



NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

neda CITIZEN'S CHARTER

3rd Edition | 2021



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AND DEVELOPMENT AUTHORITY**

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APPROVED BY:


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Acting Socioeconomic Planning Secretary

I. MANDATE

The National Economic and Development Authority (NEDA) is the country's premier socioeconomic planning body, highly regarded as the authority in macroeconomic forecasting and policy analysis and research.

II. VISION

NEDA envisions the country where public and private sectors perform their respective roles efficiently, such that people have equal access to opportunities, resulting in inclusive development and zero poverty.

III. MISSION

NEDA mission is to formulate continuing, coordinated, and fully integrated socioeconomic policies, plans, and programs.

IV. SERVICE PLEDGE

Upholding the highest standards of work ethics, independence, professionalism, excellence, and integrity, NEDA commits to provide high-level policy advice, develop consensus, and set the agenda for inclusive development.

NEDA commits to provide quality recommendations for a well-informed, responsive, and timely decision-making of stakeholders.

To ensure public interest is upheld, NEDA is committed to attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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EXTERNAL SERVICES

1. Service Name REQUESTS FOR DUTY EXEMPTION UNDER THE LAST CLAUSE OF THE LAST PARAGRAPH OF SECTION 800 OF THE CUSTOMS MODERNIZATION AND TARIFF ACT (CMTA)

Service Information The National Economic and Development Authority (NEDA) issues indorsements to qualified entities requesting duty exemption on donations of essential machinery and equipment which are not locally available and are not prohibited in accordance with the last clause of the last paragraph of Section 800 of the CMTA which allows conditionally-free importation in the interest of national economic development.

Office or Division	Trade, Services and Industry Staff (TSIS) – Trade Division
Classification	Complex
Type of Transaction	Government to Client (G2C); Government to Business (G2B); and Government to Government (G2G)
Who may avail	<ul style="list-style-type: none"> a. Government departments, offices and agencies, except government-owned or controlled corporations; local government units b. Government or private Level 1 (primary) or Level 2 (secondary) hospitals with valid license to operate issued by the Department of Health (DOH) pursuant to Republic Act No. 4226 c. Non-profit religious and/or charitable institutions (civic, service, cultural, educational, scientific organizations/foundations are not qualified)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for duty exemption addressed to the NEDA Secretary, attention: Trade, Services and Industry Staff (1 Original)	Client
2. Deed of Donation (DOD), with the list of donated items forming part of the DOD, duly authenticated (by the Philippine Embassy/Consulate in the country of origin) or Apostilized (if the country of origin is a signatory to the Apostille Convention) (1 Original and 1 Photocopy)	Deed of Donation – Donor Authenticated DOD – Philippine Embassy/Consulate in the country of origin
3. Notarized Deed of Acceptance executed by a	Donee

qualified donee. For hospital beneficiaries, the Notarized Deed of Acceptance should be signed by the Medical Director/Chief of the qualified donee hospital (1 Original and 1 Photocopy)	
4. Proforma or commercial invoice covering the importation with the qualified donee indicated in the DOD as consignee (2 Photocopies)	Supplier/ Shipper
Requirements as applicable:	
<ul style="list-style-type: none"> Packing list with technical description or product catalogue covering the importation and translation if not in English, with the qualified donee indicated in the DOD as consignee. (2 Photocopies) 	Donor
<ul style="list-style-type: none"> Air-way bill or bill of lading, with the qualified donee indicated in the DOD as consignee, if shipment has already arrived. (2 Photocopies) 	Supplier/ Shipper
<ul style="list-style-type: none"> Certified true copy of the 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 (1 Certified Copy and 1 Photocopy) 	Hospital Donee
<ul style="list-style-type: none"> Securities and Exchange Commission by-laws and Articles of Incorporation, if donee is a non-profit religious or charitable organization or institution (2 Photocopies) 	Donee
<ul style="list-style-type: none"> Pictures of inner and outer portions of ambulance, if included in the request 	Donor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Register with the lobby guard	1. Give logbook for signature	None	2 minutes	Lobby Guard

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. File letter request for duty exemption with the TSIS ¹	<p>If assigned personnel is on official business:</p> <p>2.a. Accept request for duty exemption filed by applicant/ authorized representative, or referred by other agencies and record receipt in logbook</p>	None	3 minutes	Administrative Officer (AO)
	<p>If assigned personnel is present:</p> <p>2.b. Check if documents are legible, complete, correct and consistent. Return documents to the applicant if documents are not legible, complete, correct and consistent and cite reasons for return.</p> <p>2.c. If documents are legible, complete, correct and consistent, accept request for duty exemption filed by applicant/ authorized representative, or referred by other agencies and record receipt in logbook.</p>		10 minutes	Economic Development Specialist (EDS) I/ EDS II/ Senior EDS
3. Client notes advise on procedures for evaluation	3.a. Staff informs client of the procedures and next steps. In case assessment is favorable, the Indorsement shall be forwarded directly to the Department of Finance. However, if its assessment is unfavorable, a letter shall be sent directly to the Client.	None	5 minutes	EDS I/ EDS II/ Senior EDS

¹ Requests filed through email shall follow the same procedure but reckoning period shall be upon receipt of complete, correct and consistent documents.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.b. Staff reviews request and prepares draft Indorsement/letter and submits to Division Chief for consideration.		1 working day and 4 hours	
	3.c. Division Chief reviews Indorsement/letter and supporting documents and forwards to Director for consideration		1 working day	Chief EDS
	3.d. Staff Director reviews Indorsement/letter and supporting documents and forwards to the Undersecretary for Policy and Planning for consideration		1 working day	Director
	3.e. The Undersecretary for Policy and Planning reviews, clears, and signs Indorsement/letter, and transmits documents to TSIS		1 working day	Undersecretary, Policy and Planning Group
	3.f. TSIS personnel records signed Indorsement/ letter and gives logbook to TSIS Administrative Aide. The Aide will forward the document to the Administrative Staff for delivery. If the decision is unfavorable, the Staff shall also scan the letter of denial and send to the applicant via e-mail, if provided.		15 minutes	Administrative Aide
	3.g. Records receipt of document and schedules delivery to the DOF (if		15 minutes	Administrative Aide, Administrative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	favorable) or to the applicant (if unfavorable) 3.h. Deliver document to the DOF (if favorable) or the applicant (if unfavorable)		2 working days	Staff (AS) External Messenger, AS
		NONE	6 working days, 4 hours and 50 minutes	
B. Requests filed through e-mail or courier				
1. Client submits scanned documentary requirements through e-mail ²	<p>1.a. Check if documents are legible, complete, correct and consistent. Inform applicant if documents received are not legible, incomplete, incorrect and inconsistent. Inform applicant the reasons for return.</p> <p>1.b. If documents are legible, complete, correct and consistent, acknowledge receipt of the request for duty exemption filed by applicant/authorized representative, or referred by other agencies.</p> <p>1.c. Staff also informs client of the procedures and next steps. In case assessment is favorable, the Indorsement shall be forwarded directly to the Department of Finance. However, if its assessment is unfavorable, a letter</p>	None	7 working days	EDS I/ EDS II/ Senior EDS (&tsis-td@neda.gov.ph)

² In case of national emergency where submission of hardcopy of the request is not feasible, online processing shall be undertaken following the steps and number of days under regular transaction. The NEDA decision shall be e-mailed to the proponent. The client may submit hard copies of documents once normal operation resumes.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	shall be sent directly to the Client.			
2. Client notes advise on initial findings	<p>2.a. Staff conduct preliminary evaluation of documents submitted.</p> <p>2.b. In case there are inconsistencies or if documents are incomplete, Staff sends email advising client on initial findings and the need for additional information and/or documents, as necessary.</p> <p>2.c. Staff also advises client on the need to submit hardcopy of required documents to validate authenticity of submitted documents.</p>	None		EDS I/ EDS II/ Senior EDS
3. Client submits hard copies of documentary requirements through courier	3.a. Same as agency steps 3b to 3h of Part I-A.	None		Same for steps 3b to 3h of Part I.A for regular transaction
		NONE	7 working days ³	

³ For submission through electronic means or through courier, processing time is seven (7) working days. Reckoning period for evaluation is upon submission of the hard copies of the documentary requirements.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Applicants may send their feedback or file a complaint in three (3) ways:</p> <ol style="list-style-type: none"> Accomplish the TSIS Client Satisfaction Survey Form provided near the receiving area. Accomplish the TSIS Client Satisfaction Survey Form online through the link (bit.ly/tsis-survey). Send a letter to the Director of the Trade, Services and Industry Staff at office address: Director Bien A. Ganapin <i>5th Floor, Trade, Services, and Industry Staff, #12 St. Josemaria Escriva Drive, Ortigas Center, Pasig City or through fax at 02-8631-3739 or at email address: baganapin@neda.gov.ph</i>
How feedbacks and complaints are processed	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the Staff shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093</p>

2. Service Name REQUESTS FOR DUTY EXEMPTION UNDER THE LAST CLAUSE OF THE LAST PARAGRAPH OF SECTION 800 OF THE CUSTOMS MODERNIZATION AND TARIFF ACT (CMTA) RELATING TO IMPORTATION OF CONTRACEPTIVES

Service Information The National Economic and Development Authority (NEDA) issues indorsements to business entities requesting duty exemption on importations of contraceptives in accordance to the last clause of the last paragraph of Section 800 the CMTA which allows conditionally-free importation in the interest of national economic development.

Office or Division	Trade, Services and Industry Staff (TSIS) - Trade Division
Classification	Complex
Type of Transaction	Government to Business (G2B)
Who may avail	Bayer Philippines, Inc.; Amtol Pharma Imports Inc. (Based on submission by Commission on Population on Projected Contraceptive Importation Requirement for CY 2021)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for duty exemption addressed to the Commission on Population Executive Director (3 Photocopies)	Client
2. Certification (1 Original and 2 Photocopies)	Commission on Population – Office of the Executive Director
3. Proforma Invoice (3 Photocopies)	Supplier from Originating Country

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Register with	1.a. Give logbook for signature	None	2 minutes	Lobby Guard

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the lobby guard				
2. File letter request for duty exemption with the TSIS	<p>If assigned personnel are on official business:</p> <p>2.a. Accept request for duty exemption filed by applicant/authorized representative, or referred by other agencies and record receipt in logbook</p> <p>If assigned personnel is present:</p> <p>2.b. Check if documents are legible, complete, correct and consistent. Return documents to the applicant if documents are not legible, complete, correct and consistent and cite reasons for return.</p> <p>2.c. If documents are legible, complete, correct and consistent, accept request for duty exemption filed by applicant/authorized representative, or referred by other agencies and record receipt in logbook</p>	None	<p>3 minutes</p> <p>10 minutes</p>	<p>Administrative Assistant</p> <p>Economic Development Specialist (EDS) I/ EDS II/ Senior EDS</p>
3. Client notes advise on procedures for evaluation	<p>3.a. In case assessment is favorable, the Indorsement shall be forwarded directly to the Department of Finance (DOF). However, if its assessment is unfavorable, the application shall be returned to PopCom</p> <p>3.b. Staff reviews request and prepares draft</p>	None	<p>5 minutes</p> <p>1 working day and 4 hours</p>	EDS I/ EDS II/ Senior EDS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Indorsement and submits to Division Chief for consideration			
	3.c. Division Chief reviews Indorsement and supporting documents and forwards to Director for consideration		1 working day	Chief EDS
	3.d. Staff Director reviews Indorsement and supporting documents and forwards to the Undersecretary for Policy and Planning for consideration		1 working day	Director
	3.e. Undersecretary for Policy and Planning reviews, clears and signs Indorsement, and transmits to TSIS		1 working day	Undersecretary, Policy and Planning Group
	3.f. TSIS personnel records signed Indorsement and gives logbook to TSIS Administrative Aide who forwards to Administrative Staff for delivery		15 minutes	Administrative Aide
	3.g. Records receipt of document and schedules delivery to the DOF (if favorable) or to the applicant (if unfavorable)		15 minutes	Administrative Aide
	3.h. Deliver document to the DOF		1 working day	External Messenger, Administrative Staff (AS)
		NONE	5 working days,	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			4 hours and 50 minutes	
B. Requests filed through e-mail and courier				
1. Client submits scanned documentary requirements through e-mail ⁴	<p>1.a. Check if documents are legible, complete, correct and consistent. Inform applicant if documents are not legible, complete, correct and consistent and cite reasons for return</p> <p>1.b. If documents are legible, complete, correct and consistent, acknowledge receipt of the request for duty exemption filed by applicant/authorized representative, or referred by other agencies</p> <p>1.c. Staff also informs client of the procedures and next steps. In case assessment is favorable, the Indorsement shall be forwarded directly to the Department of Finance. However, if it assessment is unfavorable, a letter shall be returned to PopCom</p>	None	7 working days	EDS I/ EDS II/ Senior EDS (&tsis-td@neda.gov.ph)
2. Client notes advise on initial findings	<p>2.a. Staff conduct preliminary evaluation of documents submitted</p> <p>2.b. In case there are inconsistencies or if documents are incomplete,</p>	None		EDS I/ EDS II/ Senior EDS

⁴ In case of national emergency where submission of hardcopy of the request is not feasible, online processing shall be undertaken following the steps and number of days under regular transaction. The NEDA decision shall be e-mailed to the proponent. The client may submit hard copies of documents once normal operation resumes.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Staff sends email advising client on initial findings and the need for revision, additional information and/or documents, as necessary</p> <p>2.c. Staff also advises client on the need to submit hardcopy of required documents to validate authenticity of submitted documents</p>			
3. Client submits hard copies of documentary requirements through courier	3.a. Same as agency steps 3b to 3h of Part II-A	None		Same for steps 3b to 3h of Part II-A for regular transaction
		NONE	7 working days ⁵	

⁵ For submission through electronic means or through courier, processing time is seven (7) working days. Reckoning period for evaluation is upon submission of the hard copies of the documentary requirements.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Applicants may send their feedback or file a complaint in three (3) ways:</p> <ol style="list-style-type: none"> Accomplish the TSIS Client Satisfaction Survey Form provided near the receiving area. Accomplish the TSIS Client Satisfaction Survey Form online through the link (bit.ly/tsis-survey). Send a letter to the Director of the Trade, Services and Industry Staff at office address: Director Bien A. Ganapin <i>5th Floor, Trade, Services, and Industry Staff, #12 St. Josemaria Escriva Drive, Ortigas Center, Pasig City or through fax at 02-8631-3739 or at email address: baganapin@neda.gov.ph</i>
How feedbacks and complaints are processed	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the Staff shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093</p>

3. Service Name REQUESTS FOR CERTIFICATION OF LOCAL NON-AVAILABILITY UNDER PRESIDENTIAL DECREE NO. 1362

Service Information The National Economic and Development Authority (NEDA) issues certification of local non-availability for radio and television equipment, spare parts and allied technical and program materials for importations of bonafide radio broadcasting or television stations in accordance with PD 1362. PD 1362 allows broadcast stations to import said equipment without prepayment of customs duties and compensating taxes provided that these articles are not locally produced and available in sufficient quantity, and comparable quality and price as endorsed by the Board of Investments.

Office or Division	Trade, Services and Industry Staff (TSIS) - Trade Division
Classification	Complex
Type of Transaction	Government to Business (G2B)
Who may avail	Radio and broadcasting stations who are members of the <i>Kapisanan ng mga Broadkaster ng Pilipinas</i> or Philippine Cable Television Association as well as GMA Network, Inc. (Formerly: Republic Broadcasting System, Inc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Board of Investments (3 Photocopies)	Client
2. Indorsement (1 Original and 2 Photocopies)	Board of Investments – Legal and Compliance Service
3. Permit to Import (3 Photocopies)	National Telecommunications Commission – Records Section
4. Proforma Invoice (3 Photocopies)	Supplier from Originating Country
Requirements if Applicable:	
• Endorsement (3 Photocopies)	Kapisanan ng mga Broadkaster ng Pilipinas Philippine Cable Television Association

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Requests filed through regular transaction (physical submission of documents)				
1. Register with the lobby guard	1.a. Give logbook for signature	None	2 minutes	Lobby Guard
2. Proceed to 5 th Floor to file letter request for duty exemption with the TSIS	<p>If assigned personnel are on official business:</p> <p>2.a. Accept request for duty exemption filed by applicant/ authorized representative or referred by other agencies and record receipt in logbook</p>	None	3 minutes	Administrative Assistant
	<p>If assigned personnel are present:</p> <p>2.b. Check if documents are legible, complete, correct and consistent. Return documents to the applicant if documents are not legible, complete, correct and consistent and cite reasons for return</p> <p>2.c. If documents are complete, correct and consistent, accept request for duty exemption filed by applicant/authorized representative and record receipt in logbook</p>	None	10 minutes	Economic Development Specialist (EDS) I/ EDS II/ Senior EDS
3. Client notes advise on procedures for evaluation	3.a. Staff advises client on procedures and next steps. In case assessment is favorable, the Certification shall be forwarded directly to the Department of Finance (DOF). However, if it assessment is unfavorable, the	None	5 minutes	EDS I/ EDS II/ Senior EDS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>application shall be returned to the Board of Investments.</p> <p>3.b. Staff reviews request and prepares draft Certification and submits to Division Chief for consideration.</p> <p>3.c. Division Chief reviews Certification and supporting documents and forwards to Director for consideration.</p> <p>3.d. Staff Director reviews Certification and supporting documents and forwards to the Undersecretary for Policy and Planning for consideration.</p> <p>3.e. Undersecretary for Policy and Planning reviews, clears and signs Certification, and transmits to TSIS.</p> <p>3.f. TSIS personnel records signed Certification and gives logbook to TSIS Administrative Aide who forwards to Administrative Staff for delivery.</p> <p>3.g. Records receipt of document and schedules delivery to the DOF (if favorable) or to the applicant (if unfavorable)</p> <p>3.h. Deliver document to the DOF</p>		<p>1 working day and 4 hours</p> <p>1 working day</p> <p>1 working day</p> <p>1 working day</p> <p>15 minutes</p> <p>15 minutes</p> <p>2 working days</p>	<p>Chief EDS</p> <p>Director</p> <p>Undersecretary, Policy and Planning Group</p> <p>Administrative Aide</p> <p>Administrative Aide, Administrative Staff (AS)</p> <p>External Messenger, AS</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		NONE	6 working days, 4 hours and 50 minutes	
B. Requests filed through e-mail and courier				
1. Client submits scanned documentary requirements through e-mail ⁶	<p>1.a. Check if documents are legible, complete, correct and consistent. Inform applicant if documents are not legible, complete, correct and consistent and cite reasons for return</p> <p>1.b. If documents are legible, complete, correct and consistent, acknowledge receipt of the request for duty exemption filed by applicant/authorized representative, or referred by other agencies</p> <p>1.c. Staff also informs client of the procedures and next steps. In case assessment is favorable, the Indorsement shall be forwarded directly to the Department of Finance. However, if it assessment is unfavorable, a letter shall be returned to PopCom</p>	None	7 working days	EDS I/ EDS II/ Senior EDS (&tsis-td@neda.gov.ph)
2. Client notes advise on initial findings	<p>2.a. Staff conduct preliminary evaluation of documents submitted</p> <p>2.b. In case there are inconsistencies or if</p>	None		EDS I/ EDS II/ Senior EDS

⁶ In case of national emergency where submission of hardcopy of the request is not feasible, online processing shall be undertaken following the steps and number of days under regular transaction. The NEDA decision shall be e-mailed to the proponent. The client may submit hard copies of documents once normal operation resumes.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents are incomplete, Staff sends email advising client on initial findings and the need for revision, additional information and/or documents, as necessary 2.c. Staff also advises client on the need to submit hardcopy of required documents to validate authenticity of submitted documents			
3. Client submits hard copies of documentary requirements through courier	3.a. Same as agency steps 3b to 3h of Part III-A	None		Same for steps 3d to 3h of Part III-A for regular transaction
		NONE	7 working days ⁷	

⁷ For submission through electronic means or through courier, processing time is seven (7) working days. Reckoning period for evaluation is upon submission of the hard copies of the documentary requirements.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Applicants may send their feedback or file a complaint in three (3) ways:</p> <ul style="list-style-type: none"> d. Accomplish the TSIS Client Satisfaction Survey Form provided near the receiving area. e. Accomplish the TSIS Client Satisfaction Survey Form online through the link (bit.ly/tsis-survey). f. Send a letter to the Director of the Trade, Services and Industry Staff at office address: <p>Director Bien A. Ganapin <i>5th Floor, Trade, Services, and Industry Staff, #12 St. Josemaria Escriva Drive, Ortigas Center, Pasig City or through fax at 02-8631-3739 or at email address: baganapin@neda.gov.ph</i></p>
How feedbacks and complaints are processed	<p>Assigned personnel from the Staff collects the accomplished physical forms from the marked box and records the results in the database.</p> <p>The results from the accomplished physical and online forms are consolidated in a shared database that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.</p> <p>In case the client provides an email address where they can be reached, the Staff shall advice the client on the action taken on their comment/complaint within 7 working days from the receipt thereof.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093</p>

INTERNAL SERVICES

1. Service Name **FILING OF ADMINISTRATIVE CASE**

Service Information The filing of administrative case shall be given due course by Legal Staff against an official or employee of the National Economic and Development Authority (NEDA) provided that it shall comply with the requirements prescribed under the 2017 Rules on Administrative Cases in the Civil Service.

Office or Division	Legal Staff (LS) – Investigation and Litigation Division (ILD)
Classification	Governed by “Rule 3 and 4 of the 2017 Rules on Administrative Cases in the Civil Service”
Type of Transaction	Government to Client (G2C); Government to Business (G2B); and Government to Government (G2G)
Who may avail	Any person who has a complaint against an official or employee of NEDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Complaint Affidavit containing the following: <ol style="list-style-type: none"> Full name and address of the complainant; Full name and address of the person complained of as well as the position and office; A narration of the relevant facts and material facts which shows the acts or omissions allegedly committed; Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and Certification or statement of non-forum shopping 	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Notarized	1.a. Receive the Complaint Affidavit and log it in the	None	2 minutes	Assigned Receiving Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complaint Affidavit with supporting documentary evidence	Legal Staff (LS) Incoming Documents Logbook. Receiving personnel shall then transmit it to the LS Director for appropriate action			
	1.b. The LS Director shall then assign it to the Investigation and Litigation Division (ILD) for appropriate action		1 working day	Director IV
	1.c. The Division Chief of ILD shall then review and assign the complaint to either the Attorney III or IV for evaluation of the case		30 minutes	Attorney V
	1.d. The Attorney III or Attorney IV assigned to the case shall act as the Prosecution Officer. He or she shall review the complaint if it is in compliance with the requirements stated under the 2017 Rules on Administrative Cases in the Civil Service and to determine whether a preliminary investigation shall ensue. He or she shall then draft a Show Cause Memorandum directing the person complained of within 5 days to explain within the same period why no administrative case should be filed against the said person. The Show Cause Memorandum shall then be transmitted to the LS Director for review and		1 working day	Prosecution Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signature			
	1.e. The LS Director shall review and sign the Show Cause Memorandum		1 working day	Director IV
	1.f. The Show Cause Memorandum shall be delivered personally to the person complained of		1 working day	LS Non-Technical Staff
	1.g. After receipt of the counter-affidavit, comment and/or other documents of the person complained within five (5) days from receipt of the complaint the prosecution officer shall then evaluate the records of the case or conduct a clarificatory meeting with the parties to discuss the merits of the case		20 working days (this may be extended in meritorious cases)	Prosecution Officer
	1.h. After the termination of the preliminary investigation, the prosecution officer shall submit the investigation report with recommendation and the complete records of the case to the Secretary as the disciplining authority of NEDA		5 working days	Prosecution Officer
	1.i. If a prima facie case is established after the preliminary investigation, the disciplining authority may either issue a formal charge or notice charge to the person complained of.		5 working days	Disciplining Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	In the absence of a prima facie case, the complaint shall be dismissed			
		NONE	34 days and 32 minutes (may be extended in meritorious cases)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	Send letter or email to msantonio@neda.gov.ph
How feedbacks are processed	Feedbacks are noted and considered by the LS
How complaints are processed	The party adversely affected by the decision may file a Motion for Reconsideration (MR) with the Disciplining Authority or Appeal the case to the Civil Service Commission (CSC)
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

2. Service Name PROVISION OF COMMENTS AND INPUTS

Service Information The National Economic and Development Authority (NEDA) - Legal Staff reviews and prepares comments and recommendations on draft bills, issuances, policies, proposals, and other matters involving legal issues prepared or endorsed to it by other NEDA Staffs.

