



NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

## Citizen's Charter

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## Vision/Mission

As members of the NEDA family and of this nation,  
We are committed to uphold the Constitution  
And the ideals of a nation united.

Ours is the task to formulate development plans  
And ensure that plan implementation  
Achieves the goals of national development.

In the performance of our mandate,  
We shall be guided by the principles  
Of private initiative and devolution of powers  
That greater people participation in the  
Development process may be achieved.

Guided by our faith in God and an inspired leadership  
Our hallmarks as a development institution  
Shall be founded on unity and solidarity  
And on the integrity, professionalism and  
Excellence of each and every staff.

We shall be transparent in all our actions  
And continue to adhere to the highest  
Tenets of public ethics.  
For ours is a caring agency responsive  
To the needs of every member,  
While working for the welfare of all.

**PROCESSING OF REQUESTS FOR DUTY-EXEMPTION PURSUANT TO THE NEDA RULES AND  
REGULATIONS (NRR) GOVERNING THE IMPLEMENTATION OF THE LAST CLAUSE OF THE LAST  
PARAGRAPH OF SECTION 105 OF THE TARIFF AND CUSTOMS CODE  
OF THE PHILIPPINES, AS AMENDED**

**Clients:**

- a. Government departments, offices and agencies, except government-owned or controlled corporations; local government units
- b. Department of Health (DOH)-licensed government or private Level 1 (primary) or Level 2 (secondary) hospitals
- c. Non-profit religious and/or charitable institutions except civic, service, cultural, educational, scientific organizations/foundations

**Schedule of Availability of Service:**

9:00 a.m. to 6:00 p.m.

**Location:**

Trade, Industry and Utilities Staff  
5th Floor, NEDA Bldg., 12 S.J.M. Escriva Drive  
Ortigas Center, Pasig City

**Documentary Requirements:**

(3 copies each including original)

**For foreign donations:**

Applicable to all

- a. Deed of Donation duly authenticated by the Philippine Embassy/Consulate in the country of origin;
- b. Deed of acceptance executed by a qualified donee. For hospital beneficiaries, the deed of acceptance should be signed by the Medical Director/Chief of hospital;
- c. Proforma or commercial invoice covering the importation; and
- d. Packing list covering the importation and translation if not in English.

Subject to conditions as indicated

- e. Air way bill/bill of lading, if document is available
- f. Product catalogue / technical description, if document is available
- g. Valid (i.e., unexpired) license to operate issued by the DOH to a government or private Level 1 (primary) or Level 2 (secondary) hospital, if donee is a hospital
- h. Securities and Exchange Commission by-laws and Articles of Incorporation, if donee is a non-profit religious or charitable organization or institution
- i. Pictures of inner and outer portions, in case of donation of ambulance

**For importation through purchase of hospital/medical essential machinery and equipment by hospitals:**

- a. Documents c and d;
- b. In case of ambulance, add document i.

**How to Avail of the Services (no fees required):**

<b>S T E P</b>	<b>PROCEDURE</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON/S RESPONSIBLE</b>	<b>REMARKS</b>
1	Register with the lobby guard	2 minutes	Applicant/ authorized representative	
2	File letter request for duty exemption addressed to the NEDA Director-General with the Trade, Industry and Utilities Staff	3 minutes	Applicant/ authorized representative	
3	Accept request for duty exemption filed by applicant/authorized representative, or referred by other agencies and record receipt in logbook	3 minutes	Assigned Trade Division personnel ( Imelda Paglinawan Cecilia Labadan)  Erlinda Franco, Rizalina Catinza Reina Sio and Josefina Villena	In the absence of the assigned TIUS, Trade Division personnel
4	Check if documents are legible, complete, correct and consistent.	5 – 10 minutes	Assigned Trade Division personnel (Imelda Paglinawan Cecilia Labadan)	This step only applies if received by the assigned Trade Division personnel
5	Return documents to the applicant if documents are not legible, complete, correct and consistent	5-10 minutes	Assigned Trade Division personnel (Imelda Paglinawan Cecilia Labadan)	This step only applies if received by the assigned Trade Division personnel

