



DEPARTMENT OF TRADE AND INDUSTRY

CITIZEN'S CHARTER

**EXTERNAL AND
INTERNAL SERVICES**

2024 (6.1 Edition)

I. **Mandate:**

The Department of Trade and Industry (DTI) serves as the primary coordinative, promotive, facilitative, and regulatory arm of government for the country's trade, industry, and investment activities. It acts as catalyst for intensified private sector activity to accelerate and sustain economic growth through a comprehensive industrial growth strategy, a progressive and socially responsible liberalization and deregulation program, and policies designed for the expansion and diversification of both domestic and foreign trade.

DTI Philippines aims to achieve a global position for the country's export sector, develop micro, small, and medium enterprises (MSMEs), and create a harmonized investment facilitation to identify priority investments. This aligns with the Philippine Development Plan (PDP) 2023-2028, based on the Marcos administration's vision towards Bagong Pilipinas (New Philippines). A country where Filipinos can thrive in a secure and comfortable environment, with equal opportunities to participate in a globally competitive economy.

To achieve these goals by the target year, the Department has established 10 key priorities as part of its strategic agenda:

1. Upgrade, upskill, and upsize Micro, Small, Medium Enterprises
2. Promote and support regional development through the utilization of various trade agreements
3. Reconfigure Philippine export sectors into industry clusters
4. Improve ease of doing business
5. Create an enabling environment to attract foreign direct investments and expand exports
6. Foster industries geared to the domestic markets through technology and innovation
7. Ensure availability of accessible and affordable food for every Filipino
8. Enable jobs-skills matching and skills upgrading to transition to a higher level of services
9. Protect and empower consumers
10. Transform the Department into an agile organization through faster response mechanisms and digitalization

These we accomplish through 5 major programs:

- Export and Investment Development Program
- Industry Development Program
- SME Development Program
- Consumer Protection Program
- Consumer Education and Advocacy Program

II. Vision: A more inclusive and prosperous Philippines with employment and income opportunities for all.

III. Mission: DTI is the main economic catalyst that enables innovative, competitive, job generating, inclusive business, and empowers consumers

IV. Service Pledge: We, the Department of Trade and Industry, are committed to serve you, our clients, with quality service.

V. List of External Services

External Services – Applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal or extension of the enumerated applications or requests (per definition of government service in Rule 1, Section 4, Paragraph gg of RA 11032 IRR)		
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EXTERNAL SERVICE

Competitiveness and Innovation

Frontline Service

1. Issuance of Domestic Bidders (DoBid) Certificate of Preference (New Applications)

The issuance of Domestic Bidders (DoBid) Certificate of Preference is considered as **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the certificate is not released within 20 days, you may file a complaint via email (artaunit@dti.gov.ph).

Office or Division:	Competitiveness Bureau (CB)	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Domestic bidders or any person or entity offering unmanufactured articles, materials, or supplies of the growth of the Philippines, or manufactured articles, materials, or supplies manufactured or to be manufactured in the Philippines substantially from articles, materials, or supplies of the growth, production, or manufacture as the maybe, of the Philippines, may file an application.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>Submission via Email/Walk-In/Online Platform</i>		
1. Domestic Bidders Certificate of Preference Application Form with the following annexes: <ul style="list-style-type: none"> 1.1. Annex A (Supplier Information-locally grown, produced, or manufactured raw materials) 1.2. Annex B (Supplier Information-imported raw materials) 1.3. Annex C (Machines Information, manufacturing facilities, information, production flowchart, and floor plan); 	https://www.dti.gov.ph/DomesticBidders	
2. Copy of whichever document is applicable: <ul style="list-style-type: none"> - DTI Business Name Registration (if sole proprietorship), - Securities and Exchange Commission (SEC) Certificate of Registration (for partnership or corporation), - Cooperative Development Authority (CDA) Registration Certificate (for cooperative); 	DTI / SEC /CDA	
3. Copy of Mayor’s Permit or Business Permit;	Local Government Units (LGUs)	
4. Copy of Food and Drug Administration (FDA) Registration or Philippine Standard (PS) License (if applicable);	FDA or DTI Bureau of Philippine Standards (DTI-BPS)	
5. The brochure of the goods sought to be certified, indicating the brand and model/brand and generic (or any term applicable);	Applicant	
6. Duly notarized statement executed by the applicant or his/her/its duly authorized representative stating and affirming the raw material/s or component/s that go into or form an integral part of, every unit of the goods sought to be certified and the place/s of their origin. It shall also identify and affirm the place of manufacture of such goods.	Applicant Template can be accessed here: https://dti.gov.ph/DomesticBidders	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete documentary requirements	1.1 Receive and acknowledge the receipt of application through email and inform the applicant that the application is being assessed	None	1 working day	DTI-CB (DoBid Secretariat)
	<p>1.2 Assess the application form and all its attached documents for completeness. Send back the initial assessment feedback using the Preliminary Assessment Form (PrAF)</p> <p>If the submitted documents are found to be complete, the Payment Assessment Form (PAF) will be sent to the applicant.</p> <p>If deficiencies have been found in the application, the applicant repeats Step 1. *</p>	None	3 working days	DTI-CB (DoBid Secretariat)
2. Pay the corresponding application fees indicated in the PAF. Submit a photo/ scanned copy of the Official Payment Receipt	2.1 Acknowledge submission of the Official Payment receipt of the application fees	<p>Fees (per good</p> <p>Micro-Enterprises: ₱2,500</p> <p>Small Enterprises: ₱5,000</p> <p>Medium Enterprises: ₱7,500</p>	3 working days	DTI-Cashier

		Large Enterprises: ₱20,000 Documentary Stamp Tax (DST): Php 30.00		
	2.2 Schedule and conduct an on-site hybrid inspection of the applicant's products and facilities (in coordination with the applicant and technical evaluators	None	5 working days	DTI CB (DoBid Secretariat)
3. Wait for the results of the on-site/hybrid inspection	3.1 Prepare the Inspection Report and submit a recommendation (whether the applicant passes the criteria or not) to the CB Director for approval/provisional/disapproval.	None	5 working days	DTI CB (DoBid Secretariat)
	3.2 Review the Secretariat's recommendation on whether an application is for approval/provisional/disapproval	None	3 working days	DTI CB Director
	3.3 Prepare and issue the Certificate of Preference or Provisional Certificate, if approved; or a Notice of Disapproval if disapproved.	None		DTI CB (DoBid Secretariat)
3. Acknowledge the receipt of the Signed Certificate of Preference/ Provisional Certificate or the Notice of Disapproval		None		DTI CB (DoBid Secretariat)
Total Processing Time:			20 working days	

* "Working Days" are from Mondays to Fridays excluding holidays

*Notes:

If the applicant repeats Step 1 due to deficiencies in their application, the processing time for the application shall cease. The new processing time shall begin once the applicant has submitted the complete documentary requirements through Email/Walk-In/Online Platform. The processing time shall also cease on Step 2 (payment of the corresponding application fees and charges) and shall continue once the Official Payment receipt has been submitted to the Competitiveness Bureau.

If upon preliminary assessment, it is found that the application lacks information and/or required documents, the Secretariat, shall, in writing, direct applicants to supply the needed information or complete the documentary requirements within twenty-one (21) working days from receipt of such directive, stating therein with particularity the information or documents required to be supplied or resubmitted. After the lapse of the period given, the application will be deemed abandoned or withdrawn.

Provisional Certificates are awarded to applicants who have completed all documentary requirements and passed all other criteria prescribed under the Guidelines but whose actual operation for the growth, production, or manufacture of the good sought to be certified is yet to commence or resume at the time of on-site inspections. The Provisional Certificate shall have the force and effect of a regular Certificate of Domestic Preference, subject to post-audit which, in coordination with the concerned domestic bidder, shall be set not later than six (6) months thereafter.

The DoBid Secretariat shall acknowledge the application and inform the applicant of the status of their application through the CBDoBid email at CBDoBid@dti.gov.ph.

2. Issuance of Domestic Bidders (DoBid) Certificate of Preference (Renewal)

The Renewal of Domestic Bidders (DoBid) Certificate of Preference is considered as **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within seven (7) working days. If the certificate is not released within seven (7) days, you may file a complaint via email (artaunit@dti.gov.ph).

Office or Division:	Competitiveness Bureau (CB)	
Classification:	Complex	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Domestic bidders or any person or entity offering unmanufactured articles, materials, or supplies of the growth of the Philippines, or manufactured articles, materials, or supplies manufactured or to be manufactured in the Philippines substantially from articles, materials, or supplies of the growth, production, or manufacture as the maybe, of the Philippines, may file an application.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>Submission via Email/Walk-In/Online Platform</i>		
1.	Domestic Bidders Certificate of Preference Renewal Application Form with the following annexes: <ul style="list-style-type: none"> - Annex A (DoBid Use and Assessment) - Annex B (Change in Specifications) - Annex C (Duly notarized sworn statement from the applicant or its duly authorized representative affirming the raw material/s or component/s that go into, or form an integral part of, every unit of the goods sought to be certified and the place/s of their origin; 	https://www.dti.gov.ph/DomesticBidders
2.	Copy of Mayor’s Permit or Business Permit;	Local Government Units (LGUs)
ADDITIONAL DOCUMENTS (if there are changes from the previous application)		
3.	Copy of whichever document is applicable: <ul style="list-style-type: none"> - DTI Business Name Registration (if sole proprietorship), - Securities and Exchange Commission (SEC) Certificate of Registration (for partnership or corporation), - Cooperative Development Authority (CDA) Registration Certificate (for cooperative); 	DTI/SEC/CDA
4.	Copy of Food and Drug Administration (FDA) Registration or Philippine Standard (PS) License (if applicable)	FDA or DTI-Bureau of Philippine Standards (DTI-BPS)
5.	The brochure of the goods sought to be certified, indicating the brand and model/brand of the good/s applied for renewal	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete documentary requirements	1.1 Receive and acknowledge the receipt of application through email and inform the applicant that the application is being assessed	None	1 working day	DTI-CB (DoBid Secretariat)
	1.2 Assess the application form and all its attached documents for completeness. Send back the initial assessment feedback using the Preliminary Assessment Form (PrAF) If the submitted documents are found to be complete, the Payment Assessment Form (PAF) will be sent to the applicant. If deficiencies have been found in the application, the applicant repeats Step 1. *	None	1 working days	DTI-CB (DoBid Secretariat)
2. Pay the corresponding application fees indicated in the PAF. Submit a photo/ scanned copy of the Official Payment Receipt	2.1 Acknowledge submission of the Official Payment receipt of the application fees	Fees (per good Micro-Enterprises: ₱2,500 Small Enterprises: ₱5,000 Medium Enterprises: ₱7,500 Large	2 working days	DTI-Cashier

		Enterprises: ₱20,000 Documentary Stamp Tax (DST): Php 30.00		
	2.2 Schedule and conduct an on-site hybrid inspection of the applicant's products and facilities (in coordination with the applicant and technical evaluators	None		DTI CB (DoBid Secretariat)
3. Wait for the results of the on-site/hybrid inspection	3.1 Prepare the Inspection Report and submit a recommendation (whether the applicant passes the criteria or not) to the CB Director for approval/provisional/disapproval.	None	3 working days	DTI CB (DoBid Secretariat)
	3.2 Review the Secretariat's recommendation on whether an application is for approval/provisional/disapproval	None		DTI CB Director
	3.3 Prepare and issue the Certificate of Preference or Provisional Certificate, if approved; or a Notice of Disapproval if disapproved.	None		DTI CB (DoBid Secretariat)
3. Acknowledge the receipt of the Signed Certificate of Preference/ Provisional Certificate or the Notice of Disapproval		None		DTI CB (DoBid Secretariat)
Total Processing Time:			20 working days	

* "Working Days" are from Mondays to Fridays excluding holidays

*Notes:

If the applicant repeats Step 1 due to deficiencies in their application, the processing time for the application shall cease. The new processing time shall begin once the applicant has submitted the complete documentary requirements through Email/Walk-In/Online Platform. The processing time shall also cease on Step 2 (payment of the corresponding application fees and charges) and shall continue once the Official Payment receipt has been submitted to the Competitiveness Bureau.

The DoBid Secretariat shall acknowledge the application and inform the applicant of the status of their application through the CBDoBid email at CBDoBid@dti.gov.ph.

3. Registration of Business Name

The issuance of Business Name Registration (BNR) Certificate is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If BNR Certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

BNR is mandated by Act 3883, otherwise known as the Business Name Law, which regulates the use in business transactions of names other than true names; wherein a person intending to engage in business is required to initially register a name, other than its true name with the DTI, before such name is used in any business transactions.

The BNR should be renewed every 5 years from the date of registration. The application for renewal of BNR may be filed one hundred eighty (180) calendar days before to its expiration up to 180 calendar days after the expiration date.

Office or Division:	DTI Regional and Provincial Offices – Negosyo Centers
Classification:	Simple
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Individuals/Sole Proprietors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. BUSINESS NAME REGISTRATION – NEW AND RENEWAL APPLICATION	
Online end-to-end registration only through the Business Name Registration System (BNRS) –https://bnrs.dti.gov.ph	
a. Applicant must be at least 18 years old	
For non-Philippine national:	
For walk-in/over the counter application only	
a. Applicant must be at least 18 years old (where the laws of the home country of the authorized non-Philippine national provides for the legal or contract age lower than 18 years, said authorized non-Philippine national shall submit proof thereof)	Applicant
b. One (1) duly filled-out Application Form signed by the applicant of the BNR	BNRS/RO/PO/NC
c. Clear certified copy of the Alien Certificate of Registration	Bureau of Immigration
d. Certificate of Registration for Sole Proprietorship/Certificate of Authority to engage in business in the Philippines issued by the concerned DTI Office per Republic Act No. 7042 (Foreign Investment Act) as amended by Republic Act No. 8179, Republic Act No. 8762 (Retail Trade Liberalization Law) or such other applicable laws, as the case may be	RO/PO
For refugee/stateless person:	
For walk-in/over-the counter application only	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Applicant must be at least 18 years old	
b. One (1) duly filled-out Application Form signed by the applicant of the BNR	BNRS/ RO/PO/ NC
c. Clear certified copy of the Certificate of Recognition issued by the Department of Justice – Refugee and Stateless Person Protection Unit (DOJ-RSPPU) showing that the applicant is recognized as a refugee/stateless person or presentation of the original Certificate of Recognition and submission of a duplicate copy thereof	DOJ-RSPPU
<p>NOTE: <i>A signed application form is no longer required since the accomplished online application is equivalent to the duly accomplished physical form except for Senior Citizens (SCs) and Persons with Disability (PWDs) who cannot file and process their application by themselves. Filipino citizen who is a SC and/or PWD shall submit duly accomplished application form and present one (1) valid government-issued ID.</i></p> <p><i>The online application for BN registration is subject to the Terms and Conditions set forth under the existing Rules and by clicking the “I Agree” button, the applicant is deemed to have understood and accepted all such Terms and Conditions including the mandatory undertakings as posted on the web-enabled BN registration system.</i></p> <p><i>While applications can be filed by non-Philippine nationals, refugees, and stateless persons online, they shall be acted upon submission of the abovementioned supporting documentary requirements.</i></p>	<p>https://bnrs.dti.gov.ph</p>
Additional requirements if filer (client) is other than the owner	
1. Authorization letter from the owner	
2. Valid ID of the authorized representative	
For RENEWAL of registration	
<p>NOTE: <i>In cases where the authorized representative was not able to bring the hard copy of documentary requirement/s (e.g., Other BN-Related Application Form signed by the BN owner), an electronic copy of such document/s may be accepted in compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020¹</i></p>	

¹ ARTA MC No. 2020-06 provides that Government Agencies shall accept electronic copies of the documentary requirements, including photographs, in place of hard copies, unless a hard copy of the requirement is required by law.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. If Filipino citizen, apply online via the BNRS portal</p> <p>If non-Philippine national, refugee or stateless person, Senior Citizen, Person with Disabilities, accomplish and submit application form</p>	<p>1.1. Generate unique Reference Code</p> <p>Receive, verify, and process application form. (If incomplete, immediately return the application to applicant and point out deficiencies.)</p>	None	Upon submission of complete documentary requirements and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BNRS BN Processor/ NC Business Counselor (NCBC)
<p>2. Pay registration fee</p> <p>If through Cashier/Special Collecting Officer (SCO), secure Order of Payment from the BN Processor/ NCBC</p> <p>If through available online payment modes</p>	<p>2.1 Issue Order of Payment</p> <p>2.2 Receive payment and issue electronic official receipt generated from the BNRS</p> <p>Generate electronic official receipt</p>	<p>Registration fee based on territorial scope:</p> <p>a. Barangay: ₱200.00</p> <p>b. City/ Municipality: ₱ 500.00</p> <p>c. Regional: ₱1,000.00</p> <p>d. National: ₱2,000.00</p> <p>+ Documentary Stamp Tax (DST) of ₱30.00 per registration</p> <p>Surcharge for Renewal - Additional 50% of registration fee if filed within ninety-one (91) days to one hundred eighty days (180) days after the expiration date</p>		<p>BN Processor/NCBC</p> <p>Cashier/Special Collecting Officer (SCO)</p> <p>BNRS</p>

3. Claim BNR Certificate	<p>3.1 Print and issue BNR Certificate</p> <p>Send email to applicant together with the BNR Certificate and the electronic official receipt</p>	None		<p>BN Processor/ NCBC</p> <p>BNRS</p>
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NOTE: *An applicant who is a Senior Citizen (with proof of age) or a Person with Disability (with proof of disability) may file his/her application with the BN processors who can provide assistance in encoding and processing upon the client's request*

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
II. BUSINESS NAME REGISTRATION – ISSUANCE OF AFFIRMATIVE/NEGATIVE CERTIFICATION				
Online end-to-end application only through the Business Name Registration System (BNRS) – https://bnrs.dti.gov.ph				
NOTE: A signed application form is no longer required since the accomplished online application is equivalent to the duly accomplished physical form except for Senior Citizens (SCs) and Persons with Disability (PWDs) who cannot file and process their application by themselves. SC and/or PWD shall submit duly accomplished other bn-related application form and present one (1) valid government-issued ID.				
CLIENT STEPS	AGENCYACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online via the BNRS portal	1.1 BNRS will generate unique Reference Code	None	Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BNRS
Pay corresponding fee				
If through Cashier/Special Collecting Officer (SCO), secure Order of Payment from the BN Processor/ NCBC	1.1 Issue Order of Payment 1.2 Receive payment and issue electronic official receipt generated from the BNRS	Affirmative/ Negative Certification – ₱50.00 + ₱30.00 (DST)		BN Processor/ NCBC Cashier/SCO
If through available online payment modes	Generate electronic official receipt			BNRS
Claim Affirmative/ Negative Certification	3.1 Print and issue certification Send email to applicant together with the Affirmative/ Negative Certification and the electronic official receipt	None		BN Processor/ NCBC BNRS
NOTE: An applicant who is a Senior Citizen (with proof of age) or a Person with Disability (with proof of disability) may file his/her application with the BN Processors who can provide assistance in encoding and processing upon the client's request.				