Office or Division	Legal Staff (LS)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	<ul style="list-style-type: none"> a. NEDA Central Office; b. NEDA Regional Offices; c. NEDA attached agencies; and d. NEDA officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum or electronic mail (e-mail) from the client stating the required action from LS and providing a detailed background for the request. All the relevant documents should be attached to the memorandum or e-mail.	The client may directly e-mail the LS Director or submit a written request to the LS office.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the memorandum requesting for comments or inputs to the LS office	1.a. Receive the written request, stamp it with RECEIVED, and indicate the date and time of receipt	None	2 minutes	Lobby Guard
	1.b. Record the details of the document in the logbook and forward the document to the Director		5 minutes	Receiving Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>E-mail the request to the LS Director</p> <p>OR</p>	1.c. Assign the request to a division and return it to the receiving personnel		1 working day	Director IV
	1.d. Indicate the handling division in the logbook entry and forward the request to the said division		2 minutes	Receiving Personnel
	<p>OR</p> <p>1.a. Assign the request to a division and forward it to the receiving personnel for recording in the logbook</p> <p>1.b. Record the details of the document in the logbook, indicating the time and date of receipt and the handling division, and forward the request to the said division</p>		<p>OR</p> <p>1 working day</p> <p>10 minutes</p>	<p>OR</p> <p>Director IV</p> <p>Receiving Personnel</p>
2. N/A	<p>2.a. Receive the request</p> <p>2.b. Determine if this will be personally handled or assigned to a lawyer under the division</p> <p>2.c. Receive the request</p> <p>2.d. Study the request</p>	None	<p>3 minutes</p> <p>4 working days</p> <p>2 minutes</p> <p>1 working day</p>	<p>Attorney V</p> <p>Attorney V</p> <p>Handling Lawyer</p> <p>Handling Lawyer</p>
3. Answer the queries of the handling lawyer and provide additional documents, if	<p>3.a. Coordinate with the client should there be questions or clarifications</p> <p>3.b. Prepare a memorandum stating the requested comments or inputs</p>	None	<p>1 working day</p> <p>5 working days</p>	<p>Handling Lawyer</p> <p>Handling Lawyer</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requested	3.c. Submit the draft memorandum to the Attorney IV for preliminary review		5 minutes	Handling Lawyer
	3.d. Review the draft memorandum		4 working days	Attorney IV
	3.e. Submit the draft memorandum to the Attorney V for review		5 minutes	Attorney IV
	3.f. Review the draft memorandum		5 working days	Attorney V
	3.g. Submit the draft memorandum to the Director IV		5 minutes	Attorney V
	3.h. Review and sign the draft memorandum		2 working days	Director IV
4. Receive the memorandum stating the comments or inputs	4.a. Transmit the signed memorandum to the client	None	2 working hours	Releasing Personnel
		NONE	23 working days, 2 hours and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send letter or email to msantonio@neda.gov.ph
How feedbacks are processed	Feedbacks are noted and considered by the LS
How to file a complaint	Send letter or email to msantonio@neda.gov.ph
How complaints are processed	The Director will inquire with the handling division and act accordingly. The complainant will be informed of the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

3. Service Name **RENDERING LEGAL OPINIONS OR ADVICE**

Service Information The National Economic and Development Authority (NEDA) - Legal Staff renders legal opinion and provides legal advice on various matters in consonance with its function to provide legal services on operational matters to the NEDA secretariat organizational units.

Office or Division	Legal Staff (LS)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	<ul style="list-style-type: none"> a. NEDA Central Office; b. NEDA Regional Offices; c. NEDA attached agencies; and d. NEDA officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum or electronic mail (e-mail) from the client stating the required action from LS and providing a detailed background for the request. All the relevant documents should be attached to the memorandum or e-mail.	The client may directly e-mail the LS Director or submit a written request to the LS office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the memorandum requesting for legal opinion or advice to the LS office	1.a. Receive the written request, stamp it with RECEIVED, and indicate the date and time of receipt	None	3 minutes	Receiving Personnel
	1.b. Record the details of the document in the logbook and forward the document to the Director		5 minutes	Receiving Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OR E-mail the request to the LS Director	1.c. Assign the request to a division and return it to the receiving personnel		1 working day	Director IV
	1.d. Indicate the handling division in the logbook entry and forward the request to the said division		2 minutes	Receiving Personnel
	OR 1.a. Assign the request to a division and forward it to the receiving personnel for recording in the logbook 1.b. Record the details of the document in the logbook, indicating the time and date of receipt and the handling division, and forward the request to the said division		OR 1 working day 10 minutes	OR Director IV Receiving Personnel
2. N/A	2.a. Receive the request 2.b. Determine if this will be personally handled or assigned to a lawyer under the division 2.c. Receive the request 2.d. Study the request	None	3 minutes	Attorney V
			4 working hours	Attorney V
			2 minutes	Handling Lawyer
			1 working day	Handling Lawyer
3. Answer the queries of the handling lawyer and provide additional requirements,	3.a. Coordinate with the client should there be questions or clarifications	None	1 working day	Handling Lawyer
	3.b. Prepare a memorandum stating the requested legal opinion or advice		5 working days	Handling Lawyer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
if requested	3.c. Submit the draft memorandum to the Attorney IV for preliminary review		5 minutes	Handling Lawyer
	3.c. Review the draft memorandum		4 working days	Attorney IV
	3.d. Submit the draft memorandum to the Attorney V for review		5 minutes	Attorney IV
	3.e. Review the draft memorandum		5 working days	Attorney V
	3.f. Submit the draft memorandum to the Director IV		5 minutes	Attorney V
	3.g. Review and sign the memorandum		2 working days	Director IV
4. Receive the memorandum stating the legal opinion or advice	4.a. Transmit the signed memorandum to the client	None	2 working hours	Releasing Personnel
		NONE	19 working days, 6 hours and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send letter or email to msantonio@neda.gov.ph
How feedbacks are processed	Feedbacks are noted and considered by the LS
How to file a complaint	Send letter or email to msantonio@neda.gov.ph
How complaints are processed	The Director will inquire with the handling division and act accordingly. The complainant will be informed of the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

4. Service Name **CONTRACT REVIEW**

Service Information The National Economic and Development Authority (NEDA) - Legal Staff reviews contracts, memoranda of agreements, memoranda of understanding, and bilateral, multilateral or executive agreements as part of its functions.

Office or Division	Legal Staff (LS)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	<ul style="list-style-type: none"> a. NEDA Central Office; b. NEDA Regional Offices; c. NEDA attached agencies; and d. NEDA officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum or electronic mail (e-mail) from the client stating the required action from LS and providing a detailed background for the request. All the relevant documents should be attached to the memorandum or e-mail.	The client may directly e-mail the LS Director or submit a written request to the LS office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the memorandum requesting for legal opinion or advice to the LS office	1.a. Receive the written request, stamp it with RECEIVED, and indicate the date and time of receipt	None	3 minutes	Receiving Personnel
	1.b. Record the details of the document in the logbook and forward the document to the Director		5 minutes	Receiving Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>OR</p> <p>E-mail the request to the LS Director</p>	1.c. Assign the request to a division and return it to the receiving personnel		1 working day	Director IV
	1.d. Indicate the handling division in the logbook entry and forward the request to the said division		2 minutes	Receiving Personnel
	OR		OR	OR
	1.a. Assign the request to a division and forward it to the receiving personnel for recording in the logbook		1 working day	Director IV
	1.b. Record the details of the document in the logbook, indicating the time and date of receipt and the handling division, and forward the request to the said division		10 minutes	Receiving Personnel
2. N/A	2.a. Receive the request	None	3 minutes	Attorney V
	2.b. Determine if this will be personally handled or assigned to a lawyer under the division		4 working hours	Attorney V
	2.c. Receive the request		2 minutes	Handling Lawyer
	2.d. Study the request		1 working day	Handling Lawyer
3. Answer the queries of the handling lawyer and provide additional requirements,	3.a. Coordinate with the client should there be questions or clarifications	None	1 working day	Handling Lawyer
	3.b. Prepare a memorandum stating the comments and inputs to or		5 working days	Handling Lawyer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
if requested	<p>recommendations on the contract</p> <p>3.c. Submit the draft memorandum to the Attorney IV for preliminary review</p> <p>3.c. Review the draft memorandum</p> <p>3.d. Submit the draft memorandum to the Attorney V for review</p> <p>3.e. Review the draft memorandum</p> <p>3.f. Submit the draft memorandum to the Director IV</p> <p>3.g. Review and sign the memorandum</p>		<p>5 minutes</p> <p>4 working days</p> <p>5 minutes</p> <p>5 working days</p> <p>5 minutes</p> <p>2 working days</p>	<p>Handling Lawyer</p> <p>Attorney IV</p> <p>Attorney IV</p> <p>Attorney V</p> <p>Attorney V</p> <p>Director IV</p>
4. Receive the memorandum stating the comments or inputs	4.a. Transmit the signed memorandum to the client	None	2 working hours	Releasing Personnel
		NONE	19 working days, 6 hours and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send letter or email to msantonio@neda.gov.ph
How feedbacks are processed	Feedbacks are noted and considered by the LS
How to file a complaint	Send letter or email to msantonio@neda.gov.ph
How complaints are processed	The Director will inquire with the handling division and act accordingly. The complainant will be informed of the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

5. Service Name **FREEDOM OF INFORMATION (FOI) REQUESTS**

Service Information The National Economic and Development Authority (NEDA) processes FOI requests pursuant to Executive Order No. 2, s. of 2016 entitled "Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and providing Guidelines Therefor".

Office or Division	Development Information Staff (DIS) – FOI Receiving and Clearance Officer
Classification	Processing time of the request is governed by Section 9 of Executive Order (EO) No. 2, s. of 2016
Type of Transaction	Government to Client (G2C); Government to Business (G2B); and Government to Government (G2G)
Who may avail	<ul style="list-style-type: none"> a. National Government Agencies; b. Judicial/ Quasi-Judicial Bodies; c. Legislative Bodies; and d. Private Sector/ Individuals.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Completely filled-out FOI request form or a letter-request for information addressed to the Socioeconomic Planning Secretary and attention to DIS.</p> <p>It shall state the following:</p> <ul style="list-style-type: none"> a. Clear identification or description of the information/ data/ document requested; b. Reason/s for or purpose of the request; and c. Complete contact information of the requester <p>For NEDA Regional Office (NRO) requests, the same shall be addressed to the Regional Director.</p>	<p>The FOI request form may be obtained from the DIS and may also be downloaded through the official NEDA website (neda.gov.ph).</p> <p>Letter-request for information may also be submitted by the requester.</p>
2. Photocopy of one valid government-issued proof of identification	Requester
3. For requests submitted and released through a	Representative of the Requester

<p>representative, the latter must present the following documents:</p> <ul style="list-style-type: none"> a. Authorization letter from the requester or the head of the requesting agency/ office; and b. Photocopies of valid government-issued proof of identification for both the requester and the representative 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Traditional mode of request/ Walk-in				
1. Register with the lobby guard	1.a. Give logbook for signature	None	2 minutes	Lobby Guard
2. File completely filled-out FOI request form or letter request to the FOI Receiving Officer (FRO), including photocopy of one valid government-issued ID and authorization letter, if filed by an authorized representative	2.a. The FOI Receiving Officer from DIS shall review the completeness of the submitted FOI request form or letter request.	None	3 minutes	FOI Receiving Officer
3. Client notes advise as to the initial evaluation of the request	<p>3.a. Initial evaluation of the request:</p> <ul style="list-style-type: none"> a. The FOI Receiving Officer shall check the request for compliance with the following requirements: <ul style="list-style-type: none"> ii. The request shall be in 	None	Within 24 hours from receipt of request	FOI Receiving Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>writing;</p> <p>iii. The request shall state the name and contact information of the requester, as well as provide valid proof of identification or authorization letter; and</p> <p>b. The FOI Receiving Officer shall also check whether the information is already accessible to the public through the NEDA website, open data website, or eFOI.gov.ph</p> <p>3.b. Initial response to the request:</p> <p>a. If the FOI Receiving Officer reverts the request to the requester based on a formal defect in the request, a fresh 15-day period shall be observed from the receipt of the amended request. Should the requester send a perfected request, the time remaining of the 15-day period to</p>	None	Within 24 hours from receipt of request	FOI Receiving Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>respond shall commence to run;</p> <p>b. If the requested information/ data/ document is available in the NEDA website, in the open data website, or in the eFOI.gov.ph, the FRO shall respond to the requester with the proper link directing the requester to the information/ data/ document; and</p> <p>c. If the request is determined to be complete in its form, and the request involves a classified information/ data/ document, the FRO shall endorse the request to the FOI Clearance Officer;</p> <p>3.c. Process of clearance of classified information/ data/ documents:</p> <p>a. FOI Clearance Officer shall determine and refer the request to the appropriate sector staff in custody of the classified information/ data/ documents requested;</p>	None	Within 24 hours from receipt of request from the FOI Receiving Officer	FOI Clearance Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b. Sector staff shall provide an initial recommendation to release or deny the request;</p>	None	Within 3 working days from receipt of request from the FOI Clearance Officer	Sector Staff
	<p>c. FOI Clearance Officer shall submit to the head of the agency, its recommendation and justification for the release or denial of the request for information;</p>	None	Within 2 working days from receipt of the sector staff's initial recommendation	FOI Clearance Officer
	<p>d. Head of agency signs the document and transmits to FOI Clearance Officer for delivery; and</p>	None	Within 6 working days from submission of FOI Clearance Officer recommendation to the Head of the agency	Head of Agency
	<p>e. Document is ready for delivery to the requester. If the information is classified, it shall be delivered with cover sheets as prescribed under the NEDA FOI guidelines. Requester may opt to pick up the document from the NEDA office.</p>	None	Within 2 working days from transmittal of document from the Head of the agency	FOI Clearance Officer
	<p>NEDA may request for an extension of additional 20 working days to resolve an FOI request. Any request for extension shall be sent to the requester prior to the lapse of</p>	None	Within 15 working days processing period	FOI Clearance Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the initial 15-day period given to the agency to process an FOI request.			
4. Client noted advise to the approval or denial of the request	4.a. In case of approval of the request, the FOI Receiving Officer shall inform the requester of any actual expenses incurred in reproducing/ copying the requested data/ information/ document, to be reimbursed by the requester	Any actual expenses incurred in reproducing/ copying the requested data/ information/ document	Within 15 working days from receipt of request	FOI Receiving Officer
B. Online mode of request				
1. Client to access the egoic portal (www.foi.gov.ph)	1.a. System validates information of registrant, requires submission of identification particulars	None	Based on system response time	eFOI Portal
2. eFOI portal system validated information submitted by requester	2.a. System activates user account	None	Based on system response time	eFOI Portal
3. Client fills out system FOI request form	3.a. System assigns tracking number	None	Based on system response time	eFOI Portal
4. Client notes advise as to the initial evaluation of the request	4.a. Initial response to the request: a. The FOI Receiving Officer shall review the information request and check	None	Within 24 hours from receipt of request	FOI Receiving Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>whether the information is already accessible to the public through the NEDA website, open data website, or eFOI.gov.ph; and</p> <p>b. If the request involves a classified information/ data / document, the FOI Receiving Officer shall endorse the request to the FOI Clearance Officer</p> <p>4.b. Process of clearance of classified information/ data/ document:</p> <p>a. The FOI Clearance Officer shall determine and refer the request to the appropriate sector staff in custody of the classified information/ data. Documents requested;</p> <p>b. Sector staff shall provide an initial recommendation to release or deny the request;</p> <p>c. FOI Clearance Officer shall submit to the Head of the agency, its recommendation and justification for the release or denial of the request for</p>	<p>None</p> <p>None</p> <p>None</p>	<p>Within 24 hours from receipt of request from the FOI Receiving Officer</p> <p>Within 3 working days from receipt of request from the FOI Clearance Officer</p> <p>Within 2 working days from receipt of the Sector Staff's initial recommendation</p>	<p>FOI Clearance Officer</p> <p>Sector Staff</p> <p>FOI Clearance Officer</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>information;</p> <p>d. Head of agency signs the document and transmits to the FOI Clearance Officer for delivery; and</p> <p>e. Document is ready for delivery to the requester. If the information is classified the document is sent in an encrypted form to the requester through the efoi.gov.ph portal, through email. If through regular mail, the documents shall be delivered with Cover Sheets as prescribed under the NEDA FOI guidelines. Requester may opt to pick up the document from the NEDA office</p> <p>NEDA may request for an extension of additional 20 working days to resolve an FOI request. Any request for extension shall be sent to the requester prior to the lapse of the initial 15-day period given to the agency to process an FOI request</p>	<p>None</p> <p>None</p> <p>None</p>	<p>Within 6 working days from submission of the FOI Clearance Officer of recommendation</p> <p>Within 2 working days from transmittal of document from the Head of the agency</p> <p>Within the 15 working day period from the time of request</p>	<p>Head of Agency</p> <p>FOI receiving Officer/ Clearance Officer</p> <p>FOI Receiving Officer/ Clearance Officer</p>
5. Client notes advise as to the approval or denial of the request	5.a. In case of approval of the request, the FOI Receiving Officer shall inform the requester of any actual expenses	Any actual expenses incurred in reproducing/ copying	Within 15 working days from receipt of request	FOI Receiving Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	incurred in reproducing/ copying the requested data/ information/ document, to be reimbursed by the requester	the requested data/ information/ document		
		NONE	Within 15 working days from receipt of request. However, NEDA may request for an extension of additional 20 working days to resolve an FOI request	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send letter or email to nedapr@neda.gov.ph
How feedbacks are processed	Feedbacks are noted by the office for consideration
How to file complaint	The denial of an FOI request may be appealed through filing a Motion for Reconsideration (MR) within 15 calendar days from notice of denial or from the lapse of the period to respond to the request. It shall be in writing and addressed to the Socioeconomic Planning Secretary.
How complaints are processed	The MR shall be resolved within 15 working days from receipt of the same. The denial of the MR may be appealed further to the Office of the President pursuant to Administrative Order No. 22, s. 2011. Upon exhaustion of administrative appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

6. Service Name **CORRECTIVE MAINTENANCE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) EQUIPMENT**

Service Information ICT Hardware/ Software Technical Support

Office or Division	Information and Communications Technology Staff (ICTS) - ICT Network Division (IND)
Classification	Simple – Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	a. National Economic and Development Authority (NEDA) Central Office (CO) Operating Units/ Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Technical Support (TS) form or alternatively e-mail, memorandum, or phone request detail	ICTS - IND
2. Available ICT Resources/ Equipment/ Tools	ICTS - IND
3. Available TS Personnel/ Technical Knowhow	ICTS - IND

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log request (request may be received through phone call, memorandum, e-mail, or from an who expressed the request verbally)	1.a. Receipt and logging of request a. Request may be received in the form of phone call, memorandum, e-mail, or from an employee who expressed the request verbally	None	Within 1 working day	Helpdesk Officer of the Day (HOOD) or alternatively any TS team member or the Division Chief or the Supervising Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b. Log the request received in the TS form</p> <p>1.b. Assigning Information Technology (IT) Support</p> <p>a. IT support to conduct hardware and software diagnosis/troubleshooting of the subject ICT equipment</p> <p>b. IT Support to take necessary action for the following IT issues/ concerns:</p> <p>Determine needed repair:</p> <p>i. If repair will be done in-house and will not require replacement of parts:</p> <p>i.i. Trouble-shoot;</p> <p>i.ii. Make corrective adjustments; and</p> <p>i.iii. Conduct minor repair</p> <p>ii. If repair needs support from Senior IT Support staff:</p> <p>ii.i. Escalate the request to a Senior IT Support;</p> <p>ii.ii. Senior IT recommend possible resolutions;</p> <p>ii.iii. Senior IT to determine appropriate IT support personnel to continue trouble-shooting;</p> <p>ii.iv. IT Support to conduct repair</p>	None	<p>Diagnosis within 1 to 2 working days (minimum-maximum) for basic and 3 to 5 working days (minimum-maximum) for complex concerns/ issues</p> <p>For i and ii, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 1 (Routine): 1 to 2 working days (minimum-maximum) • Level 2 (Routine): 3 to 7 working days (minimum-maximum) • Level 3 (Single Stage): 8 to 15 working days (minimum-maximum) • Level 3 (multi-stage): 16 to 21 working days • Level 4 (Outside support): To be 	<p>HOOD or alternatively any TS team member or the Division Chief or the Supervising Personnel</p> <p>(Escalation procedure will be implemented)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>iii. If repair of ICT equipment is done in-house and requires replacement of parts. Prepare ICT Equipment/ Device Diagnosis and Inspection (IEDI) form. Provide service unit, if available</p> <p>iv. If the equipment is under warranty, contact service provider for repair/ replacement. Inform the end-user</p> <p>v. If the equipment is outside the warrant period, Senior IT to recommend outside repair, replacement parts, determine the source of funds and assign personnel to prepare Purchase Request</p> <p>1.c. Turn-over of repaired ICT equipment</p> <p>a. For in-house repair services, turn-over the repaired ICT equipment to the end-user for rating of service</p> <p>b. For outsourced repair services, inspect the ICT equipment if functioning, record the</p>	None	<p>determined by the engagement terms</p> <p>For iii to iv, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 1 (Routine): 2 to 4 working days (minimum-maximum) • Level 2 (Routine): 5 to 12 working days (minimum-maximum) <p>For v, the following turnaround time is used:</p> <ul style="list-style-type: none"> • Level 4 (Outside support): To be determined by the engagement terms <p>Within 1 working day</p> <p>Within 2 working days</p>	Assigned TS Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	result of inspection and turn-over to the end user			
2. Receipt and fill-out TS form including provision of rating		None	Within 1 working day or as client is available	Client
		NONE	2 to 3 working days (Simple) 5 to 7 working days (Complex) 8 to 21 working days (Highly Technical)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Feedback is covered by the evaluation component/ portion of the TS form to be filled out by the client. E-mail, sms/text, or landline calls are also considered a mechanism for sending feedback.
How feedbacks are processed	Periodic feedback assessment or analysis is conducted for appropriate policy intervention, procedure calibration and/or service reorientation.
How to file complaint	Complaints are filed through e-mail at ictstech@neda.gov.ph
How complaints are processed	Complaints are processed by (1) acknowledging formally endorsed complaints (e-mail or memorandum) and recording details, (2) getting all the facts, (3) discussing options within/among team for fixing problems or resolution of issues, (4) offering the complainant the solutions to resolve complaint and acting on the solution, and (5) informing client/complainant about team's commitment to continuous improvement.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

7. Service Name **MAINTENANCE OF DATABASE MANAGEMENT SYSTEM**

Service Information Information and Communications Technology (ICT) Application and Website Maintenance

Office or Division	Information and Communications Technology Staff (ICTS) – Information System Development Division (ISDD)
Classification	Complex – Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Request Form (QF-ICT-ITM-01-02)	Online

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For routine actions				
1. Send service request via e-mail, phone call, memorandum or service request form	1.a. Receipt of service request 1.b. Logging of request details online 1.c. Assessment and implementation of charges 1.d. Notification of successful implementation of changes	None	4 working days (Level 1) 11 working days (Level 2)	Information System Analyst (ISA)/ Computer Programmer (CP)
2. Confirmation of closing service request	2.a. Closing of service request in monitoring file	None	1 working day	ISA/ CP

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		NONE	5 working days (Level 1) 12 working days (Level 2)	
B. For highly technical				
1. Send service request via e-mail, phone call, memorandum, or service request form	1.a. Encoding of the service request form with recommended action plans 1.b. Online approval of the service request form 1.c. Design, development and testing of system changes based on user requirements 1.d. Closing of service request	None	20 working days (Single stage) 73 working days (Multi-stage)	ISA/ CP/ Information Technology Officer III
2. User acceptance and service rating request	2.a. Formulate hardware and software documentation	None	10 working days	ISA/ CP
		NONE	30 working days (Single stage) 83 working days (Multi-stage)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Include feedback in the confirmation of closing of service or user acceptance and service rating request via e-mail.
How feedbacks are processed	Feedbacks are analyzed periodically to improve related processes.
How to file complaint	Submit an email to the ictstech@neda.gov.ph
How complaints are processed	Complaints are forwarded to the concerned ISA/ CP for validation and immediate resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

