NATIONAL DEVELOPMENT COMPANY

CITIZEN’S CHARTER

2019(1ST Edition)

NATIONAL DEVELOPMENT COMPANY

CITIZEN’S CHARTER

2019(1ST Edition)

### 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*“

### Vision:

NDC is the Philippine’s leading state-owned enterprise investing in diverse industries,

serving as an effective catalyst for inclusive growth.

### Mission:

Enabling industry development, spurring local economies

### 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.

### LIST OF SERVICES

INTERNAL SERVICES

Office of the General Manager 7

Funds Management Group 7

Fund Generation **8**

Corporate Planning Department-IT Unit 14

Posting of Information in NDC Website **15**

Request for Technical Assistance (Software or Hardware Related) **16**

[Corporate Support Group 17](#_TOC_250001)

Finance and Administrative Department-Accounting Unit 17

Processing of Payroll **18**

Processing of Financial Statements **20**

Processing of Disbursement Vouchers **22**

[Budget Unit 25](#_TOC_250000)

Certification of Availability of Funds **26**

Approved Corporate Operating Budget (COB) **27**

Budget Realignment **28**

Budget Utilization Report **30**

Administrative Unit 31

Request for Repair and Maintenance of the NDC Building 32

Request for Issuance of Office Supplies **34**

Request for Use of Motor Vehicles **35**

Request for Messengerial Errands **36**

Request for Petty Cash **37**

Request for Payment **38**

Procurement of Goods and Services **39**

Human Resources Unit 44

Request for Contract of Service Workers (Agency Hired) **45**

Request for Personnel Documents **46**

Request for Monetization of Leave **47**

Request for Attendance to Training/Seminar/Orientation/Workshop (External Training) **48**

Attendance to In-house Training **50**

Legal Department 52

Request for Drafting or Review of Legal Documents 53

Rendering of Legal Opinion **55**

Request for Assistance on Contract Negotiation **57**

Treasury Unit 59

Investment in Money Market Placements **60**

**EXTERNAL SERVICES**

Operations Group 63

Special Project 63

Processing of Proposal for Equity Investment or Project Financing 64

Asset Management Group 68

Lease of NDC Asset **69**

Sale of NDC Assets Through Public Bidding **71**

Corporate Support Group 73

Finance and Administrative Department-Treasury Unit 73

Payment of Accounts **74**

Check Release **76**

Human Resources Unit 78

Recruitment, Selection and Placement 79

Request for Personnel Documents **83**

**Feedback and Complaint Mechanisms 85**

**INTERNAL SERVICES**

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

#### 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 of board approved projects.

|  |  |
| --- | --- |
| **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. NDC Board Approval of the bond and the terms and conditions of the bond;
	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;
	3. National Economic Development Authority (NEDA) approval (for priority projects);
	4. Department of Finance (DOF) endorsement to Monetary Board;
	5. Memorandum of Agreement (MOA) on the bond issuance;
	6. Monetary Board (MB) opinion on the borrowing;
	7. Authorization from the Office of the President (OP) for the issuance of ROP Guaranty;
	8. Letter of Guaranty from the DOF (if bonds carry government guaranty)
 | Corporate Secretary DA / DARNEDA DOFLegal MB OPDOF |
| 2. Loan Release to Borrower |  |
| * 1. NDC Board approval of the loan and the terms and conditions of the loan;
	2. Borrower’s Board approval of the loan and the terms and conditions of the loan;
	3. Loan Agreement;
	4. Promissory Note;
 | NDC Corporate Secretary Borrower’s LegalNDC and Borrower’s Legal |

|  |  |
| --- | --- |
| * 1. DOF’s endorsement to the Monetary Board of the borrower’s loan (in case of government corporation);
	2. MB opinion on the borrower’s loan (in case of government corporation)
 | Borrower’s Legal DOFMB |
| 3. Bank Borrowings |  |
| * 1. NDC Board Approval of the loan and the terms and conditions of the loan;
	2. Department of Finance (DOF) endorsement to Monetary Board;
	3. Monetary Board (MB) opinion on the borrowing;
	4. Authorization from the Office of the President (OP) for the issuance of ROP Guaranty (if bonds carry government guaranty);
	5. Letter of Guaranty from the DOF (if applicable)
 | Corporate SecretaryDOF |
| 4. BSP’s requirement on issuance of Monetary Board’s opinion |  |
| * 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).
	2. Citation of legal basis either by law,

e.g. the agency’s charter, or other authority.* 1. Borrowing limit based on law / charter.
	2. Provide specific provision on legal limit. Provide details on the borrowing for proponent agency.
	3. Year-to-date outstanding borrowings.
	4. Terms and Conditions of the borrowing:
		1. Name
		2. Type of borrowing
		3. Amount (state if borrowing will be in tranches)
		4. Guarantee by NG (if applicable)
		5. Purpose/Utilization of the proceeds
		6. Terms and features of the proposed borrowing
		7. Sinking fund provision (if applicable)
		8. Mode of offering and maturity date
		9. Details of the proposed borrowing scheme
		10. Other terms and features of the borrowing / issuance
	5. Sworn statement executed by the Board Members on a copy of the Board Resolution. The document should attest that the board explicitly approves the borrowing transaction, specifies the purpose/s and respective costs involved and presents in the main text all the other items of the approved terms and conditions.
	6. Department of Finance (DOF) endorsement and NG guaranty, if applicable. To provide the BSP with a more comprehensive view of the issues relating to the proposed borrowing and facilitate the review of the monetary implications of the proposed issue, the endorsement may include the DOFs financial evaluation of the GOCC-borrower concerned, particularly its financial status and capability to service the proposed borrowing.
	7. Endorsement of the borrowing by line agencies or other government bodies that have oversight functions over the proponent or to which the GOCC is attached.
	8. 4.10 Summary of costs involved (arranger’s fees, legal fees, etc…)
 | DMO/CEODMO/CEODMO/CEO DMO/CEOCorporate Secretary Department of Finance  DMO/CEO DMO/CEO DMO/CEO DMO/CEO |

