



NATIONAL DEVELOPMENT COMPANY

CITIZEN'S CHARTER

2019(1ST Edition)



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I. Mandate:

PD 1648 (Revised Charter) – NDC is mandated to pursue commercial, industrial, agricultural or mining ventures in order to give the necessary impetus to national economic development. NDC, may on its own, or in joint venture with the private sector, undertake vital projects when necessary or when the private sector is not willing or able to undertake such projects due to high risks or to lack of funds/resources.

Executive Order No. 83 (Strengthening the Enforcement of the Agri-Agra Law and Launching of the NDC “AA” Bonds for Rural Development) – Authorized NDC to undertake the issuance of NDC Agri-Agra Bonds in the total amount of P50B for the development of the agriculture and agrarian sectors.

Executive Order No. 530 – (Authorizing the NDC to Issue Bonds under Executive Order 83, Series of 1998 for the pump-priming activities and other projects of the government) – The EO strengthens NDC’s authority to issue bonds under EO 83 Series of 1998, and expanded the utilization of the bond proceeds to include the economic pump-priming activities/projects of the government-owned and controlled corporations (GOCCs) and any other projects designed for economic growth and poverty alleviation.

Executive Order No. 824 – Authorizing the National Development Company (NDC) to issue Bonds for Infrastructure Projects

Executive Order No. 824-A – Amending Executive Order No. 824 authorizing the National Development Company to Issue Bonds for Infrastructure Projects to include projects for Rehabilitation and Reconstruction of Government Infrastructure Facilities damaged or destroyed by Typhoons “*Ondoy*” and “*Pepeng*”

II. Vision:

NDC is the Philippine's leading state-owned enterprise investing in diverse industries, serving as an effective catalyst for inclusive growth.

III. Mission:

Enabling industry development, spurring local economies

IV. Service Pledge:

We, the Officials and Employees of the National Development Company are committed to create a high level of transparency in public service. We will establish a system of governance, accountability and public engagement. Transparency and accountability will promote efficiency and effectiveness in our agency.

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**Office of the General Manager
Funds Management Group
Internal Services**

1. FUND GENERATION

Provide fund sourcing and support, structure financial packages for Investment Groups such as: loan syndication, bond flotation and securitization; coordinate financing from foreign and local financial institutions; undertake collection and debt monitoring and servicing.

Office or Division:	Funds Management Group	
Classification:	Highly Technical	
Type of Transaction:	Government to Government /Government to Business	
Who may avail:	NDC Special Projects Group / Investments Group	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. BONDS	
1.1	NDC Board Approval of the bond and the terms and conditions of the bond;	Corporate Secretary
1.2	Department of Agriculture (DA) and Department of Agrarian Reform (DAR) approval on the Agri-Agra compliance (in case of Agri-Agra Bonds) utilization; EO 83 is applicable;	DA / DAR
1.3	National Economic Development Authority (NEDA) approval (for priority projects);	NEDA
1.4	Department of Finance (DOF) endorsement to Monetary Board;	DOF
1.5	Memorandum of Agreement (MOA) on the bond issuance;	Legal
1.6	Monetary Board (MB) opinion on the borrowing;	MB
1.7	Authorization from the Office of the President (OP) for the issuance of ROP Guaranty;	OP
1.8	Letter of Guaranty from the DOF	DOF
	2. Loan Release to Borrower	
2.1	NDC Board approval of the loan and the terms and conditions of the loan;	NDC Corporate Secretary
2.2	Borrower's Board approval of the loan and the terms and conditions of the loan;	Borrower's Legal
2.3	Loan Agreement;	
2.4	Promissory Note;	NDC and Borrower's Legal

<p>2.5 DOF's endorsement to the Monetary Board of the borrower's loan (in case of government corporation);</p> <p>2.6 MB opinion on the borrower's loan (in case of government corporation)</p>	<p>Borrower's Legal DOF</p> <p>MB</p>
<p>3. Bank Borrowings</p>	
<p>3.1 NDC Board Approval of the bond and the terms and conditions of the bond;</p> <p>3.2 Department of Finance (DOF) endorsement to Monetary Board;</p> <p>3.3 Monetary Board (MB) opinion on the borrowing;</p> <p>3.4 Authorization from the Office of the President (OP) for the issuance of ROP Guaranty;</p> <p>3.5 Letter of Guaranty from the DOF</p>	<p>Corporate Secretary</p> <p>DOF</p> <p>MB</p> <p>OP</p> <p>DOF</p>
<p>4. BSP's requirement on issuance of Monetary Board's opinion</p>	
<p>4.1 Letter from the GOCC addressed to the BSP requesting for the prior opinion/concurrence of the Monetary Board on the monetary implications/probable effects of the proposed borrowing operation on (a) monetary aggregates, (b) the price level, and (c) the balance of payments, pursuant to Section 123 of Republic Act 7653 (The New Central Bank Act).</p> <p>4.2 Citation of legal basis either by law, e.g. the agency's charter, or other authority.</p> <p>4.3 Borrowing limit based on law / charter.</p> <p>4.4 What is the legal limit on your proposed borrowing? Please provide specific provision on legal limit. Is the proposed borrowing included in the consolidated public sector borrowing program for the year? Please provide details on the borrowing for proponent agency.</p> <p>4.5 Year-to-date outstanding borrowings.</p>	<p>DMO/CEO</p> <p>DMO/CEO</p> <p>DMO/CEO</p> <p>DMO/CEO</p> <p>Finance</p>

4.10 Summary of costs involved (arranger's fees, legal fees, etc...)		DMO/CEO		
5. Other requirements:				
5.1 Loan agreement		Legal		
5.2 Government legal counsel comment on the legal basis of the borrowing		OGCC		
5.3 Memorandum of Agreement with the DOF creditors, DBM (to assure repayment)		Legal		
5.4 Other ad hoc documents		DMO/CEO		
5.5 List of projects		SPG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project proposal/ request for funding	1.1 Receive the request	None	10 minutes	Development Management Officer (DMO)/Corporate Executive Officer (CEO)
	1.2 Evaluate the financial capacity to service the loan/ pay dividend /return of investment	None	3 – 7 wds	DMO/CEO
2. Finalize Terms and conditions of the Loan	2.1 Finalize Terms and Conditions of the loan and bond	None	7 wds	Assistant General Manager (AGM) for FMG, DMO/CEO
	2.2 Presentation of project to the Management Committee for approval/ endorsement	None	10 – 20 wds	AGM for FMG, DMO/CEO
	2.3 Presentation to the Board for approval (project, bond issuance, loan, terms of the bond and loan)	None	10 – 30 wds	General Manager (GM), AGM for FMG

3. Borrower's Board/ Company Approval	N/A	None	20 - 40 wds	Client/Borrower
4. Secure Approval	4.1 (For Agri-Agra Bonds) Secure approval from Department of Agriculture (DA) and Department of Agrarian Reform (DAR)	None	20 - 40 wds	GM, AGM for FMG, DMO/CEO
	4.2 (in case of subsidy/appropria tion) Secure DBM approval	None	20 - 40 wds	GM, AGM for FMG, DMO/CEO
	4.3 (for priority projects) Secure NEDA approval	None	20 - 40 wds	GM, AGM for FMG, DMO/CEO
	4.4 Secure DOF endorsement on the proposed borrowing (bond issuance)	None	20 - 40 wds	GM, AGM for FMG, DMO/CEO
	4.5 (If borrower is a government corporation) Secure Monetary Board (MB) opinion on the borrowing (bond issuance)	None	20 - 40 wds	GM, AGM for FMG, DMO/CEO
	4.6 Secure authorization from the Office of the President (OP) to issue National Government Guaranty on the bonds thru DOF	None	20 - 40 wds	GM, AGM for FMG, DMO/CEO

