



NATIONAL DEVELOPMENT COMPANY

CITIZEN'S CHARTER

2022 (2nd 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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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		
1.1 NDC Board Approval of the bond and the terms and conditions of the bond;	Corporate Secretary, NDC	
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 (if bonds carry government guaranty)	DOF	
2. Loan Release to Borrower		
2.1 NDC Board approval of the loan and the terms and conditions of the loan;	Corporate Secretary, NDC	
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 loan and the terms and conditions of the loan;</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 (if bonds carry government guaranty);</p> <p>3.5 Letter of Guaranty from the DOF (if applicable)</p>	<p>Corporate Secretary, NDC</p> <p>DOF</p>
<p>4. BSP's requirement on issuance of Monetary Board's opinion</p>	
<p>4.3 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>4.4 Citation of legal basis either by law, e.g. the agency's charter, or other authority.</p> <p>4.5 Borrowing limit based on law / charter.</p> <p>4.6 Provide specific provision on legal limit. Provide details on the borrowing for proponent agency.</p> <p>4.7 Year-to-date outstanding borrowings.</p> <p>4.8 Terms and Conditions of the borrowing:</p> <p> 4.8.1 Name</p> <p> 4.8.2 Type of borrowing</p> <p> 4.8.3 Amount (state if borrowing will be</p>	<p>Development Management Officer (DMO) / Corporate Executive Officer (CEO), Special Projects Group</p>

<p>in tranches)</p> <p>4.8.4 Guarantee by NG (if applicable)</p> <p>4.8.5 Purpose/Utilization of the proceeds</p> <p>4.8.6 Terms and features of the proposed borrowing</p> <p>4.8.7 Sinking fund provision (if applicable)</p> <p>4.8.8 Mode of offering and maturity date</p> <p>4.8.9 Details of the proposed borrowing scheme</p> <p>4.8.10 Other terms and features of the borrowing / issuance</p> <p>4.9 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.</p> <p>4.10 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.</p> <p>4.11 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.</p> <p>4.12 4.10 Summary of costs involved (arranger's fees, legal fees, etc...)</p>	<p>Corporate Secretary, NDC</p> <p>Department of Finance</p> <p>DMO/CEO, Special Projects Group</p> <p>DMO/CEO, Special Projects Group</p>
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5. Other requirements:				
5.1 Loan agreement		Legal Department, NDC		
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) (if applicable)		Legal Department, NDC		
5.4 Other ad hoc documents		DMO/CEO SPG		
5.5 List of projects				
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	FMG, DMO/CEO
	2. Analysis & Presentation of funding source to the Management Committee for approval/ endorsement	None	2 working days	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), FMG

3. Secure Approval	3.1 <u>(For Bonds)</u> Secure approval from Department of Agriculture (DA) and Department of Agrarian Reform (DAR)	None	5 working days	GM, FMG, DMO/CEO
	<u>(In case of subsidy/appropriation)</u> Secure DBM approval	None		GM, FMG, DMO/CEO
	<u>(For priority projects)</u> Secure NEDA approval	None		GM, FMG, DMO/CEO
	3.2 Secure DOF endorsement on the proposed borrowing (bond issuance)	None		GM, FMG, DMO/CEO
	3.3 Secure Monetary Board (MB) opinion on the borrowing (bond issuance)	None	5 working days	GM, 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, 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)	FMG, Handling Lawyer of NDC, DMO/CEO, OGCC
	4.2 (if applicable) Review Underwriting Agreement	None		FMG, Handling Lawyer of NDC, DMO/CEO
	4.3 (in case of private placement) Review Trust Agreement and Transfer and Paying Agency Agreement	None		FMG, Handling Lawyer of NDC, DMO/CEO
	4.4 Finalize the Agreements and send/route for signing	None	2 working days	FMG, Handling Lawyer of NDC, DMO/CEO
	4.5 Schedule bond auction with the Bureau of the Treasury (BTr)	None	2 working days	FMG, DMO/CEO
	4.6 Conduct Bond Auction at BTr	None	1 Working day	FMG, DMO/CEO
	4.7 Receive bond proceeds	None	1 working day	FMG, DMO/CEO, Finance Officer
	4.8 Release loan proceeds to borrower	None	1 working day	FMG, DMO/CEO, Finance Officer
	TOTAL	0	39 working days and 10 mins.	