|  |  |
| --- | --- |
| 5. Other requirements: |  |
| * 1. Loan agreement
	2. Government legal counsel comment on the legal basis of the borrowing
	3. Memorandum of Agreement with the DOF creditors, DBM (to assure repayment) (if applicable)
	4. Other ad hoc documents
	5. List of projects
 | Legal OGCCLegal DMO/CEO SPG |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE****PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit project proposal/ request for funding | 1.Receive the request | None | 10 minutes | Development Management Officer (DMO)/Corporate Executive Officer (CEO) |
| 2. If for re-lending, Evaluate the financial capacity to service the loan/ pay dividend/return of investment | None | 2 working days | DMO/CEO |
| 2. Finalize Terms and conditions of the Loan | 1. Finalize Terms and Conditions of the loan and bond | None | 2 working days | Assistant General Manager (AGM) for FMG, DMO/CEO |
| 2. Analysis & Presentation of funding source to the Management Committee for approval/ endorsement | None | 2 working days | AGM for FMG, DMO/CEO |
| 3. Evaluate, recommend and present to the Board for approval (project, bond issuance, loan, terms of the bond and loan) | None | 3 working days | General Manager (GM), AGM for FMG |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3. Secure Approval | 3.1 *(For Bonds)* Secure approval from Department of Agriculture (DA) and Department of Agrarian Reform (DAR) | None | 5 working days | GM, AGM for FMG, DMO/CEO |
|  | *(In case of subsidy/appropriation)* Secure DBM approval | None |  | GM, AGM for FMG, DMO/CEO |
|  | *(For priority projects)*Secure NEDA approval | None |  | GM, AGM for FMG, DMO/CEO |
|  | 3.2 Secure DOF endorsement on the proposed borrowing (bond issuance) | None |  | GM, AGM for FMG, DMO/CEO |
|  | 3.3 Secure Monetary Board (MB) opinion on the borrowing (bond issuance) | None |  5 working days | GM, AGM for FMG, DMO/CEO |
|  | 3.4 Secure authorization from the Office of the President (OP) to issue National Government Guaranty on the bonds thru DOF (if applicable) | None | 5 working days | GM, AGM for FMG, DMO/CEO |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 4. Review the Memorandum of Agreement (MOA) and Loan Agreement | 4.1 Review the Memorandum of Agreement (MOA) and Loan Agreement | None | 8 days working days(simultaneously done) | AGM for FMG, Legal Officer, DMO/CEO, OGCC |
|  | 4.2 (if applicable) Review Underwriting Agreement | None |  | AGM for FMG, Legal Officer, DMO/CEO |
|  | 4.3 (in case of private placement) Review Trust Agreement and Transfer and Paying Agency Agreement | None |  | AGM for FMG, Legal Officer, DMO/CEO |
|  | 4.4 Finalize the Agreements and send/route for signing | None | 2 working days | AGM for FMG, Legal Officer, DMO/CEO |
|  | 4.5 Schedule bond auction with the Bureau of the Treasury (BTr) | None | 2 working days | AGM for FMG, DMO/CEO |
|  |  4.6 Conduct Bond Auction at BTr 4.7 Receive bond proceeds | NoneNone | 1. Working day

 1 working day | AGM for FMG, DMO/CEOAGM for FMG, DMO/CEO, Finance Officer |
|  | 4.8 Release loan proceeds to borrower | None | 1 working day | AGM for FMG, DMO/CEO, Finance Officer |
|  | **TOTAL** | **0** | **39 working days and 10 mins.** |  |

**Office of the General Manager Corporate Planning Department-IT Unit**

#### Request for 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** | IT Department |
| **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.
2. Soft Copy of the Item to be Posted
 | Requesting Party |
| **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 1 |
| 1.2 Save the file in the database. |  NONE | 5 Minutes | IT OFFICER 1 |
| 1.3 Upload or publish file to the website. |  NONE | 15 Minutes | IT OFFICER 1 |
| 1.4 Once successfully uploaded, inform the requestor that file has been successfully uploaded. |  NONE | 15 Minutes | IT OFFICER 1 |
|  |  **TOTAL** |  **0** | **50 Minutes** |  |

#### 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** | IT Department |
| **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** |
| 1. Fill out

Maintenance and IT Request Form. | 1.1 Receive and Review the Maintenance and Request Form. | NONE |  15 Minutes | IT OFFICER 1 |
| 1.2 Conduct inspection of the item/s for repair or maintenance | NONE |  15 Minutes | IT OFFICER 1 |
| 1.3 Troubleshoot | NONE |  1 Hour | IT OFFICER 1 |
| 1.4 Inform requesting unit if request was resolved | NONE |  15 Minutes | IT OFFICER 1 |
|  | 1.5 Otherwise, request for external provider services such as parts replacement with the help of Admin. Unit. | TBDBy the supplier |  2 Days | External Service Provider |
|  | **TOTAL** | **0** | **1 Hour and 45 Minutes** |  |

# Corporate Support Group

## Finance and Administrative Department Accounting Unit

#### 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
 | HR Unit |
| 1. 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** |
| 1. Submit Daily Time Records with complete required supporting documents | 1.1 Receive copies of approved Daily Time Records from Human ResourceUnit | None | 4 hours | Accountant III |
| 1.2 Prepare payroll computation |  None |  1 hour and 30  minutes |  Accountant III |
| 1.3 Forward payrollcomputation to the Accountant V |  None  |  5 minutes |  Accountant III |
| 1.4 Receive copy of thepayroll computation from Accountant III | None | 1 hour and 30 minutes | Accountant V |
| 1.5 Verify the payroll computation |  None |  1 hour |  Accountant V |
| 1.6 Forward the payroll to Department Manager for Finance & Admin. (DM-FAD) forapproval |  None |  5 minutes |  Accountant V |
| 1.7 Receive, review andapprove the payroll computation | None | 20 minutes | DM-III-FAD |
| 1.8 Return the approved payroll computationto Accounting Unit |  None |  5 minutes |  DM-III-FAD |
| 1.9 Receive theapproved payroll computation |  None | 5 minutes | Accountant III |
| 1.10. Prepare payroll register |  None | 15 minutes |  Accountant III |
| 1.11 Forward to DM-FAD and AGM for approval of payment thru NDC’s E-banking facility |  None | 5 minutes |  Accountant III |
| 1.12 Approve payroll register |  None | 20 minutes | DM-III-FAD, AGMand/or GM |
| 1.13. Receive theapproved payroll register |  None | 10 minutes | Accountant III |
| 1.14 Prepare Journal Voucher to recordthe payroll |  None | 15 minutes | Accountant III |
| **TOTAL** | **0** | **9 Hours and 45 Minutes** |  |

#### 2. 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:** | Simple |
| **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. Philippine Financial Reporting Standards (PFRS) |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit a letter for the issuance and/or release of a copy of Financial Statements (Monthly, Quarterly and Annually) | 1. Encode transactions:
* Disbursement vouchers
* Cash Receipt entries
* Deposit Slips
* Journal Vouchers
 | None | 3 hours | Accountant III/IV |
| 1.2 Print encoded transactions | None |  2 hours | Accountant III/IV |
| 1.3 Review/proofreadencoded transactions | None | 2 hours | Accountant V |
| 1.4 Edit misposted transactions | None | 1 hour | Accountant III/IV |
| 1.5 Post and print of(Initial) first draft straight schedule | None | 1 hour | Accountant III/IV |
| 1.6 Review of first draft straight schedule | None |  4 hours | Accountant V |
| 1.7 Prepare adjusting entries | None | 3 hours | Accountant III/IV/V |
| 1.8 Posting and printing (Final):* Financial Statements
* Trial Balance
* Straight Schedule
* Summary list of all transactions
 | None | 1 hour | Accountant IV/V |
|  1.9. Review FinancialStatements | None | 3 hours | DepartmentManager III - FAD |
|  | 1.10 Approve Financial Statements | None | 1 hour | Management |
|  | 1.11 Receive the approved FinancialStatements | None | 1 hour | Accountant V |
|  | 1.12 Request clearance to release the FinancialStatements | None | 1 hour | Department Manager III - FAD |
|  | 1.13 Approve the releaseof Financial Statements | None | 1 hour | General Manager |
|  | 1.14 Receive the approved FinancialStatements | None | 1 hour | Accountant V |
| 2. Receive copy of the Financial Statements | 2.1 Release the Financial Statements to internal and externalclients | None | 1 hour | Accountant V |
| **TOTAL** |  **0** | **1 working day and 2 hours** |  |