8. Service Name **PROCESSING OF REQUEST FOR ADMINISTRATIVE RECORDS**

Service Information This pertains to the inactive 201 files being maintained/ controlled/ secured by the Communication and Records Section (CRS) wherein clients are properly attended to in a good manner and fast service.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	Human Resource and Management Division (HRMD) Authorized Personnel only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Full name, Year of Service	AS – GSD – CRS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the CRS	1.a. Locate the file/ documents 1.b. Record the file/ documents to be released 1.c. Release the file	None	20 minutes 4 minutes 2 minutes	Administrative Officer I, IV and V
		NONE	26 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

9. Service Name **AVAILMENT OF PHILIPPINE POSTAL CORPORATION (PHLPOST) COURIER SERVICES**

Service Information This pertains to the delivery of the National Economic and Development Authority (NEDA) mails to the PHLPost which are delivered on the prescribed time.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	All NEDA Offices/ Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Mailing (COM)	GSD provides the COM form to its clients through e-mail

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the COM form	1.a. Receive the COM from the Offices/ Staff	None	5 minutes	Administrative Assistant III
	1.b. Check/ validate the completeness of the submitted mails		10 minutes	Administrative Officer V
	1.c. Stamp the Postal Charge Account (PCA)		5 minutes	Administrative Assistant III
	1.d. Check if the Office/ Staff provide receiving copy for PHLPost		5 minutes	Administrative Assistant III
	1.e. Deliver mails daily to PHLPost Ortigas		1 working day	Administrative Aide III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		NONE	1 working day and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

10. Service Name **CERTIFICATION OF DOCUMENTS (CERTIFIED PHOTOCOPY/ TRUE COPY)**

Service Information This pertains to the National Economic and Development Authority (NEDA) documents for authentication by the Administrative Officer

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Central Office (NCO) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NEDA documents only	AS – GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to be authenticated	1.a. Receive the documents for authentication	None	5 minutes	Administrative Assistant III
	1.b. Retrieve/ present the original copy of NEDA documents		5 minutes	Administrative Officer I/ IV/ V
	1.c. Verify/ check the authenticity of the documents		15 minutes	Administrative Officer I/ IV/ V
	1.d. Authenticate the NEDA documents			Administrative Officer I/ IV/ V
	1.e. Offices/ Staff concerned to provide one copy to GSD		5 minutes	Administrative Officer I/ IV/ V
		NONE	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

11. Service Name **NUMBERING OF SPECIAL ORDER (SO), LOCAL TRAVEL ORDER (LTO), AND OFFICE CIRCULAR (OC)/ MEMORANDUM**

Service Information This pertains to the numbering of NEDA SOs, LTOs, and OCs/ Memoranda

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) – Central Office (CO) Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NEDA issuances	AS – GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed SOs, LTOs and OCs/ Memoranda	1.a. Receive the documents for numbering	None	5 minutes	Administrative Assistant (AA) III
	1.b. Log the documents to be numbered on the summary of the specific issuances		5 minutes	AA III/ Administrative Officer (AO) I/ V
	1.c. Encode the documents in the NEDA documents library		15 minutes	AO I/ V
	1.d. Post the documents in the Outlook e-mail		10 minutes	AO I/ V
	1.e. File the documents in their respective issuances		10 minutes	AA III/ AO I/ V
		NONE	45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

12. Service Name **RETRIEVAL AND TRANSMITTAL OF INACTIVE 201 FILES TO HUMAN RESOURCE MANAGEMENT DIVISION (HRMD)**

Service Information This pertains to the retrieval and transmittal of inactive 201 files

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) – HRMD personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 201 file reference	AS – GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present reference for retrieval and transmittal of inactive 201 file request	1.a. Receive request from HRMD for the retrieval of 201 file 1.b. Check in the list of inactive 201 files. In case file is not available, inform immediately the HRMD 1.c. Retrieve the 201 file, log out from the designated cabinet 1.d. Provide requestor the inactive 201 file 1.e. Log out the requested 201 file	None	5 minutes 10 minutes 10 minutes 10 minutes 5 minutes	Administrative Officer I/ V

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.f. Forward to HRMD		5 minutes	
		NONE	45 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

13. Service Name **PROVISION OF MEETING VENUE**

Service Information This pertains to the provision of venue for the conduct of meeting/ activities to ensure that request for reservation of the executive lounge and board room are attended properly to a timely manner

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	All National Economic and Development Authority (NEDA) – Central Office (CO) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Venue reservation form	AS – GSD personnel or Administrative Assistant (AA) III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out venue reservation form	1.a. Receive duly accomplished form from the end-user	None	5 minutes	AA III
	1.b. Confirm venue availability		15 minutes	AA III
	1.c. Approve the request for venue reservation		5 minutes	Division Chief
	1.d. Assign Building Maintenance Section (BMS) personnel and janitorial services for preparation of the venue		Before the actual meeting	Designated BMS and janitorial personnel
	1.e. Record and file all records in accordance and control of documented procedure		5 minutes	AA III
		NONE	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

14. Service Name **EVALUATION OF CLAIMS FOR THE PAYMENT OF MANDATORY EXPENSES AND UTILITIES**

Service Information The National Economic and Development Authority (NEDA) processes and evaluates claims for the payment of mandatory expenses and utilities provided to the agency

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Highly Technical
Type of Transaction	Government to Business (G2B)
Who may avail	Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing Statement	AS – GSD personnel or Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billing statements to NEDA	1.a. Receive monthly billing	None	5 minutes	Administrative Assistant III
2. Submit lacking documents to support payment	2.a. Check and review documents submitted for payment processing	None	1 working day	Administrative Assistant III
3. Confirm non-compliance if applicable	3.a. Check for non-compliance based on what was agreed upon with the contract/contractor (if applicable)	None	3 working days	Administrative Assistant III
	3.b. Prepare certification of		1 working day	Administrative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>payment, obligation request and disbursement voucher</p> <p>3.c. Forward completed documentations for review/ initial</p> <p>3.d. Request approval. Signature to proceed with the payment</p> <p>3.e. Submit the complete files/documents to the Financial, Planning and Management Staff (FPMS) – Budget Division (BD) for budget allocation and signature/ approval of its Division Chief</p> <p>3.f. Confirm if the files/ documents for payment have been forwarded to FPMS – Accounting Division (AD) for the preparation of check/ Advice to Debit Account (ADA) payment</p> <p>3.g. Confirm if the check/ ADA payment was approved and signed by the Undersecretary for CAG</p> <p>3.h. Request copy of successful payments to NEDA cashier</p> <p>3.i. Record and file all record in accordance to documented procedure</p>		<p>1 working day</p> <p>1 working day</p> <p>1 working day</p> <p>1 working day</p> <p>1 working day</p> <p>15 minutes</p>	<p>Assistant III</p> <p>Administrative Officer V and Division Chief</p> <p>Director/ Assistant Secretary, Corporate Affairs Group (CAG)</p> <p>Officer-in-Charge, BD and Division Chief, BD</p> <p>Officer-in-Charge, AD/ Division Chief, AD</p> <p>Undersecretary, CAG</p> <p>Officer-in-Charge, Cashier</p> <p>Administrative Assistant III</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and preparation of payment monitoring report			
		NONE	11 working days and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

15. Service Name **IMPLEMENTATION OF CORRECTIVE MAINTENANCE (CM) OF BUILDING FACILITIES AND EQUIPMENT**

Service Information This pertains to the conduct of corrective maintenance activities to ensure that requests for repairs are properly attended to in a timely manner.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple - Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	All National Economic and Development Authority (NEDA) – Central Office (CO) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for corrective maintenance form	AS – GSD personnel or designated focal person per staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form for CM	1.a. Receive duly accomplished form from the end-user	None	5 minutes	Administrative Assistant III
	1.b. Inspect and validate repair works to be done and make recommendation		15 minutes	Division Chief
	1.c. Approve the recommendation for repair work		5 minutes	Division Chief
	1.d. Perform the appropriate CM work, testing, and turnover		Within 5 working days for in-house repairs	Designated Building Maintenance Section (BMS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Within the duration prescribed in the contract/ job order agreement for outsourced repair	personnel Contractor
2. Fill-out appropriate rating upon turnover	2.a. Record and file the job request form	None	5 minutes	Designated BMS personnel
		NONE	5 working days and 30 minutes (in-house repairs) Within the duration of contract (outsourced repair)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks are processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

16. Service Name **IMPLEMENTATION OF PREVENTIVE MAINTENANCE (PM) OF BUILDING FACILITIES AND EQUIPMENT**

Service Information This pertains to the process of preventive maintenance activities to ensure that building facilities and equipment are in good working condition to support the Investment Coordination Committee (ICC) operations.

Office or Division	Administrative Staff (AS) – General Services Division (GSD)
Classification	Simple - Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	Designated Building Maintenance Section (BMS) personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Annual building PM plan and schedule	AS – GSD personnel
2. PM activities checklist (weekly, monthly, quarterly, and annually)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	1.a. Conduct check-up/ inspection of facilities and equipment based on the Annual Building PM Plan and schedule and activities checklist	None	Per week, month, quarter, annum	Designated BMS personnel

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-gsd@neda.gov.ph
How feedbacks processed	The assigned GSD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-gsd@neda.gov.ph
How complaints are processed	The assigned GSD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

17. Service Name **REQUEST FOR CLEARANCE FROM PROPERTY ACCOUNTABILITY**

Service Information Clearance from property accountability is issued based on the guidelines specified in the Government Accounting and Auditing Manuals.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Complex
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) employees separating from government service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance form (4 copies)	Human Resource Management Division (HRMD)
2. Employee Property Accountability Report (PAR) (2 copies)	Property and Supply Section (PSS)
3. Property transfer form (2 copies)	PSS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of resignation/ intent to retire	1.a. Release 4 copies of clearance to the employee	None	1 working day	HRMD
2. Fill-out clearance form and submit to AMD- PSS	2.a. Update employee PAR 2.b. Release an updated summary if employee PAR	None	1 working day	Administrative Officer III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Gather all property accountabilities and return to AMD - PSS	<p>3.a. If accountable officer returns the properties, PSS will acknowledge receipt of the properties returned through PAR to property custodian after verifying properties returned against what is in the PAR</p> <p>3.b. Determine if the properties are still in working condition. If still in good condition, store the property for future use. If not, prepare waste material report and store the property for later disposal</p>	None	4 working days	Administrative Officer III
4. Or transfer the same to another accountable officer	<p>4.a. If the accountable officer transfers the properties to another accountable officer, request the accountable officer to acknowledge receipt of properties through the property transfer form</p> <p>4.b. Process clearance from property accountability, by submitting the form for the signature of Chief Administrative Officer</p>	None		Administrative Officer III
		NONE	6 working days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-amd@neda.gov.ph
How feedbacks are processed	The assigned AMD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-amd@neda.gov.ph
How complaints are processed	The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

18. Service Name **REQUEST FOR ISSUANCE OF SUPPLIES OR PROPERTY, PLANT AND EQUIPMENT (PPE) THROUGH INVENTORY CUSTODIAN SLIP (ICS) OR PROPERTY ACCOUNTABILITY REPORT (PAR)**

Service Information The issuance of supplies or PPE, for those whose position requires its issuance, shall be issued based on the request. The issuance is based on the guidelines specified in the Government Accounting and Auditing Manuals.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD) – Property and Supply Section (PSS)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (3 copies)	AS – GSD personnel or designated focal personnel per staff
2. Property Accountability Report (PAR) (2 copies) for PPEs with a cost of more than PhP 15,000.00	PSS
3. Inventory Custodian Slip (ICS) (2 copies) for PPEs with a cost of PhP 15,000.00 or less	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Requisition and Issue Slip (RIS) to PSS for processing of requisition	1.a. Receive signed RIS from requesting office. Record the dates, particulars and requesting office in the logbook Assign number in the RIS	None	1 working hour	Receiving Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and issues copy 2 to requesting personnel for file</p> <p>1.b. Determine the availability of the requisitioned supplies/ PPE</p> <p>If not available, return the RIS to the requesting officer for the preparation of purchase request for the supply/ PPE requested</p> <p>If available, forward RIS to the supply and/or property custodian</p>	None	2 working hours	Administrative Officer III
	<p>1.c. Receive and initials RIS. Forward the original and copy 3 to the Head of supply and/or property division/ unit for review and approval</p>	None	4 working hours	Administrative Officer III
	<p>1.d. Review RIS and sign the "Approved by" portion of the RIS. Forward copies 1 and 3 of RIS to supply and/or property custodian</p>	None		Administrative Officer V
	<p>1.e. Based on the approved RIS, indicate the quantity in the RIS</p> <p>Prepare PAR/ ICS. Indicate the quantity, unit, description and property number of the items issued. Sign in the "Issued by" portions of the RIS and PAR/ ICS. Record the</p>	None		Administrative Officer III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>date, number and particulars in the PAR/ ICS logbook</p> <p>Note: Original – copy for the supply and/or property division file</p> <p>Copy 2 – recipient or user of the property file</p> <p>Further, the PAR is renewed every three years or every time there is a change in custodianship/ user of the property</p>			
<p>2. Retrieve copy 2 of the RIS. Check item if in conformity with the RIS. Sign “<i>Received by</i>” portion of original and copy 2 of PAR and RIS.</p> <p>Return original PAR and copies 1 and 3 of RIS to supply and/or property custodian for recording in the Property Card. Files copy 2 of PAR and copy 3 of RIS.</p>	<p>2.a. File original of PAR per accountable officer/ employee and copy 3 of RIS. Forward the original RIS to the Financial, Planning and Management Staff (FPMS) – Accounting Division (AD).</p> <p>2.b. Promptly record the issuance of PPE in the Property Card maintained for each class of PPE.</p>	None	<p>30 minutes</p> <p>30 minutes</p>	<p>Administrative Support</p> <p>Administrative Officer III</p>
		NONE	1 working day	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-amd@neda.gov.ph
How feedbacks are processed	The assigned AMD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-amd@neda.gov.ph
How complaints are processed	The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

19. Service Name **RELEASE OF INSPECTION AND ACCEPTANCE REPORT (IAR)**

Service Information This procedure is a sub-system of accounting for inventory to check the integrity of procurement by physically inspecting the inventories delivered by suppliers.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) employees particularly those in-charge in the procurement of goods and services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Receipt	Supplier
2. Official Receipt and/or Sales Invoice	Supplier
3. Purchase Request	End-user
4. Market Research/ Request for Quotation	End-user
5. Purchase Order (2 copies)	End-user
6. Inspection and Acceptance Report (4 copies)	AMD – Property and Supply Section (PSS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copies of the original delivery receipt, official receipt and/or	1.a. Sign “ <i>Received</i> ” portion of the original and copy 2 of the delivery receipt. File the original and return copy 2 of the	None	1 working hour	PSS personnel/ Receiving Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
sales invoice	<p>delivery receipt to the supplier/ procurement service</p> <p>Prepare IAR in 4 copies. Forward copies 1 – 4 of the IAR, original delivery receipt and copy 2 of approved purchase order to the property inspector for inspection of deliveries.</p>			
2. Receive and inspect items delivered	<p>2.a. Inspect and verify items as to quantity and conformity to specifications or if the delivery is complete. If the delivery is incomplete, indicate notation on the IAR that the deliveries are not in conformity to specifications and/or terms agreed under the approved purchase order and returns the copies 1 – 4 of the IAR, original delivery receipt and copy 2 of approved purchase order to the property and/or supply unit. If delivery is in order, indicate the date of inspection, place check mark in the box for <i>“Inspected, verified, and found in order as to quantity and specifications”</i>, and sign the <i>“Inspection”</i> portion of the IAR. Retain copy 2 of IAR and forward copies</p>	None	1 working day	<p>Inspection Committee</p> <p>Property inspector</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1, 3, and 4 of IAR, original delivery receipt and copy 2 of purchase order to the property and/or supply custodian for acceptance of goods delivered</p> <p>2.b. For deliveries not conforming to specification and/or terms of the purchase order, receive copies 1 – 4 of IAR, original delivery receipt and copy 2 of purchase order. Return the items to the supplier and require the latter to comply with the agreed specifications and/or terms of the purchase order</p> <p>For deliveries in order, indicate the date of acceptance, place check mark in the box for <i>“Complete as to quantity and specifications”</i> or <i>“Partial (pls specify quantity)”</i>, and sign the <i>“Acceptance”</i> portion of the IAR. Store the items delivered for issuance to the requisitioning office.</p>	None	1 working day	Administrative Officer III/ V
	<p>2.c. Forward copy 3 of IAR and photocopy of purchase order and delivery receipt to the Financial, Planning and Management Staff (FPMS) – Accounting Division (AD) for</p>	None	1 working day	Administrative Support

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>recording the received/ accepted goods and posting to the Supplies Ledger Card (SLC), and copy 4 of IAR and copy 2 of purchase order to the stock card keeper for recording in the Stock Cards.</p> <p>Note 1: Distribution of the IAR shall be as follows: Original – PSS (to be attached to the Disbursement Voucher, together with the original delivery receipt)</p> <p>Copy 2 – Inspector/ Inspection Committee</p> <p>Copy 3 – FPMS – AD (attached in setting up of payables)</p> <p>Copy 4 – PSS unit file</p>			
3. Release copies of the pertinent documents to the FPMS – AD for processing of payment	3.a. Record in the logbook the receipt of purchase order and delivery receipt and forward to the accounting staff concerned for the preparation of Journal Entry Voucher (JEV).	None	1 working hour	Administrative Support
		NONE	3 working days and 2 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-amd@neda.gov.ph
How feedbacks are processed	The assigned AMD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-amd@neda.gov.ph
How complaints are processed	The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

20. Service Name **REQUEST FOR USE OF CARPOOL VEHICLE OR REQUEST FOR SERVICE VEHICLE**

Service Information The National Economic and Development Authority (NEDA) provides transportation services to its officials and employees to facilitate mobility and enhance delivery of public service.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	National Economic and Development Authority (NEDA) officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Trip Ticket (2 copies)	Property and Supply Section (PSS)
2. Employee request for transportation (encoded through NEDA forms)	PSS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out employee request for transportation (encoded through NEDA forms)	1.a. Assign vehicle based on available unit and driver (but for weekly requirements this is summarized every cut-off)	None	1 working hour (immediate need) 4 working hours (for weekly requirements)	Administrative Officer I/ Administrative Aide III
2. Wait to be informed of the available transportation	2.a. Inform the assigned driver of the transport service requirement of the employee	None	1 working hour	Administrative Officer I/ Administrative Aide III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
service	<p>Driver to inform the employee of the available transport service</p> <p>2.b. Fill-out dispatch form to serve as monitor on the availability of transport service</p>	None	1 working hour	Administrative Officer I/ Administrative Aide III
3. Provide feedback on the timeliness, courtesy provided by the driver	3.a. Summarize feedback and report to management for the improvement of the transport service	None	4 working hours	Administrative Officer I/ Administrative Aide III
		NONE	1 working day and 3 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at AS-amd@neda.gov.ph
How feedbacks are processed	The assigned AMD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-amd@neda.gov.ph
How complaints are processed	The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-88146565</p> <p>Anti-Red Tape Authority – 8478-5093</p>

21. Service Name **COLLECTIONS AND DEPOSITS**

Service Information Collections from the National Economic and Development Authority (NEDA) – Central Office (CO) officials and employees due to refunds of excess cash advance, sale of bidding documents, performance bond and payment for the accommodation at the NEDA guest house.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD) – Cash Section
Classification	Simple
Type of Transaction	Government to Citizen (G2C); Government to Government (G2G); and Government to Business (G2B)
Who may avail	National Economic and Development Authority (NEDA) officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of payment (1 original approved copy)	Financial, Planning and Management Staff (FPMS) – Accounting Division (AD)
2. Official Receipt (1 original copy – Client; 2 nd copy – FPMS - AD; and 3 rd copy – Cashier file)	AS – AMD – Cash Section
3. List of deposited collection (LDC) for general fund	AS – AMD – Cash Section
4. Cash or check deposit slip	Land Bank of the Philippines (LBP), Greenhills

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved order of payment to cash section	1.a. Receive approved order of payment from the FPMS - AD	None	2 minutes	Administrative Officer IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present payment whether cash or check	2.a. Receive and count payment 2.b. Prepares official receipt acknowledging receipt of payment from the client 2.c. Print official receipt	None	15 minutes	Administrative Officer IV
3. Receive official receipt	3.a. Issues original copy of the official receipt to the client	None	5 minutes	Administrative Officer IV
4. LBP as the authorized government depository bank (AGDB) of the Bureau of Treasury (BTR) accepts deposits and LDC	4.a. Prepares deposit slip and LDC 4.b. Deposit collection/s to the agency's AGDB for the account of the BTR and or to NEDA trust fund accounts	None	Within the day or the next banking day 1 working day	Administrative Officer IV
		NONE	1 working day and 22 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at AS-amd@neda.gov.ph
How feedbacks are processed	The assigned AMD focal person shall be responsible in processing the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-amd@neda.gov.ph
How complaints are processed	The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

22. Service Name **FILING OF APPLICATION**

Service Information Application is the process of attracting and gathering qualified applicants that will fit to the requirements of the vacant position in the National Economic and Development Authority (NEDA).

Office or Division	Administrative Staff (AS) - Human Resource Development Division (HRDD)
Classification	Complex
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)
Who may avail	External and internal job applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter	Applicant
2. Personal data sheet (PDS) and work experience sheet	Civil Service Commission (CSC) website
3. Authenticated copy of certificate of civil service eligibility or board/bar examination rating	CSC, Professional Regulation Commission, or Supreme Court of the Philippines
4. Authenticated copy of Diploma and Transcript of Records	School, College or University
5. Copy of training/ seminar certificates, if required	Training providers
6. Individual performance commitment rating form (for government employee only)	Government agency where the applicant is currently employed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.a. Acknowledge receipt of	None	2 minutes	Administrative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
application documents via e-mail, courier, postage or walk-in	documents			Officer II/ IV/ V
2. Applicant waits for the feedback	<p>2.a. Check/ verify the documents submitted. Inform the applicant for any lacking document/s</p> <p>2.b. Evaluate the application vis-à-vis basic qualification standards (QS) and staff requirements</p> <p>2.c. Endorse screened applicants to the appropriate Staff for further screening; or inform the applicant/s of his/her deficiency</p>	None	<p>5 minutes</p> <p>15 minutes</p> <p>7 working days⁸</p>	Administrative Officer II/ IV/ V
		NONE	7 working days and 22 minutes	

⁸ Due to the volume of applications received daily and the absence of an automated application system that will classify applicants' qualifications, submission of pre-screened applicants to Staff concerned is done every after 7 working days from receipt of applications to gather a good number of applicants for selection.

