section, General Services Section and Property Section*. The purpose for the request is included in the respective forms.

Office or Division:	Administrative Division (AD), NRDC Central Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Permanent, Casual and Contractual Personnel, Officials of NRDC Central Office and Provincial-Based Projects	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official Business (Field Work Permit) Form	Personnel Officer or Personnel Support Staff	
2. Vehicle trip Ticket	Property Officer of Property Support Staff	
3. Vehicle Repair & Maintenance (R&M)	Property Officer of Property Support Staff	
4. Issuance of Supplies	Property Officer of Property Support Staff	
5. Travel Order	Personnel Officer or Personnel Support Staff	
6. Monetization of Leave Credits	Personnel Officer or Personnel Support Staff	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<u>For Official Business</u> 1. Secure, fill out, and seek approval of OB Form.	1. Issue sign/approve OB form.	None	20 Minutes	Personnel Officer (PS)
<u>Vehicle trip Ticket</u> 2. Secure, fill out, and seek approval of Vehicle Trip Ticket.	2. Release the approved Trip Ticket upon approval of the Chief, Admin Division.	None	10-20 Minutes	Receiving/Releasing Clerk (GSS) Chief, Admin Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<u>Vehicle Repair & Maintenance</u> 3. Prepare Inspection Acceptance Report.	3. Conduct pre-repair inspection.	None	30-40 Minutes	Inspection Committee
3.1. Prepare Purchase Request.	3.1. Receive approved Purchase Request form for processing.	None	10-20 Minutes	<i>Receiving/Releasing Clerk (GSS)</i> <i>Chief, Admin Division</i>
<u>Issuance of Supplies & Materials</u> 4. Prepare Request & Issuance Slip (RIS) for approval.	4. Receive approved RIS and check availability of Supplies & Materials.	None	10-20 Minutes	<i>Action Officer / Property Officer</i>
4.1. None	4.1. Issue requested supplies & materials.	None		<i>Action Officer / Property Officer</i>
<u>Travel Order (Foreign or Local)</u> 5. Submit Travel Order Form and Itinerary of Travel signed by the requesting party and approved by the Head of the agency together with relevant attachments.	5. Receive Travel Order Form and its attachments. Check the completeness of entry or compliance to the set of rules in case of foreign travel.	None	15 Minutes	<i>Receiving Clerk / Personnel Officer</i>
5.1. None	5.1. Assign Travel Order Number and record in the logbook.	None		<i>Receiving Clerk / Personnel Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
5.2. None	5.2. Stamp Reference Number on the actual approved Travel Order Form.	None		<i>Receiving Clerk / Personnel Officer</i>
5.3. None	5.3. Release Numbered Travel Order to concerned personnel/official. Secure one photocopy for filing.	None		<i>Receiving Clerk / Personnel Officer</i>
5.4. None	5.4. Forward to Finance Division for processing of Disbursement Voucher and of cash advances.	None		<i>Receiving Clerk / Personnel Officer</i>
<u>Monetization of Leave Credits</u>				
6. Submit Leave form indicating number of days to be monetized or indicate if terminal leave application.	6. Receive Monetization of Leave Application or Terminal Leave application.	None	30 Minutes (per application)	<i>Receiving Clerk / Personnel Officer</i>
6.1. None	6.1. Check/Evaluate available leave credits.	None		
6.2. None	6.2. Evaluate and compute equivalent amount.	None		
6.3. None	6.3. Sign and forward to Head of Agency for approval.	None	15 Minutes	<i>Receiving Clerk / Personnel Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
6.4. None	6.4. Receive the approved Leave Application by the Head of Agency and forward to Finance Division for processing of payments.	None	10 Minutes	<i>Receiving Clerk / Personnel Officer</i>
TOTAL:		None	Official Business	20 Minutes
			Vehicle Trip Ticket	10-20 Minutes
			Vehicle Repair & Maintenance	40 Minutes – 1 Hour
			Issuance of Supplies	10-20 Minutes
			Travel Order	15 Minutes
			Monetization of Leave Credits	55 Minutes



CITIZEN'S CHARTER NO. CO-FAD-AD-04. ISSUANCE OF PERSONAL FOREIGN TRAVEL AUTHORITY

This service refers to the preparation of official travel authority that will be presented in the Immigration and serves as proof that the employee is authorized to travel abroad and with the approval of the Head of Agency or by the authorized officials.