2. ADMINISTRATION OF START-UP VENTURE FUND

Administration of start-up venture fund, its allocation, disbursement and monitoring and ensuring that the management will be kept abreast of how the fund and the related investments performed financially.

Office or Division:	Funds Management Group
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	NDC Special Projects Group
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request for payment	
1. Project Approval duly signed by the Investment Committee and/or other approving authorities, as may be necessary;	Investment Committee
2. Copy of the proposed investment submitted by the project proponent;	Project Proponent
3. Appropriate legal document(s) signed by the parties involved;	Legal Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for release of SVF	1. Receive the request	None	10 minutes	Development Management Officer (DMO)/Corporate Executive Officer (CEO)
	2. Ensure that the proposed investment should bear the approval of the Investment Committee and/or other approving authorities	None	10 minutes	DMO/CEO
	3. Check pool of funds inventory if the project is in the list.	None	10 minutes	DMO/CEO

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

1. 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. (1 copy)			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.	1.1 Acknowledge receipt of request	NONE	5 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	5 Minutes	IT OFFICER 1
	1.4 Once successfully uploaded, inform the requestor that file has been successfully uploaded.	NONE	5 Minutes	IT OFFICER 1
	TOTAL		0	20 Minutes

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		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 (1copy)		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	5 Minutes	IT OFFICER 1
	1.2 Conduct inspection of the item/s for repair or maintenance	NONE	10 Minutes	IT OFFICER 1
	1.3 Troubleshoot	NONE	30 Minutes	IT OFFICER 1
	1.4 Inform requesting unit if request was resolved	NONE	5 Minutes	IT OFFICER 1
	1.5 Otherwise, request for external provider services such as parts replacement with the help of Admin. Unit.	TBD By the supplier	2 Days	External Service Provider
	TOTAL		0	2 workings days and 50 minutes

Corporate Support Group
Finance and Administrative Department
Accounting Unit

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		HR Unit		
2. Other Supporting documents (as maybe applicable i.e. leave request / approved overtime application, etc.) (1 copy)		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 Resource Unit	None	4 hours	Accountant III
	1.2 Prepare payroll computation	None	1 hour and 30 minutes	Accountant III
	1.3 Forward payroll computation to the Accountant V	None	5 minutes	Accountant III
	1.4 Receive copy of the payroll 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) for approval	None	5 minutes	Accountant V
	1.7 Receive, review and approve the payroll computation	None	20 minutes	DM III Finance and Administration Department
	1.8 Return the approved payroll computation to Accounting Unit	None	5 minutes	DM Finance and Administration Department

	1.9 Receive the approved 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, AGM and/or GM
	1.13. Receive the approved payroll register	None	10 minutes	Accountant III
	1.14 Prepare Journal Voucher to record the 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: <ul style="list-style-type: none"> • Disbursement vouchers • Cash Receipt entries • Deposit Slips • Journal Vouchers 	None	1.5 hours	Accountant III/IV
	1.2 Print encoded transactions	None	1 hour	Accountant III/IV
	1.3 Review/proofread encoded transactions	None	1 hour	Accountant V
	1.4 Edit mis-posted transactions	None	30 minutes	Accountant III/IV
	1.5 Post and print of (Initial) first draft straight schedule	None	30 minutes	Accountant III/IV
	1.6 Review of first draft straight schedule	None	2 hours	Accountant V
	1.7 Prepare adjusting entries	None	1.5 hours	Accountant III/IV/V
	1.8 Posting and printing (Final): <ul style="list-style-type: none"> • Financial Statements • Trial Balance • Straight Schedule • Summary list of all transactions 	None	1 hour	Accountant IV/V

	1.9. Review Financial Statements	None	3 hours	DM III Finance and Administration Department
	1.10 Approve Financial Statements	None	1 hour	Management
	1.11 Receive the approved Financial Statements	None	5 minutes	Accountant V
	1.12 Request clearance to release the Financial Statements	None	1 hour	DM III Finance and Administration Department
	1.13 Approve the release of Financial Statements	None	1 hour	General Manager
	1.14 Receive the approved Financial Statements	None	15 minutes	Accountant V
2. Receive copy of the Financial Statements	2.1 Release the Financial Statements to internal and external clients	None	15 minutes	Accountant V
	TOTAL	0	15 hours and 35 minutes	