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
III. BUSINESS NAME REGISTRATION – CHANGES OF INFORMATION OR AMENDMENTS TO THE CERTIFICATE OF BUSINESS NAME REGISTRATION				
For walk-in/over-the-counter application only				
1. One (1) duly filled-out Other BN-Related Application Form signed by the owner				BNRS/ RO/PO/NC
2. One (1) valid government-issued ID				
3. Submission of a clear certified copy of the marriage certificate or appropriate judicial decree or presentation of the original marriage certificate and submission of a duplicate copy for change or amendment of the BN owner's name by virtue of marriage or judicial decree				Philippine Statistics Authority (PSA) /Court
Additional requirements if filer (client) is other than the owner				
1. Authorization letter from the owner				Applicant
2. Valid ID of the authorized representative				
NOTE: <i>In cases where the authorized representative was not able to bring the hard copy of documentary requirement/s (e.g., Other BN-Related Application Form signed by the BN owner), an electronic copy of such document/s may be accepted in compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-06, Series of 2020.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit other BN-Related application form	1.1 Receive, verify and process application form (If incomplete, immediately return the application to applicant and point out deficiencies.)		Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/NC Business Counsellor, if through NC
2. Pay corresponding fee (via Cashier/ SCO only)	2.1 Receive payment and issue official receipt	Change of Owner's Name, Business Address, and/or Owner's Address – ₱50.00 + ₱30.00 (DST) per change of information		Cashier/SCO
3. Claim new BNR Certificate or Undertaking New BNR Certificate, if request is change of owner's name by virtue of marriage or	3.1 Print and issue the new BNR Certificate or Undertaking bearing the update on the requested changes	None		BN Processor/ NCBC

judicial decree				
Copy of the Undertaking bearing the revised information, if request is change of other BN Owner and/or Business Information except the Territorial Scope				

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
II. BUSINESS NAME REGISTRATION – CHANGE OF TERRITORIAL SCOPE		
For walk-in/over-the-counter application only		
1. One (1) duly filled-out Other BN-Related Application Form signed by the owner		BNRS/ RO/PO/NC
2. One (1) valid government-issued ID		
Additional requirements if filer (client) is other than the owner		
1. Authorization letter from the owner		Applicant
2. Valid ID of the authorized representative		
<p>NOTE: <i>In cases where the authorized representative was not able to bring the hard copy of documentary requirement/s (e.g., Other BN-Related Application Form signed by the BN owner), an electronic copy of such document/s may be accepted in compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-06, Series of 2020.</i></p>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit other BN-Related application	1.1 Receive, verify and process application form (If incomplete, immediately return the application to applicant and point out deficiencies.)	None	Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/ NCBC
2. Pay corresponding fee (via Cashier/ SCO only)	2.1 Receive payment and issue official receipt	Changes in Territorial Scope fee varies depending on the selected territorial scope as follows: a. Barangay: ₱200.00 b. City/ Municipality: ₱500.00 c. Regional: ₱1,000.00 d. National ₱2,000.00 +Documentary Stamp Tax (DST) of ₱30.00 per registration		Cashier/SCO
3. Claim new BNR Certificate with updated Territorial Scope and validity period	3.1 Print and issue new BNR Certificate with updated Territorial Scope and validity period	None		BN Processor/ NCBC

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
V. BUSINESS NAME REGISTRATION – ISSUANCE OF CANCELLATION CERTIFICATION				
For walk-in/over-the-counter application only				
1. One (1) duly filled-out Other BN-Related Application Form signed by the owner				BNRS/ RO/PO/NC
2. One (1) valid government-issued ID				
3. Submission of a declaration under oath that the cancellation is not intended to defraud creditors and that he/she has no outstanding and pending financial obligation in connection with his/her business or that he/she has notified all the creditor of such cancellation <i>NOTE: This may be in the form of a notarized Affidavit (no prescribed format), or a Sworn Statement executed before the DTI Regional/Provincial Director/Head of Office. The Sworn Statement document shall be provided by the DTI Regional or Provincial Office concerned where the oath was executed.</i>				RO/PO
4. Additional Requirement if Automatic Cancellation due to death of owner: Submission of Other BN-Related Application Form signed by the informant together with a clear certified copy of the death certificate of the registered BN owner and a copy of the informant's valid ID				BNRS/ RO/PO/NC PSA
Additional requirements if filer is other than the owner				
1. Authorization letter from the owner				Applicant
2. Valid ID of the authorized representative				
<i>NOTE: In cases where the authorized representative was not able to bring the hard copy of documentary requirement/s (e.g., Other BN-Related Application Form signed by the BN owner), an electronic copy of such document/s may be accepted in compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-06, Series of 2020.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Other BN-Related application form	1.1 Receive, verify and process application form (If incomplete, immediately return the application to applicant and point out deficiencies.)	None	Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/ NCBC

2. Pay corresponding fee (via Cashier/ SCO only)	2.1 Receive payment and issue official receipt	₱30.00 (DST)		Cashier/Special Collecting Officer (SCO)
3. Claim Cancellation Certification	3.1 Print and issue Cancellation Certification	None		BN Processor/ NCBC

CHECKLIST OF REQUIREMENTS				RE TO SECURE
III. BUSINESS NAME REGISTRATION – AUTHENTICATION or CERTIFIED TRUE COPY of the BNR CERTIFICATE				
For walk-in/over-the-counter application only				
1. One (1) duly filled-out Other BN-Related Application Form signed by the owner				BNRS/ RO/PO/NC
2. One (1) valid government-issued ID				
Additional requirements if filer (client) is other than the owner				
1. Authorization letter from the owner				Applicant
2. Valid ID of the authorized representative				
<p>NOTE: <i>In cases where the authorized representative was not able to bring the hard copy of documentary requirement/s (e.g., Other BN-Related Application Form signed by the BN owner), an electronic copy of such document/s may be accepted in compliance with the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-06, Series of 2020.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Other BN-Related application form	Receive, verify and process application form (If incomplete, immediately return the application to applicant and point out deficiencies.)	None	Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/ NCBC
2. Secure Order of Payment and pay corresponding fee (via Cashier/ SCO only)	2.1 Issue Order of Payment on the BN fee	Authentication or Certified True Copy – ₱50.00 + ₱30.00 (DST) per copy		BN Processor/ NCBC Cashier/SCO

	2.2 Receive payment and issue official receipt			
3. Claim Authenticated or Certified True Copy of the BNR Certificate	3.1 Issue duly marked and signed Authenticated or Certified True Copy of BNR Certificate	None		BN Processor/ NCBC

Consumer Protection Frontline Service

4. Issuance of Sales Promo Permit

The issuance of Sales Promotion Permit is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the Sales Promotion Permit is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Any person intending to conduct any form or scheme for a sales promotion campaign of a consumer product, service or credit shall first secure a permit from the DTI at least 30 days before the commencement of the promotion activity.

The issuance of a sales promotion permit is required to ensure fairness in the conduct of sales promotion, truth in claims, guarantee in the delivery of commitments, and remedies for violation.

Office or Division:	Fair Trade Enforcement Bureau – Sales Promotion Division, Regional and Provincial Offices
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Companies embarking on sales promotion campaign as defined under the Consumer Act of the Philippines and its Implementing Rules and Regulation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. DISCOUNT PROMO	
<i>SP Permit Application Requirements</i>	
Filled – up application and duly signed by the authorized representative	Applicant
Detailed sales promo mechanics	Applicant
Layout of promo collaterals one of which must contain the detailed promo mechanics.	Applicant
List of products on sales reflecting the original price, discounted price and % discount	Applicant
Product Standard Certificate for products covered by mandatory standard (see List of Products Under Mandatory Certification at www.bps.dti.gov.ph)	DTI - BPS
Certificate of Accreditation of Service and Repair Shop from DTI	DTI – FTEB/RO/PO
National Telecommunications Commission (NTC) Permit/Registration for: <ul style="list-style-type: none"> • Call/SMS promo rates • Surfing Services Promo • 4-digit access number or code to be used for SMS promo material • Value Added Services (VAS) that are packaged with voice • New product offers and their pricing schemes 	NTC
HLURB License for real property promo and authority to sell	HLURB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Advertising materials requirements	
For public telecommunications services: <ul style="list-style-type: none"> • average broadband speed must be indicated • minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated 	Applicant
<ul style="list-style-type: none"> • the claim “fastest speed” for broadband is NOT ALLOWED • the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services • maximum (“up to”) broadband speed may be indicated 	Applicant
For ads with special claims: source of special claim with supporting copy of research/test/survey results/scientific or statistical finding, article from journal/book/newspaper/magazine	Applicant
For ads with image of Philippine Peso: Clearance from Bangko Sentral ng Pilipinas	BSP
For ads with image of Philippine National Flag or Philippine historical/cultural sites: Clearance from National Historical Commission of the Philippines	NHCP
For ads using copyrighted image (Philippine Airlines, Enchanted Kingdom, Disney): permit from copyright owner	Applicant
For online ads: screenshots of online publication of promo mechanics/ads and all other promo related landing pages	Applicant
Note: Memorandum of Agreement between promoting agency and participating outlet/co-sponsor/promo partner if applicable.	
II. PREMIUM PROMO	
SP Permit Application Requirements	
Filled – up application and duly signed by the authorized representative	Applicant
Detailed sales promo mechanics	Applicant
Layout of promo collaterals one of which must contain the detailed promo mechanics	Applicant
Promo Particulars	
Voucher or similar instrument with the following minimum contents: <ul style="list-style-type: none"> • Validity period of at least 1 year • Redemption center • How to avail • Claiming terms and conditions 	Applicant
Certificates/Check/Card/Vouchers or similar instrument to be sold at promo rate (should be valid for at least 1 year from date of issue)	Applicant
System description and features	Applicant
Systems flowchart	Applicant
Reply/content messages if using SMS/electronic system	Applicant
Permit Application Attachments (if applicable)	
Product Standard Certificate for products with mandatory standard (see List of Products Under Mandatory Certification at www.bps.dti.gov.ph)	DTI - BPS
Certificate of Accreditation of Service and Repair Shop from DTI	DTI – FTBE/ RO/PO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
National Telecommunications Commission (NTC) Permit/Registration for: <ul style="list-style-type: none"> • Call/SMS promo rates • 4-digit access number or code to be used for SMS promo material • Value Added Services (VAS) that are packaged with voice • New product offers and their pricing schemes 	NTC
HLURB License for real estate properties and authority to sell	HLURB
For jewelry prizes: Certificate indicating the appraised value of the jewelry signed by licensed gemologist	Applicant
For house and lot prizes: title, blueprint, specifications, model, location plan, cost and area of house, cost and area of lot	Applicant
For condominium prize: blueprint, specification, model, location plan, cost, area	Applicant
For prizes payable in installment (shall not exceed 5 years): performance bond or similar devices	Applicant
For foreign or domestic trips: local/domestic valid for 1 year, foreign valid for 6 months.	Applicant
Projected total cost of Prizes for the whole promo duration.	Applicant
<i>Waiver stating the following (for text-based promos):</i>	
In the event that it is determined by a Court of Competent Jurisdiction that (promo title) is a form of gambling or wagering, (sponsor) will submit to the rules and regulations required by the pertinent Government Agency.	Applicant
<ul style="list-style-type: none"> • Sponsor/content provider) shall not forward any unsolicited text messages to subscribers during the promo period, after the subscriber turns off the subscription, and after the promo period. 	Applicant
<ul style="list-style-type: none"> • In case inadvertent or unsolicited text message is sent to the subscriber due to failure of the system to recognize subscriber request to turn off subscription, (sponsor/content provider) will revert or refund the cost 	Applicant
<i>Advertising materials</i>	
For public telecommunications services: <ul style="list-style-type: none"> • average broadband speed must be indicated • minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated • the claim “fastest speed” for broadband is NOT ALLOWED • the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services • maximum (“up to”) broadband speed may be indicated 	Applicant
For ads with special claims (e.g. “the best”, “no.1”, “biggest”, “best-selling”): the source of special claim with supporting official copy of research/test/survey results/scientific or statistical finding, article from journal/book/newspaper/magazine	Applicant
For ads with image of Philippine Peso: Clearance from Bangko Sentral ng Pilipinas	BSP
For ads with image of Philippine National Flag or Philippine historical/cultural sites: Clearance from National Historical Commission of the Philippines	NHCP
For ads using copyrighted image (Philippine Airlines, Enchanted Kingdom, Disney): permit from copyright owner	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For online ads: Screenshots of online publication of promo mechanics/ads and all other promo related landing pages	
Note: Memorandum of Agreement between promoting agency and participating outlet/co-sponsor/promo partner/redemption center, if applicable	
III. RAFFLE/REDEMPTION/GAMES/CONTEST SALES PROMOTION	
SP Permit Application Requirements	
Filled – up application and duly signed by he authorized representative	Applicant
Detailed sales promo mechanics	Applicant
Layout of promo collaterals one of which must contain the detailed promo mechanics.	Applicant
For System Aided/Online Promo	
System description and features	Applicant
Systems flowchart	Applicant
Reply/content messages for SMS/electronic system-based promo	Applicant
Screenshot of all other promo related landing pages/webpages	Applicant
Permit Application Attachments (if applicable)	
Product Standard Certificate for products with mandatory standard (see List of Products Under Mandatory Certification at www.bps.dti.gov.ph)	DTI - BPS
Certificate of Accreditation of Service and Repair Shop from DTI	DTI – FTETB/ RO/PO
National Telecommunications Commission (NTC) Permit/Registration for: <ul style="list-style-type: none"> • Call/SMS promo rates • 4-digit access number or code to be used for SMS promo material • Value Added Services (VAS) that are packaged with voice • New product offers and their pricing schemes 	NTC
HLURB License for real estate properties and authority to sell	HLURB
For jewelry prizes: Certificate of appraisal signed by licensed gemologist title, house plan blueprint, specifications, model, location plan, cost and area of house, cost and area of lot	Applicant
For condominium prize: condo unit blueprint, specification, model, location plan, cost, area	Applicant
For prizes payable in installment (shall not exceed 5 years): performance bond or similar devices	Applicant
For foreign or domestic trips: local/domestic trip valid for 1-year, foreign trip valid for 6 months	Applicant
Prize specification when promo Prizes are in kind and the total cost of the promo prizes	Applicant
Waiver stating the following (for text-based promos):	
In the event that it is determined by a Court of Competent Jurisdiction that (promo title) is a form of gambling or wagering, (sponsor) will submit to the rules and regulations required by the pertinent Government Agency.	Applicant
Sponsor/content provider) shall not forward any unsolicited text messages to subscribers during the promo period, after the subscriber turns off the subscription, and after the promo period.	Applicant
In case inadvertent or unsolicited text message is sent to the subscriber due to failure of the system to recognize subscriber request to turn off subscription, (sponsor/content provider) will revert or refund the cost	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Advertising materials	
For public telecommunications services: <ul style="list-style-type: none"> • average broadband speed must be indicated • minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated • the claim “fastest speed” for broadband is NOT ALLOWED • the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services maximum (“up to”) broadband speed may be indicated 	Applicant
For ads with special claims: source of special claim with supporting copy of research/test/survey results/scientific or statistical finding, article from journal/book/newspaper/magazine	Applicant
For ads with image of Philippine Peso: Clearance from Bangko Sentral ng Pilipinas	BSP
For ads with image of Philippine National Flag or Philippine historical/cultural sites: Clearance from National Historical Commission of the Philippines	NHCP
For ads using copyrighted image (Philippine Airlines, Enchanted Kingdom, Disney): permit from copyright owner	Applicant
For online ads: Screens of online publication of promo mechanics/ads and all other promo related landing pages	Applicant
Note: Memorandum of Agreement between promoting agency and participating outlet/co-sponsor/promo partner/redemption center	
Control Measures	
Procedure in handling, collecting, safekeeping of entries/data	Applicant
Name and designation of persons responsible in handling the promo system, collecting entries, safekeeping of entries	Applicant
Presence of DTI representative during the drawing of winners/determination of winners	DTI – FTEB/RO/PO
Other Promo particulars if applicable	
Raffle stub (traditional) with the following minimum contents: <ul style="list-style-type: none"> - Name - Address - Telephone number - Signature - Promo period - Deadline for submission of entries - Raffle draw date - “Per DTI Fair Trade Permit No. XXXX (DTI Office) __ Series of 2016” 	Applicant
Raffle (SMS and Online) <ul style="list-style-type: none"> - Registration page which must contain the following: <ul style="list-style-type: none"> - Name - Postal address - Contact details 	Applicant
Contest Sales Promo Campaign <ul style="list-style-type: none"> - Submit name and qualification of judges, at least 3 and 1 of which must be industry practitioner - Judges score sheet and tally sheet 	Applicant

FTEB- Sales Promotion Division

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply Online via SPS Portal (Iregis.dti.gov.ph)	1.1 Evaluate sales promotion permit application documents; determine Permit Fee; submit documents for review to DC	None	1 hour	Account Officer, SPD
2. Payment of Fees	2.1 Review SP application documents by SPD DC; Endorse for payment of fees (DTI Pay online)	See fees below	15 minutes	Division Chief, SPD DTI Pay/ e-payment portal
3. Receive/Download Sales Promo Permit Approval Document	3.1 Approval of Sales Promotion Permit Application	None	10 minutes	Director IV, FTEB
Total Processing Time		1 hour 25 minutes*		

*Note: Processing time starts once a complete and correct application is “Locked for Evaluation” by the assigned evaluator in the iRegis system and excludes queuing time in between processes. Working hours will be Mondays to Fridays only, except holidays, from 8am to 5pm.

