



# DOF CITIZEN'S CHARTER

Systems and Current Process Flow  
May 2017 Version





# Vision:

**To be a world class, internationally recognized fiscal authority and chief architect of economic policy that can be relied upon to finance the development requirement of a dynamic, globally competitive and socially inclusive Philippine economy and manned by committed men and women of proven competence and integrity.**





# Mission:

The DOF shall take the lead in providing a solid foundation for the achievement of this objective by building a strong fiscal position through the following:

- **Formulation, institutionalization and administration of sound fiscal policies;**
- **Improvement of tax collection efficiency;**
- **Mobilization of adequate resources at most advantageous terms to meet budgetary requirements;**
- **Sound management of public sector debt; and**
- **Initiation and implementation of structural reforms.**





# Performance Pledge

We, the Officials and Employees of the Department of Finance, trusting in the Almighty God, profess our commitment to public service and as such we promise to:

- P – PROMOTE** diligent observance of the tenet that **PUBLIC OFFICE IS A PUBLIC TRUST** by serving our clients, the taxpaying public, with utmost responsibility, integrity and loyalty;
- L – LEAD** modest lives appropriate to our status as civil servants and uphold public interest over and above personal interest;
- E – ENGENDER** a culture of excellence, competence and professionalism among our workforce towards improved service delivery that will breed customer satisfaction;
- D – ELIMINATE** opportunities for red tape and graft and corruption by strictly observing compliance to service standards and providing **COMPLAINT AND ASSISTANCE DESK** that will immediately address the concerns of the transacting public;
- G – GENERATE** goodwill by providing prompt, courteous and responsive service to the public;
- E – EXERCISE** prudence and observe transparency in all transactions by providing access to information in our policies, programs and services through the Citizen’s Charter and the **DOF Website (www.dof.gov.ph)**.

**ALL THESE WE PLEDGE,  
BECAUSE YOU, DEAR CLIENTS, DESERVE THE BEST.**





# Feedback and Redress Mechanism

Kindly inform us how we became of service to you by doing any of the following:

Accomplish our Feedback/Complaint Form available in our DOF Public Assistance and Complaints Desk located at Podium Level, DOF Building  
E-mail us your feedback/complaints through [www.dof.gov.ph](http://www.dof.gov.ph)  
Call us at our Hotline Number: (02) 524-1142  
Talk to our Desk Officer of the Day

Feedback/complaints which may be written or verbal shall be immediately attended to by the Desk Officer of the Day stationed at our Public Assistance and Complaints Desk. The same shall be forwarded to the DOF Task Force on Citizen's Charter for appropriate action.

THANK YOU for helping us continuously improve our services.



# DOF Feedback Form



Republic of the Philippines  
 Department of Finance  
 DOF Building, Roxas Boulevard corner Pablo Ocampo, 3r. St. Manila 1004  
 Control No. \_\_\_\_\_

DOF FEEDBACK FORM					
Transacting Personnel/ Office: <i>Kawani/Tanggapanag Nakatransaksyon</i>			Date/ Petsa:		
Direction/ Papanat:					
In a scale of 1 to 5, (1) being the lowest and (5) being the highest, please evaluate the staff/office you have transacted with by checking the box that corresponds to your rating. <i>Samin ang dilang 1 hanggang 5 kung saan ang (1) ang pinakamababa at (5) ang pinakamataas, suriin ang kawani/tanggapan na naglingkod sa inyo sa pamamagitan ng paglalagay ng tsek (✓) isa kahan na tumutugma sa inyong marka.</i>					
	5	4	3	2	1
<b>1. Technical Skill/ Teknikal na Kalaman</b> Ability to answer queries, provide options and resolve issues. <i>Kakayahang surunod sa mga katanungan at magmungkahi ng iba't-ibang paraan upang matugunan ang suliranin.</i>					
<b>2. Communication/ Pakikipag-usap</b> Ability to convey clear messages. <i>Kakayahang makipagkatali ng malinaw na mensahe.</i>					
<b>3. Courtesy and Behaviour/ Paggapakita ng Paggalang at Kagandahang-Asa</b> Courteous during discussion. <i>Magalang at magas na pakikitungo.</i>					
<b>4. Personnel Appearance/ Panatili ng Anyo</b> Proper grooming, (clothing) and personality. <i>Magas na panatili at kabuag panatili na kanyahan.</i>					
<b>5. Transparency and Ease of Doing Business/ Bukas at Mabilis na Pagilingkod</b> Transparent and simple processes that aids in the delivery of service. <i>Bukas, malinaw, payak at mabilis na proseso upang maihatid ang kaukulang pagilingkod.</i>					
<b>6. Timeliness of the Service/ Napapanatiliang Pagtugon</b> Ability to render the service based on standard time. <i>Kakayahang tumugon sa maingat na pagilingkod na naayon sa pinangakong araw at oras.</i>					
<b>7. Office Environment/ Kapaligiran ng Tanggapan</b> Conducive to office transactions. <i>Maayos at kaayusang tanggapan.</i>					
<b>8. In General, how would you rate our service?</b> <i>Sa pangkalahatan, anong grade ang nararapat sa aming naging pagilingkod?</i>					
Do you have any comments, complaints, suggestions, queries, and commendation? (optional) <i>Mayroon ba kayang komento, reklamo, mungkahi, katanungan o papuri, mangyari do lamang pakiusap ang inyong pangalan, tirahan, telepono (contact number) o email address.</i>					
If you want us to communicate with you on this matter, please write your name, address, contact number or email address. <i>Kung nais niyong sagutin namin ang inyong mga komento, mungkahi, katanungan o papuri, mangyari do lamang pakiusap ang inyong pangalan, tirahan, telepono (contact number) o email address.</i>					





# List of frontline offices

In compliance with RA No. 9485 otherwise known as the “Anti-Red Tape Act of 2007” and in view of Department Order No. 31-08 dated 05 November 2008, the following have been declared as Offices of this Department with frontline services:

- Revenue Office;
- One-Stop-Shop Inter-Agency Tax Credit and Duty Drawback Center (OSS-Center);
- Central Financial Management Office; and
- Central Administration Office.





# Revenue Office

**FUNCTIONS.** Within the context of the powers and functions of the Department of Finance and the Revenue Operations Group, the Revenue Office is headed by a Director, and performs the following functions:

- Undertakes the primary review, direction and supervisory function of the Department of Finance over the Bureau of Customs and Bureau of Internal Revenue;
- Assumes primary responsibility for research and evaluation of the aspects of all Orders, Memoranda, Circulars, and other issuances for the Bureau of Customs and the Bureau of Internal Revenue, for review by the supervising Undersecretary prior to submission to the Secretary, and for this purposes, shall be provided with copies of such draft issuances by the appropriate Group undertaking the substantive drafting and/or evaluation of such issuances at an earlier enough stage, so as to enable the supervising Undersecretary to review the legal aspects in sufficient time; provided, however, that such primary responsibility shall not preclude the other Groups and their subordinate units from possessing or initially utilizing their own legal expertise;
- Renders advice and assistance to the Secretary and the Undersecretary on matters involving administration of internal revenue and customs and tariff operations;







# Revenue Office

- Administers, recommends and monitors requests for, and grants of tax exemption, to ensure strict compliance with the conditions imposed thereon, in accordance with tax exemption laws, rules and regulations, including international agreements/commitments with tax implications;
- Provides advice on existing tax exemption laws and regulations to determine the advisability of their continued existence, amendment, or repeal, as the case may be; and
- Performs such other appropriate functions as may be assigned by the Secretary, or by the supervising Undersecretary.





# Revenue Office

**COMPOSITION.** The Revenue Office is composed of the following divisions:

- Research and Monitoring Division;
- Internal Revenue Division;
- Customs and Tariff Division; and
- Mabuhay Lane (Special Project/Fast Lane).





# Revenue Office

## WHO MAY AVAIL OF THE SERVICE

- **National Government Agencies**
- **Local Government Units**
- **Qualified Public and Private Institutions**
- **Embassies and International Organizations**
- **Relief Organizations**
- **State Colleges and Universities**
- **Radio/TV/Broadcasting Entities**
- **Chartered Corporations**
- **Airline Companies**
- **Telecommunication Companies**
- **Shipping Lines**
- **Individuals**





# Revenue Office

## DOCUMENTARY REQUIREMENTS

- Common in Documentary Requirements:

- Import shipping documents (AWB/BL);
- Import commercial documents (Invoice & Packing List); and
- Other documents depending on the specific laws

**Note:** Complete documentary requirements must be in three (3) sets

## SCHEDULE OF AVAILABILITY OF SERVICES

**Monday to Friday – Office Hours (No Noon Break)**



# Revenue Office

## PROCESS FLOW - Granting of Tax Exemption on Importations

MABUHAY LANE

Location: Podium Level

Activity	Person Responsible	Details/ Functions/Services	Actual Duration
Start			
Checklist application and required supporting documents	Officer of the Day	Applicant proceeds to Window 1-Revenue Office (RO) to submit application/s and required documents.	10 minutes
Documents complete?	Officer of the Day	Officer of the Day checks the completeness of documents submitted based on the Checklist Form.  Note: Letter request and affidavit should be original copies; other requirements should be clear copies	
Return application and supporting documents	Officer of the Day	Incomplete supporting documents are returned to the applicant.	
End			
Payment and Filing of application/s and documents	Admin. Aide, RO CRMD Staff	Applicant secures Order of Payment based on the Schedule of Filing Fees per DPO No. 54-2000 dated December 13, 2000  Applicant with Order of Payment proceeds to Cashier Section to pay the appropriate filing fee  Applicant secures an Official Receipt from the Cashier.	15 minutes
Basic application details encoding to the Tax Exemption System	CRMD	Applicant proceeds to CRMD for filing and encoding/recording of application/s.  After receiving the application from the applicant, basic details of the application are entered into the Tax Exemption System by CRMD staff to generate trace number.  CRMD forwards applications to the Revenue Office	(CRMD function)
A			