Office or Division:	Administrative Division-Personnel Section, NRDC Central Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All Permanent, Plantilla appointees/Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved Leave form (1 original)		Requesting employee/Personnel Section	
2. Certification that the travel will not hamper the operations (1 original)		Requesting employee	
3. Endorsement of Head of Office (1 original)		Head of Office	
4. Request for personal travel authority form (1 original)		Requesting employee	
5. Office Clearance, Additional if the travel period is 30 days and more (1 original)		Requesting employee/Personnel Section	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request for personal Travel Authority and requirements.	1. Receive request from requesting person and review completeness of requirements for request for personal Travel Authority.	None	10 Minutes	<i>Receiving Clerk</i>
1.1. None	1.1. Prepare personal Travel Authority, print copy, affix initials and forward documents to Personnel Officer.	None	10 Minutes	<i>Receiving Clerk</i>



1.2. None	1.2. Review printed copy and attachments, affix initials if in order, and forward documents to Chief, Admin Division.	None	10 Minutes	<i>Personnel Officer</i>
1.3. None	1.3. Review personal Travel Authority, affix initials if in order, and forward documents to Executive Vice President.	None	10 Minutes	<i>Chief, Admin Division</i>
1.4. None	1.4. Review documents, affix initials if in order, and forward documents to the President & CEO for approval.	None	10 Minutes	<i>Executive Vice President</i>
1.5. None	1.5. Review documents and sign Personal Travel Authority if approved. Forward the same to the Personnel Section for filing & forward to Records Section.	None	10 Minutes	<i>President & CEO Office of the President</i>
2. Receive Personal Travel Authority.	2. Forward signed and approved Personal Travel Authority to requesting. Secure a copy for filing.	None	10 Minutes	<i>Records Officer</i>
TOTAL:		None	1 Hour & 10 Minutes	



CITIZEN'S CHARTER NO. CO-FAD-AD-05. PREPARATION OF PURCHASE REQUEST FOR GOODS AND SERVICES

The NRDC procurement process made upon request of NRDC personnel and/or official for purchased of goods and services shall be filed using Purchase Request to the Administrative Division-*Procurement Section*. The Purchase Request is a that document tells the Procurement Section exactly what goods and services are requested, the quantity, specifications, and associated costs. The purpose for the request is also included.

Note: The purchase request for this process flow do not apply to purchase requests subject to cash advance. Purchase requests subject to cash advances refer to emergency, contingency, or urgent procurement of goods and services that shall not follow standard procurement, such as shopping and bidding.

Office or Division:	Administrative Division (AD) – Procurement Section/Bids and Awards Committee (BAC), NRDC Central Office
Classification:	Simple to Complex
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B – Government to Business
Who may avail:	Internal: Employees of NRDC Central Office, Provincial based Project, External: Prospective Bidders
CHECKLIST OF REQUIREMENTS	
Accomplished Purchase Request forms	WHERE TO SECURE Administrative Division-Procurement Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish and affix signature on Purchase Request Form.	1. Receive the accomplished Purchase Request Form.	None	5 minutes	<i>Action Officer</i> Procurement Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Verify information such as names and designation, and draft specifications indicating the minimum requirements of the goods and services to be procured.	None	5 hours	<i>Action Officer</i> Procurement Section
1.2. None	1.2. Attach Approved Project Procurement Management Plan (PPMP) or Supplemental Project Procurement Management Plan (SPPMP).	None	5 minutes	<i>Action Officer</i> Procurement Section
1.2.a. None	1.2.a. Affix signature and attach Pre-technical Inspection Form if services include repair, renovation, or preventive maintenance.	None	2 hours	<i>Action Officer</i> General Services Section
1.2.b. None	1.2.b. Receive and assign Control Number on the Pre-technical Inspection Form.	None	15 minutes	<i>Action Officer</i> Procurement Section
1.3. None	1.3. Receive and assign Control Number on the Purchase Request Form.	None	10 minutes	<i>Action Officer</i> Procurement Section
1.4. None	1.4. Request for Certificate of Availability of Funds and forward the Purchase Request Form to the BAC Secretariat.	None	3 days	<i>Action Officer</i> Procurement Section
2. Submit Purchase Request Form and Procurement Request to BAC Secretariat.	2. Review completeness of procurement documents. Classify request as Simple or Complex	None	1 hour	<i>Procuring Entity</i> (BAC Secretariat)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
3. Monitor the procurement.	3. Perform procurement service covered under RA 9184.	None	Service is covered under RA 9184. Hence, the processing time indicated in the RA shall prevail.	<i>Procuring Entity</i> (BAC and BAC Secretariat)
TOTAL:		None	3 Days, 8 Hours & 35 Minutes for preparation of approved Purchase Request	



CITIZEN'S CHARTER NO. CO-FAD-AD-06. ISSUANCE OF ENTRY PERMITS & OTHER REQUEST OF VISITORS

This Service is made upon request of an external party to enter the building for an official business.