<p>5. Review the Memorandum of Agreement (MOA) and Loan Agreement</p>	<p>5.1 Review the Memorandum of Agreement (MOA) and Loan Agreement</p>	<p>None</p>	<p>20 - 40 wds</p>	<p>AGM for FMG, Legal Officer, DMO/CEO, OGCC</p>
	<p>5.2 (if applicable) Review Underwriting Agreement</p>	<p>None</p>	<p>20 wds</p>	<p>AGM for FMG, Legal Officer, DMO/CEO</p>
	<p>5.3 (in case of private placement) Review Trust Agreement and Transfer and Paying Agency Agreement</p>	<p>None</p>	<p>20 - 40 wds</p>	<p>AGM for FMG, Legal Officer, DMO/CEO</p>
	<p>5.4 Finalize the Agreements and send/route for signing</p>	<p>None</p>	<p>20 - 40 wds</p>	<p>AGM for FMG, Legal Officer, DMO/CEO</p>
	<p>5.5 Schedule bond auction with the Bureau of the Treasury (BTr)</p>	<p>None</p>	<p>15 – 20 wds</p>	<p>AGM for FMG, DMO/CEO</p>
	<p>5.6 Conduct Bond Auction at BTr</p>	<p>None</p>	<p>1 wd</p>	<p>AGM for FMG, DMO/CEO</p>
	<p>5.7 Receive bond proceeds</p>	<p>None</p>	<p>2 – 3 wds</p>	<p>AGM for FMG, DMO/CEO, Finance Officer</p>
	<p>5.8 Release loan proceeds to borrower</p>	<p>None</p>	<p>7 wds</p>	<p>AGM for FMG, DMO/CEO, Finance Officer</p>

*WDs – Working days

Office of the General Manager
Corporate Planning Department-IT Unit
Internal Services

1. Posting of Information in NDC Website

Employees of the company may submit significant documents that are required to be published or uploaded in the company website or LED wall display

Office or Division		Corporate Planning Department-IT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request for Posting in NDC website.		Requesting Party		
2. Soft Copy of the Item to be Posted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to IT Unit the approved request for Posting.	1. Acknowledge receipt of request	NONE	15 Minutes	IT OFFICER
	2. Save the file in the database.	NONE	15 Minutes	IT OFFICER
	3. Upload or publish file to the website.	NONE	15 Minutes	IT OFFICER
	4. Once successfully uploaded, inform the requestor that file has been successfully uploaded.	NONE	15 Minutes	IT OFFICER

2. Request for Technical Assistance (Software or Hardware Related)

Employees of the company may request assistance related to software or hardware issues that require complex IT skills or knowledge.

Office or Division		Corporate Planning-IT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Maintenance and IT Request Form			IT Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill out Maintenance and IT Request Form.	2. Receive and Review the Maintenance and Request Form.	NONE	15 Minutes	IT OFFICER
	3. Conduct inspection of the item/s for repair or maintenance	NONE	15 Minutes	IT OFFICER
	4. Troubleshoot	NONE	1 Hour	IT OFFICER
	5. Inform requesting party about the result of the inspection and troubleshooting	NONE	15 Minutes	IT OFFICER

**Operations Group
Special Projects
External Services**

1. EQUITY INVESTMENT OR PROJECT FINANCING

The Special Projects Group is tasked to oversee the implementation of strategic ventures/special projects of the government where NDC is tapped to provide either financing or investment support.

Office or Division:	Special Projects Group
Classification:	Highly Technical
Type of Transaction:	Government to local or foreign private companies, non-government organizations, Provincial/Local Government Units, Government Agencies or other Public Institutions
Who may avail:	Proponent may include local or foreign private companies, non-government organizations, Provincial/Local Government Units, Government Agencies or other Public Institutions
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Formal letter of proposal	Proponent
2. Project Details. Attached to the formal letter of project proposal or investment invitation are the details about the following: 2.1 Project description. Technical description of project and technology, pioneering or developmental aspect of the project, impact to the industry, etc. 2.2. Location. Market condition and reason for choice of location or advantages of selected location 2.3 Target beneficiaries. Estimated increase in household income or business cost savings 2.4 Expected Social / Economic Benefits. Industry benefits, export potential, savings, estimated number of jobs generated, downstream businesses to be developed, etc. 2.5 Estimated Total Project Cost and Projected Revenue 2.6 Proposed amount of NDC Participation 2.7 Target implementation schedule 2.8 Project proponent. Company background information,	Proponent

owners/shareholders information, previous projects, existing projects, affiliates and subsidiaries and other relevant information about the proponent				
3. Project Proposal (or Business Plan)		Format of Project Proposal can be obtained from SPG or seen at the NDC's website on Citizen's Charter at ndc.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of application together with the project proposal documents (Item A of Documentary Requirements)	1. Receive documents	None.	1 cal. day	AGM for Special Projects Group (SPG) / Account Officer (AO)/Secretary
2. Submit revisions and other required documents or data	2.1 Initial review/validation of the proposal / Exploratory meetings/ocular inspections	None.	15 cal. days (excluding no. of days of compliance of proponent)	AGM/AO/Secretary
	2.2 Initial presentation of proposal and deliberation by ManCom			AGM/AO
3. Submit Feasibility Study (Item B of Documentary Requirements)	3. Receive documents	None.	1 cal. day	AGM/AO/Secretary
4. Submit required documents/clarify issues, as applicable	4.1 Conduct review and due diligence	None.	25 cal. days (upon receipt of required NDC documents)	AGM/AO/External Consultant
	4.2 Provide proponent the results of the review and due diligence			
	4.3 Secure ManCom's			AGM/AO

	endorsement to present the proposal to the NDC Board			
	4.4 Presentation to the NDC Board for Approval		15 (Subject to availability of BOD)	General Manager (GM)/AGM
5. Collaborate with NDC Legal Department on the preparation of legal documents	5. Preparation of legal documents	None.	7 cal. days	AGM/AO/NDC Legal
	Secure the following: 5.1 NDC Board's approval of the proposal including terms and conditions of the agreement 5.2 OGCC opinion		20 cal. days (Subject to availability of BOD)	GM/AGM/AO/Legal
6. Collaborate with NDC on the finalization/ signing of agreement and other documents	6. Finalization and signing of agreement and other documents	None.	7 cal. days (varies especially in the case of P/LGUs, where approval of the Sanguniang Panlalawigan/ Panlungsod has to be secured)	GM/AGM/NDC Legal
	7. Release of fund		7 cal. days (varies depending on agreement)	AGM for Fund Mgt./GM/AO

PROCEDURE ON ENTERING INTO A JOINT VENTURE WITH NDC

The detailed guidelines and procedures for entering into Joint Venture (JV) Agreements with NDC shall be in accordance with the 2013 NEDA issued Revised Guidelines and Procedures for Entering into Joint Venture (JV) Agreements Between Government and Private Entities. <http://www.neda.gov.ph/wp-content/uploads/2014/03/2013-Revised-JV-Guidelines.pdf>

Operations Group
Asset Management Group
External Services

1. LEASE OF NDC ASSETS

Office or Division:	Asset Management Group			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Any interested party – individual, government or private entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to Lease (1 copy)		Prospective Lessee		
2. Duly filled-out Lease Application Form (1 copy)		NDC		
3. Business Registration Certificate (1 copy)		SEC / DTI / CDA		
4. Latest ITR / Bank Certification (1 copy)		BIR / Servicing Bank		
5. List of product or services offered (1 copy)		Prospective Lessee		
6. Proposed building/facility to be constructed/set-up on the property (1 copy)		Prospective Lessee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to lease	1.1 Receive document/s	None	5 minutes	Secretary
	1.2 Acknowledge letter of intent/lease proposal and advise offeror to submit the documentary requirements as stated above	None	1 day	AGM / AO
2. Submission of duly filled out Lease Application Form and other requirements	2.1 Receive the duly filled out Lease Application Form together with the requirements	None	5 minutes	Secretary
	2.2 Due diligence on the Offeror, if qualified, send them the basic terms of the lease	None	2-3 days	AGM/AO
	2.3 Negotiation with the Offeror	None	1-2 meetings	AGM/AO
	2.4 Presentation to the Management Committee of the lease proposal and	None	Half-day	AGM/AO