6	Prepare letter for requests with incomplete or lacking documents	5 days (simple transactions)	Assigned Trade Division personnel (Imelda Paglinawan Cecilia Labadan)	For requests received by personnel other than the assigned TIUS, Trade Division personnel and requests referred by other agencies
7	Evaluate request:  a. If for endorsement, prepare certification for the DOF;  b. If for denial, prepare letter to applicant	5 days (simple transactions) 10 days (complex transactions)	Assigned Trade Division personnel (Imelda Paglinawan Cecilia Labadan)	Reckoning period for evaluation is upon submission of complete documents as required by NEDA, with extension of 5 to 10 days as case may be, consistent with the provisions of RA 9485*
8	Review certification for the DOF or denial letter for applicant or sign letter requesting completion or submission of documents		Trade, Industry and Utilities Staff Director or Officer-In-Charge (Dir. Brenda Mendoza)	
9	Clear and sign certification for the DOF or denial letter to applicant		DDG-NDO Planning (DDG Margarita Songco)  Director-General	If the DDG-NDO (Planning) is not available
10	Return signed certification for the DOF or denial letter to TIUS		Office of the DDG-NDO (Planning)/ODG	
11	Record signed certification for the DOF or denial letter to applicant.	2 minutes	Assigned Trade Division personnel (Imelda Paglinawan)	

12	Send denial letter or letter requesting completion or submission of documents to applicant through e-mail or fax	30 minutes	Assigned Trade Division personnel (Imelda Paglinawan)	If email address or fax number is available
13	Release signed certification, denial letter, letter to applicant for completion of requirements to AdS-GS	10-15 minutes	Administrative Aide (Leonardo Cadiz) Assigned Trade Division personnel (Imelda Paglinawan)	
14	Deliver certifications to DOF-Revenue Office	Twice a week	AdS-GS (Ricardo Sabino Florencio Bolitic)	AdS-GS delivers documents to DOF on Tuesday and Thursday only
15	Mail denial letter to proponent or letter to applicant for completion of requirements	Once a week	AdS-GS (Linda Alfonso)	

\*Processing of requests may be further extended for another 5 to 10 days, as the case may be, in consultation with the client.