#### 3. 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:** | Simple |
| **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 (invoices, bills, receipts depending on the nature of transaction) | Requesting party / suppliers |
| 3. Availability of funds | Budget Unit |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit request for payment with complete required supporting documents
 | * 1. Receive copies of Request for Payment (RFP) from concerned offices.
 | None | 10 minutes | Accountant III - Disbursements |
| * 1. Check

completeness of supporting documents\*. |  None |  15 minutes | Accountant III-Disbursements |
| 1.3 Prepare DisbursementVouchers (DV) | None |  15 minutes |  Accountant III- Disbursements |
| 1.4Forward DV to Accountant V |  None |  5 minutes | Accountant III-Disbursements |
| 1.5 Receive DV from Accountant III | None | 10 minutes | Accountant V |
| 1.6 Review completeness and propriety of supporting documents |  None |  15 minutes | Accountant V |
| 1.7 Determine if the disbursement is in accordance with the company policies and COA rules andregulations |  None |  5 minutes |  Accountant V |
| 1.8 Validate that the accounts used are proper |  None |  5 minutes |  Accountant V |
| 1.9 Initial on the following items on Box A (1) supporting documents arecomplete, (2) accounts used are proper and (3) previous cash advance liquidated (for CA transactionsonly) |  None |  5 minutes |  Accountant V |
| 1.10 Forward the DV to the Budget Unit |  None |  5 minutes |  Accountant V |
| 1.11 Receive the DV | None | 10 minutes | Budget Officer III/V |
| 1.12 Determine if the disbursement is BudgetedIf yes, initial on the box-funds available. If no, returns the DV toconcerned offices. | None | 5 minutes | Budget Officer III/V |
| 1.13 Record thedisbursement for budget monitoring |  None |  5 minutes |  Budget Officer III/V |
| 1.14 Forward the DV to the Department Manager for Finance & Admin.For Certification of the DV. | None |  5 minutes |  Budget Officer III/V |
| 1.1. Retrieve the DV | None | 10 minutes | Department Manager III - FAD |
| 1.16 Certify/sign the DV on Box A | None | 5 minutes | Department Manager III - FAD |
| 1.17 Forward to the authorized official for the approval ofthe DV | None | 5 minutes | Department Manager III - FAD |
| 1.18 Receive the DV for approval | None | 10 minutes | Authorized signatories |
| 1.19 Approve the DV | None | 5 minutes | Authorized signatories |
| 1.20 Return the DV to Accountant III in charge ofdisbursements | None | 5 minutes | Accountant III-Disbursements |
| 1.21 Receive the approved DV | None | 10 minutes | Accountant III-Disbursements |
| 1.22 Record the approved DV to the Accountingsystem (FMS) | None | 5 minutes | Accountant III-Disbursements |
| 1.23 Forward the DV toTreasury Unit for check preparation |  None |  5 minutes | Accountant III-Disbursements |
|  | **TOTAL** | **0** | **2 hours and 55 minutes** |  |

# Corporate Support Group

## Finance and Administrative Department Budget Unit

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:* Disbursement Vouchers (DVs)
* Purchase Orders (POs), Job Orders (JOs)
* Materials Requisitions (MRs), Contracts
 | Accounting UnitAdmin. UnitConcerned Unit |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit documents for certification

2. Receipt of documents (DVs, JOs, POs, MRs, Contracts) with certified funds availability | 1.1 Receive DV, JO, PO and MR | None | 5 minutes | Budget Officer |
| * 1. Determine if the disbursements are budgeted
 | None | 5 minutes | Budget Officer |
| * 1. 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 | 5 minutes | Budget Officer |
| * 1. Return the documents to the concerned offices if not provided for
 | None | 5 minutes | Budget Officer |
| * 1. Record the disbursements for budget monitoring
 | None | 5 minutes | Budget Officer |
| * 1. Forward the documents to the DM-FAD for signature
 | None | 5 minutes | Budget Officer |
| 2.1 Forward the documents (DVs, JOs, POs, MRs, Contracts) with certified funds availability | None | 1 working day | Secretary of DM-FAD |
| **TOTAL** | **0** | **1 working day, 30 Minutes** |  |

**2. APPROVED 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
3. Financial Statements
4. Annual Procurement Plan
5. Hiring and Training Plan
 | Workgroups |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Require submission of COB
 | 1.1 Prepare and distribute memorandum for the submission of budget proposals to various workgroups and monitor submission of budget proposals | None | 3 working days | Budget Officer |
| 1.2 Review and consolidate submitted proposal and prepare projected cash flow, income statement and balance sheet | None | 2 working days | Budget Officer |
| 1.3 Forward consolidated COB to the Department Group Head for review | None | 1 working day | Budget Officer/Department Manager/Assistant General Manager/General Manager |
| 1.4 Present consolidated COB to Management Committee (ManCom) for deliberation | None | 5 working days | Budget Officer/DM-FAD/AGM-CSG |
| 1.5 Revise proposed COB as per discussion during deliberation | None | 1 working day | Budget Officer |
| * 1. Present to the Board of Directors (BOD) the proposed COB for their approval
 | None | 12 working days | Management |
| * 1. Approve COB
 | None | 1 working day | Board of Directors |
| * 1. Prepare various required DBM forms on the Board approved COB for submission to and approval of DBM
 | None | 15 working days | Budget Officer |
|  | **TOTAL** | **0** | **40 working days** |  |

**3. BUDGET REALIGNMENT**

Budget Unit is responsible to prepare budget re-alignment from savings to cover deficiency in

 any of the following :