	<p>terms of the lease for clearance and/or endorsement to the Board, as applicable:</p> <p><u>Limits of Authority</u></p> <p>a. Board</p> <ul style="list-style-type: none"> - Long Term Lease (5 Years Up where lease rate is above P5M per annum) <p>b. GM</p> <ul style="list-style-type: none"> - Long Term Lease (5 Years Up where lease rate is up to P5M per annum) <p>c. Any 2 AGMs</p> <ul style="list-style-type: none"> - Short Term Lease (less than 5 Years where lease rate is up to P2M per annum. <p>d. AGM</p> <ul style="list-style-type: none"> - Short Term Lease (less than 5 Years where lease rate is up to P500K per annum.) 			
	2.5 Secure Board approval, as applicable	None	1 day	AGM
3. Concur the terms of the lease	3.1 Award of the lease; concurrence on the terms of the lease	None	1-2 days (after approvals is secured)	GM/AGM

4. Review/comment on the Lease Contract	4.1 Preparation/ review of Lease Contract	None	7 days	AGM/AO/ LEGAL/ LESSEE
	4.2 Signing of Contract of Lease and notarization, thereafter *	None	1-2 days	GM or AGM, as applicable/LESSEE
5. Signing of turn-over documents	5.1 Turnover of leased property to the Lessee and signing of turn-over documents	None	1 day	AGM/AO/ LESSEE

**both parties are stationed within the same locality.*

2. SALE OF NDC ASSETS THROUGH PUBLIC BIDDING

Office or Division:	Asset Management Group			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2B			
Who may avail:	Interested buyer/bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bidding Guidelines (1 copy)		NDC		
2. Sealed Bid / Proposal (1 copy – Original, Copy 1, Copy 2)		Prospective Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. AMG endorses to Disposal Committee the asset for disposal/ privatization together with necessary sale documents	None	1-2 days after Board approval	AGM/AO
	2. Publication of the sale of the property in newspaper of general circulation and/or in local newspaper where property is located; NDC website and in a conspicuous place of NDC Bldg.	None	3 consecutive days in newspaper of general circulation and/or in local newspaper where property is located.	Disposal Committee

1. Secure bidding guidelines	1.1 Distribution of bidding guidelines to interested bidders	P 500.00	On the same day of publication until the scheduled bidding date	Secretariat-Disposal Committee
2. Due diligence of the property	2.1 Coordinate the inspection of property	None	Anytime, once the bidding guidelines is secured until the prior scheduled pre-bid conference	Secretariat / AMG
3. Pre-bid conference	3.1 Conduct of pre-bid conference to interested bidders	None	Half-day	Disposal Committee/ AMG
4. Submit a sealed bid	4.1 Opening of bids	None	Half-day	Disposal Committee
	4.2 Secure Board approval for the issuance of Notice of Award (NOA) to the winning bidder	None	1 day	Disposal Committee
5. Receipt of the Notice of Award.	5.1 Issuance of NOA to the winning bidder.	None	1 day	GM/Disposal Committee
6. Tender Payment	6.1 Receipt of Payment	Amount Tendered	Full payment must be made within 30 days upon receipt of NOA	Cashier
7. Sign the Deed of Sale	7.1 Signing of Deed of Sale and title turn-over	None	1 day	GM/Winning Bidder
8. Payment of Applicable Taxes	8.1 Assistance and coordinate on the payment of Applicable Taxes	Applicable Taxes	Based on BIR schedule of payment for the applicable taxes	AGM/AO/Finance/ Winning Bidder

Note:

1. Conduct of public bidding is in accordance with COA guidelines (COA Circular No. 89-296)
2. Disposal of property through negotiated sale shall be conducted after two (2) failed biddings

Corporate Support Group
Finance and Administrative Department
Accounting Unit
External Services

1.PROCESSING OF FINANCIAL STATEMENTS

One of the functions of Accounting Unit is the preparation of Financial Statements as required by the Management and other stakeholders in accordance with Philippine Financial Reporting Standards (PFRSs)

Office or Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	Government to Internal and External Clients			
Who may avail:	NDC Management, clients and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Vouchers		Accounting Unit		
2. Supporting documents as prescribed by COA (see documentary requirements as Annex "A")				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require a copy of Financial Statements (Monthly, Quarterly and Annually)	1.Encode transactions: 1.1 Disbursement vouchers 1.2 Cash Receipt entries 1.3 Deposit Slips 1.4 Journal Vouchers	None	3 days	Accountant III/IV
	2. Print encoded transactions	None	2 hours	Accountant III/IV
	3. Review/proofread encoded transactions	None	2 days	Accountant V
	4. Edit misposted transactions	None	1 hour	Accountant III/IV
	5. Post and print of (Initial) first draft straight schedule	None	1 hour	Accountant III/IV
	6. Review of first draft straight schedule	None	1 day	Accountant V
	7. Prepare adjusting entries	None	3 days	Accountant III/IV/V
	8. Posting and printing (Final): a. Financial Statements b. Trial Balance c. Straight Schedule d. Summary list of all transactions	None	1 hour	Accountant IV/V
	9. Review Financial Statements	None	3 hours	Department Manager III - FAD

	10. Approve Financial Statements	None	1 hour	Management
	11. Receive the approved Financial Statements	None	1 hour	Accountant V
	12. Request clearance to release the Financial Statements	None	1 hour	Department Manager III - FAD
	13. Approve the release of Financial Statements	None	1 hour	General Manager
	14. Receive the approved Financial Statements	None	1 hour	Accountant V
2. Receive copy of the Financial Statements	1. Release the Financial Statements to internal and external clients	None	1 hour	Accountant V

2. PROCESSING OF DISBURSEMENT VOUCHERS

One of the functions of Accounting Unit is to prepare disbursement vouchers as required for the payment of all government transactions in accordance with laws, rules and regulations.

Office or Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	Government to Government / Government to Business			
Who may avail:	NDC Employees and suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request for Payment (RFP)		Requesting Party		
2. Supporting documents as prescribed by COA (see documentary requirements as Annex "A")		Requesting party / suppliers		
3. Availability of funds		Budget Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for payment with complete required supporting documents (please refer to Annex "A").	1. Receive copies of Request for Payment (RFP) from concerned offices. 2. Check completeness of supporting documents*. *If incomplete, return the documents to	None	10 minutes	Accountant III - Disbursements

	concerned offices for completion.			
	3. Prepare Disbursement Vouchers (DV)			
	4. Forward DV to Accountant V			
	5. Receive DV from Accountant III	None	10 minutes	Accountant V
	6. Review completeness and propriety of supporting documents			
	7. Determine if the disbursement is in accordance with the company policies and COA rules and regulations			
	8. Validate that the accounts used are proper			
	9. Initial on the following items on Box A (1) supporting documents are complete, (2) accounts used are proper and (3) previous cash advance liquidated (for CA transactions only)			
	10. Forward the DV to the Budget Unit			
	11. Receive the DV	None	10 minutes	Budget Officer III/V
	12. Determine if the disbursement is budgeted			
	If yes, initial on the box-funds available. If no, returns the DV to concerned offices.			
	13. Record the disbursement for budget monitoring			

	14. Forward the DV to the Department Manager for Finance & Admin. For Certification of the DV.			
	15. Retrieve the DV	None	10 minutes	Department Manager III - FAD
	16. Certify/sign the DV on Box A			
	17. Forward to the authorized official for the approval of the DV			
	18. Receive the DV for approval	None	10 minutes	Authorized signatories
	19. Approve the DV			
	20. Return the DV to Accountant III in charge of disbursements			
	21. Receive the approved DV	None	10 minutes	Accountant III
	22. Record the approved DV to the Accounting system (FMS)			
	23. Forward the DV to Treasury Unit for check preparation			

Corporate Support Group
Finance and Administrative Department
Accounting Unit
Internal Services

1. PROCESSING OF PAYROLL

One of the functions of Accounting Unit is the processing of employee's payroll in accordance with existing labor laws.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily time Records 2. Other Supporting documents (as maybe applicable i.e. leave request / approved overtime application, etc.)			HR Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Daily Time Records with complete required supporting documents	1. Receive copies of approved Daily Time Records from Human Resource Unit	None	4 hours	Accountant III
	2. Prepare payroll computation			
	3. Forward payroll computation to the Accountant V			
	4. Receive copy of the payroll computation from Accountant III	None	1 hour and 30 minutes	Accountant V
	5. Verify the payroll computation			
	6. Forward the payroll to Department Manager for Finance & Admin. (DM-FAD) for approval			
	7. Receive, review and approve the payroll computation	None	20 minutes	DM-III-FAD
	8. Return the approved payroll computation to Accounting Unit			
	9. Receive the approved payroll computation	None	30 minutes	Accountant III

	10. Prepare payroll register			
	11. Forward to DM-FAD and AGM for approval of payment thru NDC's E-banking facility			
	12. Approve payroll register	None	20 minutes	DM-III-FAD, AGM and/or GM
	13. Receive the approved payroll register	None	10 minutes	Accountant III
	14. Prepare Journal Voucher to record the payroll			

Corporate Support Group
Finance and Administrative Department
Treasury Unit
External Services

1. PAYMENT OF ACCOUNTS

NDC through the Treasury Unit collects receivables/receives payment from clients.