Regional/Provincial Offices

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to DTI Regional/Provincial Offices	1.1 Evaluate sales promotion permit application documents and issue order of payment	Each scheme will be subject to a Permit Fee based on the amount of prizes or geographical area, whichever is higher. Please see permit fee below.	2 hours 30 minutes	Account Officer
2. Pay and receive official receipt.	2.1 Receive payment and issue official receipt.			

3. Claim Sales Promotion Permit	3.1 Print and Issue Sales Promotion Permit			
Total Processing Time		2 hours 30 minutes		

Area Coverage	Permit Fee
Single province/city/municipality	₱250
Several provinces/cities/municipalities within a single region	₱500
More than one region but excluding Metro Manila	₱750
NCR only or in several regions including Metro Manila or nationwide	₱1,000

Amount of Prizes	Permit Fee
Up to ₱50,000	₱250
₱50,001-P150,000	₱500
₱150,001-P300,000	₱1,000
₱300,001-P500,000	₱2,000
₱500,001-P1,000,000	₱3,000
Above ₱1,000,000	₱5,000

Beauty Contest – ₱2000
Changes

- Minor changes (change in date or venue of draw) – ₱100
- Extensions and other major changes requiring re-evaluation – ₱300

Documentary Stamp Tax – ₱30

5. Processing of Import Commodity Clearance

(ICC)

The issuance of Import Commodity Clearance (ICC) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days, excluding product inspection and testing period. If the Import Commodity Clearance is not released within the prescribed time, you may file a complaint via email (artaunit@dti.gov.ph).

ICC Certificate is issued to an importer whose imported products have shown conformance to relevant standards through inspection, verification, and product testing by the BPS Recognized Testing Laboratories. Application for Import Commodity Clearance is available online through the Product Certification Information Management System (PCIMS).

Applicants are encouraged to apply online. All applications are processed and corresponding certificates are issued within 16 working hours. However, inspection and testing time are not included in “processing time” since they vary depending on the product being tested. Applications are then processed for another 16 working hours after the submission of inspection and audit reports.

Office or Division:	Bureau of Philippine Standards (BPS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Importers of products covered under the BPS Mandatory Product Certification Scheme

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Packing List	Exporter
Import Entry	Bureau of Customs
Commercial Invoice	Exporter
Bill of Lading/Airway Bill	Shipping company
Summary of Batch Numbers/Serial Numbers of the product(s) covered by mandatory certification Bill	Company Document(based on the actualbatch/serial numbersof the imported commodity)
SEC Certificate of Incorporation (for corporation/partnership) or DTI Business Name Registration Certificate (for single proprietor)	Security Exchange Commission (SEC)or DTI
Board/Partner’s Resolution (for corporation/partnership) or Special Power of Attorney (for single proprietors) authorizing a particular person to transact business with the Bureau of Philippine Standards	Company Document
BOC Certificate of Registration / Importer’s Certificate of Accreditation	Bureau of Customs
Surety Bond (<i>Original copy to be uploaded in PCIMS</i>)	Insurance company

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification to ISO 9001:2008 or its future amendments of the product manufacturer	Manufacturer of the imported commodity
Where applicable, copy of valid test reports	Applicant's document from previous shipment or from testing laboratory recognized by BPS
Declaration of conformity (for motorcycle helmet)	Manufacturer of the imported commodity
Current proof of billing of office and warehouse of the importer	Company Document

**Note: All requirements are needed to be Certified true copy and to be uploaded at PCIMS*

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the required information in the Product Certification Information Management System (PCIMS)		None	20 minutes	Importer
2. Submit ICC application and upload the required documents thru the Product Certification Information Management System (PCIMS)	<p>21. Evaluate the application and required documents</p> <p>If complete, prepare Statement of Account.</p> <p>If incomplete, revert the application to client and indicate the deficiencies under "Remarks".</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Identify the type of certificate to be issued.</p> <p>Import Commodity Clearance (ICC) if product applied is covered by the BPS Mandatory Certification scheme and with accompanying valid test report/s</p> <p>Certificate of Conditional Release (CR) if product applied is covered by the BPS Mandatory Certification scheme and without accompanying valid test report</p> <p>Certificate of Exemption (CE) if product applied is not covered by the BPS Mandatory Certification scheme or if with valid PS License</p>		7 working hours	Product Certification Officer
	2.3 Review and recommend for approval/ denial of certificate	None	4 working hours	Product Certification Head or his/her authorized representative
	2.4 Approval or denial of certificate	None	4 working hours	BPS Director or his/her duly authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Print Statement of Account / Payment Slip received thru PCIMS and visit BPS or DTI Regional/ Provincial Office. Present the printed Statement of Account and have it signed by relevant frontline personnel. Pay application and/or processing fees at the DTI Cashier.</p>	<p>3.1 Sign Statement of Account / Payment Slip</p>	<p>Application Fee: ₱300.00</p> <p>Processing Fee: ₱5,000.00 - For importation with invoice value up to ₱500,000.00</p>	<p>15 minutes</p>	<p>PCO / DTI Cashier</p>
	<p>3.2 Receive payment from client, sign Statement of Account presented by the client and issue Official Receipt.</p>	<p>₱7,500.00 - for importation with invoice value over ₱500,000.00 up to ₱1 Million</p> <p>₱10,000.00 - for importation with invoice value over ₱1 Million</p>		
<p>4. Present OR and Statement of Account / Payment Slip signed by DTI Cashier. Claim certificate (ICC/CR/CE). For ICC certificate with corresponding ICC stickers, proceed to Step No.7.</p> <p>For Conditional Release, sign on the certificate to agree on the conditions stated therein and proceed to Step No. 5.</p> <p>For CE, confirm receipt of certificate.</p>	<p>4.1 Issue the certificate</p>	<p>None</p>	<p>45 minutes</p>	<p>BPS Releasing Officer</p>

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. For applications under Conditional Release, subject the importer's declared warehouse for inspection, inventory, and/or sampling by the BPS recognized inspection body or DTI RO/PO.</p> <p>Select and assign any of the BPS recognized inspection bodies using PCIMS</p> <p>Allow the designated inspector to conduct product inspection and sampling based on the relevant DAO/ PNS at the declared warehouse.</p> <p>If the inspector determined that the product is indeed covered by mandatory certification, proceed to step 6 for product testing. Otherwise proceed to step 8 for issuance of Certificate of Exemption (CE).</p>	<p>5.1 Endorse to inspection body or DTI RO/PO for the conduct of product inventory, sampling, and monitor submission of samples for independent testing thru PCIMS. The former shall upload the Inspection Report and submit Request for Test Form in PCIMS certification, proceed to step 7. Otherwise proceed to step 8 for preparation of Certificate of Exemption.</p>	<p>Inspection Fee: DTI Inspection Fee-₱1,000.00 per man-hour</p> <p>Inspection Body-as charged by the BPS recognized Inspection Body</p> <p>Testing fee: As charged by the BPS recognized Testing Laboratory</p>	<p><i>Note: The duration of inspection and sampling depends on the location of the declared warehouse and the volume of the imported commodity being applied for ICC.</i></p>	<p>Inspection body and importer</p>

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
6. Secure Request for Test form for the drawn samples and submit samples to the BPS designated testing laboratory	6.1 Inspection body shall endorse the application to the BPS-recognized laboratory independent testing. The latter shall perform product testing as per the applicable PNS and upload the Test Report/s in PCIMS	Testing Fee: As charged by the BPS recognized Testing Laboratory	Note: The test period varies on the product type	
	6.2 Upon receipt of complete documents, evaluate results of inspection and testing. If compliant, prepare the necessary certificate. If non-compliant, inform applicant thru PCIMS of the non-conformities.	None	7 working hours from receipt of complete documents to approval/ denial of ICC certificate	Product Certification Officer
	6.3 Review and recommend for approval/ denial of certificate	None	4 working hours	Product Certification Head or his/her authorized representative
	6.4 Approval or denial of certificate	None	4 working hours	BPS Director or his/her duly authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
7. Print Statement of Account / Payment Slip and have it signed by relevant frontline personnel. Pay ICC stickers fee.	7.1 Sign Statement of Account / Payment Slip. Prepare the ICC stickers for release once paid.	ICC stickers: ₱1.56 per piece for regular products (new stickers) ₱1.68 per piece for regular products ₱1.31 per piece for small products (i.e. glow-starters, lighters, PVC electrical tapes, switches, plugs, & socket- outlets)	15 minutes	Releasing Officer and DTI Cashier
8. Receive ICC certificate and ICC stickers.	8.1 Releasing at BPS: If ICC is approved, release ICC and ICC stickers. If ICC is denied, release denial letter to importer.	None	45 minutes	Releasing Officer
	8.2 Releasing at DTIRO/PO: If ICC is approved, release ICC certificate upon purchase of ICC stickers at the BPS. If ICC is denied, release denial letter	None		Releasing Officer

Total Processing Time (For Import Shipment with validProduct Test Report)	16 working hours upon receipt of ICC application through PCIMS at the BPS frontline
Total Processing Time (For Import Shipment without validProduct Test Report)	16 working hours (upon receipt of ICC application for issuance of Certificate of Conditional Release) + inspection, inventory, & sampling time + product testing time + 16 working hours (upon receipt of inspection report and product test report for issuance of ICC and its corresponding ICC stickers)

Application Fee	₱300
Processing Fee	
for importation with invoice value up to ₱500,000.00	₱5,000.00
for importation with invoice value over ₱500,000.00 up to ₱1 Million	₱7,500.00
for importation with invoice value over ₱1 Million	₱10,000.00
Inspection Fee	
DTI Inspection Fee	₱1,000.00 per man-hour
Inspection Body	as charged by the BPS recognized InspectionBody
Testing Fee	as charged by the BPS recognized TestingLaboratory
ICC Stickers	
All products	₱1.56 per piece of sticker (new sticker)
Regular products	₱1.68 per piece of sticker
Small products (i.e. glow-starters, lighters, PVC electrical tapes, switches, plugs, & socket-outlets)	₱1.31 per piece of sticker

6. Processing of Statement of Confirmation (SOC)

The issuance of Statement of Confirmation (SOC) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days excluding product inspection and testing period. If the Statement of Confirmation is not released within the prescribed time, you may file a complaint via email (artaunit@dti.gov.ph).

SOC is issued to an importer whose cement, BI/GI steel pipes, deformed and re-rolled steel bars, plywood, and ceramic tiles have shown conformance to the relevant PNS and is confirmed to come from the registered foreign PS License holder. All applications are processed and corresponding certificates are issued within 16 working hours. However, inspection and testing time are not included in “processing time” since they vary depending on the product being tested. Applications are then processed for another 16 working hours after the submission of inspection and audit reports.

Office or Division:	Bureau of Philippine Standards (BPS)
Classification:	Highly Technical
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Importers of cement and steel products

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Packing List	Exporter
Commercial Invoice	Exporter
Bill of Lading	Shipping Company
Summary of the production batch/lot and the corresponding manufacturing dates duly certified by the manufacturer's Quality Management Representative or Quality Manager	Manufacturer
Production records reflecting the shipped production batch/lot verifiable during surveillance audits duly certified by the manufacturer	Manufacturer
DTI Business Registration Certificate for sole proprietorship or latest SEC Registration Certificate and Articles of Incorporation/Partnership for corporation/partnership	DTI or SEC
Special Power of Attorney (for single proprietorship) or Board/Partnership Resolution or Secretary's Certificate in cases where the application is filed by a person other than the owner/importer/authorized representative clearly setting forth the authority of the representative dealing with the Bureau of Philippine Standards	Company Document
Latest audited financial statement	Company Document
List of distributors/retailers with their complete addresses and contact details	Company Document
Proof of ownership or contract of lease of warehouse	Company Document
Import Entry (may be submitted later prior to release of the certificate)	Bureau of Customs
Surety Bond	Insurance Company
Shipment in bulk shall be accompanied by shipping documents as prescribed by PNS 07 or PNS 63 (for cement only)	
Copy of pre-shipment test reports duly issued by BPS recognized testing laboratory	
BOC Certificate of Registration / Importer's Certificate of Accreditation	Bureau of Customs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current proof of billing of office and warehouse of the importer	Company document
PS License	Manufacturer
Note: All requirements are needed to be Certified true copy and to be uploaded at PCIMS	

CLIENT STEPS	AGENCY ACTIONS	FEEES	PROCESSING TIME	PERSON RESPONSIBLE
1. For applications with pre- shipment inspection and testing, a request letter must be sent indicating the chosen inspection body and testing laboratory with the summary of batch and production record as attachments	1.1 Prepare written authority to conduct inspection and verification to the identified BPS recognized inspection body and testing laboratory, copy furnished the applicant	None	8 working hours	Product Certification Officer (PCO)
	1.2 Review and recommend for approval/denial of written authority	None	4 working hours	Product Certification Head or his/her authorized representative
	1.3 Approval or denial of written authority	None	4 working hours	BPS Director or his/her duly authorized representative
2. Fill out the required information and upload the required documents in the Product Certification Information Management System				
3. Submit SOC application and upload the required documents thru the product Certification Information Management System (PCIMS)	3.1 Evaluate the application and required documents. If complete, prepare Statement of Account. If incomplete, revert the application to client and indicate the deficiencies under "Remarks". Prepare Certificate of Conditional Release (CCR)	None	7 working hours	Product Certification Officer

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Review and recommend for approval/ denial of CCR	None	3 working hours	Product Certification Head or his/her authorized representative
	3.3 Approval or denial of CCR	None	4 working hours	BPS Director or his/her duly authorized representative
4. Print Statement of Account / Payment Slip Present the printed Statement of Account and have it signed by relevant frontline personnel. Pay application and/or processing fees at the DTI Cashier.	4.1 Sign Statement of Account / Payment Slip.	Application Fee: ₱300.00 Processing Fee: ₱5,000.00 - for importation with invoice value up to ₱500,000.00 ₱7,500.00 - for importation with invoice value over ₱500,000.00 up to ₱1 Million ₱10,000.00 - for importation with invoice value over ₱1 Million	15 minutes	PCO
	4.2 Receive payment from client, sign Statement of Account presented by the client and issue Official Receipt	DTI Cashier		
5. Present OR and Statement of Account/ Payment Slip signed by DTI Cashier/Claim certificate. Claim Conditional Release and tag the certificate as received.	5.1 Issue the certificate Conditional Release	None	45 minutes	BPS Releasing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
<p>6. Select and assign any of the BPS recognized inspection bodies using PCIMS</p> <p>Subject the importer's declared warehouse for inspection, inventory and sampling by the BPS recognized inspection body or DTI RO/PO.</p>	<p>6.1 Endorse to inspection body or DTI RO/PO for the conduct of product inventory, sampling, and monitor submission of samples for independent testing thru PCIMS. The former shall upload the Inspection Report and Request for Test Form in PCIMS.</p>	<p>Inspection Fee:</p> <p>DTI Inspection Fee - ₱1,000.00 per man- hour</p> <p>Inspection Body - as charged by the BPS recognized Inspection Body</p>		
<p>7. Secure Request for Test form for the drawn samples and submit samples to the BPS designated testing laboratory</p>	<p>7.1 Inspection body shall endorse the application to the laboratory for independent testing. The latter shall upload the Test Report/s in PCIMS.</p> <p><i>Note: Applications with pre-shipment inspection and testing are only required to undertake testing for critical parameters identified in each relevant technical regulation.</i></p>	<p>Testing Fee: As charged by the BPS-recognized Testing Laboratory</p>	<p>7 working hours from receipt of complete documents to approval/denial of ICC certificate</p>	<p>Products certification officer</p>
	<p>7.2 Upon receipt of complete documents, evaluate results of inspection and testing.</p> <p>If compliant, prepare the Statement of Confirmation</p> <p>If non-compliant, inform applicant, thru PCIMS, of the non-conformities.</p>	<p>None</p>		<p>Product Certification Head or his/her authorized representative</p>