1. Unforeseen modification or adjustments in the program, activity or project; or
2. 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 workgroups |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Budget realignment request
2. Other Supporting documents
3. Approved Annual Procurement Plan (updated)
4. Budget Utilization Report
 | Budget Unit |
| 1. **For amounts P2.0M and below**
 |
| **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 | 30 minutes | Budget Officer/DM-FAD |
| 1.2 Review the budget realignment and forwards the same to the AGM-CSG | None | 1 working day | DM/AGM-CSG |
| 1.3 Approve budget realignment | None | 1 working day | GM |
| 1. Receive copy of approved Budget Re-alignment
 | 1. Transmit copy of approved budget realignment to concerned unit
 | None | 5 minutes | Budget Officer |
|  |  **TOTAL**  | **0** | **2 working days, 35 minutes** |  |

|  |  |
| --- | --- |
| **Office or Division:** | Budget Unit |
| **Classification:** | Complex |
| **Type of Transaction:** | Government to Government |
| **Who may avail:** | NDC workgroups |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Budget realignment request
2. Other Supporting documents
3. Annual Procurement Plan (updated)
4. Budget Utilization Report
 | Budget Unit |
| 1. **For amounts P2.0M and below**
 |
| **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 working day | Budget Officer/DM-FAD |
| 1.2 Review the budget realignment and forwards the same to the AGM-CSG/GM | None | 2 working days |  DM/AGM-CSG/GM |
| 1.3 Seek the approval of the Board of Directors (BOD) on the proposed realignment | None | 2 working days |  DM/AGM-CSG/GM |
| 1.4 Approve budget realignment | None | 1 working day |  BOD |
| 1. Receive copy of approved Budget Re-alignment
 | 2.1 Transmit copy of approved budget realignment to concerned unit | None | 5 minutes | Budget Officer |
|  **TOTAL** | **0** | **6 working days, 5 minutes** |  |

#

**4. BUDGET UTILIZATION REPORT**

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)
 | 1.1 Record the disbursements to budget ledger for budget monitoring |  None | 5 minutes | Budget Officer |
| 1.2 Generate BUR from budget ledger per work group |  None | 3 working days | Budget Officer |
| 1.3 Review/analyze BUR per workgroup |  None | 2 working days | Budget Officer |
| 1.4 Forward the BUR to the DM-FAD for review and endorse to AGM-CSG for approval |  None | 5 working days | Budget OfficerDM-FADAGM-CSG |
| 1. Receive BUR
 | 2.1 Transmit copy of approved BUR to concerned unit |  None | 5 minutes | Budget Officer |
| **TOTAL** | **0** | **10 working days, 10 minutes** |  |

# Corporate Support Group

## Finance and Administrative Department Administrative Unit

### 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:** | Highly Technical |
| **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  | ASO IV |
| 1.3 Prepare a report (for repair works) after inspection is completed | None | 30 minutes  | ASO IV |
| 1.4 Look for suppliers/service providers and request for quotation of the maintenance/repair work to be done | None | 30 minutes  | ASO IV, ASO VI |
| 1.5 Wait for the quotation from suppliers/service providers | None | 7 working days |  ASO IV, ASO VI |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 6. Prepare Materials Requisition and approval by theauthority | None | 2 working days | ASO IV, ASO VI, DM/AGM/GM |
| 7. Transmit approved Materials Requisition to BAC  |  None | 30 minutes | Bids and Awards Committee, Admin. Unit  |
| 8. Prepare Job Order, Purchase Order, Contract and approval bythe authority | None | 2 working days | ASO VI, DM/AGM/GM |
| 2. Provide access for maintenance works | 1. Conduct repair /maintenance works | None | 7 working days | ASO III/ASO VI |
| 2. Prepare Inspection Reportand/Certificate of Completion and approval by theauthority | None | 3 working days | ASO VI |
|  |  |  |  |
|  **TOTAL** |  **0** | **21 working days** |  |

### 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:** | 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) | 1.1 Log the RIS slip and check if requested supply is on-stock | None | 15 minutes | ASO IV, ASO VI |
| 1.2 If requested supply is on- stock, issue immediately to end-user | None | 15 minutes | ASO IV, ASO VI |
| 1.3 Fill-out the Issuance portion of the RIS | None | 15 minutes | Enduser, ASO IV, ASO VI |
| 1. If requested supply is out-of- stock, prepare Materials Requisition for procurement and submit it to BAC Secretariat for processing
 | None | 5 working days | Enduser, ASO IV, ASO VI |
| 2. Receive requested unit/ item/service | 5. Transmit item / service requested | None | 15 minutes | ASO IV |
|  |  **TOTAL** |  **0** | **5 working days, 1 hour** |  |

**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** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit a duly accomplished and approved Vehicle Request Form | 1.1 Check the availability of motor vehicle and driver | None | 15 minutes | ASO VI |
| 1.2 Assign the available motor vehicle and driveraccordingly. | None | 5 minutes |   ASO VI |
|  | 1.3 Approve/sign the motor vehicle request | None | 1 hour | FAD Department Head |
|  | 1.4 Inform the employee of the approved Request | None | 5 minutes | ASO VI |
|  |  **TOTAL** |  **0** | **1 working day, Hour 25 Minutes** |  |

### 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** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit a duly accomplished Messengerial Information Slip | 1.1 Assign the errand based on area of delivery |  None |  15 minutes |  ASO VI |
| 1.2 Concerned messenger logs the errand assigned to him |   None |   15 minutes |   ASO IV |
| 1.3 Concerned messenger delivers / picks- up documents / items as instructed | None | 4 hours | ASO IV |
| 2. Receive items ifapplicable | 2.1 Transmit item ifapplicable | None | 15 minutes | ASO VI |
|  **TOTAL** |  **0** | **4 Hours and 45 Minutes** |  |

 **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 (Petty Cash Voucher Form duly signed by the Department/Group Head)
 | 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 cash1.2 If request is for reimbursement, check if pertinent documents are attached | None | 15 minutes | ASO VI |
| 2. Receive Petty Cash | 2.1 Issue petty cash to the employee | None | 15 minutes | ASO IV |
| 2.2 Follow-up liquidation of petty cash from concerned employee | None | 15 minutes | ASO VI |
| **TOTAL**  |  **0** |  **45 minutes** |  |

###  6. REQUEST FOR PAYMENT

The Administrative 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 | 1.1 Prepare Receiving Report | None |   15 minutes |   ASO VI |
| 1.2 Together with a representative from the Finance Unit, inspect/s the delivered goods/complete d services | None |  30 minutes |  ASO III/ASO VI/Finance Unit representative |
| 1.3 Prepare request for payment together with all relevant attachments and have it approvedby authority | None |  2 working days | ASO III, ASO VI, DM/AGM/GM |
| 1.4 Transmit Request for Payment to Accounting Unit | None |  15 minutes | ASO VI |
|  **TOTAL** | **None** | **2 working days, 1 hour** |  |

#### 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** |
| **A. Processing of Request (Public Bidding)** |
| 1. Submit Materials Requisition (MR)Form | * 1. Receive Materials

Requisition (MR) Form | None | 3 minutes | BAC Secretariat |
| * 1. Procuring process including pre-bid conference, opening of bid, detailed bid evaluation and post qualification
 |  None | * 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, BACSecretariat, TWG |
| 1.3 Prepare BAC Resolution for Award and Notice of Award |  None | 7 working days | BAC, BACSecretariat |
|  1.4 Prepare Contracts and Notice to Proceed | None | 7 working days | Requisitioner, Legal Group, Admin. Group |
|  | **Total** | **0** | 1. **Working days**
 |  |

|  |
| --- |
| **B. Processing of Request (Alternative Mode)** |
| 1. Submit Materials Requisition (MR)