Office or Division:	Finance and Administrative/Treasury Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	NDC Officers and Employees, Lessees, Other Government Agencies, Subsidiaries, Former NDC employees, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cash/Check Payment/Credit Advice		Payor		
2. Order of Payment		Accounting Unit		
3. Billing/SOA (If Applicable)		Accounting Unit		
4. Withholding Tax Certificate (If Applicable)		Payor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier	<p>1.1. Verify records regarding the status of account:</p> <p>1.1 Coordinate with the Accountant III regarding the status of the account if updated or delinquent;</p> <p>1.2 Issue an order of payment to the cashier.</p>	None	5 minutes	<p>Cashier III</p> <p>Cashier III</p> <p>Accountant III</p>
2. Pay the required amount	<p>2.1 Accept payment:</p> <p>2.2 If check payment, check the accuracy of check details.</p> <p>2.3 If payment is cash, determine any counterfeit and</p>	None	10 minutes	Cashier III

	<p>proceed with cash counting.</p> <p>2.4 If payment is thru credit advice, request a copy of the document to the government entity who made the payment and check the Weaccess for the credited amount.</p>				
3. Claim the Official Receipt	Issue the Official Receipt	None	5 minutes	Cashier III	

2. MONEY MARKET PLACEMENTS

Investible funds shall be placed in medium-term and long-term government securities, special short-term government securities and/or fixed term deposits with the Bureau of the Treasury via Authorized Government Depository Banks.

Office or Division:	Finance and Administrative/Treasury Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Authorized Government Depository Banks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bank Quotations		Authorized Government Depository Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue quotation for investible funds.	<p>1. Compute for the investible funds.</p> <p>1.1. Prepare the Daily Cash Balance Report.</p> <p>1.2. Identify expenditures that require funding to determine the amount</p>	None	30 minutes	Cashier III or Treasury Operations Officer VI

	available for Money Market Placements.	None	30 minutes	Cashier III or Treasury Operations Officer VI
	1.3. Review other sources of excess funds.	None	30 minutes	Cashier III or Treasury Operations Officer VI
	1.4. Coordinate with the Cashier for collections that are eligible for Money Market Placements.	None	30 minutes	Cashier III or Treasury Operations Officer VI
	1.5. Prepare Trade Sheet.	None	30 minutes	Cashier III or Treasury Operations Officer VI
	1.6. Obtain quotations for the current rates of money market placements from Authorized Government Depository Banks.	None	30 minutes	Cashier III or Treasury Operations Officer VI
	1.7. Evaluate quotations and determines the offer with the highest yield of interest and minimum risk exposure.	None	1 hour	Cashier III or Treasury Operations Officer VI
	1.8. Recommend approval of the placement.	None	15 minutes	Cashier III or Treasury Operations Officer VI
	1.9. Prepare details of new/maturing/renewal/termination of placements for final approval of the authorized signatories.	None	15 minutes	Department Manager III-FAD Cashier III or Treasury Operations Officer VI
	1.10. Review Letter of Instructions prior to	None	15 minutes	Department Manager III-FAD

2. Process Money Market Placements	approval of the authorized signatories.	None	15 minutes	General Manager and Assistant General Manager
	1.11 Approve/Sign Letter of Instruction (LOI).	None	15 minutes	General Manager and Assistant General Manager
	2.1 Forward to Authorized Government Depository Bank (AGDB) the approved LOI.	None	30 minutes	Cashier III or Treasury Operations Officer VI
	2.2 Update the summary of Money Market Placement Report.	None	5 minutes	Cashier III or Treasury Operations Officer VI
	2.3 Monitors maturity of money market placements.	None	5 minutes	Cashier III or Treasury Operations Officer VI

3. CHECK RELEASE

Process of release of all issued checks of NDC through the Treasury Unit.

Office or Division:	Finance and Administrative/Treasury Unit
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government, Government to Business
Who may avail:	NDC Officers and Employees, Suppliers, Lessees, Other Government Agencies, Subsidiaries, Former NDC employees, General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Official Receipt (if business account)		Payee		
2. Valid Identification Card		Government Issued or Respective Office of Payee		
3. Authorization Letter (if via representative)		Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Treasury Unit complete set of requirements for authentication	1. Receive and verify the documents: <ul style="list-style-type: none"> a. If with authorization Letter- as to validity or issues a certified true copy if original authorization letter is on file and; b. Proof of Identity should be valid and with photo 	None	5 minutes	Cashier III
2. Fill out the following recipient information of the Disbursement Voucher: <ul style="list-style-type: none"> a. Signature b. Printed Name c. Official Receipt No. d. Date Issued 	2. Receive the duly accomplished disbursement voucher	None	5 minutes	Cashier III
3. Claim the check and issue Official Receipt	3. Verify the information on the Official Receipt and Release the Check 4. Transmit to Accounting Unit including Disbursement Voucher and other attachments.	None	15 minutes	Cashier III

Corporate Support Group
Finance and Administrative Department
Treasury Unit
Internal Services

1. CHECK PREPARATION

Check-writing services of approved NDC Disbursement Vouchers transmitted by the Accounting Unit.

Office or Division:	Finance and Administrative/Treasury Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Accounting Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Disbursement Voucher			Accounting Unit	
2. Approved Request for Payment			Requesting Unit	
3. Supporting documents as prescribed by COA (see documentary requirements as Annex "A")			Requesting Unit/Suppliers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Treasury Unit the disbursement voucher	1. Receive the documents and verify information on the Disbursement Voucher	None	2 minutes	Cashier III
	2. Prepare the check per check no. stated on the Disbursement Voucher	None	2 minutes	Cashier III
	3. Encode of the following details: 3.1 Payee 3.2 Date 3.3 Amount in figures- review the automatic translation of amount in words	None	3 minutes	Cashier III
	4. Print the Check	None	2 minutes	Cashier III

	5. Review details on the face of the check against the information on the Disbursement Voucher and other supporting documents.	None	5 minutes	Treasury Operations Officer VI
	6. Forward to Authorized signatories for affixing of signatures.	None	15 minutes	Treasury Operations Officer VI
	7. Approve/Sign the Check	None	30 minutes	General Manager/Assist. General Manger/Dept. Manager

Corporate Support Group
Finance and Administrative Department
Budget Unit
Internal Services

1. CERTIFICATION OF AVAILABILITY OF FUNDS

One of the functions of Budget Unit is to certify funds availability to all disbursements of the company. Processing time shall commence upon submission by the client of complete documents.

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following documents: <ul style="list-style-type: none"> - Disbursement Vouchers (DVs) - Purchase Orders (POs), Job Orders (JOs) - Materials Requisitions (MRs), Contracts 			Accounting Unit Admin. Unit Concerned Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for certification	1. Receive DV, JO, PO and MR	None	5 minutes	Budget Officer
	2. Determine if the disbursements are budgeted	None		Budget Officer
	3. Sign/Initial on the "Funds available" box if the expenditures are with budget provision and returns the same if it is not provided for.	None		Budget Officer
	4. Return the documents to the concerned offices if not provided for	None		Budget Officer
	5. Record the disbursements for budget monitoring	None		Budget Officer
	6. Forward the documents to the DM-FAD for signature	None		Budget Officer

2. PREPARATION OF CORPORATE OPERATING BUDGET (COB)

The main function of Budget Unit is to prepare Corporate Operating Budget of the company.