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	1.1 Receive copies of Request for Payment (RFP) from concerned offices and check completeness of supporting documents*.	None	15 minutes	Accountant III - Disbursements
	1.2 Prepare Disbursement Vouchers (DV) and forward DV to Accountant V for review	None	15 minutes	Accountant III- Disbursements
	1.3 Receive DV from Accountant III and review completeness and propriety of supporting documents	None	20 minutes	Accountant V
	1.4 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)	None	5 minutes	Accountant V

	1.5 Forward the DV to the Budget Unit	None	5 minutes	Accountant V
	1.6 Receive the DV and determine if the disbursement is Budgeted. If yes, initial on the box-funds available. If no, returns the DV to concerned offices	None	10 minutes	Budget Officer III/V Budget Unit
	1.7 Record the disbursement for budget monitoring	None	5 minutes	Budget Officer III/V Budget Unit
	1.8 Forward the DV to the Department Manager for Finance & Admin. for Certification of the DV	None	5 minutes	Budget Officer III/V Budget Unit DM III Finance and Administration Department
	1.9 Retrieve the DV and forward to the authorized official for the approval of the DV	None	10 minutes	Accountant III
	1.10 Receive the DV for approval and return the DV to Accountant III in charge of disbursements	None	10 minutes	Authorized signatories
	1.11 Receive the approved DV and record the approved DV to the Accounting system (FMS)	None	10 minutes	Accountant III-Disbursements
	1.12 Forward the DV to Treasury Unit for check preparation	None	5 minutes	Accountant III-Disbursements
	TOTAL	0	1 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: <ul style="list-style-type: none"> - Disbursement Vouchers (DVs) (1 original copy) - Purchase Orders (POs), Job Orders (JOs) (1 set) - Materials Requisitions (MRs) (1 original copy), Contracts 			Accounting Unit Admin. Unit Concerned Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for certification	1.1 Receive DV, JO, PO and MR	None	5 minutes	Budget Officer
	1.2 Determine if the disbursements are budgeted	None	5 minutes	Budget Officer
	1.3 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	5 minutes	Budget Officer
	1.4 Return the documents to the concerned offices if not provided for	None	5 minutes	Budget Officer
	1.5 Record the disbursements for budget monitoring	None	5 minutes	Budget Officer
	1.6 Forward the documents to the DM-FAD for signature	None	5 minutes	Budget Officer
2. Receipt of documents (DVs, JOs, POs, MRs, Contracts) with certified funds availability	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 (1 set) 2. Other Supporting documents a. Financial Statements b. Annual Procurement Plan c. Hiring and Training Plan			Workgroups	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit budget proposal	1.1 Review and consolidate submitted proposal and prepare projected cash flow, income statement and balance sheet	None	2 working days	Budget Officer
	1.2 Forward consolidated COB to the Department Group Head for review	None	1 working day	Budget Officer/Department Manager/Assistant General Manager/General Manager
	1.3 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 ManCom deliberation	None	1 working day	Budget Officer
	1.6 Present to the Board of Directors (BOD) the proposed COB for their approval	None	13 working days	Management / Board of Directors
	1.7 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	37 working days	

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 workgroups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Budget realignment request 2. Other Supporting documents <ul style="list-style-type: none"> a. Approved Annual Procurement Plan (updated) b. Budget Utilization Report 			Budget Unit	
A. 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 approval of 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
2. 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	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 a. Annual Procurement Plan (updated) b. Budget Utilization Report			Budget Unit	
B. 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 Officer DM-FAD AGM-CSG
2. 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

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:	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 (1 original copy)		Admin. Unit/Service Provider		
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	10 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 Look for suppliers/service providers and request for quotation of the maintenance/repair work to be done	None	1 working day	ASO IV, ASO VI
	1.4 Wait for the quotation from suppliers/service providers	None	7 working days	ASO IV, ASO VI

	6. Prepare Materials Requisition and approval by the authority	None	2 working days	ASO IV, ASO VI, DM/AGM/GM
	7. Transmit approved Materials Requisition to BAC	None	<u>10 minutes</u>	<u>Bids and Awards Committee, Admin. Unit</u>
	8. Prepare Job Order, Purchase Order, Contract and approval by the authority	None	2 working days	ASO VI, DM/AGM/GM
2. Provide access for maintenance works	1. Conduct repair / maintenance works	None	5 working days	ASO III/ASO VI
	2. Prepare Inspection Report and/Certificate of Completion and approval by the authority	None	1 working day	ASO VI
	TOTAL	0	18 working days, 1 hour and 20 minutes	