Form including ToR and justification, if necessary | 1. **Goods**
	1. Process the request
 | None | 1 working day | BAC Secretariat |
| 1.2 Prepare and route the BAC Resolution and Request for Quotation/Proposal | None | 5 working days | BAC Secretariat |
| 1.3 Send invitation to suppliers / Post Request for Quotation to Philgeps website for 50k above | None | 7 working days | Admin Unit |
| 1.4 Evaluate Quotation/Proposal | None | 5 working days | Admin Unit |
| 1.5 Prepare and route the BAC Resolution andNotice of Award | None | 5 working days | BAC Secretariat |
| 1.6 Prepare Contracts, Job Order (JO), Purchase Order (PO) | None |  5 working days  | Requisitioner, Legal Group, Admin. Group |
| 1.7. Accept Delivery | None |  5 working days |  Admin. Group,  Finance Group, COA |
| 1.8. Prepare request for payment | None |  7 working days | Requisitioner |
| **Total** | **0** | 1. **working days**
 |  |
| 1. **Repair**
	1. Process the request
 |   None |  1 working day | BAC Secretariat |
| 2.2 Prepare and route the BAC Resolution and Notice of Award | None |  5 working days | BAC Secretariat |
| 2.3 Prepare Contracts, Job Order (JO), Purchase Order (PO) | None | 5 working days | Requisitioner, Legal Group, Admin. Group |
|  2.4. Accept Delivery | None | 5 working days |  Admin. Group,  Finance Group, COA |
| 2.5 Prepare request for payment | None |  7 working days |  Requisitioner |
|  | **Total** | **0** | **23 working days** |  |
|  | 1. **Consulting Services**

3.1 Process the request |  None |  1 working day | BAC Secretariat |
|  | 3.2 Prepare and route the BAC Resolution | None | 5 working days | BAC Secretariat |
|  | 3.3 Request for Additional Documentary Requirement | None | 7 working days | BAC Secretariat |
|  | 3.4. Prepare and route the BAC Resolution and Notice of Award | None |  5 working days | BAC Secretariat |
|  | 4.5 Posting of Awards to Philgeps | None |  1 working Day | BAC Secretariat |
|  | 4.6 Prepare Notice to proceed and Contract for Consultancy | None |  5 working days  | Requisitioner, Legal Group,  |
|  | **Total** | **0** | **24 working days** |  |

# Corporate Support Group

## Finance and Administrative Department Human Resources Unit

#### 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. Personnel 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 working days | HRMO V/HRMO III |
| 1.3 Prepare Terms of Reference with annual costs and Material Requisition | None | 5 working days | HRMO III |
| 1.4 Sign and approve the Terms of Reference, Material Requisition and Annual Cost | None | 3 working days | DM/AGM/GM |
| 1.5 Transmit to BAC the approved TOR with ABC and MR | None | 1 working day | HRMO III |
| 1.6 Follow Procurement Process | None | 20 working days | BAC |
| 2. Agency endorse qualified applicants | 2.1 Receive endorsement and interview applicant | None |   1 hour  | Requesting Party/End- user |
| 2.2 Transmit acceptance letter to agency | None | 1 working day | HRMO III |
|  **TOTAL** |  **0** | **34 working days, 30 minutes** |  |

1. **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 |  1 hour |  HRMO VDepartment Manager III, 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 | 2.1 Secure valid Identification Card of the requesting party of the documents/ representative and authorization letter (if claimant is not the requesting party) | None |  5 mins. | HRMO III |
| 2.2 The requesting party received the requested documents and signed received on the logbook | None | 5 mins | HRMO III |
|  |  **TOTAL** |  **0** | **3 Hours and 30 minutes** |  |

#### 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 | 1.1 Receive and record / log in the incoming logbook of HR the request | None | 5 mins | HRMO III |
| 1.2 Retrieve 201 fileof staff requesting monetization | None | 5 mins | HRMO III |
| 1.3 Compute and review the application for monetization vis-à- vis the current leave credits balances | None | 10 mins | HRMO III |
| 1.4 Update the leave ledger of the employee | None | 5 mins | HRMO III |
| 1.5 Review, sign and approve the application | None | 30 mins per signatory |  HRMO VDepartment Manager III, General Manager |
| 1.6 Prepare request for payment with complete supporting documents | None | 5 mins | HRMO III |
| 1.7 Approve Request for Payment | None | 5 mins | FAD Manager |
| 1.8 Record to outgoing logbook of HR the application for monetization with approved Request for Payment and forward to Accounting Unit | None | 10 mins | HRMO III |
|  |  **TOTAL** |  **0**  | **1 Hour and 15 minutes** |  |

1. **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 working days | HRMO V/ HRMO III |
| 1.2 Accomplish External Training Nomination and Application and Rating Sheet Form | None | 30 minutes | HRMO III |
| 1.3 Route Nomination Form to Immediate Supervisor and Personnel Development Committee | None | 1 working day | HRMO III |
| 1.4 Sign and approve External Nomination Form/Request based on set of criteria | None | 1 working day | Immediate Supervisorand Personnel Development Committee |
| 1.5 Prepare Office Order | None | 1 hour | HRMO III |
| 1.6 Approve Office Order | None | 30 minutes | FAD/General Manager |
| 1.7 Coordinate with the Service Provider/Training Institution for the confirmation of attendance | None | 1 working day | HRMO V/ HRMO III |
| 1.8 Prepare Request for Payment with complete supporting documents | None | 30 minutes | HRMO III |
| 2. Submit post training requirements (training certificates, materials and feedback report) | 2.1 Receive and file to 201 folder. | None | 30 mins  | HRMO III |
|  | 2.2 Conduct Impact Assessment (TrainingEffectiveness Form) | None | 30 mins | Immediate Supervisor |
|  |  **TOTAL** |  **0** | **7 working days** |  |

1. **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.Training Provider submits proposal, PDS and other required documents | 1.1 Prepare Terms of Reference, Material Requisition Form, Training Design and Proposal based on the approved Training Program | None | 3 working days | HRMO V |
| 1.2 Review, sign and approve the Terms of Reference, MR, Training Design and Proposal based on the approved Training Program | None | 3 working days | FAD Manager General Manager |
| 1.3 Coordinate schedule of activity with employees and Management | None | 2 working days | HRMO V/ HRMO III |
| 1.4 Submit to BAC the Terms of Reference and Materials Requisition for Procurement Procedures | None | 1 working day | HRMO III |
|  | 1.5 Procurement process4 | None | 8 working days | BAC |
|  | 1.6 Prepare Office Order | None | 1 hour | HRMO III |
|  | 1.7 Approve Office Order | None | 30 mins | FAD/General Manager |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1.8 Coordinate with the Service Provider / Training Institution for the confirmation of the activity | None | 1 working day | HRMO V/ HRMO III |
| 2. Submit post training requirements (training certificates, materials and feedback report and terminal report)5 | 2.1 Receive and fileto 201 file and L&D Records | None |   30 minutes | HRMO III |
| 2.2 Prepare Request for Payment with complete supporting documents | None | 30 minutes | HRMO III |
| 2.3 Conduct Impact Assessment (TrainingEffectiveness Form) | None | 30 minutes | DM/AGM/GM |
|  |  **TOTAL** | **0** | **20 working days** |  |