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	7.3 Review and recommend for approval and denial of SOC	None	4 working hours	
	7.4 Approval or denial of certificate	None	4 working hours	BPS Director or his/her duly authorized representative
8. Receive SOC or relevant document	8.1 Issue SOC or relevant document	None	1 working hour	Releasing Officer
Total Processing Time (For Import Shipment with Pre-shipment inspection and testing)		16 working hours upon receipt of SOC application at the BPS frontline for issuance of written authority to conduct inspection and verification + inspection, inventory, & sampling time + product testing time + 16 working hours (upon receipt of inspection report and product test report for issuance of Certificate of Conditional Release) + inspection, inventory, & sampling time + 16 working hours (upon receipt of inspection report for issuance of Statement of Confirmation)		
Total Processing Time (For Import Shipment without Pre-shipment inspection and testing)		16 working hours (upon receipt of SOC application for issuance of Certificate of Conditional Release) + inspection, inventory, & sampling time + product testing time + 16 working hours (upon receipt of inspection report and product test report for issuance of SOC)		

Application Fee	₱300
Processing Fee	
for importation with invoice value up to ₱500,000.00	₱5,000.00
for importation with invoice value over ₱500,000.00 up to ₱1 Million	₱7,500.00
for importation with invoice value over ₱1 Million	₱10,000.00
Inspection Fee	
DTI Inspection Fee	₱1,000.00 per man-hour
Inspection Body	as charged by the BPS recognized Inspection Body
Testing Fee	as charged by the BPS recognized Testing Laboratory

7. Processing of Philippine Standard (PS) Quality and/or Safety Certification Mark License

The issuance of Philippine Standard (PS) Quality and/or Safety Certification Mark is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days excluding product audit and testing period. If the PS License is not released within the prescribed time, you may file a complaint via email (arta@dti.gov.ph).

The PS Quality and/or Safety Certification Mark License is granted to either a local or foreign manufacturer whose factory and product have successfully complied with the requirements of the PNS ISO 9001 and the relevant product standard/s, respectively. Application for PS License is filed through the Product Certification Information Management System (PCIMS) accessible at www.qualityproducts.dti.gov.ph.

Office or Division:	Bureau of Philippine Standards (BPS)	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Manufacturers/assemblers of products covered under the BPS Mandatory Product Certification Schemes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Articles of Incorporation or Business Name and Sub-Contracting Agreement, if any of manufacturer and local counterpart (if foreign manufacturer)	Manufacturer	
2. Quality Manual (CONTROLLED COPY)	Manufacturer	
3. Brief description of manufacturing process	Manufacturer	
4. Reference no. of the Product Identification File to include process flow, materials, process control and drawings among others.	Manufacturer	
5. Listing of measuring and testing equipment with nominal capacities and serial numbers at each inspection point and final product testing together with the evidence of ownership, such as official receipts.	Manufacturer	
6. Brief description of equipment maintenance and calibration program for all testing and measuring equipment with their corresponding calibration certificates.	Manufacturer	
7. Copies of labels, markings and logos etc. as per requirements of specific standard.	Manufacturer	
8. Description of the supply distribution chain. If new business, identify the target market. If foreign company, identify the Philippine principal and describe the organizational relationship of the applicant/license holder and Philippine principal.	Manufacturer	
9. Vicinity map of the factory	Manufacturer	
10. Latest audited financial statement of the manufacturer and its local counterpart (for foreign manufacturers of cement and steel)	Manufacturer / local counterpart	
11. Undertaking to abide by the terms and conditions of the PS License	Form can be acquired at the	

Note: All requirements are needed to be Certified true copy and to be uploaded at PCIMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the required information in the Product Certification Information Management System (PCIMS)	None	None	20 minutes	Manufacturer
2. Submit PS application and upload required documents thru the Product Certification Information Management System (PCIMS)	<p>2.1 Review and evaluate application & required attachments</p> <p>If complete, endorse for conduct of audit</p> <p>If incomplete, revert the application indicating the deficiencies under "Remarks" tab</p>	None	16 working hours	Product Certification Officer (PCO)
3. Coordinate with BPS or the chosen auditing body for the schedule of the audit	3.1 BPS auditors or the auditing body shall prepare Audit Plan and Audit Assignment. BPS Audit Checker shall review the aforementioned documents.	None		PCO and Audit Checker
4. Prepare for factory and product audit	<p>4.1 Conduct factory/QMS and product audit</p> <p>If complied, draw product samples.</p> <p>Prepare Audit Report.</p>	<p>Audit Fee: As charged by the BPS Recognized Auditing Body</p>	<p><i>Note: The audit time varies and the number of product types being applied for PS license</i></p>	Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>For BPS and/or DTI RO/PO: Size of business establishment in terms of assets ₱100.00 per man-hour - for micro-sized establishments ₱300.00 per man-hour - for small-sized establishments ₱400.00 per man-hour - for medium-sized establishments ₱500.00 per man-hour - for large-sized establishments</p> <p>Transportation: As per arrangement (if necessary) Hotel</p> <p>Accommodation: As per arrangement (if necessary)</p>		
5. Institute corrective actions.	5.1 If there are non-conformities (NCRs) during the QMS and/or product audit, advise applicant to do corrective actions within a period of three (3) months from notice.	None		Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body)
6. Secure Request for Test form for the drawn samples and submit sample to the BPS designated testing laboratory	6.1 Provide Request for Test form for the drawn samples and inform applicant of the test duration.	Testing Fee: As charged by the BPS recognized Testing Laboratory	<i>Note: The test period varies on the product type.</i>	Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body) and BPS Recognized Testing Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Institute corrective actions on the product, if appropriate	7.1 Evaluate Audit and Test Reports If complied, prepare PS License If test results failed, recommend to client to undertake corrective action and/or request for re-testing	None	7 working hours	PCO
	7.2 Prepare draft for PS License and its Scope of Certification, Statement of Account, and letter reminding the licensee of the terms and conditions of the License			
	7.3 Review and recommend for approval/denial of PS license	None	4 working hours	Product Certification Head
	7.4 Approval or denial of PS license	None	4 working hours	Bureau Director
8. Pay the necessary fees specified on the Statement of Account and present Official Receipt (OR)	8.1 Prepare payment slip indicating the amount specified on the Statement of Account	Application Fee: ₱300.00 Quality Manual Review: ₱5,000.00 Original License Fee: ₱5,000.00 - for micro-sized establishments ₱7,500.00 – for small-sized establishments ₱10,000.00 - for medium-sized establishments ₱12,500.00 - for large-sized establishments	15minutes	Releasing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Annual License Fee: ₱2,500.00 - for micro-sized establishments ₱3,750.00 - for small-sized establishments ₱5,000.00 - for medium-sized establishments ₱6,250.00 - for large-sized establishments		
9. Get original copy of the PS License and Certificate of Scope and/or copies of Test Results. Conform with the reminders as a PS licensee	9.1 Release the PS License and Certificate of Scope upon verification of the OR	None	45 minutes	Releasing Officer
Total Processing Time		16 working hours upon receipt of application for issuance of a letter informing the applicant of the evaluation results of their application) + factory audit (includes QMS and product audit) + product testing time + 16 working hours (upon receipt of the last required document i.e. audit report, corrective action report, product test reports, etc.)		

Size of business establishment in terms of assets	Application Fee	Quality Manual Review	Audit Fee*	Testing Fee	Original License Fee	Annual License Fee
micro-sized establishments	₱300.00	₱5,000.00	₱100.00 per man-hour	As charged by the BPS recognized Testing Laboratory	₱5,000.00	₱2,500.00
small-sized establishments	₱300.00	₱5,000.00	₱300.00 per man-hour		₱7,500.00	₱3,750.00
medium-sized establishments	₱300.00	₱5,000.00	₱400.00 per man-hour		₱10,000.00	₱5,000.00
large-sized establishments	₱300.00	₱5,000.00	₱500.00 per man-hour		₱12,500.00	₱6,250.00

* Audit conducted by BPS or DTI RO/PO is charged according to the audit fees indicated in this table. If audit is conducted by BPS Recognized Auditing Bodies, the fee is charged by the BPS Recognized Auditing Body

* Transportation: As per arrangement (if necessary)

* Hotel Accommodation: As per arrangement (if necessary)

8. Issuance of Certificate for Accreditation for Service and Repair Enterprises (Accreditation of Service and Repair Enterprises)

The issuance of Certificate of Accreditation of Service and Repair Enterprises is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days from the date of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Accreditation of SRE is not released within 7 days, you may file a complaint via email (arta@dti.gov.ph).

The accreditation of repair and service enterprises and their technical personnel aims to protect the interest of the consumers availing their services. The accreditation ensures that the enterprises have the necessary tools, equipment, and facilities, and its technical personnel have the required expertise to provide the services.

Office or Division:	Fair Trade Enforcement Bureau-Business Licensing and Accreditation Division, Regional and Provincial Offices
Classification:	Complex
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Service and Repair Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original/E-copy notarized completely filled out application form with Undertaking/Warranty (minimum of 90 days) signed by the owner or authorized signatory (signed by the proprietor for SPs, if other than the Proprietor, attach SPA/Authorization; President/Managing Partner for Corporation/Partnership, otherwise, attach Secretary's Certificate or Board/Partners' Resolution re: authorized signatory);	IRegIS, DTI website, Regional and Provincial Offices, or Negosyo Centers
2. Copy of Valid Business Name Certificate of Registration for Single Proprietorship; SEC Certificate of Incorporation/Partnership and Articles of Incorporation/Partnership for Corporation/Partnership; CDA Certificate of Registration and Articles of Cooperation. For renewal-SEC Registration Certificate only, if no amendments were made in the Articles of Incorporation/Partnership;	DTI or SEC
3. Copy of Latest Accreditation Certificate;	Applicant
4. Copy of Organizational Chart and List of Mechanics/Technicians and Position with Personal/Bio-Data Sheet;	Applicant
5. Copy of valid and relevant TESDA Certificate (National Certificate or Certificate of Competency for Technical Employees);	TESDA or Technician
6. Original/e-copy Certified List of Trainings Attended by the Employees/Technicians for the past 2 years (for Ref and Aircon, including auto aircon);	Applicant
7. Original/e-copy List of Shop Tools and Equipment;	Applicant
8. Original/e-copy Shop Floor Plan/Layout/Size/No. of Stalls/Working Bays;	Applicant
9. Original/e-copy Photos of the Shop/Office – showing front (with signages) and interior including the facilities and/or equipment;	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Originally issued Certification (in lieu of items 8 and 9) that there are no changes on the said items for renewals, provided that said requirements have been previously submitted	Applicant
11a. Copy of Comprehensive Insurance Policy covering the customers' properties entrusted for repair or service against theft, pilferage, fire, flood and loss. Insurance coverage must be for one year and its expiry date must be on or after December 31st 20__ and Official Receipt (proof of payment of insurance premiums).	Insurance company/Insurance broker/ Applicant
b. Original Affidavit stating that all services and repairs are done in the clients' premises (for applicants that conduct all services and repairs in their client's premises, in lieu of insurance policy).	
c. In places where there are no insurance companies willing to undertake the risk due to the peace and order situation in the area, the Director may grant exemption upon sufficient proof of such circumstances.	
Additional requirements for those applying for more than One Star:	
12. Copy of valid dealership agreement (five-star only Motor Vehicle, Ref and Aircon, Office Machine/Data Processing Equipment);	Applicant
13. Copy of Valid Contract of Service (if any);	
14. Original copy of Performance Bond policy and official receipt with minimum coverage of P50,000, in favor of the DTI valid until or after Dec. 31, 20__ (for 3 to 5 Star, New or Renewal).	Insurance company/ broker

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. PROCESSING APPLICATION WITH PRE-INSPECTION				
1. APPLY and PAY: SUBMIT duly accomplished application form together with the required documents, (in situations that the processing of applications needs to be done via email, a scanned copy of the documents should be submitted via email to concerned RO/PO and proof of payment of fees	1.1 Evaluate application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	45 minutes	Accreditation Officer
	1.2 Receive payment and issue Official Receipt	See schedule of fees below	10 minutes	DTI Cashier/ Special Collecting Officers/Other Available Payment Centers or Media

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receive Proof of Payment of applicable fees and charges	None	5 minutes	Accreditation Officer
2. COMPLY: PREPARE the shop for inspection; ALLOW officer/s to be interviewed during inspection; and COMPLY with inspection findings, if any;	2.1 Prepare for the conduct of inspection;	None	3 days	Administrative Aide/Support Staff; Accreditation Officer, Division Chief
	2.2 Conduct Inspection;	None	2 hours	Accreditation Officer (Inspection Team)
	2.3 Process the application and endorse it to DC for review;	None	30 minutes	Accreditation Officer
SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC;	2.4 Review the application and recommend to the Director the grant/denial of certificate;	None	30 minutes	Division Chief
	2.5 Sign/Deny the certificate	None	15 minutes	Director
3. RECEIVE PRESENT proof of payment of applicable fees (Personally filed applications, Face-to-Face), RECEIVE the Certificate of Accreditation.	3.1 Validate proof of payment and recipient/claimant of certificate and Release the Certificate of Accreditation (personally or via email, as applicable)	None	10 minutes	Administrative Aide; Support Staff/Accreditation Officer

CLIENTS STEPS	AGENCY'S ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ACCOMPLISH CSF	3.2 Provide link/form for the CSF	None	3 minutes	Administrative Aide; Support Staff/Accreditation Officer
Total Processing Time		3 days, 4 hours, & 28 minutes		
B. PROCESSING APPLICATION WITH POST INSPECTION				
1. APPLY AND PAY:				
SUBMIT duly accomplished application form together with the required documents (in situations that the processing of applications needs to be done via email, a scanned copy of the documents should be submitted via email to RO/PO concerned, and proof of payment of fees.	1.1 Evaluate application and documentary requirements if complete, issue Orders of Payment in Triplicate	None	45 minutes	Accreditation Officer
	1.2 Receive payment and issue Official Receipt	(See schedule of fees below)	10 minutes	DTI Cashier/Special Collecting Officers/Other Available Payment Centers or Media
2. COMPLY				
SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC;	2.1 Process the application and endorse it to DC for review;	None	30 minutes	Accreditation Officer
	2.2 Review the application and recommend to the Director the grant/denial of certificate	None	30 minutes	Division Chief
	2.3 Sign/deny the Certificate	None	15 minutes	Director
3. RECEIVE	3.1 Validate proof of payment and	None	10 minutes	Administrative Aide/Support

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRESENT proof of payment of applicable fees (Personally filed applications, face-to-face), RECEIVE the Certificate of Accreditation	recipient/claimant of certificate and Release the Certificate of Accreditation (personally or via email, as applicable)			Staff/Accreditation Officer
ACCOMPLISH CSF AND PREPARE the shop for inspection; ALLOW officer/s to be interviewed during inspection; and COMPLY with inspection findings, if any.	3.2 Provide link/form for the CSF	None	3 minutes	Administrative Aide/Support Staff/Accreditation Officer
Total Processing Time		2 hours and 28 minutes		
C. PROCESSING APPLICATION VIA IREGIS				
<p>C.1 APPLY</p> <p>LOG IN as Negosyo Applicant in the DTI IRegIS Portal, https://iregis.dti.gov.ph</p> <p>For New Application: REGISTER your company to NegosyoKonek and GET reference number. GO TO Service and Repair Enterprises Menu and CLICK on New Registration.</p> <p>For Renewal Application: GO TO Service and Repair Enterprises Menu and CLICK on RENEWAL Registration.</p> <p>FILL-OUT required information</p> <p>UPLOAD the notarized duly accomplished</p>	<p>1.1 Download or view the uploaded documentary requirements. Evaluate the requirements and the encoded information. Assess fees to be paid, and if requirements are complete, Endorse to the Division Chief for review</p>	None	45 minutes	Accreditation Officer

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
application form downloaded from the system and other required documents				
C.2 PAY SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC; PAY filing and accreditation fees, DST and surcharge/s if applicable, through any of the available payment facility/payment	2.1 Download to retrieve and Review the application, and if complete, endorse for payment of fees	See fees below	25 minutes	Division Chief
	2.2 Sign/Deny the Certificate	None	5 minutes	Director
C.3 RECEIVE DOWNLOAD the Certificate of Accreditation, ACCOMPLISH CSF; PREPARE the shop for any inspection; ALLOW officer/s to be interviewed; and COMPLY with inspection findings, if any.	3.1 Send link/form for the CSF rating	None	3 minutes or None if automated	Administrative Aide/Support Staff/Accreditation Officer/System
Total Processing Time			1 hour and 18 minutes	

SCHEDULE OF FEES (in Philippine Peso)			
Classification	New/Renewal		Renewal
	Filing Fee	Accreditation Fee	Surcharge*
1. One (1) - Star	50.00	350.00	87.50
2. Two (2) - Star	50.00	400.00	100.00
3. Three (3) - Star	50.00	425.00	106.25
4. Four (4) - Star	50.00	450.00	112.50
5. Five (5) - Star	50.00	500.00	125.00
6. Medical/Dental	50.00	350.00	87.50

*A surcharge of 25% of the amount of renewal fee/s is imposed to application filed after January 31.