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:	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 (1 original copy)		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 and forward to Department Manager for approval	None	15 minutes	Enduser, ASO IV, ASO VI, DM III-Finance and Administration Dept.
	1.4 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	2.1 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 (2 original copy)		Admin. Unit/End-user		
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 driver accordingly.	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 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 (1 original copy)		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 to the concerned messenger based on area of delivery	None	15 minutes	ASO VI
	1.2 Sign the request Trip Ticket submitted by the concerned messenger	None	10 minutes	ASO IV
2. Receive items if applicable	2.1 Transmit requested item to the end-user, if applicable	None	15 minutes	ASO VI
	TOTAL	0	40 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 (1 original copy) 2. Supporting 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 cash	None	15 minutes	ASO VI
	1.2 If request is for reimbursement, check if pertinent documents are attached			
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 Initial Inspection and Prepare Receiving Report and Waste Material, as applicable	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 Department representative
	1.3 Prepare request for payment together with all relevant attachments and have it approved by authority	None	2 working days	ASO III, ASO VI, DM/AGM/GM
	1.4 Transmit approved Request for Payment to Accounting Unit	None	15 minutes	ASO VI
	TOTAL		None	2 working days, 1 hour

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
A. Processing of Request (Public Bidding)				
1. Submit Materials Requisition (MR) Form	1.1 Receive Materials Requisition (MR) Form	None	3 minutes	BAC Secretariat
	1.2 Procuring process including pre-bid conference, opening of bid, detailed bid evaluation and post qualification	None	<ul style="list-style-type: 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, BAC Secretariat, TWG
	1.3 Prepare BAC Resolution for Award and Notice of Award	None	7 working days	BAC, BAC Secretariat
	1.4 Prepare Contracts and Notice to Proceed	None	7 working days	Requisitioner, Legal Group, Admin. Group
	Total	0	180Working days	

B. Processing of Request (Alternative Mode)

1. Submit Materials Requisition (MR) Form including ToR and justification, if necessary	1. Goods			
	1.1 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 and Notice 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	40 working days	
2. Repair			
2.1 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	
3. 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

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. Personnel Requisition Form (1 original copy) 2. Terms of Reference		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 and validate the completeness of request	None	30 mins	HRMO III
	1.2 Draft initial Terms of Reference and/or Job Description of the positions to be filled-up and forward the initial draft to the end-user for review	None	3 working days	HRMO V/HRMO III
2. Submit comments / recommendations on the draft TOR and/or Job Description	2.1 Receive and accept the comments / recommendation submitted by end-user	None	30 minutes	HRMO III / HRMO V
	2.2 Prepare the final Terms of Reference with annual costs and Material Requisition	None	5 working days	HRMO III
	2.3 Forward the TOR, MR and PR Form to the signatories for approval	None	10 minutes	HRMO III
	2.4 Sign and approve the Terms of Reference, Material Requisition and Annual Cost	None	3 working days	DM/AGM/GM
	2.5 Transmit to BAC the approved TOR with ABC and MR	None	20 minutes	HRMO III
	2.6 Receive endorsement and interview applicant	None	1 hour	Requesting Party/End-user

	2.7 Transmit acceptance letter to agency	None	1 working day	HRMO III
	TOTAL	0	12 working days, 2 hours, 30 minutes	

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 (1 original copy)		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	45 mins	HRMO III
	1.3 Retrieve documents / 201 files and prepare requested document/s	None	1 hour	HRMO III
	1.4 Review and sign the documents	None	1 hour	HRMO V Department Manager III, General Manager
	1.5 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 15 minutes	

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 (1 original copy)		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 Update the leave balances of the requesting NDC employee	None	15 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 V Department 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 25 minutes	

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 (1 original copy) 2. Application Rating Sheet Form (1 original copy)		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 Supervisor and Personnel Development Committee
	1.5 Prepare Office Order and forward to	None	1 hour	HRMO III

	the FAD Manager and General Manager for approval			
	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 (Training Effectiveness Form)	None	30 mins	Immediate Supervisor
	TOTAL	0	7 working days	