**Corporate Support Group Legal Department**

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

One of the services being rendered by 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:** | Highly Technical |
| **Type of Transaction:** | Government to Government |
| **Who may avail:** | NDC Officers and Employees |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Memorandum or Letter request from the requesting workgroup
2. Supporting documents such as:
3. BAC related documents
4. Land titles
 | Concerned Unit/WorkgroupBAC SecretariatTreasury |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit memo/letter request | * 1. Receipt of the memo/letter request
 | None | 5 minutes | Secretary of the Legal Department |
| * 1. Logs the request and transmits it to the Department Head
 | None |  5 minutes | Secretary of the Legal Department |
| * 1. Initial assessment and assignment to Handling Lawyer
 | None | 2 hours | Department Head |
| * 1. 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. Initial review and assessment of the supporting Documents, if complete proceed to Step 2.2
 | None | 1 hour | Handling Lawyer |
| 2. Consultation with Handling Lawyer | 2.1 Schedule the meeting and receive documents | None | 5 minutes | Secretary of the Legal Department |
| * 1. 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. Transmit to the Legal Secretary the draft legal document (i.e. contract or agreement)
 | None  | 5 minutes | Handling Lawyer |
| * 1. 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 |
| * 1. 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 |
| * 1. 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. Log the transmittal and return the draft legal document with note of the Department Head
 | None | 10 minutes | Secretary of the Legal Department |
| * 1. Make the necessary corrections or incorporate the comments of the Department Head and/or do another research
 | None | 1 working day | Handling Lawyer |
| * 1. 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 |
|  | * 1. 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 |
| * 1. Transmit to the Office of the Government Corporate Counsel for their mandatory review
 | None | 1 working day | Department Manager / Secretary / Messenger |
| * 1. Review by the OGCC
 | None | 20 working days | Handling Lawyer of the OGCC |
| * 1. Log the formal response of the OGCC
 | None | 5 minutes | Secretary of the Legal Department |
| * 1. Forward the response/opinion of the OGCC to the Handling Lawyer
 | None | 10 minutes | Department Manager / Secretary of the Legal Department |
| * 1. Incorporate the comments/opinions of the OGCC and submit it to the Department Manager
 | None | 1 working day | Handling Lawyer |
| * 1. Release the final document to the requesting workgroup
 | None | 1 working day | Department Manager / Secretary of the Legal Department |
|  **TOTAL** | **None** | **33 working days, 4 hours and 20 minutes** |  |

1. **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** |
| 1. Memorandum or Letter request from the requesting workgroup
2. Supporting documents, such as
3. Circular or issuance rendered by government agencies
 | Concerned Unit/WorkgroupConcerned Unit/Workgroup |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** |  **PERSON RESPONSIBLE** |
| 1. Submit memo/letter request
 | * 1. Receipt of the memo/letter request
 | None | 5 minutes | Secretary of the Legal Department |
| * 1. Logs the request and transmits it to the Department Head
 | None | 5 Minutes |
| * 1. Initial assessment and subsequently assign to Handling Lawyer
 | None | 2 hours | Department Head |
| * 1. 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. 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. 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. Transmit to the Legal Secretary the draft legal opinion
 | None  | 5 minutes | Handling Lawyer |
| * 1. Log the transmittal and give the draft opinion to the Department Head
 | None | 5 minutes | Secretary of the Legal Department |
| * 1. 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. 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. Log the transmittal and return the draft legal document with note of the Department Head
 | None | 10 minutes | Secretary of the Legal Department |
| * 1. Make the necessary corrections or incorporate the comments of the Department Head and/or do another research
 | None | 1 working day | Handling Lawyer |
| * 1. Log the transmittal and give the draft legal opinion to the Department Head
 | None | 5 minutes | Secretary of the Legal Department |
| * 1. 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 |
|  **TOTAL** | **None** | **10 days &****4 Hours** |  |

1. **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:** | 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:1. Memo/Letter request
2. Copy of Agreement or Contract
 | Concerned UnitConcerned Unit |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit memo/letter request | * 1. Receipt, recording and transmission to Department Head of the request
 | None |  10 minutes | Secretary of the Legal Department |
| * 1. Department Head assigns to Lawyer to assist in the contract negotiations
 | None |  30 minutes | Department Head |
| * 1. 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. Notice to requesting workgroup of assigned Lawyer
 | None |  30 minutes | Department Head |
| * 1. Discussion of feedback after each negotiation meeting
 | None |  1 working day | Handling Lawyer |
|  **TOTAL** | **None** |  **3 days, 10 minutes** |  |

#  Corporate Support Group

## Finance and Administrative Department Treasury Unit

#### 1. INVESTMENT IN 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. | 1.1 Compute for the investible funds.* + 1. Prepare the Daily Cash Balance Report.
		2. Identify expenditures that require funding to determine the amount available for Money Market Placements
		3. Review other sources of excess funds.
		4. Coordinate with the Cashier for collections that are eligible for Money Market Placements.
		5. Prepare Trade Sheet
		6. Obtain quotations for current rates of money market from Authorized Government Depository Banks.
 |  NoneNone NoneNone NoneNone | 30 minutes30 minutes30 minutes30 minutes 10 minutes15 minutes | TOO VITOO VITOO VITOO VI Cashier III Cashier III |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | * + 1. Evaluate quotations and determines the offer with the highest yield of interest and minimum risk exposure.
		2. Recommend approval of the placement.
		3. Prepare details of new/maturing/renewal/termination of placements for final approval of the authorized signatories.
		4. Review Letter of Instructions prior to approval of authorized signatories
		5. Approve/Sign Letter of Instruction (LOI)
 | NoneNoneNoneNoneNone | 15 minutes5 minutes7 minutes5 minutes5 minutes | TOO VITOO VICashier IIITOO VIGM/AGM |
| 2. Process Money Market Placements. | * 1. Forward to Authorized Government Depository Bank (AGDB) the approved LOI.
	2. Update the summary of Money Market Placement Report.
	3. Monitors maturity of money market placements.
 | NoneNoneNone | 30 minutes5 minutes5 minutes | Cashier IIICashier IIICashier III |
|  |  **TOTAL** |  **0** | **3 Hours** |  |

3

**EXTERNAL SERVICES**

**Operations Group Special Projects**

### 1. Processing of Proposal For 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. Project proponents submit the necessary documentary requirements and SPG evaluates whether the proposal is viable and in line with NDC’s investment criteria under the NDC Revised Investment Guidelines 2019.