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Clients may send an e-mail to recruitment@neda.gov.ph or call the HRDD at (02) 8631-0945 local 206. They may also submit a letter addressed to the Division Chief of HRDD or the Director of AS.
How feedbacks are processed	A system-generated feedback is sent to applicants acknowledging the receipt of their application and indicating that they will be notified once included in the short-list of applicants for a particular position. Semestral review of client feedback is made to improve the recruitment process.
How complaints are processed	Complaints are reviewed as to the complexity of the issue/s raised. If complaint is simple, it may be resolved at the Human Resource level. For a complex complaint, elevate issues to the Director of AS
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

23. Service Name **RECRUITMENT**

Service Information Recruitment is the process of identifying, shortlisting, and selecting the best candidate for the vacant position

Office or Division	Administrative Staff (AS) - Human Resource Development Division (HRDD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C)
Who may avail	All interested applicants and the National Economic and Development Authority Staff/ Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement memorandum	Staff Internal Selection Committee (SISC)
2. Assessment report	SISC
3. Invitation letter for examination	HRDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsing Staff submits application to take the NEDA entrance examination or NEDA Staff/ Unit submit a list of applicants for examination	1.a. Acknowledge receipt of application/ list of applicants	None	2 minutes	Applicant/ NEDA Staff
	1.b. Identify the appropriate exam for applicants		10 minutes	Administrative Officer II/ IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applicants take the examination and submit hard copies of application documents submitted online	2.a. Send invitation to applicants for examination 2.b. Check submitted documents 2.c. Conduct of actual examination 2.d. Checks and prepares results of examinations (manual checking)	None	7 working days ⁹ 30 minutes 1 working day (technical exam) 3 working hours (non-tech exam) 3 working days	Administrative Officer II/ IV
3. Staff concerned evaluates the result of examination	3.a. Submits the results of examination to the requesting Staff 3.b. Assess the result of the exam by the requesting Staff to verify the fitness of qualification vis-à-vis the requirements of the position to be filled 3.c. Coordinate the arrangement of schedules for interview and conduct of Staff specific examination for qualified applicants	None	1 working day 5 working days ¹⁰ 5 working days ¹¹	Administrative Officer II/ IV SISC SISC
4. Applicants to keep their lines open or keep track of their e-mails for	4.a. Review/ evaluate the Staff endorsement 4.b. Schedule the Human Resource Merit	None	14 working days 1 working day ¹³	Administrative Officer II/ IV/ V Administrative Officer II/

⁹ Prior to examination¹⁰ Depends on the schedule/availability of SISC and the number of applicants being assessed¹¹ Depends on the schedule of SISC and the number of applicants being assessed¹³ Depends on the availability of members and if there is a quorum

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
possible submission of supplemental documents and/or related clarifications	Promotion and Selection Board (HRMPSB) based on the indicative calendar ¹² ; or inform the concerned Staff of deficiencies			Administrative Assistant II
	4.c. Conduct background check to top ranking candidates		14 working days	Administrative Officer II/ IV/ V
	4.d. Prepare the agenda and materials to be used by the members during deliberation		5 working days	Administrative Officer II/ IV/ V
	4.e. Organize and arrange the meeting documents in a folder		1 working day	Administrative Officer II/ IV/ V
	4.f. Review the agenda and meeting materials		30 minutes	Division Chief
5. Endorsing Staff keeps track of the results of the HRMPSB deliberation; short-listed applicants to keep their lines open and/or keep track of their e-mails for the result of the recruitment process conducted	5.a. Evaluate/ deliberate on the merit of the endorsement by the Staff concerned	None	2 – 3 working hours ¹⁴	HRMPSB
	5.b. Draft the Board Resolution for signature of the members		3 days	Administrative Officer II/ V
	5.c. Review the draft board resolution		1 working hour	Division Chief
	5.d. Sign the board resolution		5 working days ¹⁵	HRMPSB
	5.e. Prepare memorandum to the appointing authority endorsing the top-ranking candidates and		30 minutes	Administrative Officer II/ V

¹² See HRMPSB calendar¹⁴ Depends on the number of position for deliberation and the level of complexity of examining the fitness of candidates for the positions to be filled up¹⁵ Depends on the HRMPSB's availability and length of time the member reviews the document

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	confirmation sheet			
	5.f. Select from among the top-ranking candidates who will be appointed to the position		5 working days ¹⁶	Appointing Officer
	5.g. Inform the candidate through letter or through e-mail together with the list of documents to be submitted for appointment preparation		15 minutes	Administrative Officer II/ V
		NONE	70 working days, 8 hours and 57 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Feedbacks to clients are sent through e-mail at recruitment@neda.gov.ph . Client may also submit a written complaint to the Chairperson of HRMPSB.
How feedbacks are processed	A system-generated feedback is being sent to applicants acknowledging the receipt of their application and indicating that they will be notified once included in the short-list of applicants for a particular position. Clients' feedbacks are consolidated and reviewed semestral. Improvements on the process are made based on feedbacks received.
How complaints are processed	Complaints are reviewed as to the complexity of the issue/s raised. If complaint is simple, it may be resolved at the Human Resource level. For a complex complaint, elevate it to the concerned HRMPSB for resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

¹⁶ Depends on how long the appointing officer will review and decide

24. Service Name **PLACEMENT**

Service Information Placement is assigning or placing the right candidate to the Staff or Unit where it matches its competencies with the assigned job

Office or Division	Administrative Staff (AS) - Human Resource Development Division (HRDD)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	Those whose appointment has been approved by the appointing officer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal data sheet and work experience sheet (3 copies)	Civil Service Commission (CSC) website
2. Authenticated certificate of civil service eligibility, rating results, or license (2 copies)	CSC, Professional Regulation Commission (PRC), or Supreme Court of the Philippines
3. Authenticated diploma or transcript of records	College or University
4. Original Philippine Statistics Authority (PSA) birth certificate or marriage certificate	PSA
5. Original National Bureau of Investigation (NBI) clearance	NBI
6. Certified true copy of performance evaluation for the last rating period (for government employee)	Agency where the applicant is currently employed
7. Medical certificate (CS form no. 211, rev. 2018) with the following attachments: <ul style="list-style-type: none"> Chest x-ray Drug test Urinalysis 	Form can be downloaded from CSC website, to be accomplished by a government physician
8. Service Record (for government employee)	Agency where the applicant is currently employed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents in the checklist for the appointment preparation ¹⁷	1.a. Acknowledge receipt of submitted documents 1.b. Review the submitted documents. If incomplete inform the candidate	None	2 minutes 10 minutes	Administrative Officer II/ IV/ V
2. Selected candidate keeps track of the confirmation of his/her selection and submits supplemental documentary requirements	2.a. Prepare the appointment paper (CSC form no. 33-B) if the documents are complete and in order 2.b. Review the draft appointment paper 2.c. Draft memorandum to the appointing officer endorsing the appointment paper for signing 2.d. Reviews and sign certification of publication in the appointment paper 2.e. Sign the certification portion in the appointment paper indicating that the selection underwent the CSC – prescribed process 2.f. Sign/ approve the appointment paper 2.g. Inform the appointee of	None	20 minutes 10 minutes 10 minutes 1 working day ¹⁸ 3 working days ¹⁹ 7 working days ²⁰ 10 minutes	Administrative Officer II/ IV

¹⁷ Submission of documents depends on how quick the candidate will be able to complete the required documents. Incomplete documents will not be process

¹⁸ Depends on the availability of the Director length of time the documents were reviewed

¹⁹ Depends on the availability of the HRMPSB Chairperson and length of time the documents were reviewed

²⁰ Depends on the availability of the appointing officer and length of time the documents were reviewed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the approval of his/her appointment and list of additional documents for processing of first salary or adjustment to salary if promotion			
3. Appointee takes oath of office ²¹ and attends to the basic orientation for new hires	<p>3.a. Receives his/her appointment paper</p> <p>3.b. Arrange schedules for the oath of office and prepare the oath of office form</p> <p>3.c. Administer the oath taking</p> <p>3.d. Fill-out and complete the required documents for the processing of his/her first salary or adjustment of salary in the case of promotion</p> <p>3.e. Conduct basic orientation to inform the new hires of the basic rules and policies particularly on administrative matters, i.e., attendance, office attire, benefits, performance contracting, and evaluation, Quality Management System (QMS), etc.</p>	None	<p>5 minutes</p> <p>30 minutes</p> <p>15 minutes</p> <p>1 working day</p> <p>1 working hour</p>	<p>Appointee</p> <p>Administrative Officer II/ IV</p> <p>Administering Officer</p> <p>Appointee</p> <p>Administrative Officer IV/ V</p>
4. Appointee assumes the duty	4.a. The Human Resource (HR) introduces the new employee to the Staff/Unit	None	10 minutes	Administrative Officer II/ IV

²¹ Oath of Office depends on the availability of the appointee, especially if the appointee is currently employed- a 30 day notice is usually requested

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.b. Sign the assumption of duty certificate		10 minutes	Staff Director or Officer-in-Charge
	4.c. Orient the new employee on his/her job description and introduces him/her to the rest of the Staff		7 working days ²³	Staff Division Chief or Focal Person
	4.d. Submit the new employee's 201 file and first salary's ²² documents to the Human Resource Management Division (HRMD) for processing of salary		30 minutes	Administrative Assistant II/ Administrative Officer II/ IV
		NONE	19 working days, 3 hours and 42 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	Feedbacks are sent through e-mail at recruitment@neda.gov.ph . A survey for new hires is also sent after their 30 days in employment. Client may submit a written complaint to the AS Director or Chairperson of the Human Resource Merit Promotion and Selection Board (HRMPSB).
How feedbacks are processed	A system-generated feedback is being sent to applicants acknowledging the receipt of their application and indicating that they will be notified once included in the short-list of applicants for a particular position. Semestral review of client feedback is made to improve the recruitment process.
How complaints are processed	Complaints are reviewed as to the complexity of the issue/s raised. If complaint is simple, it may be resolved at the Human Resource level. For a complex complaint, elevate it to the concerned HRMPSB for resolution.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

²² Refer to first salary processing

²³ Depends on the Staff concerned, this is the start of employee onboarding which may last up to 6 months

25. Service Name **CONTRACT OF SERVICE PROCESSING**

Service Information The service involves the evaluation of the qualification of applicants and the subsequent processing of contracts of selected applicants through Job Order and Contract of Service. Such hiring augments the manpower complement at the National Economic and Development Authority (NEDA) - Central Office (CO) pursuant to the Department of Budget and Management (DBM) Circular No. 2013-5, dated 22 July 2013. The said circular authorizes agencies with approved rationalization plan to outsource certain services, through the hiring of consultants/job order/contract of service personnel, where no employer-employee relationship exists, subject to certain conditions.

Office or Division	Administrative Staff (AS) - Human Resource Development Division (HRDD)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	Internal units of NEDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum on the request for processing of Contract of Service with justification for hiring and duration of contract, source of funds	Staff Director or Unit Officials
2. Terms of reference or duties to be performed	Requesting Staff/ Office/ Unit
3. Approved Annual Work Program reflecting the hiring of Job Order	Requesting Staff/ Office/ Unit
4. Duly accomplished Personal data sheet (PDS)	Civil Service Commission (CSC) website
5. Transcript of Records, if any	College or University
6. National Bureau of Investigation (NBI) clearance	NBI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff/ Units/ Group submits memorandum requesting processing of contract of service	1.a. Acknowledge receipt of endorsement through e-mail 1.b. Review the submitted request as to the applicant's qualification and completeness of documentary requirements; coordinate with the Staff/ Office/ Unit for deficiencies or some clarifications	None	2 minutes 14 minutes	Administrative Officer IV/ V
2. Review the draft contract	2.a. Draft contract of service 2.b. Review the draft contracts. Refer to Legal Staff (LS) for complex contract 2.c. Submit/ forward the draft contract to the requesting Staff/ Office/ Unit for comments	None	5 working days 1 working day 3 working days	Administrative Officer IV/ V Division Chief Staff/ Office/ Unit
3. Signing of contract and conduct of basic orientation for hired contractual personnel	3.a. Finalize the contract 3.b. Review and sign the contract by the contractee 3.c. Sign the contract by the witnesses and authorized NEDA official 3.d. Orient the contractee on the required documents for processing of salary,	None	1 working day 2 working days 3 working days ²⁴ 30 minutes	Administrative Officer IV/ V Contractee Witness/ Undersecretary, Corporate Affairs Group Administrative Officer IV/ V

²⁴ Depends on the availability of the signatories

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>recording of attendance and adherence to office policies, rules and regulations</p> <p>3.e. Orient the contractee by concerned Unit/ Staff relative to his/her duties and responsibilities</p>		1 working day	Staff/ Office/ Units concerned
		NONE	16 working days and 46 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and complaints	<p>Feedbacks are sent through e-mail at recruitment@neda.gov.ph with the subject title "Contract of Service Feedback".</p> <p>Parties involved may submit their written complaint to the AS Director.</p>
How feedbacks are processed	Staff/ Office/ Unit concerned is informed in writing or through e-mail on the status of its endorsed applicants for evaluation and processing of contract.
How complaints are processed	The AS Director may create and convene a special group to handle the case. The provision on dispute settlement as stipulated in the service contract may be invoked.
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888</p> <p>CSC Contact Center ng Bayan – 0908-88146565</p> <p>Anti-Red Tape Authority – 8478-5093</p>

26. Service Name **ISSUANCE OF PAYSリップ**

Service Information The National Economic and Development Authority (NEDA) issues payslip to provide information on the salary earned for the specified period together with the mandatory contributions and loan deductions of the employee.

The payslip serves as a documentary requirement of the requesting employee to support proof of financial stability, loan and visa applications and other related purposes. Signed original copy of the same is provided to requesting employee.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Employee (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for certified/ signed payslip HRMD record/ document request form (employee can also send request through e-mail)	AS – HRMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Special Request				
1. Fill-out request form or e-mail request to HRMD, indicate the period covered or	1.a. Acknowledge receipt of request and/or log the received request form	None	15 minutes	Administrative Assistant III
	1.b. Search the name of the requesting employee in		4 working hours	Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requested months and purpose of the request	<p>the system, and the covered period indicated on the request. Download the excel version, update format by adding the name of the authorized signatories and print the payslip</p> <p>1.c. Review the document, affix initial and forward to the Chief Administrative Officer for signature</p> <p>1.d. Sign document requested and return to the releasing employee/ officer</p>		<p>1 working hour</p> <p>45 minutes</p> <p>30 minutes</p> <p>1 working hour</p>	<p>Administrative Officer V Supervising Administrative Officer</p> <p>Chief Administrative Officer Director</p>
2. Review the draft contract	2.a. Issue signed/ approved copy of Payslip/s to requesting employee	None	30 minutes	Administrative Assistant III/ Administrative Officer IV
		NONE	1 working day	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at &AS-hrmd@neda.gov.ph
How feedbacks are processed	The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at &AS-hrmd@neda.gov.ph
How complaints are processed	The assigned HRMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

27. Service Name PROCESSING OF FIRST SALARY

Service Information The National Economic and Development Authority (NEDA) processes the first salary of the newly hired employee/s as payment of the services rendered/ work performed covering the month of assumption to duty.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Complex
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Newly Hired Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEDA newly hired employee	
1. Certified True Copy of duly Approved Appointment	AS – Human Resource Development Division (HRDD)
2. Certified True Copy of Oath of Office	AS – HRDD
3. Certificate of Assumption	AS - HRDD
4. Statement of Assets, Liabilities and Net Worth (SALN) as of assumption to duty	AS - HRMD
5. Approved Daily Time Report	AS - HRMD
6. Bureau of Internal Revenue (BIR) Withholding Certificates Forms 1902 and 2305 (Application for registration for individuals earning purely compensation income and certificate of update of exemption and of employer's and employee's information)	Newly hired employee
7. Payroll information for agencies with computerized system	Newly hired employee

Additional requirements for transferees (from one government office to another)	
1. Clearance from money, property and legal accountabilities from previous government office	Newly hired employee
2. Certified True Copy of pre-audited disbursement voucher of last salary from previous agency/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	
3. BIR Form 2316 (Certificate of Compensation Payment/ Tax Withheld)	
4. Certificate of Available Leave Credits	
5. Service Record	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of the required documents for first salary	1.a. Receive the documents and validate with the checklist for first salary requirements	None	30 minutes	Administrative Assistant III
	1.b. Review the documents and inform the client if there's a clarification on the details		30 minutes	Administrative Officer IV
	1.c. Prepare for the first salary computation <ul style="list-style-type: none"> • Input employee information and salary details based on the received documents • Compute the worked days based on the Approved DTR • Compute the salary deductions and check the last salary details from previous office 		1 working hour	Administrative Officer IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Print, sign and attach the copy of the supporting documents on the report <p>1.d. Review the computation, affix initial and sign the computation</p> <p>1.e. Receive documents, prepare Obligation Request and Status (ORS) and Disbursement Voucher (DV), print and return to Administrative Officer V and/or Supervising Administrative Officer and Chief Administrative Officer for review</p> <p>1.f. Review the documents, sign the documents and forward to the Office of the Director – Administrative Staff for signature</p> <p>1.g. Sign the documents and return to AS – HRMD</p> <p>1.h. Receive and check if all documents are duly signed, secure receiving copy, logbook and forward to Financial, Planning and Management Staff (FPMS)</p>		<p>2 working hours</p> <p>1 working hour</p> <p>2 working hours</p> <p>1 working hour and 30 minutes</p> <p>30 minutes</p>	<p>Administrative Officer V/ Supervising/Chief Administrative Officer</p> <p>Administrative Assistant III/ Administrative Officer IV</p> <p>Administrative Officer V/ Supervising/Chief Administrative Officer</p> <p>Director</p> <p>Administrative Assistant III/ Administrative Officer IV</p>
2. Receive the signed	2.a. Corresponding process undertaken and endorse	None	1 working day	FPMS – Budget Division (BD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents and attachments of the first salary	to AS – Asset Management Division (AMD)		1 working day	FPMS – Accounting Division (AD)
3. Claim the check	3.a. Corresponding process undertaken 3.b. Release the check to the new employee	None	2 working days	AS – AMD
		NONE	5 working days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at &AS-hrmd@neda.gov.ph
How feedbacks are processed	The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at &AS-hrmd@neda.gov.ph
How complaints are processed	The assigned HRMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

28. Service Name **ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)/ CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AND BENEFITS (COECB)**

Service Information The National Economic and Development Authority (NEDA) issues COE and/or COECB to provide information on employee's position, current employment status, salary, allowances and benefits received, etc. The COE/ COECB document is used for various purposes to include loan, school and loan application, bank transaction, passport/ visa application, and other legal purposes.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)
Who may avail	NEDA Employee (Active/Inactive)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA employee	
1. HRMD record/document request form (the employee can also request through e-mail)	AS – HRMD
Inactive NEDA employee	
1. Request letter (original signed or through e-mail)	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form or e-mail/ message HRMD	1.a. Acknowledge request and/or log received request form from employee	None	30 minutes	Administrative Assistant II/ III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.b. Gather data if necessary, for updating, print and affix initial on the COE/COECB 1.c. Review the document, affix initial and forward to the Chief Administrative Officer for signature 1.d. Sign document requested and return to the releasing employee/ officer		7 working hours and 30 minutes 1 working hour 4 working hours	Administrative Officer II Administrative Officer V/ Supervising Administrative Officer Chief Administrative Officer
2. Receive COE/ COECB	2.a. Issue signed/ approved COE/ COECB to requesting employee	None	4 working hours	Administrative Assistant II/ III/ Administrative Officer II
		NONE	2 working days and 1 hour	
Inactive Employee				
Same client steps with active employee apply. However, it takes more than 3 days to process and generate the COE/COECB of inactive employee due to non-integration in the system. The gathering of manual inputting of information may take 5 to 7 days depending upon the completeness of information available in their 201 folders and index of Salary and Compensation.				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at &AS-hrmd@neda.gov.ph
How feedbacks are processed	The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at &AS-hrmd@neda.gov.ph
How complaints are processed	The assigned HRMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

29. Service Name **ISSUANCE OF SERVICE RECORDS (SR) FOR ACTIVE EMPLOYEE**

Service Information The National Economic and Development Authority (NEDA) issues SR to requesting active employee to provide information on employee's work history/ experiences, status of employment, employment changes as promotion, transfer, reappointment, reemployment, secondment, step increment, etc. The SR is used for various purposes to include as employment, school and loan application, step increment, personal file, and for other legal purposes.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	NEDA Employee (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Active NEDA employee	
1. HRMD record/document request form (the employee can also request through e-mail)	AS – HRMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form or e-mail/ message HRMD	1.a. Acknowledge request and/or log received request form from employee	None	30 minutes	Administrative Assistant II/ III
2. Update (if necessary) and prepare/ generate SR	2.a. Gather data if necessary, for updating, print and affix initial on the document	None	1 working hour	Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review completeness of SR	3.a. Review the document, affix initial and forward to the Chief Administrative Officer for signature	None	2 working hours	Administrative Officer V/ Supervising Administrative Officer
4. Sign/ approve SR	4.a. Sign document requested and return to the releasing employee/ officer	None	1 working hour	Chief Administrative Officer
5. Issue SR	2.a. Issue signed/ approved SR to requesting employee	None	4 working hours	Administrative Assistant II/ III/ Administrative Officer II
		NONE	1 working day and 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at &AS-hrmd@neda.gov.ph
How feedbacks are processed	The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at &AS-hrmd@neda.gov.ph
How complaints are processed	The assigned HRMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

30. Service Name **PROCESSING OF TERMINAL LEAVE BENEFITS (TLB) OF SEPARATED EMPLOYEES**

Service Information The National Economic and Development Authority (NEDA) process of TLB of an employee due to his/her separation (resigned/retired) from the government service. The TLB is actually the money value of the employees accumulated leave credits during the course of his/her service in the government.

Office or Division	Administrative Staff (AS) - Human Resource Management Division (HRMD)
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who may avail	NEDA Employee (Inactive)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved/ signed memorandum/letter of separation	Client/ NEDA Employee (Inactive)
2. Application for TLB	
3. Application for Leave	
4. Clearance from money, property and legal accountability from the Central Office and from the Regional Office of last assignment	
5. Statement of Assets, Liabilities and Net Worth (SALN) as of effectivity of separation	
6. Computation of TLB duly signed/ certified by the accountant	AS – HRMD
7. Service Record	
8. Additional requirements for exceptional cases (i.e. deceased)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved/ signed memorandum/ letter of separation and application for TLB	1.a. Acknowledge and log the submitted documents and forward to the personnel in-charge	None	15 minutes	Administrative Assistant II/ III
	1.b. Update/ review leave credit balance and close the leave card		1 working day	Administrative Officer II/ IV
	1.c. Validate highest salary received in the service record, prepare and print schedule of leave credits, leave cards, computation of TLB and forward to Administrative Officer V and Supervising Administrative Officer for review and initial/ signature		1 working day	Administrative Officer II/ IV
	1.d. Review the forwarded documents (leave cards, schedule of leave credits and computation of TLB), affix initial, signature and forward to Chief Administrative Officer for approval/ officer		2 working hours	Administrative Officer V
	1.e. Approve/ sign forwarded documents for TLB and forward to releasing employee/ officer		2 working hours	Supervising Administrative Officer
	1.f. Release TLB documents to Financial, Planning and Management Staff (FPMS) – Accounting Division (AD) for pre-audit		15 minutes	Administrative Assistant II/ III
	1.g. Pre-audit the TLB on the correctness of		3 working days	FPMS – AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>mathematical computation and return TLB documents to AS – HRMD</p> <p>1.h. Receive and log documents and forward to personnel in-charge for preparation of Obligation Request and Status (ORS), Disbursement Voucher (DV) and transmittal memorandum</p> <p>1.i. Prepare ORS, DV and transmittal memorandum and forward to Administrative Officer V/ Supervising Administrative Officer</p> <p>1.j. Review and initial TLB documents, ORS, DV, transmittal memorandum, and forward to Chief Administrative Officer for signature</p> <p>1.k. Approve/ sign TLB documents, ORS, DV, transmittal memorandum and return to releasing employee/ officer</p> <p>1.l. Release to FPMS – Budget Division (BD)</p>		<p>10 minutes</p> <p>2 working hours</p> <p>2 working hours</p> <p>2 working hours</p> <p>1 working hour</p> <p>15 minutes</p>	<p>FPMS – AD</p> <p>Administrative Officer II/ IV</p> <p>Administrative Officer V</p> <p>Supervising Administrative Officer</p> <p>Chief Administrative Officer</p> <p>Administrative Assistant II/ III/ FPMS – AD and BD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.m. Processing of TLB payment		7 working days ²⁵	AS – Asset Management Division – Cahier Section
		NONE	13 working days, 3 hours and 30 minutes	
Remarks: The employee should file his/her intention to separate 30 days before the actual date of separation to give time for the update, review and audit of leave cards.				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at &AS-hrmd@neda.gov.ph
How feedbacks are processed	The assigned HRMD focal person shall be responsible to process the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at &AS-hrmd@neda.gov.ph
How complaints are processed	The assigned HRMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

²⁵ Please refer to processing of payment service specification (Service No. 33 page 164). Processing time depends on the timeline of DBM for processing and issuance of SARO.

31. Service Name **PROCUREMENT OF CONSULTING SERVICES THROUGH PUBLIC BIDDING**

Service Information Following the governing principles on Government Procurement, the National Economic and Development Authority (NEDA) Bids and Awards Committee (NBAC) Secretariat processes procurements through Public Bidding in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act", and other relevant Government Procurement Policy Board (GPPB) issuances.