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. 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 process ⁴	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 file to 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 (Training Effectiveness 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	
<ol style="list-style-type: none"> 1. Memorandum or Letter request from the requesting workgroup 2. Supporting documents such as: <ol style="list-style-type: none"> a. BAC related documents b. Land titles 			<p>Concerned Unit/Workgroup</p> <p>BAC Secretariat Treasury</p>	
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	5 minutes	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
2. Consultation with Handling Lawyer	2.1 Schedule the meeting and receive documents	None	5 minutes	Secretary of the Legal Department
	2.2 Research, study applicable laws, rules and regulations and latest issuance relative to the subject matter of the request	None	5 working days	Handling Lawyer

	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 working 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 Government	None	1 working day	Department Manager / Secretary / Messenger

	Corporate Counsel for their mandatory review			
	2.12 Review by the OGCC	None	20 working days	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 working day	Handling Lawyer
	2.16 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	

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	
1. Memorandum or Letter request from the requesting workgroup			Concerned Unit/Workgroup	
2. Supporting documents, such as			Concerned Unit/Workgroup	
a. Circular or issuance rendered by government agencies				
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	5 Minutes	
	1.3 Initial assessment and subsequently	None	2 hours	Department Head

	assign to Handling Lawyer			
	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 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	None	1 working day	Handling Lawyer

	incorporate the comments of the Department Head and/or do another research			
	1.13 Log the transmittal and give the draft legal opinion to the Department Head	None	5 minutes	Secretary of the Legal Department
	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
	TOTAL	None	10 days & 4 Hours	

3. 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 Unit 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	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
	TOTAL	None	3 days, 10 minutes	

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 (AGDB)					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Bank Quotations (1 original copy)		Authorized Government Depository Bank				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit quotation for investible funds.	1.1 Prepare Trade Sheet and Letter of Instructions (LOI)	None	30 minutes	Cashier III		
	1.1.1 Evaluate quotations and determines the offer with the highest yield of interest and minimum risk exposure and make recommendation for approval by the Department Manager					
	1.1.2 Review and approve the recommendation and submit to the authorized signatory for final approval				30 minutes	Department Manager III Finance and Administration
	1.1.3 Review and approve the Letter of Instructions				30 minutes	Authorized signatories
	1.1.4 Forward the approved LOI to the AGDB		15 minutes	Cashier III		
2. Review the details of the LOI, process the money market placement, and provide a copy of LOI	2.1 Update the Summary of Placements and forward to Treasury Officer		20 minutes	Cashier III		
	2.2 Update the Cash Balance Report for information of the Management		10 minutes	TOO VI		
	TOTAL	0	2 hours, 15 minutes			

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
2. Project Information (1 original) that includes the following: <ul style="list-style-type: none"> 2.1 Project description. Technical description and technology, pioneering or developmental aspect, 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 Target implementation schedule 2.7 Proposed amount of NDC Participation 2.8 Project proponent. Company background information, owners/ shareholders information, previous projects, existing projects, affiliates and subsidiaries and other relevant information about the proponent 2.9 Other information about the project, if applicable: 	Proponent

<p>2.9.1 Concession or other applicable Agreement with the Government (1 certified true copy);</p> <p>2.9.2 ICC Recommendation of the Project (1 certified true copy)</p> <p>2.9.3 NEDA Board Approval of the Project (1 certified true copy)</p> <p>2.9.4 Certification from NEDA of project's inclusion in the Medium-Term Public Investment Program (MTPIP)/</p> <p>2.9.5 Comprehensive and Integrated Investment Program (CIIP) (1 certified true copy)</p> <p>2.9.6 Information on the following:</p> <ul style="list-style-type: none"> ✓ Source of repayment of the loan; ✓ Proposed terms of loan; ✓ Security of the loan; ✓ Specific utilization of the proceeds of the proposed loan 	
<p>3. Project Proposal (attached with Pre-Feasibility Study/ Feasibility Study or Business Plan) (1 original)</p>	<p style="text-align: center;">Proponent</p> <p>Note: Standard format of Project Proposal can be obtained from the Special Projects Group</p>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent (LOI) and Project Information (Requirement Items 1 & 2)	1.1. Receives LOI and Project Information documents and forward the same to the AGM for Special Projects Group	None	30 minutes	<i>Secretary</i> Special Projects Group
	1.2. Initially evaluates documents and assigns to an account officer (AO) for Special Projects Group		1 working day	Assistant General Manager (AGM) Special Projects Group
	1.3. Validates proposal, conduct exploratory meetings with the proponent, conduct ocular inspections	None	6 working days	<i>Account Officer</i> Special Projects Group <i>AGM</i> Special Projects Group
	1.4. Assesses the initial evaluation conducted and determines whether to proceed to further evaluation	None	1 working day	<i>Account Officer</i> Special Projects Group <i>AGM</i> Special Projects Group MANCOM
	1.5. Informs proponent on the result of Mancom's action. If proposal is approved, proceed for further evaluation	None	1 working day	<i>Account Officer</i> Special Projects Group <i>AGM</i> Special Projects Group
2. Submits Project Proposal	2.1. Receives documents and forward the same to the AGM for Special Projects Group	None	30 minutes	<i>Secretary</i> Special Projects Group
	2.2. Initially evaluates documents and forward the same to the assigned AO	None	1 working ay	<i>AGM</i> Special Projects Group