|  |  |
| --- | --- |
| **Office or Division:** | Special Projects Group |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government to Business;G2G – Government to Government |
| **Who may avail:** | 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. Letter of Intent (LOI) (1 original)
 | Proponent |
| 1. Project Information (1 original) that includes the following:
	1. Project description. Technical description and technology, pioneering or developmental aspect, impact to the industry, etc.
	2. Location. Market condition and reason for choice of location or advantages of selected location
	3. Target beneficiaries. Estimated increase in household income or business cost savings
	4. Expected Social/ Economic Benefits. Industry benefits, export potential, savings, estimated number of jobs generated, downstream businesses to be developed, etc.
	5. Estimated Total Project Cost and Projected Revenue
	6. Target implementation schedule
	7. Proposed amount of NDC Participation
	8. Project proponent. Company background information, owners/ shareholders information, previous projects, existing projects, affiliates and subsidiaries and other relevant information about the proponent
	9. Other information about the project, if applicable:

2.9.1 Concession or other applicable Agreement with the Government  (1 certified true copy);* + 1. ICC Recommendation of the Project

(1 certified true copy)* + 1. NEDA Board Approval of the Project

 (1 certified true copy)* + 1. Certification from NEDA of project’s inclusion in the Medium-Term Public Investment Program (MTPIP)/
		2. Comprehensive and Integrated Investment Program (CIIP) (1 certified true copy)
		3. Information on the following:
		- Source of repayment of the loan;
		- Proposed terms of loan;
		- Security of the loan;
		- Specific utilization of the proceeds of the proposed loan
 | Proponent |
| 1. Project Proposal(attached withPre-Feasibility Study/ Feasibility Study or Business Plan) (1 original)
 | ProponentNote: Standard format of Project Proposal can be obtained from the Special Projects Group |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submits Letter of Intent (LOI) and Project Information (Requirement Items 1 & 2) | * 1. Receives LOI and Project Information documents and forward the same to the AGM for Special Projects Group
	2. Initially evaluates documents and assigns to an account officer (AO) for Special Projects Group
 | None | 30 minutes1 working day | *Secretary*Special Projects GroupAssistant General Manager (*AGM)*Special Projects Group |
| 1.3. Validates proposal, conduct exploratory meetings with the proponent, conduct ocular inspections | None | 6 working days | *Account Officer*Special Projects Group*AGM*Special Projects Group  |
| * 1. Assesses the initial evaluation conducted and determines whether to proceed to further evaluation
 | None | 1 working day | *Account Officer*Special Projects Group*AGM*Special Projects Group MANCOM |
| * 1. Informs proponent on the result of Mancom’s action. If proposal is approved, proceed for further evaluation
 | None | 1 working day | *Account Officer*Special Projects Group*AGM*Special Projects Group |
| 2. Submits Project Proposal  | * 1. Receives documents and forward the same to the AGM for Special Projects Group
 | None | 30 minutes | *Secretary*Special Projects Group |
| * 1. Initially evaluates documents and forward the same to the assigned AO
 | None | 1 working ay | *AGM*Special Projects Group |
| * 1. Conducts review and due diligence
 | None | 7 working days | *Account Officer*Special Projects Group*AGM*Special Projects Group*External Consultant* |
| * 1. Provides proponent the results of the review and due diligence
 | None | 1 working day | *Account Officer*Special Projects Group*AGM*Special Projects Group |
| * 1. Secures ManCom’s endorsement to present the proposal to the NDC Board for approval
 | None | 1 working day | *Account Officer*Special Projects Group*AGM*Special Projects GroupManagement Committee (NDC):*General Manager**Assistant General Managers**Department Heads* |
| **TOTAL** | **None** | **19 working days, 1 hour** |  |

# Operations Group Asset Management Group

### LEASE OF NDC ASSETS

The Asset Management Group (AMG) oversees the lease of the NDC assets in accordance with its approved lease guidelines and procedures.

|  |  |
| --- | --- |
| **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 the document/s | None |  5 minutes | Secretary |
| 1.2 Acknowledge the letter of intent/lease proposal and advise offeror to submit the documentaryrequirements as stated above | None | 1 working day | AGM / AO |
| 2. Submit duly filled-out Lease Application Formand other requirements | 2.1 Receive the duly filled-out Lease Application Formtogether with the requirements | None |  5 minutes | Secretary |
| 2.2 Conduct of due diligence of the Offeror/prospective lessee, if qualified | None | 3 working days | AGM/AO |
| 2.3 Presentation to the ManagementCommittee of the lease proposal and the | None |  4 Hours | AGM/AO |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | terms of the lease for approval and/or endorsement to the Board, asapplicable:Limits of AuthorityBoard- Long Term Lease (5 Years Up where lease rate is above P5M per annum)General Manger- Long Term Lease (5 Years Up where lease rate is up to P5M per annum)Any 2 Assistant General Managers- Short TermLease (less than 5 Years where lease rate is up to P2M per annum.Assistant General Manager- Short TermLease (less than 5 Years where lease rate is up to P500K per annum.) |  |  |  |
| 2.5 Secure Board approval, as applicable | None | 1 working day | AGM |
| 3. Concur with the terms of the lease | 3.1 Award of the lease; concurrence on the terms of thelease by the lessee | None | 2 working days | GM/AGM |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 4. Signing of Lease Contract | 4.1 Drafting/review of lease contract | None | 7 working days | AGM/AO/ LEGAL/ LESSEE |
|  4.2.Signing of Contract of Lease and notarization, thereafter \* | None | 1 working day | GM or AGM, as applicable/LESSEE |
| 5. Occupancy of Leased Property | 5.1Turnover of leased property to the Lessee | None | 1 working day | AGM/AO/ LESSEE |
|  |  **TOTAL** |  **None** | **16 working days, 4 Hours** |  |

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

### 2. SALE OF NDC ASSETS THROUGH PUBLIC BIDDING

The AMG facilitates the disposal of the NDC assets through the conduct of public bidding, in accordance with COA guidelines (COA Circular No. 89-296)

|  |  |
| --- | --- |
| **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. Secure bidding guidelines and conduct due diligence of the property | 1.1 Issue bidding guidelines to the prospective bidder1.2 Publish/Distribute bidding guidelines | None | 10 minutes12 working days | AGM/AO |
| 2. Proceed to Cashier for the payment of bidding guidelines | Accept payment for the bidding guidelines | P 500.00 | 10 minutes |  |
| 3. Inspect the property, subject of sale | 3.1 Instruct the Guard-on-duty or authorized representative to allow prospective buyer to inspect the property | None | 1 working day | AO / Secretariat Disposal Committee |
| 4. Attend Pre-bid conference | 4.1 Conduct of pre- bid conference to interested bidders | None | 4 Hours | AO / Disposal Committee / AMG |
| 5. Submit a sealed bid | 5.1 Accept sealed bid | None  | 5 minutes | Disposal Committee |
| 6. Attend Bid Opening | 6.1 Opening of bids | None | 4 Hours | Disposal Committee |
| 6.2 Secure Board approval for the issuance of Noticeof Award (NOA) to the winning bidder | None | 20 working days | Disposal Committee |
| 7. Receipt of the Notice of Award. |  7.1 Issuance of NOA to the winning bidder. | None | 1 working day | GM/Disposal Committee |
| 8. Tender Payment | 8.1 Receipt of Payment | Amount Tendered | 4 Hours | Cashier |
| 9. Sign the Deed of Sale and Receipt of TCT | 9.1 Signing of Deed of Sale and title turn- over | None | 1 working day | GM/Winning Bidder |
|  |  **TOTAL** |  **500 PHP** | **35 working days,** **12 Hours, 25 minutes** |  |