Office or Division	Administrative Staff (AS) – Procurement Management Division (PMD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C) and Government to Business (G2B)
Who may avail	End-user (Staff/ Unit/ Office) Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request and Availability of Allotment (PRAA), revision 03, in 4 copies (1 original and 3 copies)	Client (End-user Staff/ Office)
2. Terms of Reference and Detailed Criteria for Shortlisting and Technical proposal Evaluation (based on the requirements of the End-user)	Client (End-user Staff/ Office)
3. Bidding Document	AS – PMD (Secretariat, NBAC)
4. Proof of Payment (Official Receipt) of Bidding Document	Bidder
5. Bidder's Eligibility/ Bid Submission/ Documents	Bidder
6. Post-Qualification Documents	Bidder
7. Notice of Award (NOA)	Secretariat, NBAC

8. Performance Security	Bidder
9. Negotiation agreements and Notarized Contract Agreement	Secretariat, NBAC and Bidder
10. Notice to Proceed (NTP)	Secretariat, NBAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and approved PRAA (1 original and 3 copies), with all necessary documents attached	<p>1.a. Receives documents and checks the completeness vis-à-vis the Checklist of Supporting Documents for Processing of PRAA. If documents are not complete, return to Client for appropriate action</p> <p>1.b. If documents are complete, accepts PRAA and records receipt in the logbook.</p>	None	10 minutes	Administrative Assistant III
2. Client notes that the PRAA will be forwarded to the Financial, Planning, and Management Staff (FPMS) - Budget Division (BD)	<p>2.a. Informs Client that after validation, the PRAA will be forwarded to the BD for allocation of funds.</p> <p>2.b. Verifies that the procurement for processing is included in the approved Annual Procurement Plan (APP) (or Supplemental APP as the case may be). If included, print and attach copy of the approved APP. Otherwise, return to Client for appropriate action.</p> <p>2.c. Validates/reviews the entries made in the PRAA as to statutory and</p>	None	<p>15 minutes</p> <p>8 working hours</p>	<p>Administrative Officer II</p> <p>Administrative Officer V</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>regulatory requirements.</p> <p>2.d. Reviews and signs validated PRAA</p> <p>2.e. Assigns PRAA number and date; encode the details in the PR Monitoring Sheet and logbook; and forward to the BD for the Certification of Availability of Allotment (CAA).</p> <p>Note: Processing time for CAA depends on the procedure and timelines of FPMS - BD.</p>		<p>30 minutes</p> <p>15 minutes</p>	<p>Chief Administrative Officer/ Supervising Administrative Officer</p> <p>Administrative Assistant II</p>
3. Client notes of the scheduled pre-procurement conference	<p>3.a. Receives, reviews, and evaluates PRAA, TOR and Detailed Criteria including necessary attachments. If documents submitted are in order, forward to assigned Focal Secretariat for processing.</p> <p>3.b. Draft Request for Expression of Interest (REI) and Bidding Documents, and schedule NBAC-CS meeting for the pre-procurement conference.</p>	None	<p>1 working hour</p> <p>4 working hours</p>	<p>Administrative Officer V</p> <p>Assigned Focal Secretariat within the PMD</p>
4. Client attends the conduct of virtual/ face-to-face pre-procurement conference	4.a. Notifies the NBAC-CS members and the Client on the schedule of virtual/ face-to-face pre-procurement conference.	None	5 minutes	Administrative Officer IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.b. Presents REI, Bidding Documents, Detailed Criteria, and procurement timelines to the NBAC-CS for review and approval.		30 minutes	Assigned Focal Secretariat within the PMD
	4.c. For any revisions in the TOR and Detailed Criteria, return the document to the Client, after the meeting.		15 minutes	Assigned Focal Secretariat within the PMD
	4.d. If documents presented are found to be in order (complete, correct, and complying with the provisions of the 2016 IRR of RA 9184), the Secretariat prepares the following Resolution: Recommending Approval of TOR and weights; and Approval of Detailed Criteria		2 working hours	Assigned Focal Secretariat within the PMD
	4.e. Reviews the draft Resolutions for approval by the NBAC-CS		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	4.f. Reviews and finalizes draft Resolutions for approval by the NBAC-CS.		2 working hours	Chief Administrative Officer/ Head Secretariat
	4.g. The NBAC-CS and HoPE approves and signs the draft Resolutions.		5 working days	NBAC - CS and HoPE
	4.h. Draft minutes of the pre-procurement conference.		1 working day	Assigned Focal Secretariat within

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.i. Reviews the minutes of the pre-procurement conference.</p> <p>4.j. Reviews and finalizes minutes of the pre-procurement conference.</p> <p>4.k. For comments of the NBAC-CS and signature by the Chairperson.</p> <p>4.l. Post/Advertise REI and Bidding Document in the NEDA and PhilGEPS websites, and on the NEDA Bulletin Board</p>		<p>2 working hours</p> <p>2 working hours</p> <p>3 working hours</p> <p>30 minutes</p>	<p>the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p> <p>NBAC – CS</p> <p>BSS Personnel</p>
5. Client submits Memorandum on the nominated Technical Working Group (TWG)	<p>5.a. Receives Memorandum of Client's nominated TWG</p> <p>5.b. Prepares draft Resolution Creating Technical Working Group</p> <p>5.c. Reviews the draft Resolution</p> <p>5.d. Reviews and finalizes draft Resolution</p> <p>5.e. For comments and/or signature of the NBAC-CS.</p>	None	<p>5 minutes</p> <p>1 working hour</p> <p>1 working hour</p> <p>2 working hours</p> <p>3 working days</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V and Supervising Administrative Officer</p> <p>Chief Administrative Officer/Head Secretariat</p> <p>NBAC-CS</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Bidder submits eligibility documents to the NBAC-CS through the NBAC Secretariat	6.a. Receives eligibility submission of prospective bidder prior to the published deadline. Stamp the submission with "Received", write date and time of eligibility submission.	None	5 minutes	Assigned Focal Secretariat within the PMD
7. The Client and the bidder's authorized representatives attend the virtual/ face-to-face opening of Eligibility Document	7.a. Notifies the NBAC-CS and TWG members and the bidders of the scheduled NBAC-CS meeting for the opening of eligibility document	None	5 minutes	Administrative Officer IV
	7.b. Provides copy to the Chairperson of the NBAC-CS, the submitted bidder's authorization letter to be presented in the virtual/ face-to-face opening of eligibility documents. Inform also the NBAC-CS of the observers invited.		5 minutes	Chief Administrative Officer/ Supervising Administrative Officer
	7.c. The Chairperson to acknowledge the attendees of the virtual/ face-to-face meeting.		5 minutes	NBAC-CS Chairperson/ Vice-Chairperson
	7.d. With the permission of the Chairperson, opens the documents received using non-discriminatory and non-discretionary "pass/fail" criteria. If the bidder's eligibility and technical components were rated "Passed". If rated "Failed" due to incomplete/incorrect submission of required document, the NBAC-CS declares the bidder ineligible.		2 working hours	Assigned Secretariat to the meeting to open eligibility documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>7.e. Furnishes a copy to the Technical Working Group (TWG) of the eligibility documents submitted for detailed evaluation.</p> <p>7.f. Prepare minutes of the Opening of Eligibility Documents</p> <p>7.g. Reviews minutes of the Opening of Eligibility Documents</p> <p>7.h. Reviews and finalizes minutes of the opening of eligibility documents</p> <p>7.i. TWG conducts detailed evaluation of documents submitted using the approved criteria for shortlisting of consultant Eligibility (Legal, and Financial Documents) Technical Documents (for shortlisting of consultant)</p>		<p>15 minutes</p> <p>4 working hours</p> <p>2 working hours</p> <p>4 working hours</p> <p>4 working days</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V and Supervising Administrative Officer</p> <p>Chief Administrative Officer/Head Secretariat</p> <p>TWG</p>
8. Client notes of the scheduled NBAC-CS meeting for the presentation of results of eligibility check and shortlisting of consultants	8.a. Receives TWG's report on the results of eligibility check and shortlisting of consultant, and provides the NBAC-CS a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
9. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of	9.a. Notifies the NBAC-CS, TWG members and the bidder on the scheduled NBAC-CS virtual/ face-to-face meeting for the presentation of results of detailed evaluation.	None	5 minutes	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report on the Results of Detailed Evaluation of Eligibility Documents	9.b. TWG presents report on the result of detailed evaluation of eligibility documents and shortlisting of consultant/s to the NBAC-CS for consideration, concurrence, and / approval.		30 minutes	TWG
	9.c. If the NBAC-CS found inconsistencies in the results of evaluation (TOR vis-à-vis bidder's submission), the NBAC-CS has the option to correct the discrepancies during the bidding or instruct the TWG for the conduct of re-evaluation of submissions.		30 minutes	NBAC-CS
	9.d. As necessary, TWG conducts re-evaluation of submission vis-à-vis requirement in the TOR.		2 working days	TWG
	9.e. If the NBAC-CS found the report in order, the focal secretariat shall prepare the following documents: Letters to the bidders on the eligibility check and shortlisting results. Shortlisted bidders shall be notified of the scheduled pre-bid conference and will be invited to submit bid (technical and financial envelope). Resolution recommending HoPE's approval of the results of shortlisting of consultants.		1 working day	Assigned Focal Secretariat within the PMD
	9.f. Reviews the draft letters and resolution.		2 working hours	Administrative Officer V/ Supervising Administrative Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9.g. Reviews and finalizes draft letters and Resolution.		2 working hours	Chief Administrative Officer/ Head Secretariat
	9h. Letters for signature of the Chairperson, NBAC-CS.		1 working day	Chairperson, NBAC-CS
	9.i. Resolution for comments and/or signature of the NBAC-CS including the approval of the HoPE		3 working days	NBAC-CS and HoPE
	9.j. Prepares minutes of meeting on the presentation of results of eligibility check and shortlisting of consultant.		8 working hours	Assigned Focal Secretariat within PMD
	9.k. Reviews minutes of the results of eligibility check and shortlisting of consultant/s.		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	9.l. Reviews and finalizes minutes of the results of eligibility check and shortlisting of consultant/s.		2 working hours	Chief Administrative Officer/ Head Secretariat
	9.m. Sends signed letters to prospective bidders.		10 minutes	Assigned Focal Secretariat within the PMD
	9.n. Posts shortlisting of consultant/s in the PhilGEPS website and inform the shortlisted firms the deadline for the submission of bid.		15 minutes	BSS personnel
10. Client or its representative, and the bidder's representative	10.a. Notifies NBAC-CS, TWG members and the bidders of the scheduled virtual/ face-to-face pre-bid conference.	None	5 minutes	Administrative Officer IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
attends the conduct of virtual/ face-to-face Pre-Bid Conference.	10.b. Provides copy to the Chairperson of the NBAC-CS, the submitted bidder's authorization letter to be present in the pre-bid conference. Inform also the NBAC-CS of the observers invited.		5 minutes	Chief Administrative Officer/ Supervising Administrative Officer
	10.c. The Chairperson to acknowledge the attendees of the meeting.		5 minutes	NBAC-CS Chairperson/ Vice-Chairperson
	10.d. The Secretariat to presents the Bidding Documents, and started directly to the Terms of Reference for the prospective bidders to see and comment. Prospective bidders may raise queries on the subject procurement. (Note: Duration of the pre-bid conference depends on the queries or concerns raised by the prospective bidders and clarifications made by the NBAC-CS)		1 working hour	Secretariat within the PMD, and Client concerned
	10.e. Prepares bid bulletin for the amendments on the Bidding Documents, if any, and response to the queries raised by the prospective bidders who attended the pre-bid conference, including additional queries, if there are any.		3 working days	Assigned Focal Secretariat within the PMD
	10.f. Reviews the draft Bid Bulletin for approval by the NBAC-CS Chairperson.		2 working hours	Administrative Officer V/ Supervising Administrative Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	10g. Checks the draft if consistent with the TOR		4 working hours	Client representative
	10.h. Reviews and finalizes Bid Bulletin for approval by the NBAC-CS Chairperson.		2 working hours	Chief Administrative Officer/ Head Secretariat
	10.i. NBAC-CS Chairperson approves and signs the draft Bid Bulletin.		20 minutes	NBAC-CS Chairperson
	10.j. Posts the Bid Bulletin in the NEDA and PhilGEPS websites.		30 minutes	BSS personnel
	10.k. Parallel with the Bid Bulletin, prepares the minutes of the pre-bid conference		3 working days	Assigned Focal Secretariat within the PMD
	10.l. Reviews minutes of the pre-bid conference.		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	10.m. Reviews and finalizes minutes of the pre-bid conference for approval by the NBAC-CS Chairperson.		2 working hours	Chief Administrative Officer/ Head Secretariat
	10.n. For comments of the NBAC-CS.		8 working hours	NBAC-CS
	10.o. Posts the Minutes of Pre-Bid Conference in the NEDA website.		30 minutes	Administrative Officer IV/II
	Note: Ensures the availability of the minutes to the prospective bidders not later than five (5)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	calendar days after the pre-bid conference pursuant to Section 22.4 of the 2016 IRR of RA 9184. Provide a copy to interested prospective bidders upon written request.			
11. Prospective bidder pays the Bidding Documents fee	11.a. See Process on the "Payment for Bidding Documents Fee for NEDA Procurement through Public Bidding"	None	25 minutes	
12. Bidder submits bid to the NBAC-CS through the NBAC Secretariat	12.a. Receives bid submission of prospective bidder prior to the published deadline. Stamp the submission with "Received", write date and time of bid submission.	None	5 minutes	Focal Secretariat/ NBAC Secretariat
13. The End-User and the bidder's authorized representatives attend the virtual/ face-to-face Opening of Bids	13.a. Notifies the NBAC-CS, TWG members and the End-User of the scheduled NBAC-CS virtual/ face-to-face meeting for the opening of bids	None	5 minutes	Administrative Officer IV
	13.b. Provides copy to the Chairperson of the NBAC-CS, the submitted bidder's authorization letter to be present in the opening of bids. Inform also the NBAC-CS of the observers invited.		5 minutes	Chief Administrative Officer/ Supervising Administrative Officer
	13.c. The Chairperson to acknowledge the attendees of the meeting.		5 minutes	NBAC-CS Chairperson or Vice-Chairperson

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>13.d. With the permission of the Chairperson, opens the bid received using non-discriminatory and non-discretionary "pass/fail" criteria. If the bidder's technical documents were complete, it will be rated "Passed". If rated "Failed" due to incomplete/incorrect submission of required document, the NBAC-CS declares the bidder ineligible.</p> <p>Note: The submitted financial component of the bidder who was rated "passed" shall be kept by the Secretariat unopened. The financial component of the bidder who was rated "failed," has the option to request for unopened financial proposal through formal request to the NBAC-CS.</p>		2 working hours	Assigned Secretariat to the meeting to open bids
	13.e. Furnishes a copy (scanned and/or physical) to the Technical Working Group (TWG) of the technical documents submitted for detailed evaluation.		15 minutes	Assigned Focal Secretariat within the PMD
	13.f. As applicable, forwards the bid security to the cashier Section if it is in the form of cash, or cashier's / manager's check. This is done after the meeting.		15 minutes	Assigned Focal Secretariat within the PMD
	13g. Prepare minutes of the Opening of Bids		4 working hours	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>13.h. Reviews minutes of the Opening of Bids</p> <p>13.i. Reviews and finalizes minutes of the opening of bids</p> <p>13.j. TWG conducts detailed evaluation of technical documents submitted using the approved criteria for technical proposal evaluation</p>		<p>2 working hours</p> <p>2 working hours</p> <p>4 working days</p>	<p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head of Secretariat</p> <p>TWG</p>
14. Client notes of the scheduled NBAC-CS meeting for the presentation of results of technical proposal evaluation	14.a. Receives TWG's report on the results of technical proposal evaluation and provides the NBAC-CS a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
15. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of Report on the Results of Detailed Evaluation of Technical Proposal	<p>15.a. Notifies the NBAC-CS, TWG members and the Client on the scheduled virtual/ face-to-face NBAC-CS meeting for the presentation of results of detailed evaluation of technical proposal.</p> <p>15.b. TWG presents report on the result of detailed evaluation of technical proposals to the NBAC-CS for consideration, concurrence, and / approval.</p> <p>15.c. If the NBAC-CS found inconsistencies in the</p>	None	<p>5 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Administrative Officer IV</p> <p>TWG</p> <p>NBAC-CS</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>results of evaluation (TOR vis-à-vis bidder's submission), the NBAC-CS has the option to correct the discrepancies during the bidding or instruct the TWG for the conduct of re-evaluation of submissions.</p> <p>15.d. TWG to conduct re-evaluation of submission vis-à-vis requirement in the TOR</p> <p>15.e. If the NBAC-CS found the report in order, the focal secretariat will prepare letters to bidders of the technical evaluation results. For bidders who passed the hurdle score of technical proposal evaluation, invite them for the opening of their financial proposal.</p> <p>15.f. Reviews the draft letters</p> <p>15.g. Reviews and finalizes draft letters</p> <p>15h. Letters for signature of the Chairperson, NBAC-CS.</p> <p>15.i. Send letters to bidders</p> <p>15.j. Prepares minutes of meeting on the</p>		<p>2 working days</p> <p>2 working hours</p> <p>1 working hour</p> <p>1 working hour</p> <p>1 working day</p> <p>15 minutes</p> <p>1 working day</p>	<p>TWG</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V and Supervising Administrative Officer</p> <p>Chief Administrative Officer/Head Secretariat</p> <p>Chairperson, NBAC-CS</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>presentation of results of technical proposal evaluation</p> <p>15.k. Reviews minutes of the results of technical proposal evaluation</p> <p>15.l. Reviews and finalizes minutes of the results of technical proposal evaluation</p>		<p>4 working hours</p> <p>4 working hours</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p>
16. The End-User and the bidder's authorized representatives attend the virtual/ face-to-face Opening of Financial Proposal	<p>16.a. Notifies the NBAC-CS, TWG members and the End-User of the scheduled virtual/ face-to-face NBAC-CS meeting for the opening of financial proposal</p> <p>16.b. Provides copy to the Chairperson of the NBAC-CS, the submitted bidder's authorization letter to be present in the opening of financial proposal. Inform also the NBAC-CS of the observers invited.</p> <p>16.c. The Chairperson to acknowledge the attendees of the meeting.</p> <p>16.d. Present to the bidders the results of technical proposal evaluation for any questions on the results. If no questions were raised, proceed with the opening of financial proposal</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Officer IV</p> <p>Chief Administrative Officer/ Supervising Administrative Officer</p> <p>NBAC-CS Chairperson or Vice-Chairperson</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	16.e. With the permission of the Chairperson, opens the financial proposal of the bidder/s		10 minutes	Assigned NBAC Secretariat for the opening of financial proposal
	16.f. Review consistency of bidders financial proposal (FPF 1 and FPF 2) and checks if the financial bid is within the ABC of the procurement.		1 working hour	NBAC-CS
	16.g. Presents to the bidder/s the result of the ranking/results of combined scores of technical and financial proposals		10 minutes	Assigned Focal Secretariat within the PMD
	16.h. Furnish the TWG a copy (scanned and physical) of the financial document of the first ranked bidder for detailed evaluation		15 minutes	Assigned Focal Secretariat within the PMD
	16.i. Prepare minutes of the Opening of Financial Proposal		4 working hours	Assigned Focal Secretariat within the PMD
	16.j. Reviews minutes of the Opening of Financial Proposal		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	16.k. Reviews and finalizes minutes of the opening of financial proposal		2 working hours	Chief Administrative Officer/ Head Secretariat
	16.l. TWG conducts detailed evaluation of financial documents submitted by the first ranked bidder		2 working days	TWG
17. Client notes of the scheduled NBAC-CS meeting for the	17.a. Receives TWG's report on the results of financial proposal evaluation, and	None	10 minutes	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
presentation of results of financial proposal evaluation	provides the NBAC-CS a copy of the report.			
18. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of Report on the Results of Detailed Evaluation of Financial Proposal	18.a. Notifies the NBAC-CS, TWG members and the Client on the scheduled virtual/ face-to-face NBAC-CS meeting for the presentation of results of detailed evaluation of financial proposal for first ranked bidder.	None	5 minutes	Assigned Focal Secretariat within the PMD
	18.b. TWG presents report on the result of detailed evaluation of financial proposal of the first ranked bidder to the NBAC-CS for consideration, concurrence, and / approval.		30 minutes	TWG
	18.c. If the NBAC-CS found inconsistencies in the results of evaluation (e.g., tax computation, among others), instruct the TWG to conduct re-evaluation/validation of tax computation with the Accounting Division vis-à-vis financial proposal submission.		5 minutes	NBAC-CS
	18.d. TWG to conduct re-evaluation/validation of tax computation		1 working day	TWG
	18.e. If the NBAC-CS found the report in order, the focal secretariat will prepare the letters to the bidders on the results of evaluation of proposals. Highest Rated Bidder shall		4 working hours	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be notified of the scheduled negotiation meeting and request submission of post-qualification documents.			
	18.f. Reviews the draft letters		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	18.g. Reviews and finalizes draft letters		2 working hours	Chief Administrative Officer/ Head Secretariat
	18.h. Letters for signature of the Chairperson, NBAC-CS.		1 working day	Chairperson, NBAC-CS
	18.i. Send letters to bidders		15 minutes	Assigned Focal Secretariat within the PMD
	18.j. Simultaneously, drafts Resolution Recommending Approval of Final Results of Evaluation of Proposals and Abstract of Bids (AOB) for signature of the NBAC-CS including the approval by the HoPE.		4 working hours	Assigned Focal Secretariat within PMD
	18.k. Reviews the AOB and resolution.		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	18.l. Reviews and finalizes draft letters, AOB and Resolution.		2 working hours	Chief Administrative Officer/ Head Secretariat
	18.m. The NBAC-CS approves and signs the AOB and		3 working days	NBAC-CS and HoPE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Resolution. Resolution routed to the NBAC-CS and to the HoPE for approval.</p> <p>18.n. Prepares minutes of meeting on the presentation of results of financial proposal evaluation</p> <p>18.o. Reviews minutes of the financial proposal evaluation</p> <p>18.p. Reviews and finalizes minutes of the financial proposal evaluation</p> <p>Note: Complete bid evaluation within twenty-one (21) calendar days from receipt of proposal pursuant to Sec. 33.4 of the IRR of RA 9184</p>		<p>1 working day</p> <p>2 working hours</p> <p>2 working hours</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p>
19. Client submits Points for Negotiation to the NBAC-CS through the NBAC Secretariat	19.a. Receives points for negotiation and provides the NBAC-CS a copy of the negotiation points.	None	10 minutes	Assigned Focal Secretariat within the PMD
20. The End-User and the bidder's authorized representatives attend the Negotiation Meeting	<p>20.a. Notifies the NBAC-CS members and the End-User of the scheduled NBAC-CS meeting for the negotiation meeting</p> <p>20.b. Provides copy to the Chairperson of the NBAC-CS, the submitted bidder's authorization</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Officer IV</p> <p>Chief Administrative Officer/ Supervising</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>letter to be present in the negotiation meeting.</p> <p>20.c. The Chairperson to acknowledge the attendees of the meeting.</p> <p>20.d. The End-user presents to the Highest Rated Bidder (HRB) the negotiation points. The HRB may also raise points for clarification on the procurement</p> <p>Note: Duration of the negotiation meeting depends on the points for discussion, clarifications, and agreements raised by the NBAC-CS, EU, and HRB)</p> <p>20.e. Prepare minutes of negotiation meeting and negotiation agreements</p> <p>20.f. Reviews minutes of negotiation meeting and negotiation agreements</p> <p>20.g. Reviews and finalizes minutes of negotiation meeting and negotiation agreements</p> <p>20.h. Submits minutes of negotiation meeting and negotiation agreements to the End-User for review/ comments and inputs, if any, and signature on negotiation agreements</p>		<p>5 minutes</p> <p>1 working hour</p> <p>1 working day</p> <p>4 working hours</p> <p>4 working hours</p> <p>10 minutes</p>	<p>Administrative Officer</p> <p>NBAC-CS Chairperson/ Vice-Chairperson</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
21. Client submits inputs in the minutes of negotiation meeting and signed negotiation agreements	21.a. Receives inputs on the minutes of negotiation meeting and signed negotiation agreements	None	10 minutes	Assigned Focal Secretariat within the PMD
22. The Highest Rated Bidder (HRB) submits post-qualification documents to the NBAC Secretariat	22.a. Receives post-qualification documents from the HRB. The submission is stamp "Received", and writes the date and time.	None	5 minutes	Assigned Focal Secretariat within the PMD
	22.b. Scans document submitted, records in the logbook, and forwards to the TWG the post-qualification documents for detailed evaluation. Scanned copy of post-qualification documents submitted to the Focal Secretariat.		15 minutes	Administrative Assistant III
	22.c. Conducts detailed Evaluation of Post-Qualification documents		2 working days	TWG
23. Client attends the NBAC-CS virtual/ face-to-face meeting for the presentation of results of post-qualification evaluation	23.a. Receives TWG's report of the results of post-qualification evaluation	None	5 minutes	Assigned Focal Secretariat within the PMD
	23.b. Notifies the NBAC-CS, TWG and the Client on the scheduled virtual/ face-to-face NBAC-CS meeting for the presentation of results of post-qualification evaluation		5 minutes	Administrative Officer IV
	23.c. TWG presents report on		1 working hour	TWG