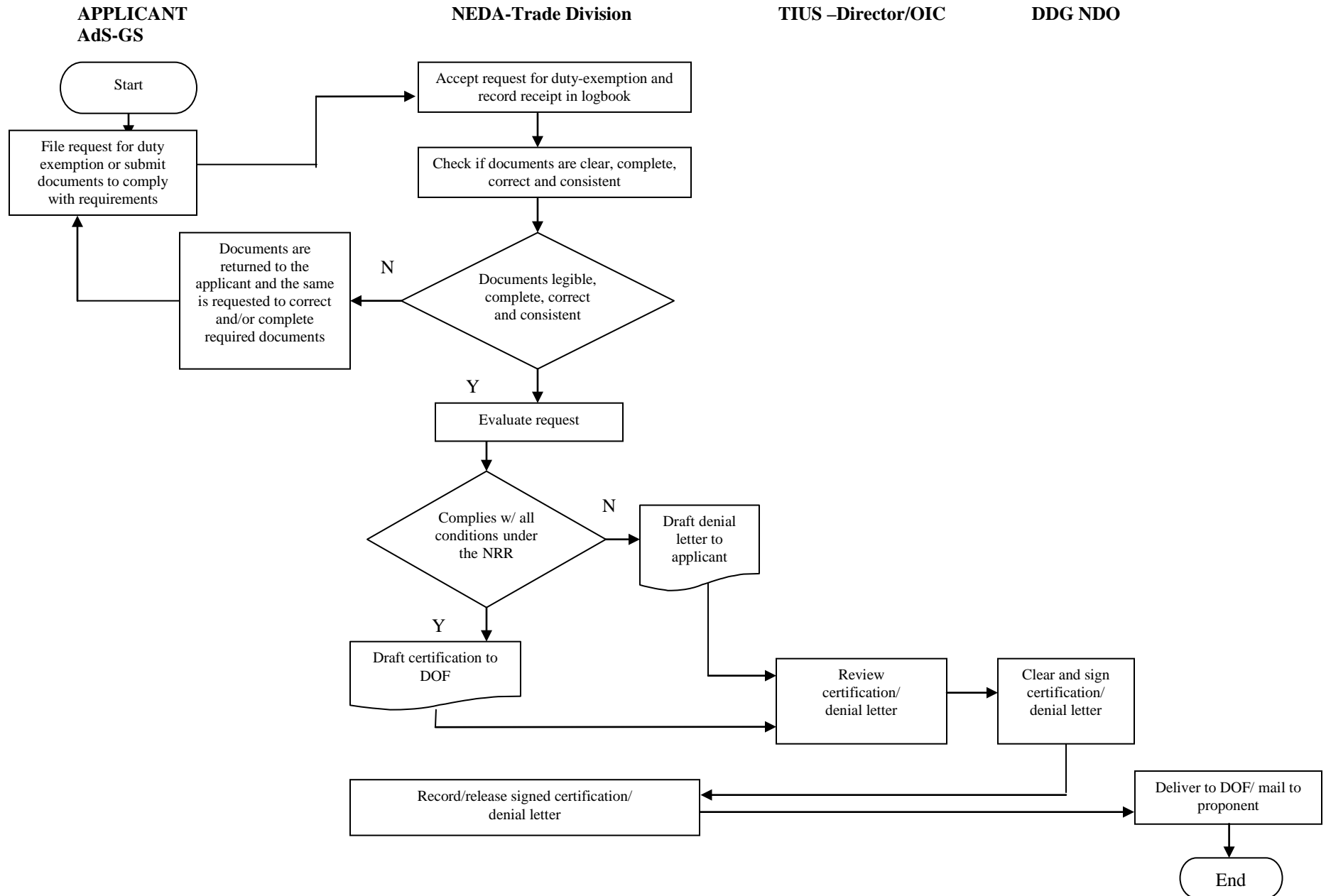
Contact persons: Ms. Imelda R. Paglinawan or Ms. Ma. Cecilia D. Labadan  
Telephone numbers: (02)631-2193; (02)631-3739; or (02)633-6013 (telefax)  
Email: [irpaglinawan@neda.gov.ph](mailto:irpaglinawan@neda.gov.ph) or [mbdeodores@neda.gov.ph](mailto:mbdeodores@neda.gov.ph).  
Website: [www.neda.gov.ph/references/NEDA\\_rules/exemptionflowchartrev.doc](http://www.neda.gov.ph/references/NEDA_rules/exemptionflowchartrev.doc)

### Feedback mechanism

Please let us know if you are satisfied or not with the services provided by:

- i. Dropping the smiley chips in the marked box in front of the receiving area, or by
- ii. Sending your comments or complaints to TIUS through fax no. 631-2193 or [brmendoza@neda.gov.ph](mailto:brmendoza@neda.gov.ph) or [aamenardo@neda.gov.ph](mailto:aamenardo@neda.gov.ph).

**PROCESSING OF REQUESTS FOR DUTY-EXEMPTION PURSUANT TO THE NEDA RULES AND REGULATIONS GOVERNING  
THE IMPLEMENTATION OF THE LAST CLAUSE OF THE LAST PARAGRAPH OF SECTION 105  
OF THE TARIFF AND CUSTOMS CODE OF THE PHILIPPINES, AS AMENDED \***





**PROCESSING OF REQUESTS FOR DUTY-EXEMPTION PURSUANT TO THE NEDA RULES AND REGULATIONS GOVERNING  
THE IMPLEMENTATION OF THE LAST CLAUSE OF THE LAST PARAGRAPH OF SECTION 105  
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