Office or Division:	Administrative Division (AD)/ Building Administration Section, NRDC Central Office		
Classification:	Simple to Complex		
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business		
Who may avail:	Visitors from different offices with approval of concerned office, suppliers, contractors, etc.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Entry Request		Receiving Area, Desk Information Officer	
2. Government issued ID (present 1 original)		Requesting Party	
3. Vaccination ID for COVID 19 (whenever necessary)			
Additional if from the Government Sector			
4. Official Letter Request (1 original)		Requesting Party	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present requirements to the attending security personnel.	1. Forward request and/or requirements to the Receiving/Releasing Clerk.	None	5 Minutes	<i>Security Personnel</i>
1.1. None	1.1. Stamp the documents received, if any, with the date and time, then forward all documents to the Action Officer.	None	5 Minutes	<i>Action Officer / Building Administrator</i>
1.2. None	1.2. Review request according to its nature to be classified as simple (entry request for visitors from other agencies, private lessees, messengers), complex (repair and maintenance contractors, delivery of supplies and materials, pull out	None	20 Minutes	<i>Action Officer / Building Administrator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	of unserviceable equipment and fixture, posting of notices at the designated announcement board at the building lobby) and urgent (for Management's decision and approval of entry).			
1.3. Receive Visitor's Pass.	1.3. If the request is simple, security personnel will give a visitor's pass to the requesting party.	None	5 Minutes	<i>Security Personnel</i>
1.4. None	1.4. For urgent and complex requests, review the request, and endorse for approval of the Building Administrator and/or the President and CEO.	None	1-3 Days	<i>Building Administrator/ Office of the President President & CEO</i>
1.4a. None	1.4.a. Whenever necessary, conduct further review, may be subject to committee meeting, discuss with legal, technical, and other concerned. Approve and sign permit if requests are in order.	None	1-5 Days	<i>Executive Assistant III Office of the President President & CEO</i>
1.5. Receive Entry Permit.	1.5. Release approved Permit and secure copy for concerned unit and records filing.	None	1-2 Days	<i>Records Section</i>
TOTAL:		Simple	35 Minutes	
		Complex	3-10 Days and 30 minutes	



CITIZEN'S CHARTER NO. CO-FAD-BAC-01. SALE OF BIDDING DOCUMENTS

The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division:	Bids and Awards Committee (BAC) Secretariat, Finance Division	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Prospective Bidder/s	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Present One (1) Valid Company Identification Card	Prospective Bidder Company	
2. Official Receipt (1 photocopy with accompanying original)	Cashier, NRDC Central Office	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Pay cost of bidding documents at the Cashier's Office.	1. Process payment and issue Official Receipt to the Prospective Bidder	Please refer to the table of fees below.	10 Minutes	<i>Cashier</i>
2. Present original and submit copy of Official Receipt as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	2. Receive copy of Official Receipt, and issue Copy of the Bidding Documents.		10 Minutes	BAC Secretariat



3. Receive copy of Bidding Documents, register in the logbook and acknowledge receipt of Bidding Documents.	3. Maintain registry of Bidders who purchased the Bidding Documents.		10 Minutes	BAC Secretariat
TOTAL:		Please refer to the table of fees below.	30 minutes	

**Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.*

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback:	<ol style="list-style-type: none"> 1. Via website: www.nrdc.denr.gov.ph 2. Via email: feedback.nrdc@gmail.com 3. Answer the Feedback Form and drop at the Receiving Area at the NRDC Lobby
How feedbacks are processed:	<p>Every Friday, the CART Secretariat shall open the feedback drop box and compile and record all feedback submitted, including those that were received via website and email.</p> <p>Feedback requiring answers shall be forwarded to the relevant units where they are required to answer within three (3) working days upon receipt of the feedback.</p> <p>The answer of the concern office shall be relayed to the client.</p>
How to file a complaint:	<p>To file a complaint against the Agency, provide the following details via e-mail:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complaint - Evidences - Name/s of the person/s being complained <p>Send all complaints to feedback.nrdc@gmail.com</p> <p>For follow-ups or queries, the contact information are as follows: Contact number: (02) 8521-9421 Email: feedback.nrdc@gmail.com</p>
How complaints are processed:	Investigation by the Committee on Anti-Red Tape.
Contact Information of CCB, PCC, ARTA:	<p style="text-align: center;">Contact Center ng Bayan Contact Number: 1-6565 accessible via PLDT and Smart landlines nationwide SMS/Text Access: 0908-8816565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph</p> <p style="text-align: center;">Presidential Complaint Center Contact Number: (02) 8736-8645 / 8736-8603 Email: pcc@malacanang.gov.ph Website: https://op-proper.gov.ph/presidential-action-center/</p> <p style="text-align: center;">Anti-Red Tape Authority Contact Number: (02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099 Email: complaints@arta.gov.ph / info@arta.gov.ph Website: https://arta.gov.ph/contact-us/</p>



NRDC OFFICE

Office	Address	Contact Information
Central Office	9 th floor, DENR by the Bay (L&SBldg.), 1515 Roxas Blvd., Ermita, Manila City	Contact number: (02) 8521-9421 Email: feedback.nrdc@gmail.com