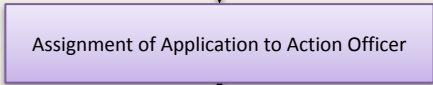
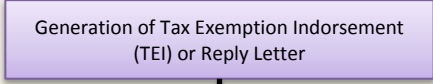
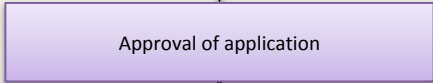


# Revenue Office

## PROCESS FLOW - Granting of Tax Exemption on Importations

MABUHAY LANE

Location: Podium Level

Activity	Person Responsible	Details/ Functions/Services	Actual Duration
A			
	RO Director IV	Application will be assigned to AO based on the legal basis for preparation of appropriate TEI	5 minutes
	Action Officers	AO evaluates the application, and uses the TES in the selection of legal basis and encoding of details of the importation.  AO generates indorsement for tax exemption applications or prepares reply letter and initials on the second copy.  Note: Refer to Operations Manual for the details	30 minutes
	RO Director IV Undersecretary	Levels of approval is as follows:  Director IV (For ADB importations only) Undersecretary Note:  The signing time for Undersecretary's signature varies  The Director III will sign/initial in the absence of Director IV  Inspection/verification/monitoring/pre & post audit maybe required at any of these levels	15 minutes (Director IV)
B			



# Revenue Office

## PROCESS FLOW - Granting of Tax Exemption on Importations

MABUHAY LANE

Location: Podium Level

Activity	Person Responsible	Details/ Functions/Services	Actual Duration
<pre> graph TD     B[B] --&gt; D{For inspection? monitoring?}     D -- No --&gt; E[Release of endorsement]     D -- Yes --&gt; F[Conduct inspection/verification /monitoring and prepare report and recommendation]     F --&gt; E     E --&gt; G([End])             </pre>			
	RO Director IV	The Director IV will determine if inspection/ verification is necessary for any application	5 minutes
	RMD	<p>The application/s subject for inspection/verification will be forwarded to RMD for appropriate action.</p> <p>AO evaluates the application and conducts appropriate inspection/verification/inventory/pre and post audit/monitoring.</p> <p>AO prepares inspection report for review and approval of the Division Chief and Director IV.</p> <p>Denial and return of the application/s or held in abeyance pending compliance and forward to originating AO/Director/Undersecretary with the inspection /audit findings/recommendations.</p>	2 days
	CRMD	Releasing of signed reply/endorsement/TEI	(CRMD function)
	RO Director IV	<p><b>NOTE:</b></p> <p>Approved TEIs shall be subject for post-inspection upon recommendation of the RO Director IV</p>	

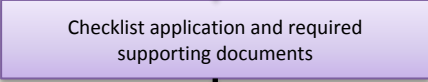
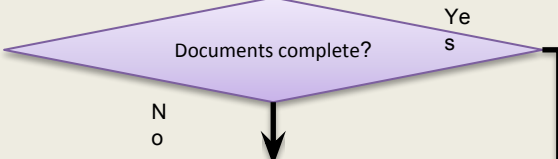
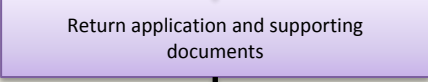
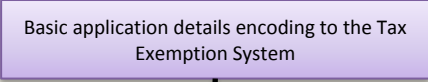


# Revenue Office

## PROCESS FLOW - Granting of Tax Exemption on Importations

### REGULAR LANE

Location: Podium Level

Activity	Person Responsible	Details/ Functions/Services	Actual Duration
Start			
	Officer of the Day	Applicant proceeds to Window 1-Revenue Office (RO) to submit application/s and required documents.	10 minutes
	Officer of the Day	Officer of the Day checks the completeness of documents submitted based on the Checklist Form.  Note: Letter request and affidavit should be original copies; other requirements should be clear copies	
	Officer of the Day	Incomplete supporting documents are returned to the applicant.	
End			
	CRMD Staff	After receiving the application from the applicant, basic details of the application are entered into the Tax Exemption System by CRMD staff to generate trace number.  CRMD forwards applications to the Revenue Office	(CRMD function)
A			





# Revenue Office

## PROCESS FLOW - Granting of Tax Exemption on Importations

### REGULAR LANE

Location: Podium Level

Activity	Person Responsible	Details/ Functions/Services	Actual Duration
A			
Assignment of Application to respective Divisions	RO Director IV	Application will be assigned to respective divisions based on the legal basis by RO Director IV	5 minutes
Assignment of Application to Action Officer	Division Chief Action Officer	The Division Chief will assigned to AOs for preparation of appropriate TEI	5 minutes
Generation of Tax Exemption Indorsement (TEI) or Reply Letter		AO evaluates the application, and uses the TES in the selection of legal basis and encoding of details of the importation.  AO generates indorsement for tax exemption applications or prepares reply letter and initials on the second copy.	2 hours
Approval of Application	Division Chief Director III Director IV Undersecretary	Note: Refer to Operations Manual for the details Levels of Approval is as follows:  Division Chief Director IV Undersecretary  Note: The Assistant Chief will sign/initial in the absence of the Division Chief and Director III in the absence of Director IV  Inspection/verification/monitoring/pre & post audit maybe required at any of these levels	2 hours  (from Division Chief to Director IV)
B			



# Revenue Office

## PROCESS FLOW - Granting of Tax Exemption on Importations

### REGULAR LANE

Location: Podium Level

Activity	Person Responsible	Details/ Functions/Services	Actual Duration
<pre> graph TD     B[B] --&gt; D{For inspection? monitoring?}     D -- No --&gt; E[Release of endorsement]     D -- Yes --&gt; F[Conduct inspection/verification /monitoring and prepare report and recommendation]     F --&gt; E     E --&gt; G([End])         </pre>			
<p>For inspection? monitoring?</p> <p>No</p> <p>Yes</p>	<p>CTD &amp; IRD Division Chiefs RO Director IV</p>	<p>The Division Chief will determine if inspection/verification is necessary for any application and recommends to Director IV for approval</p>	<p>15 – 30 minutes</p>
<p>Conduct inspection/verification /monitoring and prepare report and recommendation</p>	<p>RMD</p>	<ol style="list-style-type: none"> <li>1. AO evaluates the application and conducts appropriate inspection/verification/inventory/pre and post audit/monitoring.</li> <li>2. AO prepares inspection report for review and approval of the Division Chief and Director IV.</li> <li>3. Denial and return of the application/s or held in abeyance pending compliance and forward to originating AO/Director/Undersecretary with the inspection /audit findings/recommendations.</li> </ol>	<p>2 days</p>
<p>Release of endorsement</p>	<p>CRMD</p>	<p>Releasing of signed reply/endorsement/TEI</p>	<p>(CRMD function)</p>
<p>End</p>	<p>RO Director IV</p>	<p><b>NOTE:</b> Approved TEIs shall be subject for post-inspection upon recommendation of the RO Director IV</p>	





# One-Stop-Shop Inter-Agency Tax Credit and Duty Drawback Center (“OSS Center”)

## Mission Statement

The One-Stop-Shop Inter-Agency Tax Credit and Duty Drawback Center (“OSS CENTER” or “CENTER”) exists to provide the highest level of operational efficiency, quality service and absolute integrity in administering the country’s tax credit and duty drawback system.

## Mandate

1. Achieve an orderly and expeditious processing of TCCs under various laws (AO 266 s. 1992).
2. Institute a simplified and harmonized system of tax credits in order to facilitate trade and enhance the competitiveness of the export sector (AO 138 s. 1994).
3. Ensure that the financial resources of government are judiciously managed and used in a manner supportive of development goals (EO 292 s. 1987).

## Incentive Laws Administered

- ❖ Article 39 (j) of the Omnibus Investments Code of 1987 or Executive Order No. 226 (as amended)
- ❖ Section 106 (b) and (c) of the Tariff and Customs Code of the Philippines
- ❖ Section 35 of Republic Act 8550 or the Philippine Fisheries Code of 1998
- ❖ Other applicable laws





# OSS Center

## A. OSS CENTER's Services – Tax Credit Certificates

- Tax Credit Certificate (TCC) Issuance
- Tax Debit Memo (TDM)
- TCC transfer

## WHO MAY AVAIL OF THE SERVICE

- Exporters;
- Operators of Commercial Fishing Vessels engaged in fishing in the high seas; and,
- Others (e.g., BOI-registered firms in the downstream oil industry).