Other Fees:

Certification/ Replacement.	P50.00
Documentary Stamp Tax.	P30.00

9. Issuance of Certificate of Accreditation for Private Emission Testing Centers (PETCs)

The issuance of Certificate of Accreditation of Private Emission Testing Centers (PETC) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days from the date of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Accreditation of PETC is not released within 20 days, you may file a complaint via email (arta@dti.gov.ph).

Pursuant to Republic Act 8749 or the “Philippine Clean Air Act of 1999”, which provides, among others, that the State shall maintain a quality of air that protects human life and welfare, DTI is mandated to accredit Private Emission Testing Centers, which will be authorized by DOTr in order for DOTr to implement emission standards for motor vehicles.

DTI shall also conduct surveillance visits of accredited PETCs to check the consistent conformance to the accreditation requirements.

Office or Division:	Fair Trade Enforcement Bureau, Regional and Provincial Offices
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	Owners of Private Emission Testing Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and duly notarized application form signed by the authorized signatory; under oath;	DTI website or FTEB- BLAD, RO and PO
2. Certified true copy of any of the following: a. Valid DTI Certificate of Business Name Registration for sole proprietorship; b. SEC Certificate of Registration and Articles of incorporation/Partnership, for corporation/partnership; c. Cooperative Development Authority Certificate of Registration and Articles of Cooperation, for cooperatives	DTI or SEC
3. Copy of Valid Business Permit with Official Receipt (OR) issued by the local government unit (LGU) where the PETC is located. The nature of business indicated should be emission testing.	LGU
4. Copy of BIR Registration Certificate and TIN.	BIR
5. Copy of SSS Membership Certificate	SSS
6. Copy of Audited Financial Statement for the last two (2) years stamped, “Received” by the BIR or audited pre-operating Balance Sheet for newly established company; showing that the applicant shall be in such financial condition as to reasonably expect it to operate for at least one (1) year;	Applicant
7. Original Location Map of the center showing proximity to the nearest LTO District Office, and layout of the center including dimensions.	Applicant
8. Original Organizational Chart showing (a) its personnel and their functions and (b) the relationship between the center and other operations of the firm, if applicable	
9. Original List of personnel indicating their positions and their job descriptions/responsibilities including: a. Original Bio-data (in prescribed form);	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Copy of Valid TESDA Certificate of Competency as Motor Vehicle Emission Control Technician (MVECT) or Automotive Servicing NC IV; and c. Original Authorization from PETC for its specific personnel to perform particular sampling, tests, issue test report, give opinion and interpretations and to operate the emission testing equipment.	TESDA PETC
10. Original List of all test equipment with their corresponding brand, model, and serial number including the following: a. Certificate of conformance issued by the DENR for each equipment; b. Valid calibration certificate including manuals of the test procedures; and c. Reference materials for the calibration and tests and software, if available.	Applicant DENR-EMB PAB-accredited calibration lab Applicant
11. Original Complaints Handling Procedure and copy of complaint form.	Applicant
12. Copy of PETC Operations Manual or equivalent documents pertaining to PETC operations.	
13. Original Housekeeping Policy (to be presented and validated during assessment).	
14. Original Proof of Bond in the amount of One Hundred Thousand Pesos (Php100,000.00) in favor of Department of Trade and Industry (DTI) valid for three (3) years, with OR to be submitted before the release of the Certificate of Accreditation.	Insurance company/ broker
15. Original Oath of undertaking (notarized) containing the PETC's commitment to comply with the provisions of the latest version of PNS ISO/IEC 17025 to be submitted before the release of Certificate of Accreditation.	Applicant
For Renewal	
1. Items #1-3, 6-10 except 10.c above.	Applicant
2. Photocopy of latest DTI certificate of accreditation and DOTr Authorization (both for Center and MVECT).	
3. Photocopy of Certificate of Compliance with the latest version of PNS ISO/IEC 17025.	
4. Original Proof of Bond valid for three (3) years with OR in the amount of One Hundred Thousand Pesos (Php100,000.00) in favor of Department of Trade and Industry (DTI) to be submitted before the release of the Certificate of Accreditation.	Insurance company/ broker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY and PAY: SUBMIT duly accomplished application form together with the required documents (for FTEB a scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph); PAY Application Fee and SUBMIT copy of Official Receipt or validated Order of Payment	1.1 Evaluate application and documentary requirements, if complete, issue Order of Payment in triplicate	None	1 hour and 10 minutes	Account Officer
	1.2 Receive payment and issue official receipt (OR)	Application Fee: P300.00 (regardless of size of assets of applicant PETC)	10 minutes	DTI Cashier/ Other Available Payment Centers or Media
	1.3 Receive proof of payment of fees		5 minutes	Account Officer
2. COMPLY SIGN 'conforme' in the notice of assessment PREPARE the center for assessment ALLOW officer/s to be interviewed during assessment IMPLEMENT and SUBMIT proof of corrective actions, if applicable SUBMIT lacking or supporting requirements, if any, after review of the documents by the Division Chief;	2.1 Schedule assessment and endorse notice of assessment for Director's signature through the Division Chief	None	35 minutes	Account Officer/Division Chief/Director
	2.2 Send to the applicant signed notice of assessment for their conforme	None	5 minutes	Account Officer
	2.3 Prepare for the conduct of assessment	None	3 days	Account Officer/Administrative Aide
	2.4 Conduct assessment (online or onsite) and submit report	None	3 hours	Account Officer (Assessment Team)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Process the application and endorse it to the division chief for review	None	40 minutes	Account Officer
	2.6 Review the application documents and result of assessment and corrective actions made, if any and endorse application to the existing PETC Accreditation Committee (PAC)	None	30 minutes	Division Chief
	2.7 Convene the PETC Accreditation Committee	None	3 days	Administrative Aide/Division Chief
	2.8 Evaluate and recommend approval/disapproval of application to the Director	None	1 hour	Division Chief and/or existing PETC Accreditation Committee
	2.9 Approve/ Disapprove the issuance of PETC Certificate of Accreditation	None	15 minutes	Director
3. PAY and RECEIVE	3.1 Issue Order of Payment in triplicate	None	10 minutes	Account Officer/ Administrative Aide
PAY Assessment and Accreditation Certification fees and DST; SUBMIT proof of payment of fees, and CLAIM the Accreditation	3.2 Receive payment and issue Official Receipt	See fees below	5 minutes	DTI Cashier/Other Available Payment Centers or Media

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Certificate and Accomplish CSF	3.3 Receive proof of payment of fees; Release the Accreditation Certificate, and Provide the CSF link/form	None	5 minutes	Account Officer/ Administrative Aide
Total Processing Time		7 days and 40 minutes		

Fees	Small	Medium	Large
Assessment fee* (payable within 15 days after the assessment)	₱8,000.00	₱16,000.00	24,000.00
Reassessment fee (applicable only in cases of verification visit)	₱4,000.00	₱8,000.00	₱12,000.00
Accreditation Certificate Fee	₱3,000.00	₱4,000.00	₱5,000.00
Annual accreditation fee	₱1,000.00	₱2,000.00	₱3,000.00
Other fees: Certified true copy of certificate/ Other certifications	₱500.00 / ₱100.00	₱500.00 / ₱100.00	₱500.00 / ₱100.00
Document Stamp Tax:	₱ 30.00		

*Non-transferrable

Based on Assets: Small (<P15M); Medium (P15-100M); (>P100M)

10. Issuance of Certificate of Accreditation for Truck Rebuilding Center

The issuance of Certificate of Accreditation for Truck Rebuilding Center is considered a COMPLEX transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If the Certificate of Accreditation for Truck Rebuilding Center is not released within 7 days, you may file a complaint via email (arta@dti.gov.ph).

Online (thru email) processing and issuance of accreditation certificate to Truck Rebuilding Centers

Office or Division:	Fair Trade Enforcement Bureau – Import Regulation Division
Classification:	Complex Transaction
Type of Transaction:	G2B
Who may avail:	Truck Rebuilders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking	https://www.dti.gov.ph/resources/downloadable-forms/
2. Certified copy of the following: <ul style="list-style-type: none"> a. For sole proprietorship: Certificate of Business Name Registration b. For corporation/partnership: <ul style="list-style-type: none"> • Securities and Exchange Commission (SEC) Certificate of Registration • Articles of Incorporation/ partnership • Board Resolution under oath specifying the name of its authorized representative c. For Cooperative: - Cooperative Development Authority (CDA) Certificate of Registration - Board Resolution under oath specifying the name of its authorized representative <ul style="list-style-type: none"> • Articles of Cooperation 	Applicant
3. Location Map of the center	Applicant
4. Layout of the center including dimensions (minimum work area- 1,000 square meters)	Applicant
5. Chart of Organizational Structure showing the relationship between the center and other operations of the applicant, when applicable	Applicant
6. Chart of the Organizational Structure of the center showing its personnel and other respective function	Applicant
7. List of personnel in the operation of the center including their job descriptions, qualification and responsibilities	Applicant
8. Certificate of competency on rebuilding of road vehicles issued by TESDA or other DTI accredited institutions providing the same and other relevant training skills	Applicant
9. List of equipment, including reference materials required for truck rebuilding	Applicant
10. Manual on personnel, equipment and procedure for truck rebuilding	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Certified copy of the insurance policy and other official receipt showing payment of the premium. Insurance coverage shall not be less than One Million Pesos (P1,000,000.00) and shall cover the following risks: <ul style="list-style-type: none"> • Theft • Pilferage • Fire • Flood, and; • Loss to cover the motor vehicles stored in the premises of the center for purpose of truck rebuilding 	Applicant
Other document that may be needed from time to time - Surety Bond	Applicant

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. COMPLY Submit soft copy of the duly accomplished application form together with the required documents including recorded videos and photos of the rebuilding center and facilities/equipment through email fteb_ird@dti.gov.ph ; fteb_ird@yahoo.com	1.1 Pre-evaluate soft copy of the duly accomplished application form and documentary requirements	None	30 minutes	Account Officer/ Administrative Aide VI
	1.2 Conduct actual/remote inspection of the rebuilding facilities using online media platforms	None	6 hours and 25 minutes (including travel time) *Preparation for the conduct of inspection is 3 days	Assessment Team = IRD Staff/ Division Chief
	1.3 Prepare assessment report on the application and documentary requirements submitted and the result of actual/remote inspection	None	45 minutes	Account Officer
	1.4 Issue and send through email soft copy of the Order of Payment for the application fee if documentary requirements are complete and accurate	None	2 minutes	Account Officer/ Administrative Aide VI
2. PAYMENT Pay processing fee (application	2.1 Receive proof of payment of fees from clients through	Application Fee – P300.00		

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>fee) at any Landbank, DTI Head Office and FTEB Cashier, and email scanned copy of the proof of payment</p> <p>✓ <i>Send scanned copy of the proof of payment thru email</i></p>	<p>email and record the details for reference number</p>	<p>Documentary Stamp Tax (Application) – P30.00</p> <p>Accreditation Fee: Php30,000.00</p> <p>Documentary Stamp Tax (Accreditation) Php30.00</p>	<p>5 minutes</p>	<p>Account Officer/ Administrative Aide VI</p>
	<p>2.2 Prepares and endorses the softcopies of the Certificate of Accreditation and assessment report to IRD Chief</p>	<p>None</p>	<p>10 minutes</p>	<p>Account Officer/ Administrative Aide VI</p>
	<p>2.3 IRD Chief conducts the final review and endorse to FTEB Director for approval</p>	<p>None</p>	<p>5 minutes</p>	<p>IRD Division Chief</p>
	<p>2.4 FTEB Director approves the application and e-signed the copy of the Accreditation Certificate</p>	<p>None</p>	<p>5 minutes</p>	<p>FTEB Director</p>
	<p>2.5 Record approved Accreditation Certificate and email the soft copy to client</p>	<p>None</p>	<p>5 minutes</p>	<p>Account Officer/ Administrative Aide VI</p>
<p>3. RECEIVE</p> <p>Receive approved Accreditation Certificate and accomplish CSF Form through email</p>	<p>3.1 Send link to the client for the CSF rating</p>	<p>None</p>	<p>3 minutes</p>	<p>Account Officer/ Administrative Aide VI. IRD</p>

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
✓ <i>Download and print the Accreditation Certificate</i>				
Total Processing Time		3 days, 8 hours and 38 minutes		

11. Issuance of Certificate of Authority for Ship and Merchandise Broker

The issuance of Certificate of Authority for Ship and Merchandise Broker is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date of the request and/or complete application of request was received. If the Certificate of Authority for Ship and Merchandise Broker is not released within 3 days, you may file a complaint via email (arta@dti.gov.ph).

The issuance of Certificate of Authority to Ship and Merchandise Brokers aim to protect the public from dishonest or incompetent salesmen, brokers, appraisers and consultants.

Office or Division:	Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division, Regional and Provincial Offices	
Classification:	Simple Transaction	
Type of Transaction:	G2B	
Who may avail:	Ship and Merchandise Brokers; Sub-agents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original duly accomplished application form		DTI website or FTEB- BLAD or RO and PO
2. Original copy of previous DTI Ship Broker/Merchandise Broker Certificate		Applicant
3. Copy of Clearance (Police, NBI, or Justice of Peace)		PNP, NBI or DOJ
4. Copy of Business Name Registration Certificate (Single Proprietorship) or SEC Registration Certificate and Articles of Incorporation/Partnership (Corporation and Partnership)		DTI or SEC
5. Copy of Board Resolution appointing the applicant to act in behalf of the corporation (only for new or if with changes in the appointment)		Applicant
6. Original Surety or Cash Bond (P2,000)		Insurance company/ broker

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY AND PAY SUBMIT duly accomplished application form together with the required documents (for	1.1 Evaluate application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	30 minutes	Account Officer

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FTEB, a scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph , PAY Licensing/Permit Fee and SUBMIT Copy of Official Receipt or validated Order of Payment	1.2 Receive payment and issue official receipt (OR)	See fees below	10 minutes	DTI Cashier/Other Available Payment Centers or Media
	1.3 Receive proof of payment	None	5 minutes	Account Officer
2. COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC.	2.1 Process the application and endorse it to the Division Chief for review;	None	25 minutes	Account Officer
	2.2 Review the application and recommend to FTEB Director the approval/disapproval	None	20 minutes	Division Chief
	2.3 Approval/ Disapproval of the application.	None	15 minutes	Director
3. RECEIVE CLAIM the Certificate and Accomplish the CSF Form	3.1 Release Certificate and Provide CSF Link/Form	None	5 minutes	Account Officer/ Administrative Aide
Total Processing Time			1 hour & 50 minutes	

Licensing/Permit Fee: ₱350.00	
Filing Date	Surcharge:
1 month after grace period	10 % of filing fee
2 months later	20 %
3 months later	30 %
4 – 5 months later	40 %
6 months later and beyond	50 %
Other Fees:	
Document Stamp Tax: ₱ 30.00	

*with 30-day grace period after expiration of License.

12. Issuance of Certificate of Registration of Bulk Sales

The issuance of Certificate of Registration for Bulk Sales is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Registration for Bulk Sales is not released within 3 days, you may file a complaint via email (arta@dti.gov.ph).

The issuance of Certificate of Registration for Bulk Sales prevents the defrauding of creditors by secret sale or disposal in bulk of all or substantially all of the merchant's stock or goods.