Office or Division:	Budget Unit
Classification:	Highly Technical
Type of Transaction:	Government to Government

Who may avail:	NDC Management, DBM, Board of Directors, GCG and other supervising and regulatory agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Proposals from workgroups 2. Other Supporting documents		Workgroups		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require submission of COB	1. Prepare and distribute memorandum for the submission of budget proposals to various workgroups and 1.1 Monitor submission of budget proposals	None	5 days	Budget Officer
	2. Review and consolidate submitted proposals; and 2.1 Prepare projected cash flow, income statement and balance sheet	None	10 days	Budget Officer
	3. Forward consolidated COB to the Department Group Head for review	None	3 days	Budget Officer/Department Manager/Assistant General Manager/General Manager
	4. Present Consolidated COB to Management Committee (ManCom) for Deliberation	None	1 day	Budget Officer/DM-FAD/AGM-CSG
	5. Revise proposed COB as per discussion during deliberation	None	3 days	Budget Officer
	6. Seek the approval of the Board of Directors (BOD) on the proposed COB	None	1 day Depends on the availability of the Board Members	Management
	7. Approve COB	None	1 day Depends on the availability of the Board Members	Board of Directors
	8. Prepare various required DBM forms on the Board approved COB for submission to and approval of DBM	None	15 days	Budget Officer

3. BUDGET REALIGNMENT

Budget Unit is responsible to prepare budget re-alignment from savings to cover deficiency in any of the following :

- (a) Unforeseen modification or adjustments in the program, activity or project; or
- (b) Re-assessment in the use, prioritization or distribution of resources.

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	NDC Management, DBM, Board of Directors, GCG and other supervising and regulatory agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget realignment request 2. Other Supporting documents		Budget Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for budget realignment	1.1 Prepare request for budget realignment	None	1 day a. P2.0M and below -1 day b. Above P2.0M – 1 day (Depends on the availability of the Board Members)	Budget Officer/ DM-FAD DM/AGM-CSG/ GM
	1.2 Review the budget realignment and forwards the same to the AGM-CSG/GM 1.3 Endorse the re-alignment to the GM (for amounts P2.0M and below) or to the BOD (for amounts above P2.0M).			
	1.4 Approve budget realignment	None	1 day	GM/BOD
2. Receive copy of approved Budget Re-alignment	1. Transmit copy of approved budget realignment to concerned unit	None	5 minutes	Budget Officer

4. BUDGET UTILIZATION

Budget Unit is responsible to prepare a periodic report showing the approved budget, actual expenditures and current balance.

Office or Division:	Budget Unit			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	NDC Management, DBM, Board of Directors, GCG and other supervising and regulatory agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following documents: 1. Disbursement Vouchers (DVs) 2. Journal Vouchers (JVs)		Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Budget Utilization Report (BUR)	1. Record the disbursements to budget ledger for budget monitoring	None	5 minutes	Budget Officer
	2. Generate BUR from budget ledger per work group	None	3 days	Budget Officer
	3. Review/analyze BUR per workgroup	None	2 days	Budget Officer
	4. Forward the BUR to the DM-FAD for review and endorse to AGM-CSG for approval	None	5 days	Budget Officer DM-FAD AGM-CSG
2. Receive BUR	5. Transmit copy of approved BUR to concerned unit	None	5 minutes	Budget Officer

Corporate Support Group
Finance and Administrative Department
Administrative Unit
External Services

1. REQUEST FOR PAYMENT

The Admin. Unit processes the payment for completed services and delivered goods.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Payment Form / Supporting documents – as prescribed by COA Please see Annex A documentary requirements		Admin. Unit/End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invoice/statement of account with supporting documents	1. Prepare Receiving Report	None	15 minutes	ASO VI
	2. Together with a representative from the Finance Unit, inspect/s the delivered goods/completed services	None	30 minutes	ASO III/ASO VI/Finance Unit representative
	3. Prepare request for payment together with all relevant attachments and have it approved by authority	None	1-2 days	ASO III, ASO VI, DM/AGM/GM
	4. Transmit Request for Payment to Accounting Unit	None	15 minutes	ASO VI

Corporate Support Group
Finance and Administrative Department
Administrative Unit
Internal Services

1. REQUEST FOR REPAIR AND MAINTENANCE OF THE NDC BUILDING

NDC, through the Administrative Unit, implements the maintenance program for the NDC Building and repair works as required.

Office or Division:	Administrative Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen/Government to Business			
Who may avail:	All concerned end-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Maintenance Report		Admin. Unit/Service Provider		
2. Quotation for maintenance/repair works		Supplier/Service Provider		
3. Procurement Related Documents		Admin. Unit/Bids and Awards Committee		
4. Receiving Report and/or Certificate of Completion		Admin. Unit		
5. Request for Payment		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned end-user reports the repair/maintenance work needed to be undertaken	1.1 For maintenance works, refer to the preventive maintenance program	None	30 minutes	ASO IV
	1.2 For repair works, inspect the work needed and prepare a report on the findings	None	1 hour from receiving the report for repair	ASO IV
	2. For repair works, a report is prepared after inspection is completed	None	30 minutes after inspection	ASO IV
	3. Look for suppliers/service providers and request for quotation of the maintenance/repair work to be done	None	30 minutes per supplier	ASO IV, ASO VI
	4. Wait for the quotation from suppliers/service providers	Check-up fee	4 hours to 2 weeks	ASO IV, ASO VI

	5. Prepare Materials Requisition and approval by the authority	None	30 minutes – 7 days	ASO IV, ASO VI, DM/AGM/GM
	6. Procurement Process	Per R.A. 9184	Per R.A. 9184	Per R.A. 9184
	7. Prepare Job Order, Purchase Order, Contract and approval by the authority	None	30 minutes – 7 days after receiving	ASO VI, DM/AGM/GM
2. Provide access for maintenance works	8. Conduct repair / maintenance works	None	30 minutes	ASO III/ASO VI
	9.1 Prepare Inspection Report and/or 9.2 Certificate of Completion and approval by the authority	None	30 minutes after confirmation of complete delivery of goods/service 1 hour to 3 days	ASO VI ASO IV, ASO VI, DM/AGM/GM
	10. Prepare Request for Payment	None	1 day	ASO IV, ASO VI,
	11. Approve/sign the document	None	30 minutes	DM/AGM/GM

2. REQUEST FOR ISSUANCE OF OFFICE SUPPLIES

Maintenance of common-use supplies is part of the Admin. Unit's support functions to other various workgroups.

Office or Division:	Administrative Unit
Classification:	Simple / Complex
Type of Transaction:	Government to Government
Who may avail:	All employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly filled-out and approved Requisition and Issuance Slip	Admin. Unit/End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Requisition and Issuance Slip (the Requisition portion should be duly filled-out and approved)	1. Log the RIS slip and check if requested supply is on-stock	None	15 minutes	ASO IV, ASO VI
	2. If requested supply is on-stock, issue immediately to end-user	None	15 minutes	ASO IV, ASO VI
	3. Fill-out the Issuance portion of the RIS	None	15 minutes	Enduser, ASO IV, ASO VI
	4. If requested supply is out-of-stock: 4.1 Procure through revolving fund Or 4.2 Procure through PS Or 4.3 Procure through Re-ordering Agreement	Cost of supply/ies	1-2 days	Enduser, ASO IV, ASO VI
		Cost of Supply/ies	3-5 days	ASO VI
		Cost of supply/ies	Per R.A. 9184	
2. Receive requested unit/item/service	5. Transmit item / service requested	None	15 minutes	ASO IV

3. REQUEST FOR USE OF MOTOR VEHICLES

The Administrative Unit provides the motor vehicles for NDC employees in their conduct of official business.