## DOCUMENTARY REQUIREMENTS

- Claimant Information Sheet

Complete Checklist of Documentary Requirements may be requested from the OSS Center's Special Concerns Unit (SCU)

## SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours





# OSS Center

## B. OSS CENTER's Services – Certifications

- Certificate of “No Similar Claim”
- Certificate of “Non-Availment of TCC for Returned Shipment”

## WHO MAY AVAIL OF THE SERVICE

- TCC applicants at the Bureau of Internal Revenue (BIR)
- Tax Exemption Certificate applicants at the DOF-Revenue Operations Group

## DOCUMENTARY REQUIREMENTS

- Letter Request
- For Certificate of “Non-Availment of TCC for Returned Shipment” – pertinent export and import documents

## SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours





# OSS Center

## C. OSS CENTER's Services – HELP DESK

- Queries
- Complaints
- Feedback

## WHO MAY AVAIL OF THE SERVICE

- OSS Center claimants
- General Public

## SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

## CONTACT POINT/NUMBER

Special Concerns Unit (SCU)  
Telephone No: 526-4822





# OSS Center

## Schedule of Fees

Filing Fee		Processing Fee	Transfer Fee	Certification Fee
P100,000.00 and BELOW	P200.00	One and one-fourth percent (1.25%) of the amount of claim but shall not exceed ONE HUNDRED FIFTY THOUSAND PESOS (P150,000.00) upon completion of the required application documents by the applicant/claimant.	1) A fee of P300.00 shall be payable for each application for transfer regardless of the amount of TCC. 2) Where a tax credit certificate is transferred in part, the subsequent application for transfer of the remaining portion of the tax credit certificate shall also be subject to the payment of the transfer fee.	A fee of P150.00
P100,001.00 up to P400,000.00	P400.00			
P400,001.00 up to P700,000.00	P600.00			
P700,001.00 up to P1,000,000.00	P800.00			
P1,000,000.00 and above	P1,000.00			
P100,000.00 and BELOW	P200.00			



# OSS Center

## A. Frontline Service – Filing of TCC Issuance Application

Step	Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Applicant submits TCC application to the CENTER for pre-screening.	5 minutes	Document Officer (PED/DDG, CENTER)	Claimant Information Sheet (CIS)
2	If basic requirements are complete, document officer issues to applicant two (2) copies of Order of Payment (OP) for filing fee together with CIS.	2 minutes	Document Officer (PED/DDG, CENTER)	Order of Payment (OP)
3	Applicant pays the FILING FEE by presenting the OP and CIS to the DOF Cashier.		DOF Cashier	
4	Upon payment, DOF Cashier issues official receipt (OR) and returns one (1) copy of OP and CIS to applicant.		DOF Cashier	
5	Applicant submits the OP and CIS to the CRMD, which will officially receive the application. Applicant keeps the OR and claim stub portion of the CIS.		DOF Central Records & Management Division (CRMD)	

### END OF TRANSACTION

**NOTE:** The CENTER will checklist and pre-evaluate the application within 10 working days from date of filing the application. In case of discrepancies and deficiencies, the CENTER will write a letter giving the applicant 30 days to explain the discrepancies or submit the deficient documentary requirements. Finally, the CENTER will issue a NOTICE OF PAYMENT if the application is considered qualified for further processing.





# OSS Center

## B. Frontline Service – Payment of PROCESSING FEE for TCC Issuance Application

Step	Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Applicant presents the Notice of Payment to CENTER.	2 minutes	Document Officer (PED/DDG, CENTER)	
2	Document officer issues two (2) copies of Order of Payment for processing fee.	2 minutes	Document Officer (PED/DDG, CENTER)	Order of Payment (OP)
3	Applicant presents OP to DOF Cashier and pays the processing fee.		DOF Cashier	
4	Upon payment, DOF Cashier issues official receipt (OR) and returns one (1) copy of OP to applicant.		DOF Cashier	
5	Applicant submits the OP to document officer.		Document Officer (PED/DDG, OSS Center)	

### END OF TRANSACTION

**NOTE:** As mandated under AO 266 s. 1992, an application for TCC issuance must be processed within 30 working days from date of submission of complete documents which is reckoned from the date of payment of the processing fee.



# OSS Center

## C. Frontline Service – Filing of Application for Tax Debit Memo (TDM)

Step	Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Applicant submits application for TDM to the CENTER for pre-screening.	10 minutes	Document Officer – (TCCIAD, CENTER)	
2	If requirements are complete, document officer writes “ok for acceptance” on the letter-request for TDM.	2 minutes	Document Officer – (TCCIAD, CENTER)	
3	Applicant submits the application, together with the letter-request marked “ok for acceptance,” to the CRMD, which will officially receive the application.		DOF Central Records & Management Division (CRMD)	

**END OF TRANSACTION**

**NOTE: The TDM may be claimed after three (3) days from date of filing the request.**



# OSS Center

## D. Frontline Service – Filing of Application for Transfer of BOI TCCs

Step	Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Applicant submits application for TCC transfer to the CENTER for pre-screening.	5 minutes	Document Officer (TCCIAD, CENTER)	
2	If requirements are complete, document officer issues two (2) copies of Order of Payment for transfer fee together with application folder.	2 minutes	Document Officer (TCCIAD, CENTER)	Order of Payment (OP)
3	Applicant presents OP to DOF Cashier and pays the transfer fee		DOF Cashier	
4	Upon payment, DOF Cashier issues official receipt (OR) and returns one copy of OP to applicant.		DOF Cashier	
5	Applicant submits copy of OP and application folder to CRMD		DOF Central Records & Management Division (CRMD)	

### END OF TRANSACTION

**NOTE:** The transferred TCC may be claimed after five (5) days from date of filing the request.



# OSS Center

## E. Frontline Service – Filing of Request for Certification of Non-Similar-Claim

Step	Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Applicant submits request for certification to the CENTER for pre-screening	5 minutes	Document Officer (TCCIAD, CENTER)	
2	If applicant is not a TCC claimant at the CENTER, document officer issues two (2) copies of Order of Payment for certification fee.  Whether or not the applicant is a TCC claimant at the CENTER, the document officer stamp-receives the request letter	2 minutes	Document Officer (TCCIAD, CENTER)	Order of Payment (OP)
3	Applicant presents OP to DOF Cashier and pays the certification fee		DOF Cashier	
4	Upon payment, DOF Cashier issues official receipt (OR) and returns one (1) copy of OP to applicant.		DOF Cashier	
5	Applicant submits copy of OP to document officer		Document Officer (TCCIAD, CENTER)	

**END OF TRANSACTION**

**NOTE:** The certification may be claimed after three (3) days from date of filing the request.



# OSS Center

## F. Frontline Service – Filing of Request for Certification of Non-TCC Availment for Return Shipment

Step	Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Applicant submits request for certification to the CENTER for pre-screening	5 minutes	Document Officer (TCCIAD, CENTER)	
2	Document officer stamp-receives the letter-request and issues two (2) copies of Order of Payment (OP) for certification fee.	2 minutes	Document Officer (TCCIAD, CENTER)	Order of Payment (OP)
3	Applicant presents OP to DOF Cashier and pays the certification fee		DOF Cashier	
4	Upon payment, DOF Cashier issues official receipt (OR) and returns one (1) copy of OP to applicant.		DOF Cashier	
5	Applicant submits copy of OP to document officer		Document Officer (TCCIAD, CENTER)	

### END OF TRANSACTION

**NOTE:** The certification may be claimed after three (3) days from date of filing the request.





# Central Administration Office

## Function

Within the context of the powers and functions of the Department of Finance and the Management Services Group, the Central Administration Office is headed by a Director, and has the following functions:

- Supervises Department-wide services relating to internal cash management, personnel administration, property and supplies procurement and custody; and maintenance of central files, and corresponding reporting systems;
- Assists in the formulation of policies and guidelines on the management of human and physical resources and general housekeeping activities for uniformity and standardization;
- Designs and develops training policies and guidelines; administer and evaluate training programs and, in coordination with external training institutions, screen and recommend to the Secretary the participation of Department Personnel in training programs, seminars and conferences in the country or abroad; and
- Performs such other appropriate functions as may be assigned by the Secretary, or by the supervising Undersecretary.





# Central Administration Office

## Composition

The Central Administration Office shall be composed of the following divisions:

- Personnel Services Division
- Central Records Management Division; and
- General Services Division.





# Central Administration Office

**PERSONNEL SERVICES DIVISION**  
**Recruitment, Selection and Placement**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**Open to all qualified applicants**

## **INITIAL REQUIREMENTS**

- 1. Resume/Personal Data Sheet**
- 2. Transcript of Records**
- 3. Diploma**
- 4. Certificate of Training**
- 5. Certificate of Employment**
- 6. Individual Performance Commitment and Review (IPCR)**
- 7. Certificate of Eligibility (for permanent positions)**





# Central Administration Office

## PERSONNEL SERVICES DIVISION Recruitment, Selection and Placement

### SELECTION PROCESS

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submission of approved PRF	Receive approved PRF	1-2 mins.	Admin. Officer	Personnel Requisition Form
2		Publish vacant positions	1 hour	Admin. Officer	-
3		Prepare and route memo to next-in-ranks	2 days	Admin. Officer	-
4	Submission of requirements	Receive and check requirements based on the checklist	10-15 mins.	Admin. Officer	Checklist of requirements
5	Undertake psychological exam	Administer psychological exam	3 hours	Admin. Officer	
6		Conduct of Integrity Check	30 days	Integrity Check Team	-
7		Interview of candidates by SB members	15-30 mins.	Admin. Officer	Interview Form
8		Prepare evaluation sheet per candidate	30 mins./ candidate	Admin. Officer	-
9		Deliberation of positions by Selection Board (SB)	3 hours	SB Secretariat SB Members	-



# Central Administration Office

PERSONNEL SERVICES DIVISION  
Recruitment, Selection and Placement

## SELECTION PROCESS

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
10		Prepare Minutes and Resolution of Meeting	2 days	Admin. Officer	-
11		Review/approval of Minutes of Meeting by SB Members	3-4 days	Admin. Officer	-
12		Prepare appointment papers	1 hour/appointment	Admin. Officer	-
13		Signing/approval of Appointment papers	1 day	Usec PDMSG	-
14		Transmit approved appointments to concerned personnel	5-10 mins.	Admin. Officer	-
15		Prepare and submit approved appointment/s to CSC for validation	1 hour	Admin. Officer	-





# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Review of Bureau of Customs Appointments

#### SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

#### WHO MAY AVAIL OF THE SERVICE

All Concerned BOC personnel

#### INITIAL REQUIREMENTS

1. Endorsement of approved appointment
2. Appointments approved by the Commissioner
3. Three (3) copies of duly accomplished Personal Data Sheets of Appointee
4. Certified true copy of SB Deliberation Papers with evaluation sheets of next-in-rank candidates and/or applicants
5. Certified true copy of Diploma, Transcript of Records, Civil Service Eligibility/RA 1080 and Certificate of Trainings attended
6. Certified true copy of Performance Appraisal Report/Individual Performance Commitment and Review (IPCR), Service Records in case of Transfer appointments
7. NBI Clearance/Ombudsman Clearance, Medical Certificate, Drug Test



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Review of Bureau of Customs Appointments

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit endorsement of approved appointments together with the requirements	Received the endorsement including supporting documents	3 mins.	Administrative Officer	
2		Check/evaluate completeness of required documents	20 mins.	Administrative Officer V	
3		Review issued appointments in accordance with existing Civil Service Rules and Regulations on Appointments.	20 mins.	Administrative Officer V	
4		Prepare appropriate Endorsement letter/ memorandum to BOC/CSC	15-30 mins.	Administrative Officer V	
5		Review and initial endorsement for signature of Undersecretary- ROG	10 mins.	Supervising Administrative Officer/Chief Admin. Officer	
6		Release to Director- CAO	10 mins.	Administrative Aide	





# Central Administration Office

**PERSONNEL SERVICES DIVISION**

**Statement of Assets, Liabilities and Networth**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All DOF employees**

## **INITIAL REQUIREMENTS**

**None**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Statement of Assets, Liabilities and Networth

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1		Prepare memorandum to all employees	15 mins.	Admin. Officer	-
2	Submission of SALN by all employees	Receive/Check SALN	2 mins. per SALN form	Admin. Officer/Admin. Aide	-
3		Review of individual SALN	5 mins. per SALN form	Admin. Officer/Admin. Aide	-
4		Return incomplete forms to employees concerned	20 mins. per employee	Admin. Officer/Admin. Aide	-
5		Prepare list of employees (compliance/non-compliance)	2 hours	Admin. Officer	-
6		Prepare memorandum to those who did not yet submit their SALN to submit within 30 days upon receipt of memo	30 mins.	Admin. Officer	-
7		Prepare final list of employees (compliance/non-compliance)	2 hours	Admin. Officer	-



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Statement of Assets, Liabilities and Networth

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
8		Prepare and submit list of non-compliance to RCC for issuance of show-cause-order	1 hour	Admin. Officer	
9		Transmit final list of compliance/non-compliance OP/CSC	1 day	Admin. Aide	-





# Central Administration Office

## PERSONNEL SERVICES DIVISION

**Request for Documents: Service Record, Certificate of Employment, Ombudsman Clearance, Certificate of Employment and Compensation, Certificate of Last Salary, Permanent/Temporary Identification Cards**

### SCHEDULE OF AVAILABILITY

**Monday to Friday – Office Hours**

### WHO MAY AVAIL OF THE SERVICE

**All DOF employees and former employees  
Other requesting agencies – GSIS, Ombudsman,**

### INITIAL REQUIREMENTS

**Request Form, picture for ID**





# Central Administration Office

## PERSONNEL SERVICES DIVISION

Request for Documents: Service Record, Certificate of Employment, Ombudsman Clearance, Certificate of Employment and Compensation, Certificate of Last Salary, Permanent/Temporary Identification Cards

### HOW TO AVAIL

Service Record, Certificate of Employment and Compensation, Request for Ombudsman Clearance

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Fill up request form	Receive request form	2 mins.	Admin. Officer	Request Form
2		Update records using Service Card	20 mins.	Admin. Officer	-
3		Prepare document	20 mins.	Admin. Officer	-
4		Review and initial documents	10 mins.	Supervising AO and Chief AO	-
5		Forward to CAO Director for signature	5 mins.	Director for CAO	-
6		Release to employee/client concerned	2 mins.		-





# Central Administration Office

## PERSONNEL SERVICES DIVISION

Request for Documents: Service Record, Certificate of Employment, Ombudsman Clearance, Certificate of Employment and Compensation, Certificate of Last Salary, Permanent/Temporary Identification Cards

### HOW TO AVAIL

#### For Identification Cards

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Fill up ID Form	Receive/Check ID Form	5 mins.	-	ID Form
2		Prepare ID Cards (temporary ID)	30 mins.	Admin. Officer/ Admin. Aide	-
3		Release ID to employee concerned	2 mins.	Admin. Officer/ Admin. Aide	-





# Central Administration Office

## PERSONNEL SERVICES DIVISION

**Request for: Change of Civil Status, Acceptance of Resignation, Authority to Transfer**

### **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

### **WHO MAY AVAIL OF THE SERVICE**

**All DOF employees**

### **INITIAL REQUIREMENTS**

**Letter request, Marriage Certificate (for change of Civil Status)**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

Request for: Change of Civil Status, Acceptance of Resignation, Authority to Transfer

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit letter request to PSD	Receive letter request from employees	2 mins.	Admin. Officer	-
2		Preparation of documents	30 mins.	Admin. Officer	-
3		Review and initial documents	20 mins.	Supervising AO and Chief AO	-
4		Release to CAO for initial/ signature	15 mins.	Director for CAO	-
5		Transmittal to CSC Field Office (for Change of Civil Status) Forward to Undersecretary for PDMSG (for Acceptance of Resignation/Retirement)	1 day	Admin. Officer/Admin. Aide	-





# Central Administration Office

**PERSONNEL SERVICES DIVISION**  
**Preparation of Landbank Loans**

## **SCHEDULE OF AVAILABILITY**

**Upon indorsement of Miscellaneous Section**

## **WHO MAY AVAIL OF THE SERVICE**

**All DOF employees**

## **INITIAL REQUIREMENTS**

**Landbank Loan Application Data for Whitelist, Smart or Talk n' Text Sim and CD**



# Central Administration Office

## PERSONNEL SERVICES DIVISION Preparation of Landbank Loans

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Request for Landbank Loan Application	Receive request for Landbank loan application	1 min.	Admin. Officer	LBP White List Form
2		Encode applicants information in the system	5-10 mins.	Admin. Officer	-
3		Review, initial and sign the loan application (Whitelist)	2-5 mins.	Admin. Officer/Supervising AO and Chief AO	-
4		Release to Landbank	5-10 mins	Admin. Officer	





# Central Administration Office

**PERSONNEL SERVICES DIVISION**  
**Irregular Payroll Preparation**

## **SCHEDULE OF AVAILABILITY**

**Every 15th and 30th day of the month**

## **WHO MAY AVAIL OF THE SERVICE**

**DOF personnel included in the irregular payroll**

## **INITIAL REQUIREMENTS**

**Indorsement from Miscellaneous Section (list of employees included in the payroll)**



# Central Administration Office

## PERSONNEL SERVICES DIVISION Irregular Payroll Preparation

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Indorsement of employee attendance from Miscellaneous Section	Encode absences, tardiness and undertime	1 hour	Admin. Officer	-
2		Process payroll in computer	5 mins.	Admin. Officer	-
3		Print payroll	2 hours	Admin. Officer	-
4		Prepare voucher, OBR and transmittal letter to Landbank	5-15 mins.	Admin. Officer / Supervising AO / Chief AO	-
5		Record initialed documents and release to the Office of the DirectorCAO	5 mins.	Admin. Officer	-
6		Transmit to LBP (PACS)	5 mins.	Admin. Officer	-







# Central Administration Office

**PERSONNEL SERVICES DIVISION**

**Payslip Preparation**

## **SCHEDULE OF AVAILABILITY**

**Every 1st week of the month**

## **WHO MAY AVAIL OF THE SERVICE**

**All DOF personnel**

## **INITIAL REQUIREMENTS**

**None**



# Central Administration Office

PERSONNEL SERVICES DIVISION

Payslip Preparation

## HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1		Print pay slips	3-4 hours	Admin. Officer	-
2		Cut printed pay slips	1-2 hours	Admin. Officer	-
3		Detach original payslip from duplicate and fold	3-4 hours	Admin. Officer	-
4		Sort of payslip per office	2-3 hours	Admin. Officer	-
5	Receive payslip	Release payslip to offices	3-4 hours	Admin. Officer	-





# Central Administration Office

**PERSONNEL SERVICES DIVISION**

**Request for Refund of Payment**

## **SCHEDULE OF AVAILABILITY**

**Upon request**

## **WHO MAY AVAIL OF THE SERVICE**

**All DOF personnel**

## **INITIAL REQUIREMENTS**

**Fill up request form**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Refund of Payment

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Fill up request form and submit to payroll section	Prepare voucher for signature of employees concerned	10 mins.	Admin. Officer	Request Form, Voucher
2		Photocopy payroll sheets (Certified True Copy)	5 mins.	Admin. Officer	-
3		Record and release to Accounting Division	5 mins.	Admin. Officer	-





# Central Administration Office

**PERSONNEL SERVICES DIVISION**  
**Request for Finger Scan Print-out/s**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All concerned DOF personnel**

## **INITIAL REQUIREMENTS**

**Official Business (OB) Pass Slips, Department Personnel Order (DPO), Department Office Order (DO), Travel Authority (TA), Investigation Authority (IA)**



# Central Administration Office

## PERSONNEL SERVICES DIVISION Request for Finger Scan Print-out/s

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1		Update Time Monitoring System (TMS) – Data gathering	1-2 hours	Admin. Asst.	Request Form
2		Encode of OB pass slips, DPO, DO, TA, IA	3-5 mins. per document	Admin. Asst.	OB pass slips, copy of DPO, DO, TA, IA
3		Process employees' file in the TMS	1 hour	Admin. Asst.	-
4		Print FingerScan print-outs	1 min. per document	Admin. Asst.	-
5		Review and initial of Transmittal – for signature of Chief AO	3-5 mins. per document	Admin. Officer/ Supervising AO/ Chief AO	-
6		Record documents in the logbook and release to the concerned office/personnel	1 hour	Admin. Asst.	-





# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Certificate of Leave Credits

#### SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

#### WHO MAY AVAIL OF THE SERVICE

All concerned DOF personnel and former employees

#### INITIAL REQUIREMENTS

For active employees, submission of necessary leave of absence and recent FingerScan print-outs

a. For GSIS Loans:

- Clearance of no pending administrative case issued by Legal Affairs Office (LAO)
- Clearance of no pending criminal case from Revenue Integrity Protection Service (RIPS)

b. Provident Loan



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Certificate of Leave Credits

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit request for certificate	Receive request for certificate	1 min.	Admin. Asst.	Request Form
2		Update leave card of personnel	5-10 mins. per leave card	Admin. Asst. / Admin. Officer	
3		Prepare the certificate	5-10 mins. per certificate	Admin. Officer	
4		Review and initial of certificate – for signature of Chief, PSD	5-10 mins. per certificate	Admin. Officer/ Supervising AO/ Chief AO	
5		Record initialed documents in the logbook and release to the Office of Director, CAO	3-5 mins.	Admin. Asst.	