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the result of post-qualification evaluation to the NBAC-CS for consideration, concurrence, and / approval.</p> <p>23.d. If the evaluation report is in order, NBAC-CS declares the bidder as the Highest Rated and Responsive Bidder (HRRB).</p> <p>23.e. Drafts Resolution recommending award of contract to the HRRB.</p> <p>Note: If the HRB is post-disqualified, prepare notification in writing of the post-disqualification and the grounds for it. Subsequently, prepares notification to the 2nd ranked bidder to submit post-qualification documents pursuant to Section 34.5 and 34.6 of the IRR of RA 9184.</p> <p>23.f. Reviews the resolution, and letter, as the case maybe.</p> <p>23.g. Reviews and finalizes draft letters and Resolution.</p>		<p>4 working hours</p> <p>2 working hours</p> <p>2 working hours</p>	<p>NBAC-CS</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	23.h. The NBAC-CS approves and signs the draft Resolution. Draft routed to the NBAC-CS and to the HoPE.		3 working days	NBAC-GIP and HoPE
	23.i. Prepares minutes of meeting on the presentation of post-qualification evaluation		1 working day	Assigned Focal Secretariat within the PMD
	23.j. Reviews minutes of the meeting on the presentation of post-qualification evaluation.		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	23.k. Reviews and finalizes minutes of the meeting on the presentation of post-qualification evaluation.		2 working hours	Chief Administrative Officer/ Head Secretariat
	23.l. Drafts the following documents: - Notice of Award (NOA) - Cover Memorandum of NOA Note: The NOA is accompanied by the NBAC-CS endorsed Resolution Recommending Award of Contract		1 working hour	Assigned Focal Secretariat within the PMD
	23.m. Clears the draft NOA and Cover Memorandum		1 working hour	Chief Administrative Officer/ Head Secretariat
	23.n. Logs and submits endorsement of NOA and		5 minutes	Administrative Officer III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>NOA to the HoPE for approval/signature.</p> <p>23.o. Issues approved NOA to the winning bidder.</p> <p>23.p. Posts the NOA and Resolution to Award in the PhilGEPS and NEDA Website, and on the NEDA Bulletin Board (within 3 CDs from issuance).</p>		<p>10 minutes</p> <p>10 minutes</p>	Assigned Focal Secretariat within the PMD
24. Winning bidder (HRRB) submits original conformed NOA (with date of receipt/ conforme) to the NBAC Secretariat	<p>24.a. Receives original copy of conformed/signed NOA by the winning bidder (HRRB).</p> <p>24.b. Reminds the HRRB representative to enter into contract and post the required performance security within ten (10) calendar days from the date of its receipt of the NOA pursuant to Sec. 37.2 of the IRR of RA 9184</p> <p>24.c. Prepares draft Contract Agreement</p> <p>24.d. Review draft Contract Agreement</p> <p>24.e. Clears the draft contract for signature of the parties.</p>	None	<p>5 minutes</p> <p>10 minutes</p> <p>6 working hours</p> <p>2 working hours</p> <p>2 working hours</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
25. Client reviews the draft Contract Agreement, provide inputs, if any, and submit the same to the NBAC Secretariat	<p>25.a. Upon receipt of inputs from the Client, finalizes Contract Agreement and print in five (5) original copies.</p> <p>Copy 1 and 2– for the LCRB Copy 3 – for payment Copy 4 – for the Client Copy 5 – Secretariat’s file</p>	None	15 minutes	Assigned Focal Secretariat within PMD
26. Winning bidder posts the performance security	<p>26.a. Receives performance security. Check if the performance security posted is in accordance with the required form and amount as stated in Sec. 39.2 of the IRR of RA 9184.</p> <p>26.b. If performance security posted is in order, issue the Contract Agreement to the winning bidder. Advises the bidder that the Contract Agreement has to be signed by the company’s authorized representative and witness, and has to be returned to the NBAC Secretariat thereafter within the specified period.</p> <p>26.c. Parties sign the contract agreement including the negotiations agreement.</p>	None	<p>15 minutes</p> <p>5 working days</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Signatories to the Contract</p>
27. Winning bidder submits the duly signed Contract Agreement to the NBAC Secretariat	<p>27.a. Receives duly signed Contract Agreement from the winning bidder.</p> <p>27.b. Prepares the following: Notice to Proceed (NTP) Endorsement of NTP and Contract Agreement to</p>	None	<p>10 minutes</p> <p>30 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the End-User and the HoPE for signature. Ensure that a photocopy of the approved Resolution recommending award of contract and the Performance Security are attached thereto.</p> <p>27.c. Clears the draft NTP and Cover Memorandum</p> <p>27.d. Logs and submits endorsement of NTP to the HoPE for approval/signature.</p> <p>27.e. Issues approved NTP to the winning bidder.</p>		<p>1 working hour</p> <p>5 minutes</p> <p>10 minutes</p>	<p>Chief Administrative Officer/ Head Secretariat</p> <p>Administrative Assistant III</p> <p>Assigned Focal Secretariat within the PMD</p>
28. Winning bidder submits original signed/conformed NTP and four (4) copies of notarized Contract Agreement to the NBAC Secretariat	<p>28.a. Receives duly signed NTP and four (4) copies of notarized Contract Agreement. Check if the signature on the submitted NTP is original and if all copies of the Contract Agreement are duly notarized.</p> <p>28.b. Scans the document, and posts copy of the NTP and Contract Agreement in the NEDA and PhilGEPS websites and on the NEDA Bulletin Board. Print proof the posting of award.</p>	None	<p>5 minutes</p> <p>15 minutes</p>	Assigned Focal Secretariat within the PMD/ BSS personnel
29. End-User receives original copy of procurement	29.a. Prepares Memorandum endorsing all procurement related documents to the following recipients, to be	None	4 working hours	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
document.	<p>signed by the Director, Administrative Staff. Original copy – to the End-User for processing of payment; Copy 1 – to the Commission on Audit</p> <p>29.b. Clears the endorsement Memorandum</p> <p>29.c. Logs and submits endorsement of whole set of procurement documents to the Client and COA.</p> <p>29.d. Safe keeps the receiving copy of the endorsement memorandum for records purposes.</p>		<p>2 working hours</p> <p>5 minutes</p>	<p>Chief Administrative Officer/Head Secretariat</p> <p>Administrative Assistant III</p> <p>Assigned Focal Secretariat within the PMD</p>
		NONE	74 working days, 4 hours and 40 minutes	

Note: The above processing time does not account to the other mandatory timelines set by RA 9784 or the Government Procurement Reform Act (GPRA).

The NBAC (GIP and/or CS) may consider a virtual or face-to-face meetings based on circumstances at hand

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at &AS-pmd@neda.gov.ph or nbac@neda.gov.ph
How feedbacks are processed	The assigned PMD focal person/secretariat shall be responsible to process the feedback for the specific concern/services requested by the client
How to file complaint	Submit complaint through e-mail at &AS-pmd@neda.gov.ph or nbac@neda.gov.ph
How complaints are processed	The assigned PMD focal person/secretariat shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

32. Service Name **PROCUREMENT OF GOODS THROUGH PUBLIC BIDDING**

Service Information Following the governing principles on Government Procurement, the National Economic and Development Authority (NEDA) Bids and Awards Committee (NBAC) Secretariat processes procurements through Public Bidding in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act", and other relevant Government Procurement Policy Board (GPPB) issuances.

Office or Division	Administrative Staff (AS) – Procurement Management Division (PMD)
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C) and Government to Business (G2B)
Who may avail	End-user (Staff/ Unit/ Office) and Bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request and Availability of Allotment (PRAA), revision 03, in 4 copies (1 original and 3 copies)	Client (End-user Staff/ Office)
2. Technical Specifications/ Drawings/ Lay-out, Detailed Engineering, Terms of Reference (based on the requirements of the End-user)	Client (End-user Staff/ Office)
3. Bidding Document	AS – PMD (Secretariat, NBAC)
4. Proof of Payment (Official Receipt) of Bidding Document	Bidder
5. Bidder's Bid Submission/ Documents	Bidder
6. Post-Qualification Documents	Bidder
7. Notice of Award (NOA)	Secretariat, NBAC

8. Notarized Contract Agreement	Secretariat, NBAC and Bidder
9. Notice to Proceed (NTP)	Secretariat, NBAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and approved PRAA (1 original and 3 copies), with all necessary documents attached.	<p>1.a Receives documents and checks the completeness vis-à-vis the Checklist of Supporting Documents for Processing of PRAA. If documents are not complete, return to Client for appropriate action.</p> <p>1.b If documents are complete, accepts PRAA and records receipt in the logbook.</p>	None		Administrative Assistant III
2. Client notes that the PRAA will be forwarded to the Financial, Planning and Management Staff (FPMS) - Budget Division (BD)	<p>2.a Informs client that after validation, the PRAA will be forwarded to the BD for allocation of funds.</p> <p>2.b Verifies that the procurement for processing is included in the approved APP (or Supplemental APP as the case may be). If included, print and attach copy of the approved APP. Otherwise, return to Client for appropriate action.</p> <p>2.c Validates/reviews the entries made in the PRAA as to statutory and regulatory requirements.</p> <p>2.d Reviews and signs validated PRAA</p>	None	<p>15 minutes</p> <p>8 working hours</p> <p>30 minutes</p>	<p>Administrative Officer II</p> <p>Administrative Officer V</p> <p>Supervising Administrative Officer/ Chief</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.e Assigns PRAA number and date; encode the details in the PR Monitoring Sheet and logbook; and forward to the BD for the Certification of Availability of Allotment (CAA).</p> <p>Note: Processing time for CAA depends on the procedure and timelines of BD.</p>		15 minutes	<p>Administrative Officer</p> <p>Administrative Assistant III</p>
3. Client notes of the scheduled pre-procurement conference	<p>3.a. Receives, reviews, and evaluates PRAA, TOR or Technical Specifications including necessary attachments. If documents submitted are in order, forward to AO IV for processing.</p> <p>3.b. Draft Invitation to Bid and Bidding Documents, and schedule NBAC-GIP meeting for the pre-procurement conference.</p>	None	<p>1 working hour</p> <p>4 working hours</p>	<p>Administrative Officer V</p> <p>Administrative Officer IV</p>
4. Client attends the conduct of virtual/ face-to-face pre-procurement conference	<p>4.a. Notifies the NBAC-GIP, assigned clustered technical working group (TWG) members and the Client on the schedule of virtual/ face-to-face pre-procurement conference.</p> <p>4.b. Presents Invitation to Bid and Bidding Documents to the NBAC-GIP for review and approval.</p>	None	<p>5 minutes</p> <p>30 minutes</p>	<p>Administrative Officer IV</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.c. For any revisions in the TOR/Technical Specifications, return the document to the Client, after the meeting.		15 minutes	Assigned Focal Secretariat within the PMD
	4.d. If documents presented are found to be in order (complete, correct, and complying with the provisions of the 2016 IRR of RA 9184), the Secretariat prepares Resolution Recommending Approval of TOR/Technical Specifications.		2 working hours	Assigned Focal Secretariat within the PMD
	4.e. Reviews the draft Resolution for approval by the NBAC-GIP.		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	4.f. Reviews and finalizes draft Resolution for approval by the NBAC-GIP.		2 working hours	Chief Administrative Officer/ Head Secretariat
	4.g. The NBAC-GIP approves and signs the draft Resolution. Draft routed to the NBAC-GIP.		5 working days	NBAC-GIP
	4.h. Draft minutes of the pre-procurement conference.		8 working hours	Assigned Focal Secretariat within the PMD
	4.i. Reviews the minutes of the pre-procurement conference.		2 working hours	Administrative Officer V/ Supervising Administrative Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.j. Reviews and finalizes minutes of the pre-procurement conference.</p> <p>4.k. For comments of the NBAC-GIP and signature by the Chairperson.</p> <p>4.l. Post/Advertise ITB and Bidding Document in the NEDA and PhilGEPS websites, and on the NEDA Bulletin Board</p>		<p>2 working hours</p> <p>3 working days</p> <p>30 minutes</p>	<p>Chief Administrative Officer/ Head Secretariat</p> <p>NBAC-GIP</p> <p>Administrative Officer II/ Administrative Officer IV</p>
5. Client or its representative, and the bidder's representative attends the virtual/ face-to-face Pre-Bid Conference.	<p>5.a. Notifies NBAC-GIP members and the Client of the scheduled virtual/ face-to-face pre-bid conference.</p> <p>5.b. Provides copy to the Chairperson of the NBAC-GIP, the submitted bidder's authorization letter to be present in the pre-bid conference. Inform also the NBAC-GIP of the observers invited.</p> <p>5.c. The Chairperson to acknowledge the attendees of the meeting.</p> <p>5.d. The Secretariat to presents the Bidding Documents and started directly to the Terms of Reference/Technical Specifications for the prospective bidders to see and comment. Prospective bidders may raise queries on the subject</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>1 working hour</p>	<p>Administrative Officer IV</p> <p>Supervising Administrative Officer/ Chief Administrative Officer</p> <p>NBAC-GIP Chairperson/ Vice-Chairperson</p> <p>Secretariat within the PMD, and Client concerned</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>procurement.</p> <p>(Note: Duration of the pre-bid conference depends on the queries or concerns raised by the prospective bidders and clarifications made by the NBAC-GIP)</p> <p>5.e. Prepares bid bulletin for the amendments on the Bidding Documents, if any, and response to the queries raised by the prospective bidders who attended the pre-bid conference, including additional queries, if there are any.</p> <p>5.e. Reviews the draft Bid Bulletin for approval by the NBAC-GIP Chairperson.</p> <p>5.f. Checks the draft if consistent with the TOR/ Technical Specifications</p> <p>5.g. Reviews and finalizes Bid Bulletin for approval by the NBAC-GIP Chairperson.</p> <p>5.h. NBAC-GIP Chairperson approves and signs the draft Bid Bulletin.</p> <p>5.i. Posts the Bid Bulletin in the NEDA and PhilGEPS websites.</p>		<p>3 working days</p> <p>2 working hours</p> <p>4 working hours</p> <p>2 working hours</p> <p>20 minutes</p> <p>30 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Client representative</p> <p>Chief Administrative Officer/ Head Secretariat</p> <p>NBAC-GIP Chairperson</p> <p>Administrative Officer II/ Administrative Officer IV</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5.j. Parallel with the Bid Bulletin. Prepares the minutes of the pre-bid conference</p> <p>5.k. Reviews minutes of the pre-bid conference.</p> <p>5.l. Reviews and finalizes minutes of the pre-bid conference for approval by the NBAC-GIP Chairperson.</p> <p>5.m For comments of the NBAC-GIP.</p> <p>5.n. Once cleared, posts minutes of the Pre-Bid Conference in the NEDA website.</p> <p>Note: Ensures the availability of the minutes to the prospective bidders not later than five (5) calendar days after the pre-bid conference pursuant to Section 22.4 of the 2016 IRR of RA 9184. Provide a copy to interested prospective bidders upon written request.</p>		<p>3 working days</p> <p>2 working hours</p> <p>2 working hours</p> <p>8 working hours</p> <p>30 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer/ Head Secretariat</p> <p>NBAC-GIP</p> <p>Administrative Officer II/ Administrative Officer IV</p>
6. Prospective bidder pays the Bidding Documents fee	6.a. See Process on the "Payment for Bidding Documents Fee for NEDA Procurement through Public Bidding"		25 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Bidder submits bid to the NBAC-GIP through the NBAC Secretariat	7.a. Receives bid submission of bidder prior to the published deadline. Stamp the submission with "Received", write date and time of bid submission.	None	5 minutes	Focal Secretariat/ NBAC Secretariat
8. The End-User and the bidder's authorized representatives attend the virtual/ face-to-face Opening of Bids	8.a. Notifies the NBAC-GIP, assigned clustered TWG members and the End-User of the scheduled virtual/ face-to-face NBAC-GIP meeting for the opening of bids	None	5 minutes	Administrative Officer IV
	8.b. Provides copy to the Chairperson of the NBAC-GIP, the submitted bidder's authorization letter to be present in the opening of bids. Inform also the NBAC-GIP of the observers invited.		5 minutes	Supervising Administrative Officer/ Chief Administrative Officer
	8.c. The Chairperson to acknowledge the attendees of the meeting.		5 minutes	NBAC-GIP Chairperson/ Vice-Chairperson
	8.d. With the permission of the Chairperson, opens the bid received using non-discriminatory and non-discretionary "pass/fail" criteria. If the bidder's eligibility and technical components were rated "Passed", the financial component of the bid will be opened. If rated "Failed" due to incomplete/incorrect submission of required		2 working hours	Assigned Secretariat to the meeting to open bids

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document, the NBAC-GIP declares the bidder ineligible.			
	8.e. Furnishes a copy (scanned and physical) to the TWG of the bid documents submitted for detailed evaluation.		15 minutes	Assigned Focal Secretariat within the PMD
	8.f As applicable, forwards the bid security to the cashier Section if it is in the form of cash, or cashier's / manager's check. This is done after the meeting.		15 minutes	Assigned Focal Secretariat within the PMD
	8.g. Prepare minutes of the Opening of Bids		4 working hours	Assigned Focal Secretariat within the PMD
	8.h. Reviews minutes of the Opening of Bids		2 working hours	Administrative Officer V/ Supervising Administrative Officer
	8.i. Reviews and finalizes minutes of the opening of bids		4 working hours	Chief Administrative Officer/ Head Secretariat
	8.j. TWG conducts detailed evaluation of bid documents submitted Eligibility (Legal, Technical and Financial Documents) Financial		4 working days	TWG
	Note: Complete bid evaluation within seven (7) calendar days from receipt of proposal pursuant to Sec. 32.4 of			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the IRR of RA 9184			
9. Client submits results of detailed evaluation of the bidder's compliance with the Technical Specifications to the NBAC Secretariat	9.a. Receives Client report on the results of evaluation of the bidder's compliance with the Technical Specifications, and provides the NBAC-GIP a copy of the report.	None	10 minutes	Assigned Focal Secretariat within the PMD
10. Client attends the virtual/ face-to-face NBAC-GIP Meeting for the presentation of Report on the Results of Detailed Evaluation of Bids	10.a. Receives TWG's report on the results of detailed evaluation of bids	None	5 minutes	Assigned Focal Secretariat within the PMD
	10.b. Notifies the NBAC-GIP, assigned clustered TWG members and the Client on the scheduled virtual/ face-to-face NBAC-GIP meeting for the presentation of results of detailed evaluation.		5 minutes	Administrative Officer IV
	10.c. TWG presents report on the result of detailed evaluation of bids to the NBAC-GIP for consideration, concurrence, and / approval.		15 minutes	TWG
	10.d. Prepares letter to the Lowest Calculated Bidder (LCB) and request the submission of post-qualification documents within 5 calendar days upon receipt of the notice pursuant to Section 34.2 of the IRR of RA 9184		30 minutes	Assigned Focal Secretariat within the PMD
	10.e. Prepares minutes of meeting on the		1 working day	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>presentation of results of detailed evaluation of bids</p> <p>10.f. Reviews minutes of the results of detailed evaluation of bids</p> <p>10.g. Reviews and finalizes minutes of the results of detailed evaluation of bids</p>		<p>2 working hours</p> <p>4 working hours</p>	<p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer / Head Secretariat</p>
11. The Lowest Calculated Bidder (LCB) submits post-qualification documents to the NBAC Secretariat	<p>11.a. Receives post-qualification documents from the LCB. The submission is stamp "Received", and writes the date and time.</p> <p>11.b. Scans document submitted, records in the log book, and forwards to the TWG the post-qualification documents for detailed evaluation. Forward scanned copy to the focal Secretariat and the assigned clustered TWG.</p>	None	<p>5 minutes</p> <p>15 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Assistant III</p>
12. Client attends the NBAC-GIP meeting for the presentation of results of post-qualification evaluation	<p>12.a. Receives TWG's report of the results of post-qualification evaluation</p> <p>12.b. Notifies the NBAC-GIP, assigned clustered TWG and the Client on the scheduled virtual/ face-to-face NBAC-GIP meeting for the presentation of results of post-qualification evaluation</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer IV</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12.c. TWG presents report on the result of post-qualification evaluation to the NBAC-GIP for consideration, concurrence, and / approval.		1 working hour	TWG
	12.d. If the evaluation report is in order, NBAC declares the bidder as the Lowest Calculated and Responsive Bidder (LCRB).		4 working hours	NBAC-GIP
	12.e. Drafts Abstract of Bids (AOB) and Resolution recommending award of contract to the LCRB, and notification to all participating bidders of the results of evaluation and the NBAC's recommendation for award. Note: If the LCB is post-disqualified, prepare notification in writing of the post-disqualification and the grounds for it. Subsequently, prepares notification to the 2 nd lowest calculated bidder to submit post-qualification documents pursuant to Section 34.5 and 34.6 of the IRR of RA 9184.		1 working hour	Assigned Focal Secretariat within the PMD
	12.f. Reviews the resolution, and letter, as the case maybe.		2 working hours	Administrative Officer V/ Supervising

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>12.g. Reviews and finalizes draft letters and Resolution.</p> <p>12.h. The NBAC-GIP approves and signs the AOB and Resolution. Draft routed to the NBAC-GIP and to the HoPE.</p> <p>12.i. Prepares minutes of meeting on the presentation of post-qualification evaluation</p> <p>12.j. Reviews minutes of the meeting on the presentation of post-qualification evaluation.</p> <p>12.k. Reviews and finalizes minutes of the meeting on the presentation of post-qualification evaluation.</p> <p>12.l. Drafts the following documents: Notice of Award (NOA) Cover Memorandum of NOA</p> <p>Note: The NOA is accompanied by the NBAC-GIP endorsed Resolution Recommending Award of Contract</p>		<p>2 working hours</p> <p>3 working days</p> <p>1 working day</p> <p>2 working hours</p> <p>4 working hours</p> <p>30 minutes</p>	<p>Administrative Officer</p> <p>Chief Administrative Officer / Head Secretariat</p> <p>NBAC-GIP and HoPE</p> <p>Assigned Focal Secretariat within the PMD</p> <p>Administrative Officer V/ Supervising Administrative Officer</p> <p>Chief Administrative Officer / Head Secretariat</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>12.m. Clears the draft NOA and Cover Memorandum</p> <p>12.n. Logs and submits endorsement of NOA and NOA to the HoPE for approval/signature.</p> <p>12.o. Issues approved NOA to the winning bidder.</p> <p>12.p. Posts NOA and Resolution to Award in the NEDA and PhilGEPS website, and on the NEDA Bulletin Board within 3 CDs from issuance</p>		<p>1 working hour</p> <p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Chief Administrative Officer / Head Secretariat</p> <p>Administrative Assistant III</p> <p>Assigned Focal Secretariat within the PMD</p>
13. Winning bidder (LCRB) submits original conformed NOA (with date of receipt/ conforme) to the NBAC Secretariat	<p>13.a. Receives original copy of conformed/signed NOA by the winning bidder (LCRB).</p> <p>13.b. Reminds the LCRB representative to enter into contract and post the required performance security within ten (10) calendar days from the date of its receipt of the NOA pursuant to Sec. 37.2 of the IRR of RA 9184</p> <p>13.c. Prepares draft Contract Agreement</p> <p>13.d. Clears the draft contract for signature of the parties.</p>	None	<p>5 minutes</p> <p>10 minutes</p> <p>8 working hours</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Chief Administrative</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Officer / Head Secretariat
14. Client reviews the draft Contract Agreement, provide inputs, if any, and submit the same to the NBAC Secretariat	<p>14.a Upon receipt of inputs from the Client, finalizes Contract Agreement and print in five (5) original copies.</p> <p>Copy 1 and 2– for the LCRB Copy 3 – for payment Copy 4 – for the Client Copy 5 – Secretariat’s file</p>	None	15 minutes	Assigned Focal Secretariat within the PMD
15. Winning bidder posts the performance security	<p>15.a. Receives performance security. Check if the performance security posted is in accordance with the required form and amount as stated in Sec. 39.2 of the IRR of RA 9184.</p> <p>15.b. If performance security posted is in order, issue the Contract Agreement to the winning bidder. Advises the bidder that the Contract Agreement has to be signed by the company’s authorized representative and witness, and has to be returned to the NBAC Secretariat thereafter within the specified period.</p> <p>15.c Parties to the contract signs the document</p>	None	<p>15 minutes</p> <p>5 working days</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Signatories to the Contract</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
16. Winning bidder submits the duly signed Contract Agreement to the NBAC Secretariat	16.a. Receives duly signed Contract Agreement from the winning bidder.	None	10 minutes	Assigned Focal Secretariat within the PMD
	16.b. Prepares the following: Notice to Proceed (NTP) Endorsement of NTP and Contract Agreement to the End-User and the HoPE for signature. Ensure that a photocopy of the approved Resolution recommending award of contract and the Performance Security are attached thereto.		30 minutes	
	16.c. Clears the draft NTP and Cover Memorandum		1 working hour	Chief Administrative Officer / Head Secretariat
	16.e. Logs and submits endorsement of NTP to the HoPE for approval/signature.		5 minutes	Administrative Assistant III
	16.f. Issues approved NTP to the winning bidder.		10 minutes	Assigned Focal Secretariat within the PMD
17. Winning bidder submits original signed/conformed NTP and four (4) copies of notarized Contract Agreement to	17.a. Receives duly signed NTP and four (4) copies of notarized Contract Agreement. Check if the signature on the submitted NTP is original and if all copies of the Contract	None	5 minutes	Assigned Focal Secretariat within the PMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the NBAC Secretariat	<p>Agreement are duly notarized.</p> <p>17.b. Scans the document, and posts copy of the NTP and Contract Agreement in the NEDA and PhilGEPS websites and on the NEDA Bulletin Board. Print proof of the posting of award.</p>		15 minutes	
18. End-User receives original copy of procurement document.	<p>18.a. Prepares Memorandum endorsing all procurement related documents to the following recipients, to be signed by the Director, Administrative Staff.</p> <p>Original copy – to the End-User for processing of payment; Copy 1 – to the Commission on Audit</p> <p>18.b. Clears the endorsement Memorandum</p> <p>18.c. Logs and submits endorsement of whole set of procurement documents to the Client and COA.</p> <p>18.d. Safe keeps the receiving copy of the endorsement memorandum for records purposes.</p>	None	<p>2 working hours</p> <p>2 working hours</p> <p>5 minutes</p>	<p>Assigned Focal Secretariat within the PMD</p> <p>Chief Administrative Officer / Head Secretariat</p> <p>Administrative Assistant III</p> <p>Assigned Focal Secretariat within the PMD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		NONE	41 working days, 4 hours and 10 minutes	

Note: The above processing time does not account to the other mandatory timelines set by RA 9784 or the Government Procurement Reform Act (GPRA).