#

#  Corporate Support Group

## Finance and Administrative Department Treasury Unit

#### 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 | 1.1 Verify records regarding the status of account: | None | 5 minutes | Cashier III |
| 1.2 Coordinate with the Accountant III regarding the status of the account ifupdated or delinquent; | None | 5 minutes | Cashier III |
| * 1. Issue an order of payment to the cashier.
 | None | 7 minutes | Accountant III |
| . Pay the required amount | 2.1 Accept payment:2.1.1 If check payment, check the accuracy of check details.2.1.2 If cash payment, determine any counterfeit and proceed with cash counting. 2.1.3 If payment is thru credit advice, request a copy of the document to the government entity who made the payment and check theWeaccess for the credited amount. | NoneNoneNone | 5 minutes5 Minutes10 Minutes | Cashier IIICashier IIICashier III |
|  3. Claim the Official Receipt | 3.1 Issue the Official Receipt | None | 5 minutes | Cashier III |
|  |  **TOTAL** |  **0** | **1**  |  |

#### 2. 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 (1copy) | Government Issued or Respective Office of Payee |
| 3. Authorization Letter (if via representative) (1orignal) | Payee |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. 1. Submit to Treasury Unit complete set of requirements for authentication
 | 1. Receive and verify the documents: If with authorization Letter- as to validity or issues a certified true copy if original authorization letter is on file and; | None | 5 minutes | Cashier III |
|  |  Proof of Identity should be valid and with photo |  |  |  |
| 2. Fill out the following recipient information of the Disbursement Voucher: | 2.1 Receive the duly accomplished disbursement voucher | None | 5 minutes | Cashier III |
| 1. Signature
2. Printed Name
3. Official Receipt No.
4. Date Issued
 |  |  |  |  |
| 3. Claim the check and issue Official Receipt | 3.1 Verify the information on the Official Receipt and Release the Check | None | 15 minutes | Cashier III |
|  | 3.2 Transmit to Accounting Unit including Disbursement Voucher and other attachments. |  |  |  |
|  |  **TOTAL** |  **0** |  **25 Minutes** |  |

# Corporate Support Group

## Finance and Administrative Department Human Resources Unit

#### 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 (1original) | Applicant |
| 2. Notarized Personal Data Sheet with attached Work Experience Sheet (1original) | Download forms from [www.csc.gov.ph](http://www.csc.gov.ph/) |
| 3. Copy of authenticated Civil Service Eligibility or PRC License (1copy) | CSC Regional Office and/ or PRC as applicable |
| 4. Certified true copy or authenticatedcopy of Transcript of Records and Diploma (1copy) | School/College/University attended |
| 5. Photocopy of certificate of trainings and seminars attended (1copy) | Applicant |
| 6. Certificate of Performance Rating for the last rating period (if applicable) (1copy) | Last/ Previous Government Employer |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit letter of intent/applications with complete supportingdocuments to HR Unit | 1.1 Review and acknowledge receipt of applications | None | 30 minutes  | HRMO III |
| 1.2 Encode the data to Applicants’ Database | None | 30 minutes  | HRMO III |
| 1.3 Evaluate applicants’ qualification against the qualification standards of the position | None | 1 hour  | HRMO III, HRMO V |
| 1.4 Inform applicants thru email whether they meet minimum requirements and the date of their initial interview | None | 30 mins  | HRMO III |
| 1.5 Conduct background / character check | None | 1 hour  | HRMO III |
|  | 1.6 Conduct of preliminary interview of applicants | None | 1 hour | HRMO V, 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  |  HRMO III |
|  | 1.8 Inform the applicants thru email of the result of examinations and schedule of HRMPSB’s Competency-Based interview | None | 30 mins  | HRMO III |
|  | 1.9 Conduct of HRMPSB Panel Interview and Deliberation | None |  1 hour  | HRMPSB |
|  | 1.10 Prepare minutes of the HRMPSB deliberation | None | 3 working days | HRMO III |
|  | 1.11 Consolidate result of the HRMPSB Panel Interview and Deliberation | None | 3 working days | HRMO III |
|  | 1.12 Sign and approve the HRMPSB Report (Comparative Assessment Matrix andapproval sheet) | None | 3 working days | HRMPSB and Appointing Authority |
|  | 1.13 Inform successful applicants thru writing/email to submit requirements for preparation of appointment papers | None |  30 mins  | 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 working day | HRMO III |
|  | 2.3 Sign and approve appointment paper, oath of office and other employment documents | None | 1 hour | HRMO V, HRMPSBand 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 | 3.1 Review the completeness of the appointment papers and employment documents | None |  30 mins | HRMO III |
|  | 3.2 Distribute copies of the appointment papers and pertinent employment documents to CSC, COA, newly hired employees and Accounting | None | 1 hour | HRMO III |
| 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 |
|  |  **TOTAL** |  **0** | **14 working days** |  |

#### 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 (1original) | HR Unit and Requesting Party |
| 2. Authorization Letter if the claimant is not the requesting party (1original) | Requesting Party |
| 3. Valid Identification Card of therequesting party and/or his/her representative (1copy) | Requesting Party |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Fill-out HR Requisition Form together with the Letter Request and submit to HR Unit | 1.1 Receive and record / log in the request form the incoming logbook of HR the request indicating date andtime 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 folders from Storage Facility | None | 3 working days | HRMO III |
| 1.4 Prepare requesteddocuments. | None | 2 working days | HRMO III |
| 1.5 Review and sign the documents | None |  30 mins  | HRMO VHead 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 | 2.1 Secure valid Identification Card of the requesting party of the documents/ representative and authorization letter (if claimant is not the requesting party) | None | 5 mins. | HRMO III |
| 2.2 The requesting party received the requested documents and signed received on the logbook | None | 5 mins | HRMO III |
|  |  **TOTAL**  |  **0** | **5 working days, 1 hour and 30 minutes** |  |

|  |  |
| --- | --- |
|  | **FEEDBACK AND COMPLAINTS MECHANISM** |
| How to send feedback | For feedback, fill out the client feedback form, address your concern to ATTY. CHERYL P. ANN/Legal Department Office and place it in the designated drop box or email NDC at info@ndc.gov.ph |
| How feedbacks are processed | The Public Relations Officer/ATTY. CHERY P. ANN/Legal Department Office compiles and records all feedbacks received from info@ndc.gov.ph and designated drop box and relay 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 addressed to ATTY. CHERYL P. ANN/Legal Department Office and place it in the designated drop box or email NDC at info@ndc.gov.ph |
| How complaints are processed | The Public Relations Officer/ ATTY. CHERY P. ANN/Legal Department Office compiles and records all complaints received from designated dropbox and info@ndc.gov.ph and relay 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.phTelephone: 8478-5093PCC: 8888CCB: 0908-881-6565 |

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