# Central Administration Office

**PERSONNEL SERVICES DIVISION**  
**Irregular Payroll/Voucher**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All concerned DOF personnel**

## **INITIAL REQUIREMENTS**

**FingerScan print-out/s, Daily Time Record (DTR), Application's for Leave of Absence, Official Business (OB) pass slip/s, Travel Authority (TA), Investigation Authority (IA), copy of Department Personnel Order (DPO), Department Order (DO)**



# Central Administration Office

## PERSONNEL SERVICES DIVISION Irregular Payroll/Voucher

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1		Update Time Monitoring System (TMS) – data gathering	1-2 hours	Admin. Asst.	
2		Encode of OB pass slips, DPO, DO, TA, IA	3-5 mins. per document	Admin. Asst.	OB pass slips, copy of DPO, DO, TA, IA
3		Process employees' file in the TMS	1 hour	Admin. Asst.	
4		Print FingerScan print-outs	1 min. per document	Admin. Asst.	
5		Print transmittal	1 min. per document	Admin. Asst.	
6		Review and initial of transmittal – for signature of Chief AO	3-5 mins. per document	Admin. Officer/ Supervising AO/ Chief AO	
7		Record documents in the logbook and release to the concerned office/personnel	1 hour	Admin. Asst.	
8		Stamp receive the confirmed FingerScan print-outs/Daily Time Record (DTR) and the Application for Leave of Absence	1 min.	Admin. Asst.	



# Central Administration Office

## PERSONNEL SERVICES DIVISION Irregular Payroll/Voucher

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
9		Compute and conversion of the confirmed FingerScan print-outs	5-10 mins. per document (easy) 10-15 mins. per document (difficult)	Admin. Asst./ Admin. Officer	FingerScan print-outs/ DTRs
10		Record/index of tardiness/ undertime conversion in employees' leave cards	5-15 mins. per document	Admin. Officer	FingerScan print-outs/DTRs, Application for Leave of Absence
11		Compute leave without pay and leave credits earned on daily/monthly basis	5-15 mins. per document	Admin. Officer	
12		Prepare list for payroll purpose: 1. Employees without deduction 2. Employees with deductions corresponding number of days and respective late/undertime	30 mins.	Admin. Officer	
13		Prepare list of employees included in the particular irregular payroll including their respective accumulated leave credits	30 mins.	Admin. Officer	



# Central Administration Office

## PERSONNEL SERVICES DIVISION Irregular Payroll/Voucher

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
14		Review and initial of list included in the irregular payroll – for signature of Chief AO	3-5 mins. per document	Supervising AO/ Chief AO	
15		Photocopy FingerScan print-outs/DTR of employees included in the irregular payroll For voucher: photocopying of Leave Cards of concerned employee	1-3 mins. per document	Admin. Asst.	
16		Stamp certified true copy of photocopied documents	1- min. per document	Admin. Asst.	
17		Forward stamped docs for signature of the Chief AO	1-3 mins. per document	Admin. Asst.	
18		Forward (a) certified docs, (b) list of employees included in the irregular payroll with resp. leave credits, (c) list of employees with deduction and (d) list of employees without deduction to the Payroll Section	1-3 mins. per document	Admin. Officer	





# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Authority to Travel (Personal Travel)

#### SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

#### WHO MAY AVAIL OF THE SERVICE

All concerned DOF personnel, Bureaus and Attached Agencies

#### INITIAL REQUIREMENTS

1. Letter-request of the concerned official/employee recommended by Head of Office/Bureau/Agency;
2. Application for Leave for the period covered duly approved by authorities concerned;
3. Clearance duly signed by the responsible official that the applicant has no pending administrative case;
4. Sworn statement of the applicant, attested by the recommending official, stating:
  - The estimated cost trip and how the trip will be financed;
  - If on his own account, ITR of the applicant;
  - If for the account of other person/s, ITR of such person/s (Philippine or foreign income tax)



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Authority to Travel (Personal Travel)

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit letter-request together with the requirements	Stamp-receive the request for Authority to Travel/ Endorsement including attachments	1 min.	Admin. Asst.	
2		Check/evaluate completeness of required documents	5-10mins. per document	Admin. Asst.	
3		Prepare Endorsement letter	5-10 mins. per document	Admin. Asst.	-
4		Review and initial of Endorsement for signature of Undersecretary PDMSG	5-10 mins. per document	Admin. Officer/ Supervising AO/ Chief AO	-
5		Barcode and record initialed documents in logbook and release to Director of CAO	5-10 mins. per document	Admin. Officer	-





# Central Administration Office

**PERSONNEL SERVICES DIVISION**

**Request for Travel Authority and Endorsement to DFA/OP**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All concerned personnel of DOF, its Bureaus and Attached Agencies**

## **INITIAL REQUIREMENTS**

**Official Travel: Letter-request or endorsement signed by Head of Office, Undersecretary concerned f  
or DOF personnel or authorized representative/signatory, fully accomplished Request for  
Travel Authority (RTA) from, invitation/email communication, Bank or Office Resolution for  
DBP, LBP, SSS only)**

**For Training/Scholarship administered by TESDA/CHED/DEPED: Additional requirements – duly  
accomplished Scholarship Service Contract, Note Verbale, Letter-endorsement from TESDA, CHED or DEPED**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Travel Authority and Endorsement to DFA/OP

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit letter-request together with the requirements	Stamp-receive the request for Travel Authority and its attachments	2 mins.	Admin. Officer	
2		Check/evaluate completeness of required documents	5 mins.	Admin. Officer	
3		Prepare Travel Authority, Endorsement to OP (if needed)	1 hour	Admin. Officer	-
4		Review and initial of documents for signature of Undersecretary PDMSG	10 mins.	Supervising AO/Chief AO	-
5		Barcode and record initialed documents in logbook and release to Director of CAO	10 mins.	Admin. Officer	-
6		Assist in the follow-up of documents and confirm with DFA	5 mins.	Admin. Officer	







# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Issuance of Department Personnel Order, Local Travel and Local Training/Seminar & Conferences

#### SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

#### WHO MAY AVAIL OF THE SERVICE

All concerned DOF personnel

#### INITIAL REQUIREMENTS

Local Training: Accomplished Nomination Form for Local Training/Seminar, Invitation from Training Institution

Local Official Travel: Letter-request signed by Head of Office



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Request for Issuance of Department Personnel Order, Local Travel and Local Training/Seminar & Conferences

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit nomination for local training/ request for local travel	Receive nomination for local training/semnar or request for local travel	2 mins.	Admin. Officer	Nomination for Local Training/Seminar Form
2		Local Travel: Prepare appropriate DPO Nomination: Prepare and route clearance on PCDC members (if nominees exceeds the allowable number-evaluate nominees)	30 mins. 30 mins.	Admin. Officer Admin. Officer	
3		Review and initial DPO for signature of Undersecretary PDMSG Nomination with PCDC clearance	10 mins. 10 mins.	Supervising AO/Chief AO Supervising AO/Chief AO	-
4		Prepare DPO upon receipt of PCDC clearance	30 mins.	Admin. Officer	-
5		Barcode and record in the logbook and release DPO to CAO copy furnished Payroll Section	10 mins.	Admin. Officer	-
6		Prepare Memo to Head of office informing PCDC approval of training	10 mins.	Admin. Officer	
7		Review and initial Memo for signature of Director of CAO	10 mins.	Supervising AO/Chief AO	
8		Barcode and record in the logbook and release memo to CAO	10 mins.	Admin. Officer	





# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Nomination for Foreign Training/Seminar

#### SCHEDULE OF AVAILABILITY

**Monday to Friday – Office Hours**

**Upon dissemination of invitations to foreign trainings or direct invitation**

#### WHO MAY AVAIL OF THE SERVICE

**All qualified DOF personnel including those of Bureaus and Attached Agencies**

#### INITIAL REQUIREMENTS

**Nomination letter signed by Head of Office; nominee's resume**

**Selected Nominee: Transcript of Records, Diploma, Service Record, Certificate of No Pending Administrative Case. PAR , if needed, Actual Duties and Responsibilities, Certificate of No Pending Nomination and No Pending Service Obligation**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Nomination for Foreign Training/Seminar

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit nomination letter with applicant's resume	Receive nomination letter with applicant's resume	2 mins.	Admin. Officer	
2		Prepare Nominee's Profile, Evaluation of Nominees and Letter of Nomination with PCDC Clearance	30 mins.	Admin. Officer	Criteria for Selection PCDC Clearance
3		Barcode and review and initial documents for signature and release to CAO	10 mins.	Supervising AO/Chief AO	-
4		Upon completion of PCDC clearance, contact nominee for submission of required documents	10 mins.	Admin. Officer	-
5		Release nomination letter and required documents to nominee for submission to TESDA/CHED/DEPED	5 mins.	Admin. Officer	-