Office or Division:	Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division, Regional and Provincial Offices	
Classification:	Simple Transaction	
Type of Transaction:	G2B	
Who may avail:	Vendor, Mortgagor, Transferor or Assignor	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Letter informing DTI of the sale;	Applicant	
2. Original Affidavit of Vendor/Board/Partner (Single Proprietorship/Corporation/Partnership) Stating that at the Time of Sale, the Company is with or without Creditor/s;		
3. If there are Creditor/s: 3a. Original List of Creditors (name, address, total amount due) 3b. Copy of the Notice to the Creditors regarding the Sale, Transfer or Assignment; 3c. Original Receiving Copy by all the Creditor/s of the Notice; which date of receipt should be at least ten (10) days before the intended date of sale;		
4. Original Inventory of Properties Sold;	Applicant	
5a. Copy of the Deed of Sale, Mortgage or Assignment (original copy to be presented); 5b. Original Board/Partner's Resolution re: Authorized Company Officers/Signatories in the Deed of Sale (Corporation/Partnership); 5c. Copy of Valid Government-Issued IDs of the Authorized Signatories (original copy must be presented);	Applicant	
6. Copy of the Latest BN Registration Certificate -both buyer and seller (Single Proprietor); or Copy of SEC Registration Certificate and Articles of Incorporation/Partnership -both buyer and seller (Corporation/Partnership).	DTI or SEC	

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. APPLY and PAY</p> <p>SUBMIT all the required documents (For FTEB, a scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph), PAY registration fee, additional fee, if applicable, and DST; and SUBMIT Copy of Official Receipt or validated Order of Payment</p>	1.1 Evaluate application and documentary requirements (except payment of bond), if complete, issue Orders of Payment in Triplicate	None	70 minutes	Account Officer, BLAD
	1.2 Receive payment of fees and issue official receipt	Registration fee: ₱ 50.00 Additional fee: ₱ 5.00/creditor	10 minutes	DTI Cashier/ Other Available Payment Centers or Media
	1.3 Receive proof of payment of fees	Document stamp tax: ₱ 30.00	5 minutes	Account Officer
<p>2. COMPLY:</p> <p>SUBMIT lacking or supporting requirements, if any, after review of the documents by the Division Chief</p>	2.1 Process the application and endorse it to the BLAD/Division Chief for review;	None	60 minutes	Account Officer
	2.2 Review the application and recommend to FTEB Director the approval/disapproval	None	30 minutes	Division Chief
	2.3 Approval/ Disapproval of the application	None	15 minutes	Director
<p>3. RECEIVE</p> <p>Claim Certificate of Registration and accomplish the CSF Form</p>	3.1 Release Registration Certificate and Provide link/form for the CSF	None	5 minutes	Account Officer/ Administrative Aide
Total Processing Time			3 hrs., 15 minutes	

13. Issuance of Certificate of Accreditation for Sea Freight Forwarders

The issuance of Certificate of Accreditation for Sea Freight Forwarders is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days from the date of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Accreditation for Sea Freight Forwarders is not released within 7 days, you may file a complaint via email (arta@dti.gov.ph).

DTI implements an accreditation scheme for sea freight forwarders to make sure they meet the minimum requirements under which covered firms may legally do business; upgrade the quality of services, capabilities, resources and expertise of the covered firms, and curtail acts and practices inimical to the fast growth of the freight forwarding industry and prejudicial to the interests of Philippine shippers.

Office or Division:	Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division	
Classification:	Complex Transaction	
Type of Transaction:	G2B	
Who may avail:	Seafreight Forwarders (Non-Vessel Operating Common Carriers, International and Domestic Freight Forwarders)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Documentary Requirements for NEW Applicants		
1. Original Application Form signed by the authorized signatory;	IRegIS	
2. Copy of SEC Registration Certificate with Articles of Incorporation/ Partnership; Category/ies to be applied should be included in the Primary Purpose and the paid-up capital should be equal or more than the capital requirement (Corporation/Partnership); DTI Business Name Registration Certificate (Single Proprietorship);	SEC or DTI	
3. Copy of Latest Audited Financial Statement (for newly organized companies, audited pre-operating balance sheet);	Applicant	
4. Copy of Latest Income Tax Return for two (2) preceding years (Single Proprietorship);		
5. Originally issued Bank Certificate reflecting at least the minimum amount of capital requirement and Proof of Tangible Assets and Undertaking; the fair market value of tangible assets must be equal or more than the amount of capital requirement (Single Proprietorship);		
6. Copy of Valid Mayor’s Permit (with copy of Official Receipt); BIR Registration Certificate; and SSS Certificate of Membership;	LGU, BIR & SSS	
7. Original Board Resolution, Partnership Resolution or Authorization from Proprietor (as applicable) authorizing the company to apply for accreditation and identifying the key officers authorized to sign documents relative to DTI-FTEB accreditation, follow-up, and receive the accreditation certificate;	Applicant	
8. Original List of Corporate Officers/Partners & Key Operating Officers with corresponding Biodata and passport size picture. At least 1 key officer must have at least three (3) years experience in	Applicant	

shipping, forwarding, &/or related activities and must submit certification or proof of employment from previous employers.	
9. Original List of International &/or Domestic Principals/Agents with their respective Company Profile, and a copy of existing contract &/or agency agreement;	Applicant
10. For NVOCC, original blank specimen of own House/Forwarders Bill of Lading with company signing “as Carrier”, and Principal/Agent’s House/Forwarders Bill of Lading;	Applicant
11. Copy of Proof of cargo insurance coverage, insurance policy with copy of official receipt as proof of payment of insurance premium. It should meet the insurance coverage requirement;	Insurance company/ broker
12. Original Inventory of Office Equipment/Facilities;	Applicant
13. Original Location Map of Office;	
14. Original Visitorial/Inspection Authority;	IRegIS DTI website or FTEB- BLAD
15. Original Freight Tariff and transshipment fees (NVOCC); Domestic rates (DFF);	Applicant
16. Original Duly prescribed itemized service charges.	DTI website or FTEB- BLAD
Documentary Requirements for RENEWAL	
1. Original Duly Accomplished Application Form signed by the authorized signatory;	IRegIS
2. Copy of Latest Audited Financial Statement (must be updated in submitting FS as reportorial requirement);	Applicant
3. Originally issued Bank Certificate reflecting at least the minimum amount of capital requirement and Proof of Tangible Assets and Undertaking; the fair market value of tangible assets must be equal or more than the amount of capital requirement; and DTI Business Name Certificate, if newly renewed; (Single Proprietorship);	Bank/Applicant
4. Copy of Valid Mayor’s Permit (with copy of Official Receipt);	LGU
5. Original List of Corporate Officers/Partners and Key Operating Officers; Certification from company that there are/no changes re: Corporate/Partners and Key Operating Officers; (d) Biodata & passport size picture of new Officers & (e) Certification or proof of employment from previous employers, if applicable;	Applicant
6. Original List of International &/or Domestic Principals/ Agents; Certification from company that there are/no changes re: Principals/Agents;	Applicant
7. For NVOCC, original blank specimen of own House/Forwarders Bill of Lading with company signing “as Carrier”, and Principal/Agent’s House/Forwarders Bill of Lading;	Applicant
8. Copy of Proof of cargo insurance coverage: insurance policy with copy of official receipt as proof of payment of insurance premium. It should meet the insurance coverage requirement;	Insurance company/ broker
9. Updated submission of Quarterly Cargo Statistics Report as part of the reportorial requirements;	Applicant
10. Original Visitorial/Inspection Authority;	IRegIS DTI website or FTEB- BLAD
11. Original Freight Tariff and transshipment fees (NVOCC);	Applicant

Domestic Rates (DFF)	
12. Original Duly prescribed itemized service charges	IRegIS DTI website or FTEB- BLAD
Documentary Requirements for BRANCH OFFICE	
1. Original duly accomplished Application Form signed by the authorized signatory;	IRegIS
2. Original Brief information about the Branch Office;	Applicant
3. Original Bio-data and picture of Branch Manager (with experience of at least 3 years in Forwarding, shipping and/or related activities)	Applicant
4. Copy of Valid Mayor's Permit and official receipt	LGU
5. Copy of Insurance policy coverage – inclusion of the clause in the Territorial Limits: <i>"covering branch office's area of operations"</i>	Insurance company/ broker
6. Original Visitorial/Inspection Authority	IRegIS
7. Original Freight tariff and service rates Ex-Port nearest to branch office's area of operations (NVOCC)/Domestic Rates (DFF)	Applicant
Documentary Requirements for Accreditation (ADDITIONAL CATEGORY)	
1. Original Duly Accomplished Application Form signed by the authorized signatory;	iRegis
2. Copy of SEC Registration Certificate with Articles of Incorporation/ Partnership; Category/ies to be applied should be included in the Primary Purpose and the paid-up capital should be equal or more than the capital requirement (Corporation/Partnership); DTI Business Name Registration Certificate, if newly renewed (Single Proprietorship);	SEC or DTI
3. Copy of Latest Audited Financial Statement, must be updated in submitting FS as reportorial requirement;	Applicant
4. Originally issued Bank Certificate reflecting at least the minimum amount of capital requirement and Proof of Tangible Assets and Undertaking; the fair market value of tangible assets must be equal or more than the amount of capital requirement; and DTI Business Name Certificate, if newly renewed; (Single Proprietorship)	Bank/Applicant
5. Copy of Valid Mayor's Permit (with copy of Official Receipt);	LGU
6. Original List of International &/or Domestic Principals/Agents with their respective Company Profile and a copy of existing contract &/or agency agreement;	Applicant
7. For NVOCC, original blank specimen of own House/Forwarders Bill of Lading with company signing "as Carrier", and Principal/Agent's House/Forwarders Bill of Lading;	Applicant
8. Copy of Proof of cargo insurance coverage: insurance policy with copy of official receipt as proof of payment of insurance premium. It should meet the insurance coverage requirement;	Insurance company/ broker
9. Updated submission of Quarterly Cargo Statistics Report as part of the reportorial requirements:	Applicant
10. Original Freight Tariff and transshipment fees (NVOCC); Domestic Rates (DFF)	Applicant
11. Original Duly prescribed itemized service charges (NVOCC and IFF).	IRegIS DTI website or FTEB- BLAD

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. PAY LOG IN as Negosyo Applicant in the DTI IREGIS Portal https://iregis.dti.gov.ph</p> <p>For New Application: REGISTER your company to NegosyoKonek and GET reference number. GO TO Sea Freight Forwarders and CLICK on NEW Registration.</p> <p>For Renewal Application: GO TO Sea Freight Forwarders Menu and CLICK on RENEWAL Registration.</p> <p>FILL-OUT required information.</p> <p>UPLOAD the notarized duly accomplished application form downloaded from the system and other required documents</p>	<p>1.1 Download or View the uploaded documentary requirements. Evaluate the requirements and the encoded information. Assess fees to be paid, and if requirements are complete, Endorse to the Division Chief for review.</p>	<p>None</p>	<p>1 hour</p>	<p>Account Officer</p>
<p>2. PAY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the Division Chief;</p>	<p>2.1 Download to retrieve and Review the application, if complete, endorse for payment of fees.</p>	<p>See fees below</p>	<p>30 minutes</p>	<p>Division Chief</p>

<p>PAY filing and processing fees, certificate fee, DST and surcharge/s if applicable, through any of the available payment facility/system</p>	<p>2.2 Sign/Deny the Certificate</p>	<p>None</p>	<p>5 minutes</p>	<p>Director</p>
<p>3. RECEIVE: DOWNLOAD the Certificate of Accreditation and accomplish CSF Form</p> <p>PREPARE the shop for any inspection; ALLOW officer/s to be interviewed; and COMPLY with inspection findings, if any.</p>	<p>3.1 Sends link/form for the CSF rating</p>	<p>None</p>	<p>3 minutes or none if automated</p>	<p>Administrative Aide/Support Staff/Accreditation Officer/System</p>
<p>Total Processing Time</p>		<p>1 hour and 38 minutes</p>		

Filing & Processing Fee

	Non-Vessel Operating Common Carrier (NVOCC)	International Freight Forwarder (IFF)	Domestic Freight Forwarder (DFF)
Main Office	₱5,000.00	₱ 4,000.00	₱3,000.00
Branch Office	₱1,250.00	₱ 1,000.00	₱ 750.00
Additional Category Fee	₱ 1,500.00		

Surcharge for Late Filing of Renewal Application (Main & Branch Office)

Delay in Filing	Surcharge (regardless of category)	
	Main Office	Branch Office
If filed from 1-15 days after the expiry date:	₱ 2,000.00	₱ 500.00
If filed from 16-30 days after the expiry date:	₱ 4,000.00	₱ 1,000.00
If filed from 31-45 days after the expiry date:	₱ 8,000.00	₱ 2,000.00
If filed from 46 days after the expiry date and onwards:	₱ 12,000.00	₱ 3,000.00

Other Fees:

Accreditation Certificate Fee	₱ 200.00
For the issuance of a substitute certified copy of a lost or destroyed Certificate of Accreditation	₱ 200.00
For the issuance of a Certification that a certain firm has or has no pending case	₱ 200.00
For the issuance of any other Certification	₱ 200.00
Document Stamp Tax	₱ 30.00

14. Issuance of General Bonded Warehouse License

The issuance of General Bonded Warehouse License is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date of receipt of complete application and requirements including proof of payment of fees. If the General Bonded Warehouse License is not released within 3 days, you may file a complaint via email (arta@dti.gov.ph).

The issuance of General Bonded Warehouse License is to regulate the business of receiving commodities for storage and defining the rights and obligations of a bonded warehouseman and protects the rights of the owner of the commodity.

Office or Division:	Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division, Regional and Provincial Offices	
Classification:	Simple Transaction	
Type of Transaction:	G2B	
Who may avail:	General Bonded Warehouse Owner/Operator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Application Form duly signed by authorized signatory;		FTEB, Regional and Provincial Offices
2. Photocopy of Business Name Registration Certificate (Single Proprietorship) or SEC Registration Certificate and Articles of Incorporation/Partnership (Corporation/Partnership);		DTI or SEC
3. Original List and location map of branches (warehouse) with plan, size and dimensions;		Applicant
4. Original List of agent/employees authorized to sign Warehouse receipts with specimen signature;		
5. Original specimen of warehouse receipts;		
6. Original List of weighing equipment including calibration certificates;		
7. Original Proposed schedule of charges;		
8. Copy of latest audited financial statements;		
9. Copy of Fire insurance covering commodities received or stored;		Insurance company/ Insurance brokers
10. Copy of Surety or Cash Bond, at least 33 $\frac{1}{3}$ % of maximum value of commodity to be received/received;		
11. Original Storage and Withdrawal Report (Renewal)		Applicant

CLIENTS STEPS	AGENCY'S ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. APPLY and PAY</p> <p>SUBMIT duly accomplished application form together with the required documents (for FTEB, a scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph); PAY Licensing and Permit Fee and SUBMIT copy of Official Receipt or validated Order of Payment</p>	1.1 Evaluate application and documentary requirements, if complete, issue Orders of Payment in triplicate	None	1 hour	Account Officer
	1.2 Receive payment of fees and issue Official receipt (OR)	See fees below	10 minutes	DTI Cashier/ Other Available Payment Centers or Media
	1.3 Receive proof of payment of fees	None	5 minutes	Account Officer
<p>2. COMPLY:</p> <p>SUBMIT lacking or supporting requirements, if any, after review of the documents by the Division Chief</p>	2.1 Process the application and endorse it to the Division Chief for review;	None	45 minutes	Account Officer
	2.2 Review the application and recommend to the Director the approval/ disapproval	None	30 minutes	Division Chief
	2.3 Approval/Disapproval of the application	None	15 minutes	Director IV
<p>3. RECEIVE</p> <p>Claim Certificate and accomplish CSF Form</p>	3.1 Release Certificate and provide CSF link/form	None	5 minutes	Account Officer/ Administrative Aide
Total Processing Time			2 hrs. & 50 mins	

Fees:

Licensing/Permit Fee: ₱100.00 -first 1,000 cbm + P0.50/succeeding cbm	
Filing Date	Surcharge:
If renewing after 30-day grace period	10% of filing fee
If within 60 days	20%
If within 90 days	30%
If within 150 days	40%
If within 180 days	50%
If after 180 days	100%
Document Stamp Tax: ₱ 30.00	

15. Issuance of Waiver under PD 1466

The issuance of Waiver Under PD No. 1466 is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date of receipt of complete application and requirements including proof of payment of fees. If the Waiver Under PD No. 1466 is not released within 3 days, you may file a complaint via email (arta@dti.gov.ph).

The issuance of Waiver Under PD 1466 is to prioritize the development of the country's maritime transport industry. Conserve the country's foreign exchange, promote the growth and development of the Philippine water transport industry and enhance national self-reliance in the transport of passengers and cargoes.

Office or Division:	Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division	
Classification:	Simple Transaction	
Type of Transaction:	G2B	
Who may avail:	Any Person, Partnership, Corporation or Entity Granted a Loan or Credit by Government or any of its financial institutions.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Prescribed Application Form		DTI-FTEB
2. Copy of any of the following supporting documents: <ul style="list-style-type: none"> • Proforma/Commercial Invoice; • Letter of Credit; • Purchase Order; • Sales Contract and Charter Agreement and/or Bill of Lading 		Applicant

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY and PAY SUBMIT duly accomplished application form together with the required documents (a	1.1 Evaluate documentary requirements , if complete, issue Orders of Payment	None	20 minutes	Account Officer

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph; PAY Application Fee and SUBMIT copy of Official Receipt or validated Order of Payment	1.2 Receive payment of fees and issue Official Receipt (OR)	See fees below	15 minutes	DTI Cashier/ Other Available Payment Centers or Media
	1.3 Receive proof of payment of fees	None	5 minutes	Account Officer
2 COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the Division Chief.	2.1 Process the application and endorse it to Division Chief for review;	None	15 Minutes	Account Officer
	2.2 Review the application and recommend to the Director the grant/ denial of waiver	None	10 Minutes	Division Chief
	2.3 Sign/ Deny the application for waiver	None	5 minutes	Director
3 RECEIVE: Claim Approved Waiver Application and Accomplish CSF form	3.1 Release the approved Waiver application and Provide CSF link	None	5 minutes	Account Officer/ Administrative Aide
Total Processing Time			1 hr. & 15 mins.	