Office or Division:	Administrative Unit
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle Request Form		Admin. Unit/Enduser		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished and approved Vehicle Request Form	1. Check the availability of motor vehicle and driver	None	15 minutes	ASO VI
	2. Assign the available motor vehicle and driver accordingly	None	5 minutes	ASO VI
	3. Approve/sign the motor vehicle request	None	30 minutes – 1 hour	FAD Department Head
	4. Inform the employee of the approved request	None	5 minutes	ASO VI

4. REQUEST FOR MESSENGERIAL ERRANDS

The Administrative Unit handles the delivery and pick-up of official documents/items of NDC.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Messengerial Request Form		Admin. Unit/Enduser		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Messengerial Information Slip	1. Assign the errand based on area of delivery	None	15 minutes	ASO VI
	2. Concerned messenger logs the errand assigned to him	None	15 minutes	ASO IV

	3. Concerned messenger delivers/picks-up documents/items as instructed	None	2-4 hours	ASO IV
2. Receive items if applicable	5. Transmit item if applicable	None	15 minutes	ASO VI

5. REQUEST FOR PETTY CASH

The Administrative Services Officer VI also functions as the petty cash custodian for the Finance and Admin. Department.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Form/Supporting 2. Documents – as prescribed by COA 3. Please see Annex A documentary requirements		Admin. Unit/End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished and approved Petty Cash Voucher with Supporting documents	1.1 Receive request for petty cash 1.2 If request is for reimbursement, check if pertinent documents are attached	None	15 minutes	ASO VI
2. Receive Petty Cash	2. Issue petty cash to the employee	None	15 minutes	ASO IV
	3. Follow-up liquidation of petty cash from concerned employee	None	15 minutes	ASO VI

6. REQUEST FOR PAYMENT

The Admin. Unit processes the payment for completed services and delivered goods.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Payment Form / 2. Supporting documents – as prescribed by COA Please see Annex A documentary requirements		Admin. Unit/End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invoice/statement of account with supporting documents	1. Prepare Receiving Report	None	15 minutes	ASO VI
	2. Together with a representative from the Finance Unit, inspect/s the delivered goods/completed services	None	30 minutes	ASO III/ASO VI/Finance Unit representative
	3. Prepare request for payment together with all relevant attachments and have it approved by authority	None	1-2 days	ASO III, ASO VI, DM/AGM/GM
	4. Transmit Request for Payment to Accounting Unit	None	15 minutes	ASO VI

7. PROCUREMENT OF GOODS AND SERVICES

In compliance to RA9184 entitled “An Act Providing for the Modernization, Standardization and Regulation of the Procurement Activities of the Government and for other Purposes,” otherwise known as the Government Procurement Reform Act.

Office or Division:	Administrative Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All NDC Workgroups and Subsidiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Material Requisition	Procuring Unit			
2. Terms of Reference	Procuring Unit			
3. Draft Contract – if applicable	Procuring Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Materials Requisition (MR) Form	Receive Materials Requisition (MR) Form	None	3 minutes	BAC Secretariat
	1. Public Bidding – P500,000.00 and above 1.1 Process the request	None	(under RA9184) - Min of 26 cd's max of 136 cd's (Goods and Services) - Min of 26 cd's max of 156 cd's (Infrastructure) - Min of 36 cd's max of 180 cd's (Consulting Services)	BAC, BAC Secretariat, TWG
	1.2 Prepare BAC Resolution for Award and Notice of Award	None	3 cds	BAC, BAC Secretariat
		None	3 cds	

	1.3 Prepare Contracts and Notice to Proceed			Requisitioner, Legal Group, Admin. Group
	2. Alternative Mode – P50,000.00 and below	None		
	2.1 Process the request		1 cd	BAC Secretariat
	2.2 Prepare and route the BAC Resolution and Request for Quotation /Proposal		3 to 5 cds	BAC Secretariat
	2.3 Send invitation to suppliers		3 to 7 cds	Admin Unit
	2.4 Evaluate Quotation /Proposal		5 to 7 cds	Admin Unit
	2.5 Prepare and route the BAC Resolution and Notice of Award		3 to 5 cds	BAC Secretariat
	3. Alternative Mode – P50,001.00 and above	None		
	3.1 Process the request		1 cd	BAC Secretariat
	3.2 Prepare and route the BAC Resolution and Request for Quotation /Proposal		3 to 5 cds	BAC Secretariat
	3.3 Post in PhilGEPS		1 cd	BAC Secretariat
			3 to 7 cds	Admin Unit

	3.4 Send invitation to suppliers		5 to 7 cds	Admin Unit
	3.5 Evaluate Quotation /Proposal		3 to 5 cds	BAC Secretariat
	3.6 Prepare and route the BAC Resolution and notice of Award			
	4. Prepare Contracts, Job Order (JO), Purchase Order (PO)	None	- 3 wds for PO & JO - 5 to 7 wds for Contracts	Requisitioner, Legal Group, Admin. Group
5. Accept Delivery	None	5 wds	Admin. Group, Finance Group, COA	
6. Prepare request for payment	None	7 wds	Requisitioner	

- cds - calendar days
- wds – working days

Corporate Support Group
Finance and Administrative Department
Human Resources Unit
External Services

1. RECRUITMENT, SELECTION AND PLACEMENT

NDC through HR Unit fills-up vacancies in compliance with CSC's ORAOHRA of 2017 revised July 1, 2018, and the NDC's approved Competency-Based Recruitment, Selection and Placement (CBRSP) System.

Office or Division:	Human Resources Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed application letter		Applicant		
2. Notarized Personal Data Sheet with attached Work Experience Sheet		Download forms from www.csc.gov.ph		
3. Copy of authenticated Civil Service Eligibility or PRC License		CSC Regional Office and/ or PRC as applicable		
4. Certified true copy or authenticated copy of Transcript of Records and Diploma		School/College/University attended		
5. Photocopy of certificate of trainings and seminars attended		Applicant		
6. Certificate of Performance Rating for the last rating period (if applicable)		Last/ Previous Government Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Identify the positions to be filled-up	None	1 hour	Concerned Group Head, Management Committee or General Manager
	2. Prepare and review Terms of Reference and/or Job Description of the positions to be filled-up	None	3 days	HRMO V
	3. Prepare publication ¹ or notice of vacancies.	None	1 hour	HRMO III
	4. Approve notice of publication of vacancies	None	30 mins	DM/AGM/GM
	5. Submit Notice of Vacancy/ies to CSC and post to NDC Website, official social media account and 3	None	1 hour	HRMO III

¹ Publication is 10 days in compliance to RA 7041 and 2017 ORAOHRA revised July 2018

	conspicuous places in the office premises			
	6. Prepare Material Requisition (MR) for Publication ²	None	30 mins	HRMO III
	7. Approve MR for Publication	None	10 mins	DM-FAD/AGM
	8. Transmit approved MR to BAC	None	10 mins	HRMO III
	9. Notify all the qualified next-in-rank candidates for the vacant position	None	15 minutes	HRMO V
1. Submit letter of intent/applications with complete supporting documents to HR Unit	1. Review and acknowledge receipt of applications	None	30 minutes per applicant	HRMO III
	1.2 Encode the data to Applicants' Database	None	30 minutes per applicant	HRMO III
	1.3 Evaluate applicants' qualification against the qualification standards of the position	None	1 hour per applicant	HRMO III and HRMO V
	1.4 Inform applicants thru email whether they meet minimum requirements and the date of their initial interview	None	30 mins per applicant	HRMO III
	1.5 Conduct background / character check	None	1 hour per applicant	HRMO III
	1.6 Conduct of preliminary interview of applicants	None	1 hour per applicants	HRMO V and Hiring Office
	1.7 Inform applicants thru email of the result of initial interview and schedule of examination (psychological, skills test, etc)	None	30 mins per applicant	HRMO III
	1.8 Inform the applicants thru email of the result of examinations and schedule of HRMPSB's	None	30 mins per applicant	HRMO III