# Central Administration Office

**PERSONNEL SERVICES DIVISION**  
**Application for On-The-Job Training**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All interested and qualified students of different colleges/universities in the country**

## **INITIAL REQUIREMENTS**

**Letter-request from school, applicant's resume, 2 ID pictures, evaluation forms from school**

**For issuance of Certificate of Completion: Accomplished DTR confirmed by Supervisor, Accomplished Evaluation Form**



# Central Administration Office

## PERSONNEL SERVICES DIVISION Application for On-The-Job Training

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submit letter-request of student/ applicant	Receive letter-request of student/applicant	2 mins.	Admin. Officer	
2	Fill up Personal Data Sheet, Request for ID Form	Process application for OJT	20 mins.	Admin. Officer	PDS, Request for ID Form, Referral Slip
3		Interview and refer applicant to appropriate DOF office/s	1 hour	Admin. Officer	-
4		Prepare acceptance letter	10 mins.	Admin. Officer	-
5		Conduct orientation on trainees	3 hours	Admin. Officer	-
6		Upon completion of required hours, prepare Certificate of Completion	10 mins.	Admin. Officer	
7		Conduct exit interview and submit certificate for initial and signature	30 mins.	Admin. Officer/Supervising AO/Chief AO	





# Central Administration Office

## PERSONNEL SERVICES DIVISION

**Medical Certificate: Sick Leave, Maternity/Paternity Leave, Fit to return to Work, Teaching Purposes, Travel, Service Extension**

### **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

### **WHO MAY AVAIL OF THE SERVICE**

**All concerned requesting personnel of DOF**

### **INITIAL REQUIREMENTS**

**Accomplished Application for Leave Form, Medical Certificate of Attending Physician**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

Medical Certificate: Sick Leave, Maternity/Paternity Leave, Fit to return to Work, Teaching Purposes, Travel, Service Extension

### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submission of Approved Leave Form	Receive the request for Medical Certificate	3-5 mins.	Admin. Aide VI, Nurse I	Application for Leave
2		Update medical record of concerned personnel	5 mins.	Nurse II	
3		Validate medical certificate presented (for signature of resident physician)	30 mins.	Nurse II, Medical Officer	-
4		Prepare medical certificate	10 mins.	Medical Officer	-
5		Record documents in the Logbook and release to Transaction Section or concerned personnel	5 mins.	Admin. Aide VI, Nurse I	-







# Central Administration Office

**PERSONNEL SERVICES DIVISION**

**Medical Certificate: As Documentary Requirements for Pre-Employment**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**Open to all qualified applicants**

## **INITIAL REQUIREMENTS**

**Laboratory Results**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Medical Certificate: As Documentary Requirements for Pre-Employment

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1		Fill up of index card (medical record)	5 mins.	Nurse I, Nurse II	
2		Prepare the referral form for laboratory	5 mins.	Nurse I, Nurse II	Referral Form
3	Submission of laboratory results	Review laboratory results	10 mins.	Nurse I, Nurse II	-
4		Accomplishing Health Examination Record	5 mins.	Nurse I, Nurse II	General Form 86
5		Perform Physical Examination	1 hour	Nurse I, Nurse II	-
6		Medical evaluation and preparation of medical certificate	10 mins.	Medical Officer	
7		Record documents and release to concerned personnel	5 mins.	Admin. Aide VI, Nurse I	





# Central Administration Office

**PERSONNEL SERVICES DIVISION**

**Medical Certificate: Study Grants (Local/Abroad), Bonds**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All concerned requesting personnel of DOF**

## **INITIAL REQUIREMENTS**

**Laboratory Results**



# Central Administration Office

## PERSONNEL SERVICES DIVISION

### Medical Certificate: Study Grants (Local/Abroad), Bonds

#### HOW TO AVAIL

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Submission of requirements	Receive the request for Medical Certificate	3-5 mins.	Admin. Aide VI, Nurse I	
2		Accomplish Medical Record (Study Grants) for signature of physician	10 mins.	Nurse I, Medical Officer	Prescribed by Sponsor Country
3		Filled and certified (Bonds) for signature of physician	10 mins.	Nurse I, Medical Officer	General Form 58 (A)
4		Record documents in the logbook and release to concerned personnel	5 mins.	Admin. Aide VI, Nurse I	





# Central Administration Office

**GENERAL SERVICES DIVISION**

**Procurement and public bidding of goods**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**PHILGEPS registered companies**



# Central Administration Office

## GENERAL SERVICES DIVISION

### Procurement and public bidding of goods

#### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Pre-Procurement Conference a)Identifies projects b)Reviews scope of work/budget estimates c)Identifies procurement method to be adopted d)Presents time schedule	1-2 hours Simple- 1 hr Complex- 2-3 hrs	BAC	Draft Bid Documents
2	Prepares Invitation to Bid (ITB)	4 hrs	BAC Secretariat	ITB
3	Post ITB in PhilGEPS in website within 3 days Publication in newspaper for one (1) day	1 hr depends on internet connection	BAC Secretariat	ITB
4	Issues Bidding documents Issues Order of Payment to Bidder Records name of bidder	10 mins.	BAC Secretariat	Bid Docs
5	Pre-Bid Conference to be held 12 days before submission of bids	1 hr	BAC Secretariat	Bid Docs



# Central Administration Office

## GENERAL SERVICES DIVISION

### Procurement and public bidding of goods

#### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
6	Prepares bid bulletin Issues bid bulletin	1 hr 2 mins.	BAC Secretariat	Bid bulletin
7	Opens bid eligibility check	1 hr	BAC	Bidders Bid Proposal
8	Transmits bid proposal for evaluation	15 mins.	TWG	Bid Proposals submitted by bidders
9	Prepares BAC Resolution Notice of Award Notice to Proceed Contract	4 hrs.	BAC Secretariat	Resolution NOA NTP Contract
10	Issues NOA	1 min.	BAC Secretariat	NOA
11	Issues Contract for signature of other party	1 min.	BAC Secretariat	Contract
12	Issues Notice to Proceed (NTP)	1 min.	BAC Secretariat	NTP





# Central Administration Office

**GENERAL SERVICES DIVISION**

**Property and procurement section: Requisition of office supplies**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**PHILGEPS registered companies**





# Central Administration Office

## GENERAL SERVICES DIVISION

### Property and procurement section: Requisition of office supplies

#### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Receives Approval Purchase Request	30 seconds	Administrative Aide Administrative Officer	Purchase Request
2	Prepares Request for Quotation	3 mins.	-DO-	RFQ
3	Post in PhilGEPS within 3 days	5 mins.	-DO-	RFQ
4	Prepares Abstract of Canvass for sign of end-user/BAC	5 mins.	-DO-	AOC
5	Prepares Purchase Order /Job Order/OBR	5 mins.	-DO-	PO/JO/OBR
6	Issues Approval Purchase Order/Job Order to supplier- thru fax or email	3 mins.	-DO-	Approved PO/JO



# Central Administration Office

## GENERAL SERVICES DIVISION

Property and procurement section: Requisition of office supplies

### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
7	Accepts/inspects deliveries	5-10 mins.	Administrative Aide Administrative Officer	Deliveries
8	Issues to end-users	10 mins.	-DO-	Purchase Request
9	Prepares Request for COA inspection and Inspection and Acceptance Report	3-5 mins.	-DO-	IAR Notice of Delivery
10	Prepares disbursement voucher	1 min.	-DO-	DV





# Central Administration Office

**GENERAL SERVICES DIVISION**

**Cash and payroll section: collections, disbursement and reports**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**All DOF employees**



# Central Administration Office

## GENERAL SERVICES DIVISION

Cash and payroll section: collections, disbursement and reports

### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
<b>A. COLLECTIONS</b>				
1	Receives Order of Payment	1-2 mins.	Administrative Assistant Administrative Officer	Order Payment
2	Accepts Payment	30 seconds	-DO-	
3	Issues Official Receipts	1 min.	-DO-	Official Receipt
4	Prepares Cash Deposit	5 mins.	-DO-	Deposit slip List of Deposit & Collection
5	Deposits Collection to LBP	5 mins.	-DO-	Deposit slip



# Central Administration Office

## GENERAL SERVICES DIVISION

Cash and payroll section: collections, disbursement and reports

### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
<b>B. DISBURSEMENT</b>				
1	Receives disbursement vouchers	1 min.	Administrative Officer	DV
2	Prepares checks and Advice	5 mins.	-DO-	Checks Advice
3	Approves check and Advice	1-2 mins	Administrative Officer	Checks Advice
4	Forwards signed Advice to LBP	5 mins	-DO-	Advice
5	Issues check to payee	5 mins	-DO-	Check



# Central Administration Office

## GENERAL SERVICES DIVISION

Cash and payroll section: collections, disbursement and reports

### HOW TO AVAIL

Steps	Office Activity	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
<b>C. REPORT</b>				
1	Prepares Report of Checks Issued and Cancelled (ACIC) •15th & 30th of the month Prepares Report of LDDAP-ADA •Weekly	30 mins. – 1 hr	-DO-	RCIC Report of LDDAP-ADA Disbursement vouchers
2	Prepares Report of Daily Deposits and Collections	10 mins.	-DO-	Official Receipts Deposit slip List of Deposits and Collections Report of Daily deposits and collections





# Central Administration Office

CENTRAL RECORDS MANAGEMENT DIVISION

## **SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday to Friday – Office Hours (No Noon Break)

## **WHO MAY AVAIL OF THE SERVICES:**

- All concerned requesting personnel of DOF, its Bureaus and Attached Agencies
- Other government agencies
- Private individual/institutions/companies



# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION

### Receiving of Communications

#### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
A	Request for Tax Exemption (Both public and private entities)	•Receive documentary requirements for tax exemption duly verified by Revenue Office as complete	10 mins	Admin Assistant/Records Officer	Claim Stub
		•Encode information in the Tax Exemption System to generate trace number	15 mins		
		•Stamp received the application	5 mins		
		•Print transmittal	5 mins		
B	Request for Tax Credit Certification (Companies with TCC Claim)	•Receive request	10 mins	Admin Assistant/Records Officer	Order of Payment Form
		•Issue Order of Payment	10 mins		
		•Log documents	10 mins		
		•Forward request to OSS Center	15mins		







# Central Administration Office

CENTRAL RECORDS MANAGEMENT DIVISION  
Receiving of Communications

## HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
C	Communications from External Clients (Both public and private entities)	<ul style="list-style-type: none"><li>•Verify completeness of documents/attachments</li><li>•Encode information in the Data Tracking System</li><li>•Stamp receive the application</li><li>•Scans documents</li><li>•Release documents to concerned offices</li></ul>	<p>10 mins</p> <p>15 mins</p> <p>5 mins</p> <p>20 mins</p> <p>30 mins</p>	Admin Assistant/ Records Officer	NA



# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION Receiving of Communications

### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
D	Communications from Internal Clients (DOF Officials and Employees)	•Verify completeness of documents/attachments	10 mins	Admin Assistant/Records Officer	NA
		•Accept/end the transaction in the DTS	10 mins		
		•Log documents	10 mins		
		•Release documents to CRMD personnel in-charge	15 mins		
E	Mail	•Receive/Pick up from the Post Office	60 mins	Admin Assistant/Records Officer	Request for Mailing Form
		•Log/records the mail	10 mins (see releasing procedure)		
		•Distributes the mail			



# Central Administration Office

CENTRAL RECORDS MANAGEMENT DIVISION

Archival of Records

## HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	DOF-OSEC Offices	Receive turned over documents and/or conduct review CRMD records holdings	10 mins	Records Officer/Supervising Admin Officer	Transmittal Memo
2		Classify documents in accordance with duly approved DOF Retention and Disposition Schedule and NAP General Records Disposition Schedule	1 hour		



# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION Records Disposal

### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	DOF –OSEC Offices	Check documents' specific and authorized retention periods by using the agency's RDS, GRDS and/or specific laws and regulations as the legal basis.	10 mins/ doc	Records Officer/Supervising Admin Officer	NAP Form No. 3
2		Estimate the volume of the valueless records to determine and facilitate economical disposal	1 day		
3		Accomplish Request for Authority to Dispose (NAP Form No.3) in three (3) copies	1 month		



# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION Records Disposal

### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
4		Approve/sign the Request for Authority to Dispose of Record by authorized official	2 weeks		
5		Submit to NAP	2 weeks		
6		Notify representatives from DOF, NAP and COA on actual date of disposal upon receipt of Certificate of Disposal from NAP	5 days		
7		Conduct of actual disposal to be witnessed by representatives from DOF, NAP and COA	3 days		



# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION

### Issuance of Certified-True-Copy and Faithful Reproduction

#### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	Both public and private entities DOF Officials and Employees	Receive Request/ fill up Request Form	10 mins	Records Officer/Chief Admin Officer	Retrieval/Request Form
2		Verify ID presented if from external clients	10 mins		
3		Retrieve the document being requested •Simple •Complex	15 mins 1-2 days		
4		Prepare corresponding Order of Payment for external client (P25.00/page for CTC & P5.00/page for photocopy)	15 min		Order of Payment





# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION

### Issuance of Certified-True-Copy and Faithful Reproduction

#### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
5		Photocopy the document	20 mins		
6		Certify/sign the document accordingly	10 mins		
7		Seal and Issue Certified True Copy/Certification of Faithful Reproduction	10 mins		



# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION

### Releasing of Communications

#### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	<ul style="list-style-type: none"><li>•Both public and private entities</li><li>•DOF Officials and Employees</li></ul>	Receive the document	10 mins	Records Officer/Admin Chief Officer/Liaison Officer	
2		Log and assign control number for Department issuances	15 mins		
3		Dispatch the document: <ul style="list-style-type: none"><li>• Email blast</li><li>• Delivery<ul style="list-style-type: none"><li>• within DOF</li><li>• Outside DOF</li></ul></li><li>•Fax</li><li>•Mail</li><li>•Posting to Bulletin Boards</li></ul>	15 mins  30 mins Within 16 hours  15 mins  60 mins  20 mins		





# Central Administration Office

## CENTRAL RECORDS MANAGEMENT DIVISION

### Borrowing of Records

#### HOW TO AVAIL

Steps	Applicant/ Client	Services	Duration of Activity (Under Normal Circumstances)	In-Charge	Forms
1	DOF Officials and Employees	Receive duly accomplished Request for Previous Record Form	10 mins	Records Officer/Supervising Admin Officer/Chief Admin Officer	Request for Previous Record Form
2		Check if the requesting party has unreturned previous record	10 mins		
3		Retrieve the record/docket being requested • Simple • Complex	15 mins 1-2 days		
4		Approve and release the document/docket being borrowed	15 mins		





# Central Financial Management Office

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# Central Financial Management Office

## Function

Within the context of the powers and functions of the Department of Finance and Management Services Group, the Central Financial Management Office is headed by a Director, and has the following functions:

- Supervises Department-wide activities relating to budget preparation, execution and management and Department accounting;
- Serves as a center for the establishment and periodic evaluation of management operation systems, internal control and work outputs to determine Department-wide performance efficiency; and
- Performs such other appropriate functions as may be assigned by the Secretary, or by the supervising Secretary.





# Central Financial Management Office

## Composition

The Central Financial Management Office shall be composed of the following divisions:

- a. Budget Division;
- b. Accounting Division; and
- c. Management Services Division.





# Central Financial Management Office

**BUDGET DIVISION**

**PROCESSING OF OBLIGATION REQUEST (ObR)**

## **SCHEDULE OF AVAILABILITY**

**Monday to Friday – Office Hours**

## **WHO MAY AVAIL OF THE SERVICE**

**DOF Officials and Employees  
External Clients (Suppliers)**

## **WHAT ARE THE REQUIREMENTS:**

- At least 2 copies of signed Obligation Request
- At least 2 copies of signed Disbursement Voucher (DV)
- At least 2 copies of signed Purchase Order (PO)/Job Order (JO)/Contract or Agency Procurement Request (APR)
- Mandatory minimum supporting documents for common transactions (at the back of DV)



# Central Financial Management Office

## Financial Resource Management (Obligation Request)

Activity	Person Responsible	Steps/Details/ Functions	Duration of Activity	Form
<pre> graph TD     Start([Start]) --&gt; Step1[Receive ORS with complete supporting documents]     Step1 --&gt; Step2[Process and obligate expense thru the e-budget system]     Step2 --&gt; Decision{Checks Funds Availability}     Decision -- No --&gt; Return[Return to requisitioning unit with action slip]     Return --&gt; Step4[Release ORS and supporting documents]     Decision -- Yes --&gt; Step3[Certify Allotment Availability]     Step3 --&gt; Step4     Step4 --&gt; End([A])         </pre>	End-User	Submits Obligation Requests and supporting documents		Obligation Request and Status
Receive ORS with complete supporting documents	Administrative Officer II	Scan the document in the DTS (DTS)/record in the logbook the details of the ORS (Payee/Particulars/Amount)	5 minutes	
Process and obligate expense thru the e-budget system	Admin Officer V/Budget Officer III	<ol style="list-style-type: none"> <li>Evaluates documented compliance to requirements</li> <li>Log the transaction in the e-budget system by funding source/ Program/Activities and Projects (PAP)/Responsibility Center</li> <li>Records obligation in the registries</li> <li>Print and initial the system generated ORS</li> </ol>	15 minutes simple 45 minutes complex	
Checks Funds Availability			5 minutes	
Certify Allotment Availability	Division Chief	<ol style="list-style-type: none"> <li>Review obligations according to eligibility of expenditures and charging to appropriate fund sources</li> <li>Approve obligation in the system</li> <li>Print and sign the system generated ORS Form</li> </ol>	10 minutes	
Release ORS and supporting documents	Administrative Aide II	<ol style="list-style-type: none"> <li>Release documents to Accounting Division</li> </ol>	5 minutes	
A				





# Central Financial Management Office

## ACCOUNTING DIVISION PROCESSING OF DISBURSEMENT VOUCHER

### SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

### WHO MAY AVAIL OF THE SERVICE

Open to all qualified applicants

### WHAT ARE THE REQUIREMENTS

1. Signed Procurement Request per PPMP
2. Signed ORS/Disbursement Voucher
3. Supporting documents
  - 3.a. Salaries and other benefits
    - Approved Payroll
    - Signed DTR
    - Certified true copy of Leave Card
    - Summary Computation from Personnel Services Division
  - 3.b. Cash Advances (Local and Foreign Travel)
    - Authority to Travel (Office Order/OP Approval)
    - Approved itinerary of travel
    - Other communications such as invitation, nomination, etc.
  - 3.c. Procurement of supplies and materials (i.e. IT Supplies, Office Supplies, Materials for Repair and maintenance, etc)
    - Signed pre-repair inspection
    - Quotations from qualified bidders/contractors
    - Signed Abstract of Canvass
    - Signed Purchase Order/Job Order/Contract
    - Signed Request for Inspection
    - Signed Waste Materials
    - Notice of Delivery/Repair to COA
    - Sales Invoice/Cash Invoice
    - Official Receipt
    - Signed Inspections and Acceptance Report
    - Certificate of Emergency Purchase/Repair (if emergency)