The NBAC (GIP and/or CS) may consider a virtual or face-to-face meetings based on circumstances at hand

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit feedback through e-mail at &AS-pmd@neda.gov.ph or nbac@neda.gov.ph
How feedbacks are processed	The assigned PMD focal person/secretariat shall be responsible to process the feedback for the specific concern/services requested by the client
How to file complaint	Submit complaint through e-mail at &AS-pmd@neda.gov.ph or nbac@neda.gov.ph
How complaints are processed	The assigned PMD focal person/secretariat shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

33. Service Name **PROCESSING OF PAYMENTS**

Service Information The concerned units evaluate the appropriateness of claims; completeness of supporting documents; and certifies availability of Notice of Cash Allocation to endorse the duly approved voucher for check/ List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) issuance in timely manner in accordance with existing accounting and auditing laws, rules and regulations.

Office or Division	Financial, Planning and Management Staff (FPMS) – Budget Division (BD) and Accounting Division (AD) Administrative Staff (AS) – Asset Management Division (AMD) – Cashier Section
Classification	Complex to Highly Technical (depending on the type of transaction)
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G), and Government to Business (G2B)
Who may avail	a. National Economic and Development Authority (NEDA) Groups/ Staff/ Units and/or employees (as end users) b. Suppliers, contractors, and/or consultants (facilitated by end-user unit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For the checklist of requirements and where to secure them, please refer to Attachment 1 (pages 173 to 208)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For external clients, start at step 1. For internal clients, proceed to step 2.				
1. External client submits original copies of supporting documents (SDs) required	1.a. Concerned end-user NEDA Groups, Staffs and/or Units original copies of SDs required	None	10 minutes	Receiving personnel of End-user from NEDA Groups, Staffs and/or Units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. End-user prepares and submits Obligation Request and Status (ORS) and other SDs to FPMS - BD	2.a. Receive ORS and SDs and refer to concerned Budget Officer focal	None	10 minutes	Administrative Assistant III, BD
	2.b. Process ORS, review and evaluate of SDs and encode of data In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the end-user for completion. (Return to Step 2)	None	Not more than 1 working day ²⁶ , processing time per specific type of transaction listed in Attachment 1 (pages 173 to 208)	Administrative Officer II/ Administrative Officer IV/ Administrative Officer V, BD
	2.c. Conduct further review and evaluation of the ORS and SDs	None	1 working hour	Supervising Administrative Officer/ Officer-in-Charge, BD
	2.d. Final review and sign Box B of the ORS	None	1 working hour	Chief Administrative Officer/OIC, BD
3. Concerned NEDA end-user Group/ Staff/Unit receives ORS from FPMS - BD	3.a. Log and release ORS to NEDA end-user Group/ Staff/ Unit for transactions that are to be obligated only, i.e., consultancy services and other related transactions (Proceed to Steps 3 & 4) or	None	10 minutes	Administrative Assistant III, BD

²⁶ Subject to availability of funds/allotment, particularly for Personnel Services (PS) transactions. In cases that there are no available fund/allotment, BD shall request for additional allotment from DBM who shall issue a Special Allotment Release Order (SARO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to FPMS - AD for completed transactions (Proceed to Step 5)			
4. Upon completion of transaction, gather SDs and/or COA-prescribed documentary requirements		None	End-user dependent	End-user NEDA Groups, Staffs and/or Units
5. End-user prepares and submits Disbursement Voucher (DV), ORS and COA-prescribed documentary requirements	5.a. Receive DV, ORS and COA-prescribed documentary requirements from concerned unit	None	10 minutes	Administrative Assistant III / Accounting Staff, FPMS AD
	5.b. Review SDs and COA-prescribed documentary requirements In case of errors, discrepancies, incomplete and/or additional documentary requirements that will be required to substantiate the claim, the responsible person shall document the result of the review and transmit/return the documents to the end-user for completion. (Return to Step 5)	None	Not more than 2 working days, processing time per specific type of transaction listed in Attachment 1 (pages 173 to 208) For payment of consultancy services, not more than 8 working days	Accountants I, II, III and IV, FPMS - AD (Depending on amount of transaction)
	5.c. Assign DV No. through the computerized accounting system	None	3 minutes	Accountants I, II, III and IV, FPMS - AD (Depending on amount of transaction)
	5.d. Certify and sign Box C of	None	1 minute	Accountants I, II, III,

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the DV			IV and Chief Accountant/ Officer-in-Charge, FPMS - AD (Depending on amount of transaction)
	5.e. Record and endorse to the concerned Approving Authority	None	10 minutes	Administrative Assistant III / Accounting Staff, FPMS - AD
	5.f. Office of the Approving Authority receives the documents; Approving	None	4 working hours ²⁸	Concerned Undersecretary
	5.g. Receive approved DV	None	10 minutes	Accounting Staff, FPMS - AD
	5.h. Check cash availability and assign NCA No. For check payment, proceed to step 5.i. For payment through LDDAP-ADA, proceed to step 5.j.	None	41 minutes	Administrative Assistant III, FPMS - AD
	5.i. Endorse to Cashier unit for check issuance (Proceed to step 5.o)	None	45 minutes	Administrative Assistant III / Accounting Staff, FPMS - AD
	5.j. Preparation of LDDAP-ADA. Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIAE) and encoding and generation of the Land bank of the Philippines'	None	2 working hours	Administrative Assistant III, FPMS - AD

²⁸ Subject to the schedule/availability of the concerned Undersecretary, who may be attending equally important meetings, among others

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(LBP) Financial Data Entry System (FinDES)			
	5.k. Review, warrant and certify correct the LDDAP-ADA, SLIAE and FinDES. ²⁷	None	3 working hours, 10 minutes	Chief Accountant/ Officer-in-Charge, FPMS - AD (or the next highest Accountant present)
	5.l. Endorse to Office of the Corporate Affairs Group (CAG) Undersecretary	None	10 minutes	Administrative Assistant III / Accounting Staff
	5.m. Office of the CAG Undersecretary receives the documents; Undersecretary of CAG approves and signs the LDDAP-ADA, SLIAE and FinDES.	None	4 working hours	Undersecretary, CAG
	5.n. Office of the CAG Undersecretary transmits the documents to the Cashier	None	10 minutes	Administrative Assistant III, CAG
	5.o. Check completeness and correctness of details on the DV - signatures, cash/NCA Funding and mode of payment	None	2 minutes	Administrative Officer I, AMD-Cashier
	5.p. Stamp 'received' on the DV and record to the Cashier's Record Book	None	10 minutes	Administrative Assistant II/ Administrative Support, AMD-Cashier
	5.q. Prepare check stub and check	None	15 minutes	Administrative Officer I, AMD-Cashier

²⁷ FinDES is only applicable for Land Bank of the Philippines (LBP) accounts.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For LDDAP-ADA, Assign check number per allotment class and ADA number per DV.			
	5.r. Prepare, print, review and proceed the Advice of Check Issued and Cancelled (ACIC) through Electronic Modified Disbursement System (eMDS) (Proceed to Step 5.s.)	None	25 minutes	Administrative Officer IV, AMD-Cashier
	For LDDAP-ADA, prepare, print and review ACIC. (Proceed to 5.u.)			
	5.s. Initial ACIC processed through eMDS	None	2 minutes	Administrative Officer V, AMD-Cashier
	5.t. Authorized Signatories signs and countersigns physical check and approve through eMDS (Proceed to 5.x)	None	4 working hours	Authorized Signatories
	5.u. Certify correct the ACIC for LDDAP-ADA and sign LDDAP-ADA form Box II, No. 1	None	2 minutes	Administrative Officer V, AMD-Cashier
	5.v. Endorse ACIC for LDDAP-ADA and LDDAP-ADA form to Office of the CAG Undersecretary	None	5 minutes	Administrative Assistant II or Administrative Support, AMD-Cashier
	5.w. CAG Undersecretary approves ACIC for LDDAP-ADA and countersigns LDDAP-ADA form Box II, No. 2	None	4 working hours	Undersecretary, CAG

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5.x. Check completeness of the signatures on check, ACIC and LDDAP-ADA</p> <p>For checks, if processed through eMDS, check if approved by authorized signatory, and scan approved checks and check stubs. (Proceed Step 5.z.)</p>	None	10 minutes	Administrative Officer I or Administrative Support, AMD-Cashier
	5.y. For LDDAP-ADA, deliver/submit the ACIC, ADA and other related documents (hard copies and in USB) to Landbank for processing	None	1 working hour	Administrative Officer IV, AMD-Cashier
	5.z. Government servicing bank to process submitted documents	None	<p>Payment through LDDAP-ADA: Maximum of 2 banking days</p> <p>Check payments: Maximum of 1 banking day (provided that eMDS was approved before 8:00pm cut-off. If not, to be processed the next banking day)</p>	Government servicing bank
6. Receive payment	6.a. For payment through LDDAP-ADA, credit payment to client's account	None	<p>Payment to be credited after processing of government servicing bank</p> <p>Next day immediately after processing</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.b. For check payment, inform client that check is available for pick-up		of government servicing bank or 1 working day after	
		NONE	<i>Payment through check/ eMDS:</i> 5 working days, 7 hours and 46 minutes²⁹ <i>Payment through LDDAP-ADA:</i> 4 working days, 5 hours, and 26 minutes³⁰ <i>Payment of consultancy services:</i> Additional 6 working days to total processing time (Refer to step 5.b)	

²⁹ Processing time under Step 5.z. not included, in consideration with the respective policies, rules and regulations on processing and crediting of the concerned government servicing bank

³⁰ Processing time under Step 5.z. not included, in consideration with the respective policies, rules and regulations on processing and crediting of the concerned government servicing bank

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Applicants may send their feedback or file a complaint through letter or electronic mail (e-mail) addressed to the Director of the FPMS:</p> <p>OIC-Assistant Secretary and Concurrent Director Ma. Monica P. Pagunsan Address: 2nd Floor, FPMS, #12 St. Josemaria Escriva Drive, Ortigas Center, Pasig City Direct line: (+632) 8631 3717 Fax No.: (+632) 8633 6014 Email: mppagunsan@neda.gov.ph</p>
How feedbacks and complaints are processed	<p>The Director acknowledges the feedback/complain through a response letter or reply e-mail. Feedback/complaint are directed to the concerned Division, Unit and/or personnel. The concerned Division, Unit and/or personnel will assess, evaluate and/or investigate accordingly and will take the necessary action. The Staff shall advice the client on the action taken on their feedback/complaint within 7 working days from the receipt thereof.</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093</p>

ATTACHMENT 1 CHECKLIST OF REQUIREMENTS FOR PROCESSING OF PAYMENTS (SERVICE NO. 33)

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Salary a) First Salary	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> • Computation of First Salary • Approved DTR • Certified true copy of duly approved Appointment • Certified true copy of Oath of Office • Statement of Assets, Liabilities and Net Worth (SALN) • Additional requirements for transfer employees 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • BIR Form No. 1902 or 1905, whichever is applicable • Authority from the claimant and identification documents, if claimed by person other than the payee • Additional Requirements for Transferees from One Government Office to Another • Clearance from money, property and legal accountabilities from the previous office • Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat • BIR Form No. 2316 (Certificate of Compensation Payment/Tax Withheld) • Certificate of Available Leave Credits • Service Record 		Administrative Staff
b) Special Payrolls	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) • Application for Leave (if applicable) 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	Requirement for Payment	Processing time for Payment: 12 hours, 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register 		Administrative Staff
c) Salary Differentials due to Promotion and/or Step Increment	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours, 35 minutes	
	<p>Due to Promotion</p> <ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register Certified true copy of approved Appointment Certificate of Assumption Approved DTR, or Certification that the employee has not incurred leave without pay <p>Due to Step Increment</p> <ul style="list-style-type: none"> Service Record Notice of Salary Adjustment (NOSA) Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay 		Administrative Staff
d) Last Salary	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Certified Correct Computation of Last Salary Notice of Separation Service Record Clearance from money, property and legal accountabilities 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> SALN 		
	Requirement for Payment	Processing time for Payment: 12 working hours, 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Approved DTR 		Administrative Staff
e) Salary due to heirs of deceased employee	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> Same requirements as those for last salary 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 19 working hours and 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Death Certificate authenticated by Philippine Statistics Authority (PSA) Marriage Contract authenticated by PSA, if applicable Birth Certificates of surviving legal heirs authenticated by PSA Designation of next-of-kin Waiver of right of children 18 years old and above 		Administrative Staff
f) Maternity Leave	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 20 minutes	
	<ul style="list-style-type: none"> Certified true copy of approved application for leave Certified true copy of Maternity leave clearance Medical certificate for maternity leave Additional Requirements for Unused Maternity Leave (upon assumption before the expiration of the 105-day maternity leave, as amended) Medical certificate that the employee is physically fit 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	to work <ul style="list-style-type: none"> • Certificate of assumption • Approved DTR 		
g) General Claims through Automated Teller Machine the (ATM) (All employees)	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> • Salary Payroll • Payroll Register 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above 		
II. Allowances, Honoraria, and Other Forms of Compensation a) Representation and Transportation Allowance (RATA)	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	For Individual Claims: <ul style="list-style-type: none"> • Copy of Office Order/Appointment • Certificate of Assumption • Certification that the official/employee did not use government vehicle and is not assigned any government vehicle • Certificate or evidence of service rendered or approved DTR For General Claims: <ul style="list-style-type: none"> • RATA Payroll • Payroll Register 		Administrative Staff
b) Clothing/ Uniform Allowance	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Approved DTR (if applicable) Application for Leave (if applicable) 		
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	For Individual Claims: <ul style="list-style-type: none"> Certified true copy of approved appointment of new employees Certificate of Assumption of new employees Certificate of non-payment from previous agency, for transferees For General Claims: <ul style="list-style-type: none"> Clothing/Uniform Allowance Payroll Payroll Register 		Administrative Staff
c) Loyalty Cash Award/ Incentive	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 35 minutes	
	For Individual Claims: <ul style="list-style-type: none"> Service Record Certificate of non-payment from previous office (for transferee) Certification from the HRMD that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be For General Claims: <ul style="list-style-type: none"> Loyalty Cash Award/Incentive Payroll Payroll Register 		Administrative Staff
d) Overtime Pay	Requirement for Obligation	Processing time for Obligation: 7 working hours	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 50 minutes	
	<ul style="list-style-type: none"> Authority to render overtime services stating the necessity and urgency of the work to be done and the duration of overtime work Overtime work program Quantified Overtime accomplishment duly signed by the employee and supervisor Certificate of service or duly approved DTR 		Administrative Staff
e) Mid-Year Bonus (MYB)	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> MYB Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register Other requirements as may be required under DBM issuances for the guidelines for the Grant of MYB 		
f) Year-End Bonus (YEB) and Cash Gift (CG)	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> YEB Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<p>For General Claims:</p> <ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register <p>For Individual Claims:</p> <ul style="list-style-type: none"> Clearance from money, property and legal 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	accountabilities <ul style="list-style-type: none"> • Certification from Head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2016-4 dated April 28, 2016 		
g) Productivity Enhancement Incentive (PEI)	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> • Approved Payroll • Accomplishment Reports (if applicable) • Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	For General Claims: <ul style="list-style-type: none"> • All requirements for Obligation indicated above • Payroll Register • Certification that the employee is still in the service as of November 30 of the current year and that the employee has rendered at least a total or an aggregate of four (4) months of at least satisfactory service as of November 30 of the current year, including leaves of absence with pay • Other requirements as may be required under Budget Circular No. 2017-4 dated December 4, 2017 and other relevant DBM issuances for the guidelines for the Grant of PEI For Individual Claims: <ul style="list-style-type: none"> • Certification that the employee is still in the service as of November 30 of the current year and that the employee has rendered at least a total or an aggregate of four (4) months of at least satisfactory service as of November 30 of the current year, including leaves of absence with pay • Other requirements as may be required under Budget Circular No. 2017-4 dated December 4, 2017 and other relevant DBM issuances for the guidelines for the Grant of PEI 		Administrative Staff
h) Performance-Based Bonus (PBB)	Requirement for Obligation	Processing time for Obligation: 7 working hours	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	For General Claims: <ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register Other requirements as may be required under Memorandum Circular No. 2018-1 dated May 28, 2018 and other relevant DBM issuances for the guidelines for the Grant of PBB For Individual Claims: <ul style="list-style-type: none"> Other requirements as may be required under Memorandum Circular No. 2018-1 dated May 28, 2018 and other relevant DBM issuances for the guidelines for the Grant of PBB 		Administrative Staff
i) Collective Negotiation Agreement (C.N.A.) Incentive	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> Approved Payroll Accomplishment Reports (if applicable) Approved DTR (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Payroll Register Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive Comparative statement of DBM approved level of operating expenses and actual operating expenses Copy of CAN Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
j) Honoraria	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> • Special Order • Payroll • Accomplishment Report 		
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<p>Government Personnel Involved in Government Procurement</p> <ul style="list-style-type: none"> • Office Order creating and designating the BAC, and authorizing the members duly composing it to collect honoraria • Minutes of BAC Meeting • Notice of award to the winning bidder of procurement activity the payment for which is being claimed • Certification that the procurement involves competitive bidding • Attendance Sheet listing names of attendees to the BAC meeting <p>Governing Boards of Collegial Bodies</p> <ul style="list-style-type: none"> • Appointment / designation as member of the Board • Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body, who receives salaries, regular allowances and other benefits • Minutes of meeting and Attendance Sheet as certified by the Board Secretary <p>Special Projects</p> <ul style="list-style-type: none"> • Performance evaluation plan formulated by project management used as basis for rating the performance of members • Office Order designating members of the special project • Terms of Reference • Certificate of completion of project deliverables • Special Project Plan • Authority to collect honoraria • Certificate of acceptance by the agency head of the deliverables per project component 		Administrative Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
k) Monetization of Leave Credits	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> List of Personnel Availing Monetization of Leave Credits Approved Payroll Accomplishment Report (if applicable) Approved DTR (if applicable) Application for Leave (if applicable) 	Administrative Staff	
	Requirement for Payment	Processing time for Payment: 12 working hours and 40 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Approved leave application (ten days) with leave credit balance certified by the Human Resource Management Division (HRMD) Request for leave covering more than ten days duly approved by the Head of Agency <p>Additional Requirements for Monetization of 50 Percent or More:</p> <ul style="list-style-type: none"> Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. 	Administrative Staff	
l) Terminal Leave Benefits (TLB)	Requirement for Obligation	Processing time for Obligation: 7 working hours	
	<ul style="list-style-type: none"> Application for Leave Computation of terminal leave benefits duly signed/certified by the accountant Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment Statement of Assets, Liabilities and Net Worth (SALN) as of effectivity of separation Complete Service Record Additional requirements for exceptional cases (i.e. deceased) 	Administrative Staff	
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> All requirement for Obligation indicated above Certified photocopy of employees' latest leave card as duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Division (HRMD) Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency <p>Additional Requirements in Case of Death of Claimant:</p> <ul style="list-style-type: none"> Death certificate authenticated by PSA Marriage contract authenticated by PSA Birth certificates of all surviving legal heirs authenticated by PSA Designation of next-of-kin Waiver of rights of children 18 years old and above 		Administrative Staff
III. Traveling Expenses a) Toll/Parking Fee	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Duly Approved Driver's Trip Ticket (DTT) Toll/Parking Receipts 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above 	Requesting Unit	
b) Local Travel	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<p>Cash Advance</p> <ul style="list-style-type: none"> Special Order/Travel Order/Local Travel Order approved in accordance with EO No. 77 Certification from the accountant that previous cash advance has been liquidated 	Requesting Unit	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	Reimbursement <ul style="list-style-type: none"> • Pre and Post Local Travel Order (Approved Special Order or Local Travel Order by the Head of the Agency) • Official Receipts • Boarding Pass • E-ticket • Certificate of Travel Completed • Certificate of Appearance 		
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	Cash Advance <ul style="list-style-type: none"> • Office Order/Travel Order approved in accordance with Section EO No. 77 • Duly approved itinerary of travel • Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books • Special Order (if actual expenses) Daily Travel Expenses (DTE) Reimbursement <ul style="list-style-type: none"> • Office Order / Travel Order approved by the NEDA Secretary • Duly approved Itinerary of Travel • Revised Itinerary of Travel, if previously approved itinerary • Certificate of Travel Completed • Certificate of Appearance / Participation • Travel Report • Reimbursement Certification With Airfare Reimbursement <ul style="list-style-type: none"> • Plane Ticket/e-Ticket/airline itinerary • Boarding Pass • If purchased through Travel Agency, quotations from at least three Travel agencies • Official Receipts Other Transportation Expenses/incidental <ul style="list-style-type: none"> • Other Transportation Expenses/incidental • Terminal fee Receipts • Bus Ticket/grab Official Receipts/ taxi Official • Certification of Expenses Not Requiring Receipts 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c) Foreign Travel	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes
	Cash Advance <ul style="list-style-type: none"> Foreign Travel Order approved by the Office of the President (if travelling are heads of the Agencies, Members of Cabinets and Officials of equivalent rank Approved by the Head of the Agency in the case of other government officials and employees regardless of the length of travel Duly signed DSA computation based on the UNDP rates Document to show the dollar-to-peso exchange rate at the date of grant of cash advance Letter of invitation of host/sponsoring country/agency/organization Where applicable, authority from the Office of the President to claim representation expenses In case of seminars/trainings <ul style="list-style-type: none"> -Invitation addressed to the agency inviting participants (issued by the foreign country) -Acceptance of the nominees as participants (issued by the foreign country) -Certification from the Accountant that previous cash advance has been liquidated Reimbursement <ul style="list-style-type: none"> Copy of FTO duly approved by the Head of the Agency or other duly authorized official Duly signed DSA computation based on the UNDP rates Document to show the dollar-to-peso exchange rate at the date of grant of Foreign Travel Order Letter of invitation of host/sponsoring country/agency/organization For representation expenses; Official Receipts and copy of Approval from the Office of the President Certificate of Travel Completed Certification of Expenses duly signed by concern official/employee 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Cash Advance</p> <ul style="list-style-type: none"> • Office Order/Travel Order approved in accordance with Sections 1 and 2 of EO No. 459 dated September 1, 2005 • As approved by the Office of the President for Head of Agencies, Members of the Cabinet and Officials of equivalent rank ; and • As approved by the Head of Agencies in the case of the other government officials and employees regardless of the length of travel • Duly approved itinerary of travel • Letter of invitation of host/sponsoring country/ agency/ organization • For plane fare purchased through Agency, quotations of three travel agencies or its equivalent • Flight itinerary issued by the airline/ticketing office/ travel agency • Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed • Document to show the dollar to peso exchange rate at the date of grant of cash advance • Where applicable, authority from the OP to claim representation expenses • In case of seminars/trainings <ol style="list-style-type: none"> a. Invitation addressed to the agency inviting participants (issued by the foreign country) b. Acceptance of the nominees as participants (issued by the foreign country) c. Programme Agenda and Logistics Information • Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books <p>Reimbursement</p> <ul style="list-style-type: none"> • Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee • Certificate of appearance/attendance for training/seminar/participation • Bills/receipts for non-commutable representation expenses approved by the President under E.O. No. 77 • For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 77) <ol style="list-style-type: none"> a. Approval by the President 	Requesting Staff