² Publication to Newspaper

	1.9 Competency-Based Interview			
	1.10 Conduct of HRMPSB Panel Interview and Deliberation	None	1 hour per applicant	HRMPSB
	1.11 Prepare minutes of the HRMPSB deliberation	None	3 days	HRMO III
	1.12 Consolidate result of the HRMPSB Panel Interview and Deliberation	None	3 days	HRMO III
	1.13 Sign and approve the HRMPSB Report (Comparative Assessment Matrix and approval sheet)	None	3 days	HRMPSB and Appointing Authority
	1.14 Inform successful applicants thru writing/email to submit requirements for preparation of appointment papers	None	30 mins per applicant	HRMO III
2. Successful candidate should submit pre-employment requirements to HR Unit	2.1 Review submitted documents	None	1 hour	HRMO V
	2.2 Prepare appointment papers and other employment documents	None	1 day	HRMO III
	2.3 Sign and approve appointment paper, oath of office and other employment documents	None	1 hour	HRMO V, HRMPSB and General Manager
	2.4 Issue the approved appointment to newly-appointed staff	None	30 mins	HRMO III
3. Receive approved appointment, Oath of Office, Position Description Form and other employment documents				

4. Newly-hired employee assumes office	4.1 Orient newly-hired employee on NDC's vision, mission, mandate, organizational structure and policies	None	3 hours	HRMO V/ HRMO III
	4.2 Introduce the newly-hired employee to all workgroups	None	1 hour	HRMO III
	4.3 Prepare Report on Appointment and transmit to CSC-DBP Field Office the approved appointment with supporting documents.	None	3 hours	HRMO III

2. REQUEST FOR PERSONNEL DOCUMENTS

One of the functions of HR is to issue documents requested by former employees of NDC such as Service Record, Certificate of Employment, Certificate of No Pending Case, Leave Credits Balances, Employment Clearance and other Personnel Documents.

Office or Division:	Human Resources Unit			
Classification:	Complex			
Type of Transaction:	Government to Client (former NDC Employees)			
Who may avail:	Former employees of NDC (separated, resigned and retired)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Requisition Form with Letter Request		HR Unit and Requesting Party		
2. Authorization Letter if the claimant is not the requesting party		Requesting Party		
3. Valid Identification Card of the requesting party and/or his/her representative		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out HR Requisition Form and submit to HR Unit	1.1 Receive and record / log in the request form the incoming logbook of HR the request indicating date and time of request.	None	10 mins	HRMO III
	1.2 Review the request including details of the requesting party	None	30 mins	HRMO III

	and its attachment if any.			
	1.3 Retrieve documents/201 folders from Storage Facility	None	5 days	HRMO III
	1.4 Prepare requested documents.	None	3 days	HRMO III
	1.5 Review and sign the documents	None	30 mins per signatory	HRMO V Head of FAD General Manager
	1.6 Record to outgoing logbook of HR the requested documents and transmit to the requesting party the documents	None	10 mins	HRMO III
2. Receive the requested document		None	5 mins	

Corporate Support Group
Finance and Administrative Department
Human Resources Unit
Internal Services

1. REQUEST FOR CONTRACT OF SERVICE WORKERS (AGENCY-HIRED)

Office or Division:	Human Resources Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Terms of Reference 2. Materials Requisition		HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Personnel Requisition Form	1.1 Record to incoming logbook the request	None	30 mins	HRMO III
	1.2. Draft Terms of Reference and/or Job Description of the positions to be filled-up	None	3 days	HRMO V/HRMO III
	1.3 Prepare Terms of Reference with annual costs and Material Requisition	None	5 days	HRMO III
	1.4 Sign and approve the Terms of Reference, Material Requisition and Annual Cost	None	3 days	DM/AGM/GM
	1.5 Transmit to BAC the approved TOR with ABC and MR	None	1 day	HRMO III
	1.6. Follow Procurement Process	None	28 days	BAC
2. Agency endorse qualified applicants	2.1 Receive endorsement and interview applicant	None	1 hour per applicant	Requesting Party/End-user
	2.2 Transmit acceptance letter to agency	None	1 day	HRMO III

2. REQUEST FOR PERSONNEL DOCUMENTS

One of the functions of HR is to issue documents requested by employees of NDC such as Service Record, Certificate of Employment, Certificate of No Pending Case, Leave Credits Balances, Philhealth Forms, Certified true copies of Appointment, SALN, IPCR and other Personnel Documents.

Office or Division:	Human Resources Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Requisition Form		HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out HR Requisition Form and submit to HR Unit	1.1 Receive and record / log in the incoming logbook of HR the request indicating date and time of request.	None	10 mins	HRMO III
	1.2 Review the request including details of the requesting party and its attachment if any.	None	30 mins	HRMO III
	1.3 Retrieve documents/201 files	None	30 mins	HRMO III
	1.4 Prepare requested documents.	None	1 hour	HRMO III
	1.5 Review and sign the documents	None	30 mins per signatory	HRMO V Head of FAD General Manager
	1.6 Record to outgoing logbook of HR the requested documents and transmit to the requesting party the documents	None	10 mins	HRMO III
2. Receive the requested documents		None	5 mins	

3. REQUEST FOR MONETIZATION OF LEAVE

Office or Division:	Human Resources Unit			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for monetization		HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out and submit application for monetization to HR Unit	1.1Receive and record / log in the incoming logbook of HR the request	None	5 mins	HRMO III
	1.2Retrieve 201 file of staff requesting monetization	None	5 mins	HRMO III
	1.3Compute and review the application for monetization vis-à-vis the current leave credits balances	None	10 mins	HRMO III
	1.4Update the leave ledger of the employee	None	5 mins	HRMO III
	1.5Review, sign and approve the application	None	30 mins per signatory	HRMO V Head of FAD General Manager
	1.6Prepare request for payment with complete supporting documents	None	5 mins	HRMO III
	1.7Approve Request for Payment	None	5 mins	FAD Manager
	1.8Record to outgoing logbook of HR the application for monetization with approved Request for Payment and forward to Accounting Unit	None	10 mins	HRMO III

4. REQUEST FOR ATTENDANCE TO TRAINING/SEMINAR/ORIENTATION/WORKSHOP (External Training)

Office or Division:	Human Resources Unit			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. External Training Nomination Form 2. Application Rating Sheet Form		HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for attendance to external training	1.1 Coordinate schedule / calendar of training to employees	None	3 days	HRMO V/ HRMO III
	1.2 Accomplish External Training Nomination and Application and Rating Sheet Form	None	10 mins per training	HRMO III
	1.3 Route Nomination Form to Immediate Supervisor and Personnel Development Committee	None	1 day	HRMO III
	1.4 Sign and approve External Nomination Form/Request based on set of criteria	None	1 day	Immediate Supervisor and Personnel Development Committee
	1.5 Prepare Office Order	None	1 hour	HRMO III
	1.6 Approve Office Order	None	30 mins	FAD/General Manager
	1.7 Coordinate with the Service Provider/Training Institution for the confirmation of attendance	None	1 day	HRMO V/ HRMO III
	1.8 Prepare Request for Payment with complete supporting documents	None	30 mins	HRMO III

2. Submit post training requirements (training certificates, materials and feedback report) ³	2.1 Receive and file to 201 file	None	30 mins upon receipt	HRMO III
	2.2 Conduct Impact Assessment (Training Effectiveness Form)	None	30 mins	Immediate Supervisor

5. ATTENDANCE TO IN-HOUSE TRAINING

Office or Division:	Human Resources Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Terms of Reference 2. Material Requisition (MR) Form 3. Proposal and Training Design 4. Training Calendar/Program		HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Terms of Reference, Material Requisition Form, Training Design and Proposal based on the approved Training Program	None	3 days	HRMO V
	2. Review, sign and approve the Terms of Reference, MR, Training Design and Proposal based on the approved Training Program	None	3 days	FAD Manager General Manager
	3. Coordinate schedule of activity with employees and Management	None	3 days	HRMO V/ HRMO III
	4. Submit to BAC the Terms of Reference	None	1 day	HRMO III

- 10 days after attendance to training

	and Materials Requisition for Procurement Procedures			
	5. Procurement process ⁴			BAC
	6. Prepare Office Order	None	1 hour	HRMO III
	7. Approve Office Order	None	30 mins	FAD/General Manager
	8. Coordinate with the Service Provider/Training Institution for the confirmation of the activity	None	1 day	HRMO V/ HRMO III
1. Submit post training requirements (training certificates, materials and feedback report and terminal report) ⁵	1.1 Receive and file to 201 file and L&D Records	None	30 mins upon receipt	HRMO III
	1.2 Prepare Request for Payment with complete supporting documents	None	30 mins	HRMO III
	1.3 Conduct Impact Assessment (Training Effectiveness Form)	None	30 mins	DM/AGM/GM