	2.3. Conducts review and due diligence	None	7 working days	<i>Account Officer</i> Special Projects Group AGM Special Projects Group <i>External Consultant</i>
	2.4. Provides proponent the results of the review and due diligence	None	1 working day	<i>Account Officer</i> Special Projects Group AGM Special Projects Group
	2.5. Secures ManCom's endorsement to present the proposal to the NDC Board for approval	None	1 working day	<i>Account Officer</i> Special Projects Group AGM Special Projects Group Management Committee (NDC): <i>General Manager</i> <i>Assistant General Managers</i> <i>Department Heads</i>
TOTAL		None	19 working days, 1 hour	

Asset Management Group

1. 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 and documents	1.1 Receive the document/s	None	5 minutes	Secretary of AMG Assets Management Group
	1.2 Review of lease proposal and documents	None	2 working days	AGM / AO Assets Management Group
	1.3 Approval by the Management Committee and/or NDC Board, of the applicable of the basic terms and conditions of the lease	None	1 working day	AGM/AO Assets Management Group

	1.4 Send Notice Award of Lease and basic terms and conditions, if approve		½ working day	
2. Conformity on the terms of the lease	2.1 Drafting/review of lease contract	None	1 working day	AGM/AO Assets Management Group
	2.2 Review of draft lease contract by Legal Department	None	2 working days	AGM/Handling Lawyer
3. Signing of Lease Contract	3.1. Signing of Contract of Lease and notarization, thereafter *	None	1 working day	GM or AGM, as applicable/LESSEE
4. Occupancy of Leased Property	4.1 Turnover of leased property to the Lessee	None	½ working day	AGM/AO/ LESSEE
	TOTAL	None	8 working days, 5 minutes	

**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 bidder	None	10 minutes	AGM/AO Assets Management Group
	1.2 Publish/Distribute bidding guidelines		12 working days	
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 Notice of 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

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	1.1 Verify records regarding the status of account:	None	5 minutes	Cashier III Treasury Unit
	1.2 Coordinate with the Accountant III regarding the status of the account if updated or delinquent;	None	5 minutes	Cashier III Treasury Unit
	1.2 Issue an order of payment to the cashier.	None	7 minutes	Accountant III Accounting Unit

. Pay the required amount	2.1 Accept payment:			
	2.1.1 If check payment, check the accuracy of check details.	None	5 minutes	Cashier III Treasury Unit
	2.1.2 If cash payment, determine any counterfeit and proceed with cash counting.	None	5 Minutes	Cashier III Treasury Unit
	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 the We-access for the credited amount.	None	10 Minutes	Cashier III Treasury Unit
3. Claim the Official Receipt	3.1 Issue the Official Receipt	None	5 minutes	Cashier III Treasury Unit
	TOTAL	0	42 minutes	

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) (1original)			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: If with authorization Letter- as to validity or issues a certified true copy if original authorization letter is on file and; 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:	2.1 Receive the duly accomplished disbursement voucher	None	5 minutes	Cashier III

a. Signature b. Printed Name c. Official Receipt No. d. Date Issued				
3. Claim the check and issue Official Receipt	3.1 Verify the information on the Official Receipt and Release the Check 3.2 Transmit to Accounting Unit including Disbursement Voucher and other attachments.	None	15 minutes	Cashier III
	TOTAL	0	25 Minutes	