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	b. Certification from the Head of the Agency that it is absolutely necessary c. Hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) <ul style="list-style-type: none"> • Revised Itinerary of Travel, if applicable • Narrative report on trip undertaken/Report on Participation • Official Receipt in case of refund of excess cash advance • Certificate of Travel Completed 		
IV. Training	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> • Approved Special Order • Invitation from the Training Institution • Certificate of Attendance or Participation • Billing if for reimbursement • Certificate of Reimbursement (if applicable) 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above 	Requesting Unit	
V. Gasoline/Fuel	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> • Billing Statement • Certificate of Satisfactory Service • Job Order or Contract (for first payment only, if applicable) 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 15 working hours	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Purchase request for Fuel • Purchase Order for Fuel • Driver's Trip Ticket 	Requesting Unit	
VI. Utilities/Courier	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Certificate of Satisfactory Service Purchase or Job Order or Contract (for first payment only, if applicable) 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Statement of Account Summary, if applicable 		Requesting Unit
VII. Telephone/ Communication Services	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Statement of Account/Billing Certification from Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator-Assisted Calls and International Operator-Assisted Calls are official calls Refer to Office Circular No. 06-2019 dated June 3, 2019 on Mobile Phone Guidelines Purchase Request (if applicable) Summary of mailed documents (if applicable) 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 13 working hours and 10 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls Certification of satisfactory of service rendered 		Requesting Unit
VIII. Membership Dues	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Billing Statement Certificate of "No payment has been made" for the periods being claimed 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Endorsement certification 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
IX. Lease of Venue a) Gov't to Private Entity	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Billing Statement Attendance Sheet/s duly signed by the participants Special Order Job Order 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Purchase Request and Availability of Allotment Annual Procurement Plan/Supplemental Certificate of Satisfactory Service Rendered Technical Specifications/Terms of Reference/Billing/Receipts Room pairing in case with accommodation BAC shall send the RFQ to at least three (3) venues within the vicinity of the selected location. Receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof Justification on engagement of a private entity PhilGEPS Certificate/PhilGEPS Reg. Number Mayor's/Business Permit Income/Business Tax Return Sworn affidavit of the bidder that he is not related to the Head of Procuring Entity (HOPE) by consanguinity or affinity up to the third civil degree 	Requesting Unit	
b) Gov't to Gov't	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Billing Attendance Sheet/s duly signed by the participants Special Order Job Order 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Purchase Request and Availability of Allotment Annual Procurement Plan/Supplemental Job Order Certificate of Satisfactory Service Rendered 	Requesting Unit	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Technical Specifications/Terms of Reference/Billing/Receipts Room pairing in case with accommodation 		
X. Alternative Mode of Procurement a) Limited Source Bidding	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Notice of Award Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<p>Documents to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract) Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case of Shopping under Section 52.1(b), and Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised IRR of RA No. 9184 Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nation (UN) agencies BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Approved Procurement Plan • Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities • Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered • Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the authorized end-user to whom the item was delivered or the property officer if item is for stock • Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC • Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs • Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree <p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof • Bid security (required under Section 54.4 IRR-A, RA No. 9184) 	
b) Direct Contracting	Requirement for Obligation	Processing time for Obligation: 3 working hours

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> • Notice of Award • Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> • Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale • Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers • Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards • Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof 		
c) Repeat Order	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> • Notice of Award • Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	<p>Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009:</p> <ul style="list-style-type: none"> • Copy of the original contract used as basis for repeat order indicating that the original contract was 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	awarded through public bidding <ul style="list-style-type: none"> • Certification from the Purchasing Department/Office that the supplier has complied with all the requirements under the original contract 		
d) Shopping	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> • Notice of Award • Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009: <ul style="list-style-type: none"> • Price quotations from at least three bonafide and reputable manufacturers/suppliers/distributors • Abstract of canvass 		Requesting Unit
e) Negotiated Procurement	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> • Notice of Award • Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 30 minutes	
	Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No.2009-001 dated February 12, 2009: In cases of two failed biddings, emergency cases, take-over of contract and small value procurement <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) Additional requirements for each case: <ul style="list-style-type: none"> • In case of two failed biddings <ol style="list-style-type: none"> 1. Agency's offer for negotiations with selected 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	suppliers' contractors or consultants 2. Certification of BAC on the failure of competitive bidding for the second time 3. Evidence of invitation of observers in all stages of the negotiation 4. Eligibility documents in case of infrastructure projects • In emergency cases 1. Justification as to the necessity of purchase c. In case of take-over of contracts 1. Copy of terminated contract 2. Reasons for the termination 3. Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors - Approval by the Head of the Procuring Agency to contracts for projects under exceptional cases • In case of small value procurement 1. Letter/invitation to submit proposals • For adjacent or contiguous projects - Original contract and any document indicating that the same resulted from competitive bidding - Scope of work which should be related or similar to the scope of work of the original contract - Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay		
XI. BIR Annual Registration Fee	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	• BIR Payment Form No. 0605	Accounting	
	Requirement for Payment	Processing time for Payment: 12 working hours and 15 minutes	
	• All requirements for Obligation indicated above • Certificate of BIR Registration	Accounting	
XII. Salary of Job Order	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	• Approved Payroll	Administrative Staff	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Certified true copy of the pertinent contract/appointment/job order (for first payment only) Accomplishment Report Approved DTR 		
	Requirement for Payment	Processing time for Payment: 12 working hours and 45 minutes	
	<ul style="list-style-type: none"> All requirement for Obligation indicated above Contract (first payment) 		Administrative Staff
XIII. Insurance	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Billing Statement LTO registration (if applicable) 		Administrative Staff
	Requirement for Payment	Processing time for Payment: 12 working hours and 22.5 minutes	
	<ul style="list-style-type: none"> Insurance Policy Summary (if applicable) 		Administrative Staff
XIV. Public Bidding	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Notice of Award Contract 		Requesting Unit
	Requirement for Payment		
	<ul style="list-style-type: none"> Authenticated photocopy of the approved APP and any amendment thereto Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from the execution of the contract: <ol style="list-style-type: none"> Invitation to Apply for Eligibility to Bid Letter of Intent Results of Eligibility Check/Screening Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications infrastructure projects, 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods, and rental and repair contracts, and Terms of Reference (TOR) for consultancy services</p> <ul style="list-style-type: none"> e. Minutes of Pre-Bid Conference, [Approved Budget for Contract (ABC) P1.0 million and above] f. Agenda and/or Supplemental Bulletins, if any g. Bidders Technical and Financial Proposals h. Minutes of Bid Opening i. Abstract of Bids j. Post-Qualification Report of Technical Working Group k. BAC Resolution declaring winning bidder l. Notice of Post Qualification m. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract n. Notice of Award o. Performance Security p. Program of Work and Detailed Estimates q. Notice to Proceed, indicating the date of receipt by the contractor r. Detailed Breakdown of the ABC s. Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time t. Detailed Breakdown of the Contract Cost: <ul style="list-style-type: none"> - including the detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lump sum/lot for infrastructure projects - indicating the following, among others, for consultancy services: <ol style="list-style-type: none"> 1. Schedule of basic rates certified by the consultant with a sworn statement 2. Derivation of the billing factor/multiplier certified by the consultant with a sworn statement 3. Detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs <ul style="list-style-type: none"> - indicating costs and dates of acquisition of the equipment, quantities and cost of materials, spare parts, and supplies furnished by the contractor for janitorial/security/maintenance services - indicating the monthly lease payment and period of lease for lease contracts <ul style="list-style-type: none"> • Copy of Advertisement of Invitation to Bid/Request 	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>for expression of interest</p> <ul style="list-style-type: none"> a. Newspaper clippings of advertisement (ABC P15.0 million and above for infrastructure, P10.0 million and above for goods, and P5.0 million- or four-months duration and above for consulting services) b. Printout copy of advertisement posted in PhilGEPS c. Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places d. Printout copies of advertisement posted in agency website, if any <ul style="list-style-type: none"> • Documentary requirements under Sections 23.1 and 25.2.b for infrastructure projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the 2016 Revised IRR of RA No. 9184 • Minutes of Pre-procurement Conference for projects costing above P5.0 million for infrastructure, P2.0 million and above for goods, and P1.0 million and above for consulting services • Bid Evaluation Report • Ranking of short-listed bidders for consulting services • Post Qualification Evaluation Report • Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS • Evidence of Invitation of at least two (2) observers in all stages of the procurement process pursuant to Section 13.1 of the 2016 Revised IRR of RA No. 9184 • Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities 	
a) Goods	Requirement for Obligation	Processing time for Obligation: 3 working hours
	<ul style="list-style-type: none"> • Notice of Award • Contract 	Requesting Unit
	Requirement for Payment	Processing time for Payment: 15 working hours
	<ul style="list-style-type: none"> • Additional documents required under Annexes F and S of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted within five days upon execution of the contract: <ul style="list-style-type: none"> a. Certificate of Exclusive Distributorship, if 	Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>applicable</p> <p>b. Samples and brochures/photographs, if applicable</p> <p>c. For imported items:</p> <ul style="list-style-type: none"> - Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details - Home Consumption Value of the items - Breakdown of the expenses incurred in the Importation <ul style="list-style-type: none"> • Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items delivered • Results of Test Analysis, if applicable • Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government [Administrative Order (AO) No. 200 dated November 21, 1990] • Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative • For equipment, Property Acknowledgment Receipt • Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies • Request for purchase of supplies, materials and equipment duly approved by proper authorities • In case of motor vehicles, (AO No. 233 dated August 1, 2008) authority to purchase from: <ul style="list-style-type: none"> a. Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided (Sections 7 and 9) • For procurement of drugs and medicines: <ul style="list-style-type: none"> a. Certificate of product registration from Food and Drug Administration (FDA) b. Certificate of good manufacturing practice from FDA c. Batch Release Certificate from FDA d. If the supplier is not the manufacturer, certification from the manufacturer that the supplier 	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	is an authorized distributor/dealer of the products/items <ul style="list-style-type: none"> Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof 		
b) General Support Services (janitorial, security, maintenance)	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Billing Statement Certificate of Satisfactory Service from the End-user Contract of Agreement/TOR (for first payment) In case of salary increase: <ul style="list-style-type: none"> Wage Order Approval from the Head of the Agency or other duly authorized officials to facilitate processing of payment 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 15 working hours	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Additional documents under Annexes H to K and P of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract: <ol style="list-style-type: none"> For janitorial/security/maintenance services Appropriate approved documents indicating the following: <ol style="list-style-type: none"> The number of personnel involved and their corresponding rates/salary Schedule of work and places of assignment or station/visits indicating, among others, the number of hours per visit The type and number of equipment to be served (in case of visitorial maintenance service) The scaled floor plans of the building and other area/s covered by the service contract (for janitorial services) The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with the applicable Rules Implementing RA No. 6727 Approved documents indicating the minimum requirements of the agency on the number 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>of security personnel to be involved in the project (for security service contract)</p> <p>7. The population of the agency where the services are rendered (for security service) controls</p> <p>8. Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance service contracts)</p> <p>b. For Garbage Collection and Disposal</p> <p>1. Complete description/specifications (brand name, model, make/country of origin, hp, piston displacement, capacity) and number of units of dump trucks to be used</p> <p>2. Complete descriptions/specifications (age, condition, brand, etc.) and number of units of all other equipment to be rented/used</p> <p>3. Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition</p> <p>4. The designated dumpsite/location of dumpsite (if provided in a separate document)</p> <p>5. The measurement in kilometers of the total distance covered by one complete route for all the required routes to be travelled</p> <p>6. Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates</p> <p>7. In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract</p> <p>c. For forwarding/shipping/hauling contract</p> <p>The type/kind and technical description of the mode of transportation used</p> <p>The point of origin and destination including the estimated distance/s if transported by land</p> <p>The estimated weight and volume of cargoes involved</p> <ul style="list-style-type: none"> • Accomplishment Report • Request for payment • Contractor's Bill • Certificate of Acceptance • Record of Attendance/Service • Proof of remittance to concerned government agency 	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	and/or GOCCs [BIR/Social Security System (SSS)/Pag-IBIG] <ul style="list-style-type: none"> Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof 		
c) Rental Contracts	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Billing/Statement of Account Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 15 working hours	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract <ol style="list-style-type: none"> For privately-owned office/building <ul style="list-style-type: none"> Complete copy of the building floor plans indicating in shaded colors the rentable space Copy of the Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building Complete description of the building as to type kind and class including its component parts and equipment facilities such as, but not limited to, parking areas, elevators, air-conditioning systems, firefighting equipment, etc. Copy of the Master of Deed Declaration and Restrictions in case of lease/rental of office condominiums For equipment rental/lease/purchase contract <ul style="list-style-type: none"> Agency evaluation of equipment utilization Pertinent data of area of operation List of prevailing comparable property within vicinity Vicinity map Request for payment Bill/Invoices Certificate of occupancy (space/building) Such other documents peculiar to the contract and/or to the mode of procurement and considered 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	necessary in the auditorial review and in the technical evaluation thereof		
d) Advertising Expenses	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Billing/Statement of Account Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 15 working hours	
	Additional Documentary Requirements <ul style="list-style-type: none"> All requirements for Obligation indicated above Copy of newspaper clippings evidencing publication and/or 		Requesting Unit
e) Repair and Maintenance of Aircraft, Equipment and Motor	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Notice of Award Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 15 working hours	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Additional documents under Annexes Q and R of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract: <ol style="list-style-type: none"> Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done Report of waste materials Copy of document indicating the history of repair Post-inspection reports Warranty Certificate Request for payment Bill/Invoices Certificate of Acceptance Pre-repair inspection reports Such other documents peculiar to the contract and/or to the mode of procurement and considered 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	necessary in the auditorial review and in the technical evaluation		
f) Consultancy Services i) First Payment	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> • Notice of Award • Contract 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 8 working days	
	<ul style="list-style-type: none"> • Certified true copy of Approved APP • Original PRAA • Approved Contracts supported by the documents required under COA Circular 2019-001 and COA memo #2005-027 • Request for Expression of Interest • Letter of Intent • Results of Eligibility Check/ Screening • Bidding documents enumerated under Sec.17.1 of revised IRR of RA # 9184 • Minutes of previous conference • Bid bulletins • Financial Proposal • Minutes of Bid Opening • Abstract of Bids • Post Qualification Report of PWG • BAC Resolution declaring winning bidder • Notice of Award • Performance Security • Notice to Proceed • Detailed Breakdown of ABC • Copy of advertisement of Invitation to Bid <ul style="list-style-type: none"> a. Print out of advertisement in PhilGEPS b. Print out of advertisement posted in agency website • Eligibility Requirements <ul style="list-style-type: none"> a. Legal documents <ul style="list-style-type: none"> 1. SEC Registration 2. Mayor's Permit 3. PhilGEPS Certificate b. Technical documents <ul style="list-style-type: none"> 1. Statement of the prospective bidder of all its ongoing and completed government and private contracts 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>2. Statement of the consultants specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory</p> <p>c. Financial documents</p> <p>- Consultant's audited financial statements</p> <ul style="list-style-type: none"> • Technical proposal documents <ul style="list-style-type: none"> a. Bid Security b. Organizational Chart for the contract to bid c. List of completed and ongoing projects d. Approach, work plan, and schedule e. List of Key Personnel to be assigned to contract to be bid, with their complete qualifications and experience data f. Omnibus Sworn Statement • Post-Qualification Documents <ul style="list-style-type: none"> a. Financial Statements b. Income Tax Return c. Business Tax • Minutes of Pre-procurement Conference • Bid Evaluation Report • Print out copy of posting of NOA, NTP, and contract in the PhilGEPS • Evidence of Invitation of 3 observers in all stages of procurement • BAC Resolution approving final evaluation report • BAC Resolution approving short listed consultants • BAC Resolution creating the TWG • BAC Resolution approving the detailed shortlisting and technical evaluation criteria • BAC Resolution approving TOR and weights • Board Resolution • Secretary's Certificate • Special Power of Attorney • Terms of Reference (TOR) • Joint Venture Agreement (if any) 	
ii) Reimbursable	Requirement for Obligation	
	Not Applicable	
	Requirement for Payment	Processing time for Payment: 5 working days
	<ul style="list-style-type: none"> • Progress Report 	Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Meeting with meals <ul style="list-style-type: none"> - Official Receipt - Attendance Ferry/bus/taxi fare <ul style="list-style-type: none"> - Official Receipt Car rental <ul style="list-style-type: none"> - Official Receipt - Contract Lease of venue and accommodation <ul style="list-style-type: none"> - Official Receipt - Statement of Account - Banquet/Contract/TOR - Attendance - Room List/Room Pairing (if any) Communication cost <ul style="list-style-type: none"> - Official Receipt Reproduction cost <ul style="list-style-type: none"> - Official Receipt Per diem <ul style="list-style-type: none"> - RER/Acknowledgement Receipt (should be notarized (under oath) Office/space rental <ul style="list-style-type: none"> - Contract Agreement - Receipt Furniture/equipment rental <ul style="list-style-type: none"> - Contract Agreement - Receipt 	
iii) Remuneration	Requirement for Obligation	
	Not Applicable	
	Requirement for Payment	Processing time for Payment: 19 working hours and 30 minutes
	<ul style="list-style-type: none"> Request of payment from Consultant Approved/Acceptable Reports or Output specified in the contract Billing Endorsement and Acceptance from end-users 	Requesting Unit
iv) Final Payment	Requirement for Obligation	
	Not Applicable	
	Requirement for Payment	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	<ul style="list-style-type: none"> Request of Payment from Consultant Approved Final Report Billing Certificate of Completion/Satisfactory 		Requesting Unit
v) Retention	Requirement for Obligation		
	Not Applicable		
	Requirement for Payment	Processing time for Payment: 19 working hours and 30 minutes	
	<ul style="list-style-type: none"> Request of payment from Consultant Certificate of Completion/Satisfactory Service 		
vi) Performance Security	Requirement for Obligation		
	Not Applicable		
	Requirement for Payment	Processing time for Payment: 16 working hours and 30 minutes	
	<ul style="list-style-type: none"> Request of payment from Consultant Certificate of Completion/Satisfactory Service 		Requesting Unit
XV. Purchase of Good/Services a) Below Php 1,000	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Billing Statement/Sales Invoice/Charge Invoice Purchase Request and Availability of Allotment 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Inspection and Acceptance Report (IAR), if applicable Billing Statement/Sales Invoice/Charge Invoice Requisition and Issue Slip (RIS), if applicable Inventory Custodian Slip (ICS), if applicable Signed Distribution list, if applicable Certification of Satisfactory of service rendered, if applicable Such other supporting documents that may be required and/or required under the NEDA policy depending on the nature of expenses 		Requesting Unit

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
b) Php 1,000 to Php 4,999.99	Requirement for Obligation	Processing time for Obligation: 3 working hours	
	<ul style="list-style-type: none"> Billing Statement/Sales Invoice/Charge Invoice Purchase Request and Availability of Allotment Purchase Order/ Job Order/ Contract 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 12 working hours and 15 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Abstract of Canvass (telephone canvass from at least 3 suppliers) Purchase order/Job order Inspection and Acceptance Report (IAR), if applicable Billing Statement/Sales Invoice/Charge Invoice Requisition and Issue Slip (RIS), if applicable Inventory Custodian Slip (ICS), if applicable Certification of Satisfactory of service rendered, if applicable Signed Distribution list, if applicable Such other supporting documents that may be required and/or required under the NEDA policy depending on the nature of expenses 	Requesting Unit	
Cash Advance a) Petty Cash Fund (PCF)	Requirement for Obligation	Processing time for Obligation: 2 working hours and 30 minutes	
	<ul style="list-style-type: none"> Approved Special Order Approved estimates of petty expenses for one month Certification from the accountant that previous cash advance has been liquidated and accounted for in the books 	Requesting Unit	
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<ul style="list-style-type: none"> All requirements for Obligation indicated above Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 or more Approved estimates of petty expenses for one month 	Requesting Unit	
Cash Advance	Requirement for Obligation	Processing time for Obligation:	

TYPE OF TRANSACTION	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
b) Special Activity		2 working hours and 30 minutes	
	<ul style="list-style-type: none"> • Approved Special Order • Approved estimates of petty expenses for one month • Certification from the accountant that previous cash advance has been liquidated 		Requesting Unit
	Requirement for Payment	Processing time for Payment: 12 working hours and 25 minutes	
	<ul style="list-style-type: none"> • All requirements for Obligation indicated above • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 or more • Approved estimates of petty expenses for one month 		Requesting Unit

34. Service Name **RELEASING OF CHECKS**

Service Information Payment of government obligations through checks to internal and external claimant or their authorized representative/s.

Office or Division	Administrative Staff (AS) – Asset Management Division (AMD) – Cash Section
Classification	Simple
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G), and Government to Business (G2B)
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Company ID and Government issued ID	Principal Client
2. Valid Company ID and/or Government-issued ID and proof of ownership	Owner of Business
3. Duly notarized Special Power of Attorney (SPA) or Original Copy of Authorization Letter	Authorized representative
4. Valid Company ID and Government issued ID	
5. Photocopy of Valid Company ID and/or Government-issued ID of the person being represented	
6. Original copy of Official Receipt (OR) or Collection Receipt (CR)	Claimant
7. Withholding tax certificate for tax withheld	Accounting Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Company ID and or Government issued ID or SPA with valid identifications	1.a. Verify authenticity of identification and/or authorizations presented. If found in order require filling up of the Request for Release of Check	None	2 minutes	Administrative Officer I Administrative Assistant Administrative Support, AMD
2. Present payment whether cash or check	2.a. Check the correctness and completeness of the information provided in the Request for Release of Checks.	None	5 minutes	Administrative Officer I/ Administrative Assistant/ Administrative Support, AMD
3. Proceed to AD, present the Tax Request form from Cash Section for the issuance of Withholding Tax Certificates (WTC)	3.a. Provide claimant with the Tax Request Form with the details of Disbursement Voucher. 3.b. Request the claimant to proceed to the Accounting Division to secure the corresponding WTC.	None	7 minutes	Administrative Officer I/ Administrative Assistant/ Administrative Support, AMD
4. Return tax request form to Cashier signed by the concerned AD staff.	4.a. Check and file the Tax Request Form	None	1 minute	Administrative Officer I/ Administrative Assistant/ Administrative Support, AMD
5. Issue Official Receipt or Collection Receipt	5.a. Ensure accurateness of the OR/CR issued by the claimant.	None	2 minutes	Administrative Officer I/ Administrative Assistant/ Administrative Support, AMD
6. Accomplish	6.a. Ensure that the received	None	2 minutes	Administrative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
"Box E" portion of the Disbursement Voucher and in the Warrant Register (Form No. 105)	portion of the DV (Box E) and Warrant Register (Form No. 5) bears the signature over printed name of the claimant and the date when the check was released.			Officer I/ Administrative Assistant/ Administrative Support, AMD
7. Receive Check and 4 th copy of DV	7.a. Release approved check to the claimant. 7.b. Provide copies of the DV and WTC.	None	1 minute	Administrative Officer I/ Administrative Assistant/ Administrative Support, AMD
		NONE	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Submit feedback through e-mail at AS-amd@neda.gov.ph
How feedbacks are processed	The assigned AMD focal person shall be responsible to process the feedback for the specific services requested by the client.
How to file complaint	Submit complaint through e-mail at AS-amd@neda.gov.ph
How complaints are processed	The assigned AMD focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

Contact Information

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NATIONAL ECONOMIC
AND DEVELOPMENT AUTHORITY