- In compliance to RA 9184
- 10 days after attendance to training

-
- In compliance to RA 9184

Corporate Support Group
Legal Department
Internal Services

1. REQUEST FOR DRAFTING OR REVIEW OF LEGAL DOCUMENTS (i.e. CONTRACTS and/or AGREEMENTS)

One of the functions of the Legal Department is to draft and/or review legal documents, such as but not limited to contract/s and/or agreement/s

Office or Division:	Legal Department			
Classification:	Multi-complex			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following documents: - Memorandum or Letter request from the requesting workgroup - Supporting documents		Concerned Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/letter request	1.1 Receipt of the memo/letter request	None	5 minutes	Secretary of the Legal Department
	1.2 Logs the request and transmits it to the Department Head	None		Secretary of the Legal Department
	1.3 Initial assessment and assignment to Handling Lawyer	None	2 hours	Department Head
	1.4 Records and transmit the memo/letter request with notation of the Department Head to the Handling Lawyer	None	10 minutes	Secretary of the Legal Department
	1.5 Initial review and assessment of the supporting Documents, if complete proceed to Step 2.2	None	1 hour	Handling Lawyer
	1.6 If there are lacking documents, the memo/letter with notation will be returned to the requesting workgroup	None	10 minutes	Secretary of the Legal Department
2. Submit additional documents	2.1 Receipt of documents	None	5 minutes	Secretary of the Legal Department
	2.2 Research, study applicable laws, rules and regulations and latest issuance	None	5 working days	Handling Lawyer

	relative to the subject matter of the request			
	2.3 Transmit to the Legal Secretary the draft legal document (i.e. contract or agreement)	None	5 minutes	Handling Lawyer
	2.4 Log the transmittal and give the draft legal document (i.e. contract or agreement) to the Department Head	None	5 minutes	Secretary of the Legal Department
	2.5 Review the draft made by the Handling Lawyer, if satisfied, release the draft legal document to the requesting workgroup	None	3 working days	Department Head
	2.6 If there are still comments from the Department Head, will return the draft legal document to the Handling Lawyer	None	10 minutes	Department Head
	2.7 Log the transmittal and return the draft legal document with note of the Department Head	None	10 minutes	Secretary of the Legal Department
	2.8 Make the necessary corrections or incorporate the comments of the Department Head and/or do another research	None	1 day	Handling Lawyer
	2.9 Log the transmittal and give the draft legal document (i.e. contract or agreement) to the Department Head	None	5 minutes	Secretary of the Legal Department
	2.10 Approval of the draft made by the Handling Lawyer and release the draft legal document to the requesting workgroup	None	1 working day	Department Head / Secretary of the Legal Department
	2.11 Transmit to the Office of the	None	1 working day	Department Manager / Secretary / Messenger

	Government Corporate Counsel for their mandatory review			
	2.12 Review by the OGCC	None	Depending on the turn-around time of the OGCC	Handling Lawyer of the OGCC
	2.13 Log the formal response of the OGCC	None	5 minutes	Secretary of the Legal Department
	2.14 Forward the response/opinion of the OGCC to the Handling Lawyer	None	10 minutes	Department Manager / Secretary of the Legal Department
	2.15 Incorporate the comments/opinions of the OGCC and submit it to the Department Manager	None	1 day	Handling Lawyer
	2.16 Release the final document to the requesting workgroup	None	1 day	Department Manager / Secretary of the Legal Department

2. RENDERING OF LEGAL OPINION

The Legal Department likewise issues legal opinion on matters raised by the different workgroups

Office or Division:	Legal Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following documents: - Memorandum or Letter request from the requesting workgroup - Supporting documents		Concerned Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/letter request	1.1 Receipt of the memo/letter request	None	5 minutes	Secretary of the Legal Department
	1.2 Logs the request and transmits it to the Department Head	None		Secretary of the Legal Department
	1.3 Initial assessment and subsequently assign to Handling Lawyer	None	2 hours	Department Head
	1.4 Records and transmit the memo/letter request with notation of	None	10 minutes	Secretary of the Legal Department

	the Department Head to the Handling Lawyer			
	1.5 Initial review and assessment of the supporting Documents, if there are some concerns, work with the concerned account officer of the requesting workgroup	None	1 hour	Handling Lawyer
	1.6 Research, study applicable laws, rules and regulations and latest issuance relative to the subject matter of the request	None	5 working days	Handling Lawyer
	1.7 Transmit to the Legal Secretary the draft legal opinion	None	5 minutes	Handling Lawyer
	1.8 Log the transmittal and give the draft opinion to the Department Head	None	5 minutes	Secretary of the Legal Department
	1.9 Review the draft made by the Handling Lawyer, if satisfied, release the draft opinion to the requesting workgroup	None	3 working days	Department Head
	1.10 If there are still comments from the Department Head, will return the draft legal document to the Handling Lawyer	None	10 minutes	Department Head
	1.11 Log the transmittal and return the draft legal document with note of the Department Head	None	10 minutes	Secretary of the Legal Department
	1.12 Make the necessary corrections or incorporate the comments of the Department Head and/or do another research	None	1 day	Handling Lawyer
	1.13 Log the transmittal and give the draft legal	None	5 minutes	Secretary of the Legal Department

	opinion to the Department Head			
	1.14 Approval of the draft made by the Handling Lawyer and release the draft legal document to the requesting workgroup	None	1 working day	Department Head / Secretary of the Legal Department
END OF TRANSACTION				

3. AVAILMENT OF SERVICES ON CASE RELATED MATTERS

The Legal Department handles cases filed by or against the Company.

Office or Division:	Legal Department			
Classification:	Multi-complex			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following documents: - Supporting documents		Concerned Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint by or against NDC	1.1 Receipt of and forwarding of the Summons, Notice, Complaint or Court Order to Department Head	None	5 – 10 minutes	Secretary of the Legal Department
	1.2 Department Head assigns to Lawyer the case for appropriate action	None	1 working day	Department Head
	1.3 Drafting and submission of appropriate pleading by the Handling Lawyer	None	10 working days	Handling Lawyer
	1.4 Review and approval of the by the Department Head	None	3 working days	Department Head
	1.5 Filing with the appropriate court or quasi-judicial body of the pleading	None	1 working day	Handling Lawyer
	1.6 Feedback to concerned workgroup of case status	None	5 working days	Handling Lawyer

4. REQUEST FOR ASSISTANCE ON CONTRACT NEGOTIATIONS

The Legal Department acts on the request of the different workgroups during contract negotiation

Office or Division:	Legal Department			
Classification:	Multi-complex			
Type of Transaction:	Government to Government or Government to Private Entity/ies			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following documents: - Supporting documents		Concerned Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/letter request	1.1 Receipt, recording and transmission to Department Head of the request	None	5 – 10 minutes	Secretary of the Legal Department
	1.2 Department Head assigns to Lawyer to assist in the contract negotiations	None	30 minutes	Department Head
	1.3 Review and discussion by the Department Head and assigned Lawyer of the appropriate strategy in the contract negotiations	None	1 working day	Department Head and Handling Lawyer
	1.4 Notice to requesting workgroup of assigned Lawyer	None	30 minutes	Department Head
	1.5 Discussion of feedback after each negotiation meeting	None	1 working day	Handling Lawyer

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	For feedback, fill out the client feedback form and place it in the designated drop box or email NDC at info@ndc.gov.ph
How feedbacks are processed	Every feedback received is relayed to concerned department or workgroup for proper action. Concerned Workgroup or Department is required to provide a reply within three (3) days upon receipt of a feedback if necessary.
How to file a complaint	To file a complaint, fill out the complaint form and place it in the designated drop box or email NDC at info@ndc.gov.ph
How complaints are processed	Every complaint received is relayed to concerned department or workgroup for proper action. Concerned Workgroup or Department is required to provide a reply within three (3) days upon receipt of a complaint.
Contact Information of CCB, PCC, ARTA	ARTA: Complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565

Office	Address	Contact Information
National Development Company	116 Tordesillas, Salcedo Village, Makati City, Philippines	8840-4838 to 47