Application Fee:

Tonnage/Application	Fee per Application
Chartered Vessel	Php 1,000,00
Above 100 RT	Php 800.00
Over 80 to 100RT	Php 700.00
Over 60 to 80 RT	Php 600.00
Over 40 to 60 RT	Php 500.00
Over 20 to 40 RT	Php 400.00
20 RT and below	Php 300.00
Other Fees:	
Amendments- 50% of Application Fee	
Document Stamp Tax: ₱ 30.00	

Penalties (late filing)

Number of Violations	Liner Service	Chartered Vessel
First Violation	Php 10,000.00	Php 50,000.00
Second Violation	Php 30,000.00	Php100,000.00
Third Violation	Php 50,000.00	Php200,000.00
Fourth Violation	Php 70,000.00	Php300,000.00
Fifth & Succeeding Violations	Php 100,000.00	Php500,000.00

16. Issuance of Certificate of Authority to Import

The issuance of Certificate of Authority to Import a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the Certificate of Authority to Import is not released within 3 days, you may file a complaint via email (arta@dti.gov.ph).

Online processing and issuance of importation clearance for regulated used motor vehicles, used engines, parts and components prior to shipment from the country of origin into the Philippine customs territory.

Office or Division:	Fair Trade Enforcement Bureau – Import Regulation Division	
Classification:	Simple Transaction	
Type of Transaction:	<ul style="list-style-type: none"> a) Government to Business (G2B) – Importation of CKD, CBU and Replacement Parts b) Government to Government (G2G) – Importation through Government Importation and Donation to LGU c) Government to Citizens (G2C) - No-Dollar Importation 	
Who may avail:	<p>Importation of the following:</p> <ol style="list-style-type: none"> 1. CKD Parts and Components for Rebuilding – only DTI accredited rebuilding centers 2. CBU used motor vehicles – any person, natural or juridical 3. Use Engines, Parts and Components for Rebuilding - any person, natural or juridical 4. No-Dollar Importation – Filipino returning resident, immigrants holding 13g and 13a visa or Dual Citizens, SRR Visa Holder under the Philippine Retirement Act, 47(a)(2) Visa Holder under the Balik-Scientist Program and member of Diplomatic Corps. 5. Importation of Motor Vehicle by the Officials of the Diplomatic Corps 6. Government Importation – National Government Agencies (NGA), Local Government Units (LGU) and Government-Owned and Controlled Corporation (GOCC) Donation – Local Government Units (LGU) 7. Donation – Local Government Units (LGU) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Completely Knocked-Down parts and components of Used Truck, Bus and Special Purpose Vehicle for Rebuilding		
1. Completely filled out DTI-FTEB Application Form and notarized Affidavit of Undertaking		iregis.dti.gov.ph
2. Proforma Invoice;		Applicant
3. Certificate of Accreditation as a Rebuilding Center (for first importation only)		Applicant
Completely Built-Up Used Trucks, Buses and Special Purpose Vehicle Importation		
1. Completely filled out DTI-FTEB Application Form and notarized Affidavit of Undertaking:		iregis.dti.gov.ph
2. Proforma Invoice;		Applicant

3. Business Name if Single Proprietorship/Partnership or SEC if corporation (for new applicants); Business Name if Single Proprietorship/Partnership or SEC if corporation (for new applicants);	Applicant
4. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA, RA 8749)	Applicant
5. Picture of the motor vehicle	Applicant
Used Engines, Parts and Components Importation	
1. Completely filled out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Proforma Invoice;	Applicant
3. Business Name if Single Proprietorship/Partnership or SEC if corporation (for new applicants);	Applicant
4. In appropriate cases, applicant may be required to submit a brochure or any pertinent literature to describe the spare parts to be imported	Applicant
No-Dollar Importation of Used Motor Vehicle	
A. Basic Requirements	
1. For the importer	
a. Philippine passport for Philippine citizens showing that the applicant has resided abroad for at least one (1) year (accumulated for the last 3 years from the date of filing of the application);	Applicant
b. Immigrants holding 13G or 13A Visa or Dual Citizens;	Applicant
c. SRR Visa Holder under the Philippine Retirement Act;	Applicant
d. 47(a)(2) Visa Holder under the Balik-Scientist Program.	Applicant
2. For the motor vehicle	
a. Left Hand Drive;	Applicant
b. Not to exceed 3,000Kgs GVW;	Applicant
c. Registered under the name of qualified importer for at least six (6) months prior to the submission of the application. Co-owner to submit Affidavit of Waiver;	Applicant
d. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA, RA 8749)	Applicant
B. Documentary Requirements	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. 1 copy of 2x2 picture with signature	Applicant
3. Picture of the motor vehicle;	Applicant
4. Copy of Car Title of Registration with English translation if necessary	Applicant
C. Additional Requirements	
1. Philippine Passport Holders – Original or authenticated copy of pages with entries of both old and new passport;	Applicant
2. Dual Citizens: a. Original or authenticated copy of Philippine and Foreign Passport;	Applicant

b. Original or authenticated copy of Identification Certificate or Oath of allegiance issued by the Bureau of Immigration or Philippine Consulate/ Embassy in-lieu of a Philippine passport.	
3. Foreign Passport Holders (13A and 13G visa Holders): a. Original or authenticated copy of passport, stamped with valid 13A and 13G Visa; b. Immigrant Card (I-card)	Applicant
4. Foreigners Under the Philippine Retirement Act (PRA) (SRR Visa) – Original or authenticated copy of passport stamped with a valid SRR Visa.	Applicant
5. Filipinos/Foreigners of Filipino Descent under the Balik-Scientist Program (47A2 Visa) – Original or authenticated copy of passport stamped with valid 47A2 Visa	Applicant
D. Note	
1. Authentication is required when original documents cannot be presented, unless expressly stated;	---
2. Non-original documents shall be authenticated by the Philippine Consulate/ Embassy abroad;	---
3. Certificate of car title or registration from UAE shall be authenticated by the UAE Ministry of Foreign Affairs (MOFA) and consequently certified by the Philippine Consulate/Embassy abroad;	---
4. Importation of motor vehicles is subject to payment of taxes and duties;	---
5. Personal appearance of applicant at the FTEB is required prior to the release of the motor vehicle from the Bureau of Customs (BOC);	---
6. Only one vehicle shall be allowed per family (composed of the husband, wife and unemancipated minor children) and can avail of the program only once (under Part II Sec. 3, par.d.3 of the guidelines of EO 156 as amended by EO 877-A);	---
7. There shall be no resale of the motor vehicle for three years (under EO 156 as amended by EO 877-A);	---
8. Must file within two years of arrival;	---
9. Submit to the FTEB the above-mentioned requirements for evaluation and subsequent issuance of an authority to import if found qualified.	---
Importation by the Officials of the Diplomatic Corps	
Officials of the Diplomatic Corps - <u>Individual</u>	
A. Basic Requirements	
1. For Importer	
a. Officials of the Diplomatic Corps and International Organization,	Applicant
2. For Motor Vehicle	
a. Left Hand Drive;	Applicant
b. Registered under the name of the qualified importer for at least six (6) months prior to the submission of the application. Co-owner to submit Affidavit of Waiver;	Applicant
c. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749).	Applicant
B. Documentary Requirements	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph

2. Copy of 2x2 picture with signature;	Applicant
3. Copy of passport;	Applicant
4. Copy of picture of the motor vehicle;	Applicant
5. Copy of Car Title or Registration with English translation if necessary;	Applicant
6. Certification from Department of Foreign Affairs (DFA) as a member of Diplomatic Corps and authorization to import used motor vehicle.	Applicant
Officials of the Diplomatic Corps – <u>Embassy and International Organization</u>	
Basic Requirements	
For Importer	
a. Embassies and International Organizations,	Applicant
For Motor Vehicle	
a. Left Hand Drive;	Applicant
b. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749).	Applicant
Documentary Requirements	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Copy of picture of the motor vehicle;	Applicant
3. Copy of Certification from Department of Foreign Affairs (DFA) that the particular DM/IO is authorized to import used motor vehicle for the use of officials of the Diplomatic Corps of International Organization	Applicant
Government Importation	
1. Completely filled-out DTI-FTEB Application Form with notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Proforma Invoice;	Applicant
3. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749).	Applicant
4. Liquidation of previous Authority to Import, if any/ Certificate of First Importation;	Applicant
5. Board Resolution (original & certified true copy w/ dry seal) for Local Government Unit (LGU) only, indicating all items to be imported;	Applicant
6. Notice of Award, Abstract of Bids, if through public bidding;	Applicant
7. Sole distributorship/manufacturer certificate, certificate of non-public bidding;	Applicant
8. Brochure and other documents (if needed)	Applicant
Importation through Donation of used Motor Vehicle by Local Government Units	
A. For Donee/Consignee	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Letter request for Importation;	Applicant
3. Sangguniang Panlalawigan, Sangguniang Panglungsod or Sangguniang Bayan Resolution accepting the donation (original and certified true copy with dry seal of the City/Municipal/Province).	Applicant

B. For Donor/Supplier	
1. Authenticated Deed of Donation by the nearest Philippine Consulate abroad (original and photocopy)	Applicant

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. APPLY CONNECT</p> <p>The Client logs in the DTI's IREGIS Portal as Negosyo Applicant https://iregis.dti.gov.ph</p> <p>Without NegosyoKonek Profile, register at NegosyoKonek Website and get reference number https://negosyokonek.dti.gov.ph</p> <p>With NegosyoKonek Profile, go to Import Application Menu and fill-out necessary information</p> <p>“One-time business registration only to NegosyoKonek”</p>	<p>1.1 iREGIS will generate unique token number</p>		<p>5 minutes</p>	<p>iREGIS</p>
<p>2. COMPLY:</p> <p>The Client submits application and documentary requirements to the IRegIS</p>	<p>2.1 The IRD Account Officer / Administrative Aide VI evaluates the application and documentary requirements uploaded on the IREGIS</p> <p>-If Incomplete, return the application to “For Client;s Action” status to comply with the lacking documents</p>		<p>20 minutes</p>	<p>Account Officer/ Division Chief</p>

	<p>-If Complete, change status to “For Review” for IRD Division Chief final review of he application. Generate payment reference.</p>			
	<p>2.2 The IRD Division Chief reviews the application and documentary requirements on the IREGIS.</p> <p>-If Disapprove, application will return to IRD Account Officer, and return the application to “For Client’s Action” status to comply with the lacking documents</p> <p>-If Approve, change status of the application to “for Application Fee Payment” for the full payment of the application fee</p>		5 minutes	IRD Division Chief
<p>3.0 PAY The Client pays the application fee thru DTI Pay.</p> <p><i>The confirmation of payment will be sent thru email and will be reflected on the application dashboard on the IREGIS.</i></p>	<p>3.1 The FTEB Director reviews and approves the Authority to Import thru IREGIS.</p>	<p><u>CKD:</u> Php 600.00/set of chassis, engine body, cabin/ cowl</p> <p><u>CBU:</u> Php 600.00/unit</p> <p><u>SP:</u> Php300.00/ application</p> <p><u>NDI:</u> Cars: Php1,500.00 /unit</p>	5 minutes	FTEB Director

<p>Upon payment, status of the application will change to “For Recommending Approval” for the final approval of FTEB Director</p>		<p>Motorcycle: Php900.00/unit</p> <p><u>ODC:</u> Cars: Php1,500.00/unit Motorcycle: Php900.00/unit</p> <p><u>GI:</u> Php300.00/application</p> <p><u>D:</u> Php300.00/application</p>		
<p>4.0 RECEIVE The Client downloads or prints approved Authority to Import and accomplishes Client Satisfaction Feedback in the iRegis.</p>			<p>3 minutes</p>	<p>Account Officer/ Administrative Aide VI</p>
<p>Total Processing Time</p>		<p>1-2 Days (38 minutes under normal condition)</p>		

Industry Development and Trade Policy

Frontline Service

17. Registration to STMO Services

Registration refers to the act of entering the exporters, importers, and brokers of strategic goods and providers of services into the registry established by the STMO.

Office or Division:	Strategic Trade Management Office
Classification:	Covered under special law (Republic Act No. 10697)
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen
Who may avail:	Any natural or juridical person who engages or intends to engage in the export, import, and re-export of strategic goods, or provides related services such as brokering, financing, transporting, technical assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application for Entry into Register Form (Form A1) through the STMO e-Licensing Platform	https://stmo.dti.gov.ph/
2. Proof of identity/relevant license/s: (1 Copy) <ul style="list-style-type: none"> For corporations and sole proprietor's relevant license/s or business permits (e.g., SEC Registration and GIS, PEZA registration, etc.); For individuals and/or sole proprietors, government-issued identifications (e.g., National ID, Passport, etc.); or For brokers, brokers accreditation from the Bureau of Customs, as necessary 	SEC PEZA DTI BNRS PSA BOC
3. Description of strategic trade relevant activity or reason for registration, if no website available; (1 Copy)	Applicant
4. Description of Internal Compliance Program (ICP) or Technology Control Plan (TCP), if applicable; (1 Copy)	Applicant
5. Notarized copy of the document appointing a "person responsible for STMA compliance, "who must be the CEO, owner, or any equivalent position; (1 Copy) For documents notarized overseas, the documents should be authenticated either through an Apostille (for countries signatory to the 1961 Hague Convention ⁴) or a Philippine Department of Foreign Affairs (DFA) issued red ribbon (for countries not signatory to the 1961 Hague Convention) whichever is applicable	Applicant
5. Organizational chart showing the relationship among the company's parent, subsidiaries, affiliates, or multiple division or facilities, if applicable; (1 Copy)	Applicant
7. Internal organizational chart (i.e., showing responsibilities or reporting relationships of individuals or offices within the company), if applicable; (1 Copy) and;	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Accomplished Form A1-1 (1 Copy), if applicable, indicating name/swith date and place of birth of: <ul style="list-style-type: none"> (a) incorporators; (b) board of directors; and (c) executive/ senior managers engaged in providing servicesrelated to strategic goods. 	https://stmo.dti.gov.ph/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Create an account on the STMO e-Licensing platform and submit accomplished application forms together with supporting documents (PDF) through this link: https://stmo.dti.gov.ph/	1.1 Receive and check the completeness of the requirements *Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements *Complete – Acknowledge receipt containing application tracking number and accept the application for processing	None		Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division
2 Receive	1.2 Process application Release official result of the application to the applicant *If approved, Registration Certificate *If denied Denial Letter		30 Calendar Days	

Registration to STMO Services is covered under Republic Act No. 10697. In consonance with DTI Administrative Order 19-07 or the STMO’s phased implementation of STMA services and published guidelines, the mandatory registration process will initially start with activities covered in DTI Memorandum Circular 20-26 (Export Authorization), MC 21-06 (Brokering and Financing), and MC. 21-37 (Annex III) until the coverage for other activities in the transfer of strategic goods is announced by the STMO. STMO may refer the application for an advisory opinion to other government agencies, if needed.

18. Individual License

An authorization granted to one specific natural or juridical person to engage in the export, import, transit, transshipment, re-export, reassignment of strategic goods, and the provision of related services for **one end-user, consignee and covering one or more strategic goods**.

Office or Division:	Strategic Trade Management Office
Classification:	Covered under special law (Republic Act No. 10697)
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen
Who may avail:	Any STMO registered natural or juridical person who engages or intends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or provides related services such as brokering, financing, transporting, technical assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Export or re-export authorization application	
1. Authorization Application Form (1 Copy)	https://stmo.dti.gov.ph/
2. Technical specifications of the item/commodity, allowing the STMO to verify the classification of the commodity against the control list (1 Copy)	Applicant
3. Commodity Classification Form (Form A2-1) (1 Copy)	STMO Website: www.dti.gov.ph/strategictrade
4. Documents certifying the origin and acquisition of the strategic goods, when appropriate	Applicant
5. Relevant commercial documents, in particular, any sales contract, order confirmation, invoice, or dispatch note, if available (1 Copy)	Applicant
6. Original End-Use Statement or End-User Certificate (Form A2-2) (1 Copy)	STMO Website: www.dti.gov.ph/strategictrade
7. Additional authorizations such as transit and/or import authorizations (1 Copy), if applicable: <ul style="list-style-type: none"> a. Technology Control Plan, in case of technology transfer; b. Network Security Plan, in case of intangible software transmission 	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>8. Relevant license/s or business permits as proof of identity (1 copy), applicable for end-user/catch-all controls export transactions of an unregistered applicant</p> <ul style="list-style-type: none"> • For corporations and sole proprietor's relevant license/s or business permits (e.g., SEC Registration and GIS, PEZA registration, etc.); • For individuals and/or sole proprietors, government-issued identifications (e.g., National ID, Passport, etc.); or • For brokers, brokers accreditation from the Bureau of Customs, as necessary 	<p>SEC PEZA DTI BNRS</p> <p>PSA BOC</p>
<p>9. Proof of payment of the processing fee</p>	<p>Applicant</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished application forms together with supporting documents (PDF) through the STMO e-Licensing platform: https://stmo.dti.gov.ph/	1.1 Receive and check the completeness of the requirements <i>*Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements</i> <i>*Complete – Acknowledge receipt containing application tracking number and accept the application for processing</i>	To be determined	30 Calendar Days	Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division
	1.2 Process application			
2 Receive	2 Release official result of the application to the applicant <i>*If approved, Authorization Certificate</i> <i>*If denied/intent to deny, Denial Letter/Letter of Intent to Deny</i>			

Individual Authorization is covered under Republic Act No. 10697. Information from other government agencies may be needed in the evaluation of the application. Rule IV, Sec. 4 of the Implementing Rules and Regulations of R.A 10697 states that the time that elapses between the date the STMO requests the information and the date such information is received from other government agencies will not be counted in the processing timeframe.