# Central Financial Management Office

## Financial Resource Management (Processing of Payment)

Activity	Person Responsible	Steps/Details/ Functions	Duration of Activity	Form
A				
Receive ORS with supporting documents	Administrative Aide II	<ol style="list-style-type: none"> <li>Record in the logbook details of the DV (Payee/Particulars/Amount)</li> <li>Assign DV Number</li> </ol>	5 minutes	
Process Disbursement Voucher	Admin Officer IV/ Accountant I Accountant II	<ol style="list-style-type: none"> <li>Checks mathematical computation, validity of claims and completeness of supporting documents</li> <li>Fill-out details of claims through a checklist</li> <li>Attach the checklist to the DV</li> </ol>	30 mins - Simple 60 mins - Less Complex 240 mins - Complex	
<div style="display: flex; justify-content: space-between;"> <span>No</span> <span>Yes</span> </div> Checks Validity of Claim, supporting documents complete/properly signed			5 minutes	
Return to requisitioning unit with action slip Certify Cash Availability	Accountant III	<ol style="list-style-type: none"> <li>Review of DVs and supporting documents</li> <li>Check/update NCA Monitoring Sheet</li> <li>Post in the index of payment</li> <li>Initial on the DV</li> <li>Issues Tax Certificate</li> </ol>	20 mins - Simple 30 mins - Less Complex 120 mins - Complex	
Sign Disbursement Voucher	Chief Accountant	<ol style="list-style-type: none"> <li>Final review according to eligibility and validity of claims, accurateness of amount being claimed and completeness of SDs</li> <li>Sign the DV as to cash availability, completeness of supporting documents and subject to authority to debit account</li> </ol>	20 mins - Simple 30 mins - Less Complex 120 mins - Complex	
Release DV and supporting documents	Administrative Aide II	Release to the Office of the Director, CFMO	5 minutes	
B				







# Central Financial Management Office

Office of the Director

## SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

## WHO MAY AVAIL OF THE SERVICE

Open to all qualified applicants



# Central Financial Management Office

## Financial Resource Management (Approval of Payment)

Activity	Person Responsible	Details/ Functions	Duration of Activity	Form
B				
↓				
Receive DV with supporting documents	Administrative Aide II	Record in the logbook details of the DV (Payee/Particulars/Amount)	5 minutes	
↓				
Approval of Payment	Director IV of Central Financial Management Office/ designated authorized signatory	1. For claims P500,000 below – Director IV of CFMO 2. For claims above P500,000 – authorized signatory	20 minutes	
↓				
Release approved DV and supporting documents	Administrative Aide II	Release to Cash Section	5 minutes	
↓				
C				



# Central Financial Management Office

## Financial Resource Management (Approval of Payment)

Activity	Person Responsible	Details/ Functions	Duration of Activity	Form
C				
Receive approved DV with supporting documents	Administrative Assistant	1. Record in the logbook details of the DV (Payee/Particulars/Amount)	5 minutes	
Prepare Payment	Administrative Officer III	1. Verify completeness of signatories on the DV 2. For modified disbursement system- prepare check and Advice of Check Issued and Cancelled (ACIC) 3. For automatic /direct payment scheme – prepare List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADAP) and the prescribed summary of LDDAP-ADAs issued and invalidated ADA entries (SLIIE)	20 minutes	
Countersign Check, ACIC/ADA, SLIIE	Administrative Officer V/ Cashier/ Authorized signatory	1. Certify as to correctness of entries on the check, ACIC/LDDAP-ADA, SLIIE 2. Countersign check, ACIC/LDDAP-ADA and SLII	10 minutes	
Release payment to authorized payee/ GSB	Administrative Officer III	1. Submit ACIC and SLIIE to Government Servicing Bank (GSB) 2. Release check to authorized payee 3. Furnish creditors/payees validated LDDAP-ADA for status of their claim 4. Update Check Disbursement Record/ LDDAP-ADA 5. Prepare report	10 minutes	
END				





# Central Financial Management Office

## MANAGEMENT DIVISION PROCESSING OF INSPECTION AND ACCEPTANCE REPORT

### SCHEDULE OF AVAILABILITY

Monday to Friday – Office Hours

### WHO MAY AVAIL OF THE SERVICE

Open to all qualified applicants

### WHAT ARE THE REQUIREMENTS:

- Signed pre-repair inspection
- Approved RIS
- Three Quotations from qualified bidders/contractors
- Signed Abstract of Canvass
- Approved Purchase Order/Job Order
- Signed Request for Inspection
- Signed Waste Material Report
- Signed Notice of Delivery/Repair to the COA
- Invoice stamped “Inspected as to Quantity” by MSD upon acceptance of goods
- Signed Inspection and Acceptance Report



# Central Financial Management Office

## Financial Resource Management (Processing of Inspection and Acceptance Report (IAR) )

Activity	Person Responsible	Details/ Functions	Duration of Activity	Form
<pre> graph TD     Start([Start]) --&gt; Receive[Receive IAR with supporting documents]     Receive --&gt; Process[Process Inspection and Acceptance Report]     Process --&gt; Check{Checks Validity of transaction, supporting documents}     Check -- No --&gt; Return[Return to requisitioning unit with action slip]     Return --&gt; Release[Release IAR and supporting documents]     Check -- Yes --&gt; Notation[Notation on the IAR]     Notation --&gt; Release     Release --&gt; End([End])         </pre>	End User/ Concerned Office/Unit	Submit Inspection and Acceptance Report with all supporting documents		Inspection and Acceptance Report
Receive IAR with supporting documents	Administrative Officer	Record in the logbook details of the IAR (Payee/Particulars/Amount) and stamp "Received"	5 minutes	
Process Inspection and Acceptance Report	Admin Officer	Checks accurateness and validity of supporting documents	10 min–simple 20 min-complex	
Checks Validity of transaction, supporting documents			5 minutes	
Notation on the IAR	Chief Administrative Officer	Signs the noted portion of Inspection and Acceptance Report	5 minutes	
Release IAR and supporting documents	Administrative Officer	Release IAR and its supporting documents to GSD/concerned unit	5 minutes	
End				





# Central Management Information Office - IT

The Central Management Information Office - Information Technology (CMIO-IT) manage the information systems and ICT infrastructure in the DOF, and monitor services through the IT Helpdesk System. Provides support services to different functional areas of the DOF as follows:

- Website Management
- Information Systems Development
- Backup Restoration and Migration
- User Account Administration
- IT Equipment Management
- Systems Administration
- Data Warehouse and Business Intelligence Administration
- Value Added IT-Related Tasks



# Central Management Information Office - IT

Activity	Person Responsible	Details/ Functions	References	Duration
Start				
Input/Source	Requestor	The source of request will be classified from the following types: -Client Request (the requestor is an employee) -Event Driven Activity (the task is triggered by an event) -Scheduled Task (the task is triggered by a plan)		5 minutes
Ticket Create		The Helpdesk System will internally generate a ticket number.		
Record Requestor	Helpdesk Officer	The Helpdesk Officer will record the details of the request.		
Classify the Request	Helpdesk Officer	The Helpdesk Officer will select the IT category, activity, sub-activity, object and sub-object of the request. All the categories, objects and sub-object types are listed in the IT Tasks Classification Table. Based on the Helpdesk Officer's selection, the Helpdesk System will automatically determine if the request is Simple or Complex.	Annex A - IT Tasks Classification Table Annex B - IT Objects Classification Table	
Request Complex?				
Resolve the Request	Helpdesk Officer	The Helpdesk Officer will select the procedure from pre-defined solutions in the knowledge-based database.		10 – 15 minutes
Request Resolved?				
B				
A				
C				



# Central Management Information Office - IT

Activity	Person Responsible	Details/ Functions	References	Duration
Select Level 2 Engineer	Helpdesk Officer	The Helpdesk Officer will select the person responsible from the list of Level 2 Engineers provided in the Helpdesk System.		40 – 60 minutes
Generate Form	Helpdesk Officer	The Helpdesk Officer will generate the form containing the details of the request.		
Simple Activities	Level 2 Engineer Level 3 Engineer	<ul style="list-style-type: none"> <li>- The Helpdesk Officer gives the generated request form to the Level 2 Engineer.</li> <li>- The Level 2 Engineer acts upon the request and goes to the location of the incident, if needed, to resolve it.</li> <li>- If the Level 2 Engineer failed to resolve the request, the Level 2 Engineer escalates request to the Level 3 Engineer.</li> </ul>	Knowledge-based Database	
Request Resolved?				
Complex Activities	IT Top Management	<ul style="list-style-type: none"> <li>- The Helpdesk Officer/Level 3 Engineer escalates the request to the Division Chief.</li> <li>- The IT Top Management will discuss the plan of action to be performed to resolve the request.</li> <li>- If necessary, the request will be referred to EXTERNAL processes (e.g. Procurement Process, Disposal Process, Outsourcing Process).</li> </ul>		60 – 120 mins
Sign Form	Requestor	<p>After the action has been taken, the assigned engineer writes the action he has taken and his recommendation in the generated form. The Requestor will sign the form, acknowledging the action performed.</p> <p>For corrections, the form may be re-printed.</p>		





# Central Management Information Office - IT

Activity	Person Responsible	Details/ Functions	References	Duration
<pre> graph TD     B((B)) --&gt; A[Record Solution/s and Result to Knowledge-based Database]     D((D)) --&gt; A     A --&gt; B[Ticket Closed]     B --&gt; E([End])           </pre>				
	Helpdesk Officer	The Helpdesk Officer will select the action performed from the knowledge-based database. If the action performed is not defined in the database, a new record will be added to store the new procedure.		5 minutes
		The Helpdesk Officer will tag the incident as CLOSED. The Helpdesk System will then send a report to the requestor via email.		