Finance and Administrative Department

Human Resources Unit

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 (1original)		Applicant		
2. Notarized Personal Data Sheet with attached Work Experience Sheet (1original)		Download forms from www.csc.gov.ph		
3. Copy of authenticated Civil Service Eligibility or PRC License or IBP ID/Cert. of Admission (1copy)		CSC Regional Office and/ or PRC / IBP or Supreme Court-Office of the Bar Confidant, as applicable		
4. Certified true copy or authenticated copy 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 supporting documents to HR Unit	1.1 Review and acknowledge receipt of applications	None	30 minutes	HRMO III Human Resource Unit
	1.2 Encode the data to Applicants' Database	None	30 minutes	HRMO III Human Resource Unit
	1.3 Evaluate applicants' qualification against the qualification standards of the position	None	1 hour	HRMO III, HRMO V Human Resource Unit
	1.4 Inform applicants thru email whether they meet minimum requirements and the date of their initial interview	None	30 mins	HRMO III Human Resource Unit

	1.5 Conduct background / character check	None	1 hour	HRMO III Human Resource Unit
	1.6 Conduct of preliminary interview of applicants	None	1 hour	HRMO V Human Resource Unit 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 Human Resource Unit
	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 Human Resource Unit
	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 Human Resource Unit
	1.11 Consolidate result of the HRMPSB Panel Interview and Deliberation	None	3 working days	HRMO III Human Resource Unit
	1.12 Sign and approve the HRMPSB Report (Comparative Assessment Matrix and approval 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 Human Resource Unit

2. Successful candidate should submit pre-employment requirements to HR Unit	2.1 Review submitted documents	None	1 hour	HRMO V Human Resource Unit
	2.2 Prepare appointment papers and other employment documents	None	1 working day	HRMO III Human Resource Unit
	2.3 Sign and approve appointment paper, oath of office and other employment documents	None	1 hour	HRMO V, HRMP SB and General Manager
	2.4 Issue the approved appointment to newly-appointed staff	None	30 mins	HRMO III Human Resource Unit
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 Human Resource Unit
	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 Human Resource Unit
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 Human Resource Unit
	4.2 Introduce the newly-hired employee to all workgroups	None	1 hour	HRMO III Human Resource Unit
	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	

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 (1 original)		HR Unit and Requesting Party		
2. Authorization Letter if the claimant is not the requesting party (1 original)		Requesting Party		
3. Valid Identification Card of the requesting party and/or his/her representative (1 copy)		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 and time of request.	None	10 mins	HRMO III Human Resource Unit
	1.2 Review the request including details of the requesting party and its attachment if any.	None	30 mins	HRMO III Human Resource Unit
	1.3 Retrieve documents / 201 folders from Storage Facility	None	3 working days	HRMO III Human Resource Unit
	1.4 Prepare requested documents.	None	2 working days	HRMO III Human Resource Unit
	1.5 Review and sign the documents	None	30 mins	HRMO V Head of FAD General Manager Human Resource Unit

	1.6 Record to outgoing logbook of HR the requested documents and transmit to the requesting party the documents	None	10 mins	HRMO III Human Resource Unit
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 Human Resource Unit
	2.2 The requesting party received the requested documents and signed received on the logbook	None	5 mins	HRMO III Human Resource Unit
	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 VELAYDA M. BUENAVENTURA / Secretariat, Committee on Anti-Red Tape (CART) and place it in the designated drop box or email NDC at info@ndc.gov.ph
How feedbacks are processed	The Public Relations Officer / VELAYDA M. BUENAVENTURA / Secretariat, Committee on Anti-Red Tape (CART) 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 MA. LOURDES F. REBUENO / General Manager and Chairperson of Committee on Anti-Red Tape (CART) and place it in the designated drop box or email NDC at info@ndc.gov.ph
How complaints are processed	The Public Relations Officer / VELAYDA M. BUENAVENTURA / Secretariat, Committee on Anti-Red Tape (CART) compiles and records all complaints received from designated drop box 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 NDC CART Secretariat, CCB, PCC, ARTA	NDC CART: 8840-4838 loc. 268 or vmbuenaventura@ndc.gov.ph ARTA: Complaints@arta.gov.ph Telephone: 8478-5093 PCC: 8888 CCB: 0908-881-6565

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