19. Global License

An authorization granted to one specific natural or juridical person to engage in the export, import, transit, transshipment, re-export, reassignment of strategic goods, and the provision of related services for **one or more end-user and/or in one or more countries and covering one or more strategic goods.**

Office or Division:	Strategic Trade Management Office	
Classification:	Covered under special law (Republic Act No. 10697)	
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen	
Who may avail:	Any STMO registered natural or juridical person who engages or intends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or provides related services such as brokering, financing, transporting, technical assistance.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Internal Compliance Program Pre-Audit		STMO- Policy and Enterprise Relations Division
Export or re-export authorization application		
1. Authorization Application Form (1 Copy)		https://stmo.dti.gov.ph/
2. Technical specifications of the item/commodity, allowing the STMO to verify the classification of the commodity against the control list (1 Copy)		Applicant
3. Documents certifying the origin and acquisition of the strategic goods, when appropriate (1 Copy)		Applicant
4. Relevant commercial documents, in particular, any sales contract, order confirmation, invoice, or dispatch note, if available (1 Copy)		Applicant
5. Additional authorizations such as transit and/or import authorizations (1 Copy), if applicable: <ul style="list-style-type: none"> • Technology Control Plan, in case of technology transfer; • Network Security Plan, in case of intangible software transmission 		Applicant
6. Proof of payment of the processing fee		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished application forms together with supporting documents (PDF) through the STMO e-Licensing platform: https://stmo.dti.gov.ph/	1.1 Receive and check the completeness of the requirements <i>*Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements</i> <i>*Complete – Acknowledge receipt containing application tracking number and accept the application for processing</i>	To be determined	90 Calendar Days	Analyst/ Specialist/Senior Specialist, STMO-Registration and Authorization Division
	1.2 Process application			
2 Receive	2.2 Release official result of the application to the applicant <i>*If approved, Authorization Certificate</i> <i>*If denied/intend to deny, Denial Letter/Letter of Intent to Deny</i>			

Global Authorization is covered under Republic Act No. 10697. Information from other government agencies may be needed in the evaluation of the application. Rule IV, Sec. 4 of the Implementing Rules and Regulations of R.A 10697 states that the time that elapses between the date the STMO requests the information and the date such information is received from other government agencies will not be counted in the processing timeframe.

20. Governmental End-Use Assurance

Formal security guarantee issued by the STMO, in consultation with the National Security Council – Strategic Trade Management Committee (NSC-STMCom), upon request of the country of origin of the strategic items, certifying the end-use of those goods in the Philippines.

Office or Division:	Strategic Trade Management Office	
Classification:	Covered under special law (Republic Act No. 10697)	
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen	
Who may avail:	Any STMO registered natural or juridical person who engages or intends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or provides related services such as brokering, financing, transporting, technical assistance.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Authorization Application Form (1 Copy)		STMO Webpage: www.dti.gov.ph/strategictrade
2. Technical specifications, allowing the STMO to classify the commodity against the control list (1 Copy)		Applicant
3. Documents certifying the origin and acquisition of the strategic goods, when appropriate (1 Copy)		Applicant
4. Relevant commercial documents, in particular, any sales contract, order confirmation, invoice, or dispatch note, if available (1 Copy)		Applicant
5. Original End-Use Statement or End-User Certificate (1 Copy)		STMO Webpage: www.dti.gov.ph/strategictrade
6. Additional authorizations such as transit and/or import authorizations (1 Copy), if applicable: (a) Technology Control Plan, in case of technology transfer; (b) Network Security Plan, in case of intangible software transmission		Applicant
7. Proof of payment of the processing fee		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph	1.1 Receive and check the completeness of the requirements <i>*Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements</i> <i>*Complete – Acknowledge receipt containing application tracking number and accept the application for processing</i>	To be determined	30 calendar days	Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division
	1.2 Process application			
2 Receive	2.2 Release Authorization Certificate			

Governmental End-Use Assurance is covered under Republic Act No. 10697.

Regional Operations

Frontline Service

21. Issuance of BMBE Certificate of Authority

The issuance of BMBE Certificate of Authority (CA) is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the BMBE CA is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

The processing and issuance of BMBE CA is in compliance with RA 9178 as amended by RA 10644, its implementing rules and regulations, and future amendments.

The BMBE CA shall be effective for a period of two (2) years commencing from the date of issuance, and may be renewed for the same period of two (2) years and every two (2) years thereafter, subject to the applicant's continued compliance with the eligibility requirements as prescribed by law and its IRR.

Office or Division:	DTI Regional and Provincial Offices – through the Negosyo Centers	
Classification:	Simple	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Barangay micro business enterprises (BMBEs) that have an asset size of not more than Three Million Pesos (PhP 3,000,000.00) including those arising from loans but excluding land on which the plant and equipment are located and engaged in the production, processing or manufacturing of products or commodities, including agro-processing, trading, and services but excluding practice of profession (e.g. Accountant, Lawyer, Doctor, among others).	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Duly filled-out application form (BMBE Form), signed by the owner (for sole proprietorship) or authorized representative (for partnerships, corporations, and cooperatives) of the entity applying for registration (1 copy)	- DTI Regional and Provincial Offices – Business/SME Development Division - Negosyo Centers - Online thru: https://www.dti.gov.ph/sdm_downloads/bmbe-registration-application-form/ or https://dtiwebfiles.s3-ap-southeast1.amazonaws.com/Downloadable+Files/BMBE+Registration+Application+Form/BMBE+Form+01_BMBE+Application+form.p df
	2. Certificate of Registration for new registration or renewal application (1 photocopy)	DTI Business Name Registration – for Sole Proprietorship Securities and Exchange Commission (SEC) - for partnership, corporation, or association Cooperative Development Authority (CDA) – for cooperative

CLIENT STEPS	AGENCY ACTIONS	FEEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out BMBE application form and other documentary requirements	1.1 Upon receipt of application, check the completeness of documentary requirements	None	1 hour	NC Business Counsellor/ BMBE Processor
	1.2 Evaluate and verify the application to determine the eligibility and qualification as a BMBE based on declared information in the application form and submitted supporting documents	None	4 hours	NC Business Counsellor/ BMBE Processor and Applicant
	1.3 Process the application: 1.3.1 Encode the information on the BMBE CA template and confirm the information with the client	None	25 minutes	NC Business Counsellor/ BMBE Processor
	1.3.2 Print the BMBE CA	None	5 minutes	NC Business Counsellor/ BMBE Processor
	1.3.3 Approve and countersign the BMBE CA	None	2 hours	Provincial Director or his/her duly authorized representative
2.Claim BMBE Certificate of Authority	2.1 Issue the BMBE Certificate of Authority	None	30 minutes	NC Business Counsellor/ BMBE Processor
Total Processing Time			8 hours	
Alternatively, qualified microenterprises or existing BMBEs may register or renew their BMBE Certificate of Authority online via the Barangay Micro Business Enterprise Online Registration System or BMBE-ONLINE (https://bmbe.dti.gov.ph/) which will take around 30 minutes subject to internet connection speed to fill out the electronic BMBE form.				

Trade Promotions

Frontline Service

22. Issuance of Coffee Exporter's Accreditation

The issuance of Coffee Exporter's Accreditation is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If Certificate of Accreditation is not released within 7 days, you may file a complaint via email (artaunit@dti.gov.ph).

Accreditation of Coffee Exporter in accordance with Chapter XII, Article 32-33 of the International Coffee Agreement (ICA), to which the Philippines is a member-country.

Office or Division:	Export Marketing Bureau	
Classification:	Complex	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Coffee would-be exporters, manufacturers, and producers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Copy of Letter of Intent		Applicant
2. Photocopy of Mayor's Permit		Office of the City/ Municipal Mayor
3. Photocopy of Company Profile		Applicant
4. Original Copy of Authorization of Representative to transact with EMB		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of application with required documents	1. Evaluate completeness of the requirements	None	20 minutes	Accreditation Officer, Export Assistance & Business Matching Division
2. Confirm availability during the plant visit with the Accreditation Officer	2.1. Set a schedule for factory/plant visit	None	1 day	
	2.2. Conduct a factory or plant visit and have the inspection report countersigned by the applicant and orient the applicant on the ICO systems, rules, and procedures of the regulating office.	None	1 day	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Prepare evaluation sheet/report on the inspected facility or farm, assign the ICO Identification Code of the company, and encode the details of the application in the computer file of the Coffee Accreditation (CA) Ledger for the current coffee year.	None	2 hours	Accreditation Officer, Export Assistance & Business Matching Division
	2.4. Prepare and print the Certificate of Accreditation (CA)	None	10 minutes	
	2.5. Review and Recommend approval (or disapproval of accreditation)	None	30 minutes	Division Chief, Export Assistance and Business Matching Division
	2.6. Approve and sign Certificate Accreditation	None	1 day	EMB Director
3. Sign the Releasing Logbook for the release of the CA	Record the Release of the CA in the Releasing Logbook	None	5 minutes	Accreditation Officer, Export Assistance and Business Matching Division
TOTAL PROCESSING TIME			3 days 3 hours and 5 minutes	

23. Issuance of Coffee Export Clearance (CEC) and Certificate of Origin (CO)

The issuance of Coffee Export Clearance (CEC) and Certificate of Origin (CO) is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If CEC and/or CO is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Coffee export documentation in accordance with Chapter XII, Article 32-33 of the International Coffee Agreement (ICA) to which the Philippines is a member-country. The documentation is divided into two (2) stages; 1) Pre-loading stage where exporter is required to apply for Coffee Export Clearance (CEC) and 2) Post-loading stage where based on the Bill of Lading, a Certificate of Origin (CO) shall be issued and countersigned by the Bureau of Customs (BOC).

Office or Division:	Export Marketing Bureau	
Classification:	Simple	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Coffee Exporters	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Coffee Export Clearance (CEC)		
1. Original Copy of Duly accomplished Export Declaration (ED) Form		Website of BOC VASP
2. Photocopy of Commercial Invoice		Applicant
3. Photocopy of Packing Lists		Applicant
4. Photocopy of Draft Bill of Lading or Airway Bill (Cargo Booking)		Shipping/ Airline Office
Certificate of Origin (CO)		
1. Photocopy of Validated Export Declaration (ED) stamped with Authority to Load and Date		BOC
2. Photocopy of Packing lists		Applicant
3. Photocopy of Commercial Invoice		Applicant
4. Photocopy of Signed Bill of Lading (BL) or Airway Bill (with Date of Loading)		Shipping/ Airline Office

APPLICATION FOR COFFEE EXPORT CLEARANCE (CEC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1. Validate the consistency of information between the ED and the required documents.	None	15 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	1.2. Assign the serial number for the application, encode the details of the application in the computer file of the Coffee Export Clearance (CEC) Ledger for the current coffee year, and stamp the box for clearance on the face of the ED.	None	10 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	1.3. Review and sign the Coffee Export Clearance (CEC) stamped on the ED Form	None	15 minutes	Division Chief, Export Assistance and Business Matching Division
2. Sign the release of the CEC in the Releasing Logbook	2.1 Record the Release of the CEC in the Releasing Logbook	None	5 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	2.2 Assign the serial number for the application, encode the details of the application in the computer file of the Coffee Export Clearance (CEC) Ledger for the current coffee year, and stamp the box for clearance on the face of the ED.	None	10 minutes	Accreditation Officer, Export Assistance and Business Matching Division

	2.3 Review and sign the Coffee Export Clearance (CEC) stamped on the ED Form	None	15 minutes	Division Chief, Export Assistance and Business Matching Division
3. Sign the release of the CEC in the Releasing Logbook	3.2 Record the Release of the CEC in the Releasing Logbook	None	5 minutes	Accreditation Officer, Export Assistance and Business Matching Division
TOTAL PROCESSING TIME			45 minutes	

APPLICATION FOR A CERTIFICATE OF ORIGIN (CO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Validate the consistency of information between the copy of ED and the shipping documents.	None	15 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	1.2 Assign the serial number and encode the details of the application in the computer file of the Certificate of Origin (CO) Ledger for the current coffee year.	None	15 minutes	
	1.3. Prepare and print one (1) receiving copy and the five (5) copies of the Certificate of Origin (CO) using the International Coffee Organization's (ICO) CO Form.	None	30 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	1.4. Review and sign the CO	None	15 minutes	Division Chief, Export Assistance and Business Matching Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign the release of the CO in the Releasing Logbook	2.1. Record the Release of the CO in the Releasing Logbook for submission to and countersigning of the Bureau of Customs (BoC) with instructions for the return of the two (2) copies (green and blue) for the ICO	None	5 minutes	Accreditation Officer, Export Assistance and Business Matching Division
TOTAL PROCESSING TIME			1 hour and 20 minutes	
1. Return photocopy of Original, Green and Blue copy of validated CO to EMB	1.1. Validate and keep the copies of CO for reference in preparing the monthly ICO London Report.	None	5 minutes	Accreditation Officer, Export Assistance and Business Matching Division
TOTAL PROCESSING TIME			5 minutes	

24. Issuance of Certificate of Exemption for Sample Sized Coffee Shipment

The issuance of Certificate of Exemption for Sample Sized Coffee Shipment is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If Certificate of Exemption is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Coffee export documentation for coffee shipment which weighs up to maximum of 60 kg. Green Bean Equivalent (GBE) net or 120 kg of dried berries or 75 kg of parchment coffee or 50.4 kg of roasted coffee, or 23 kg of soluble coffee or liquid forms.

Office or Division:	Export Marketing Bureau	
Classification:	Simple	
Type of Transaction:	G2B – Government-to-Business	
Who may avail:	Any person who wants to send to other countries a sample size of coffee as gift, for home use, promotion or any legitimate purpose.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original copy of Letter of Intent (to mention the coffee form, volume, and the contact details of the consignee)		Applicant
2. Original copy of proof or information to support the request for exemption.		Requesting Party at the destination of the sample shipment.
3. Photocopy of the applicant's Company Identification (ID) Card or any government issued ID.		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and supporting documents	1.1. Validate the consistency of information in the required documents	None	10 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	1.2. Assign the serial number and encode the details of the application in the computer file of the Certificate of Exemption Ledger for the current coffee year.	None	5 minutes	
	1.3 Prepare and print the Certificate of Exemption (CE).	None	10 minutes	Division Chief, Export Assistance and Business Matching Division
	1.4 Review and sign the CE.	None	15 minutes	
2. Sign the release of the CE in the Releasing Logbook	2.2 Record the Release of the CE in the Releasing Logbook	None	5 minutes	Accreditation Officer
TOTAL PROCESSING TIME			45 minutes	

Competitiveness and Innovation

Other Frontline Service

25. Receiving and Evaluation of Application Requirements for the Accreditation of Conformity Assessment Bodies under LAD

The receiving and evaluation of application requirements are used for the initial accreditation and reaccreditation of Conformity Assessment Bodies are considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within twenty (20) working days. If the written notice of compliance and/or non-compliance to the accreditation requirements is not released within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Laboratory Accreditation Division (LAD) of the PAB implements the accreditation of CABs based on applicable international standards. Accreditation provides public recognition to CABs with whose management and/ or operation have demonstrated technical competence on their particular activities and have complied with PAB accreditation requirements. However, the manner of application of the set criteria will vary depending on the nature and/ or type of organization.

Office or Division:	Philippine Accreditation Bureau – Laboratory Accreditation Division (LAD)	
Classification:	Highly technical	
Type of Transaction:	G2B; G2G	
Who may avail:	Conformity Assessment Bodies such as: 1. Testing and/or Calibration Laboratories 2. Medical Testing Laboratories 3. Inspection Bodies 4. Proficiency Testing Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Initial Application/Reaccreditation requirements: 1. Application for Accreditation forms (1 e-copy) 2. Terms and Conditions of PAB Accreditation (1 e-copy) 3. Assessment checklist, as per scheme applied (1 e-copy) 4. Copy of system documentation (as per Annex A of Application form) a. Management System documents (1 e-copy) b. Technical documents (1 e-copy) 5. Uncertainty Budget for Calibration Laboratory (1 e-copy) Note: Item No. 4 is not required for renewal application All application documents shall be coursed through email at pab-lad@dti.gov.ph or visit us at:		# 1-3 PAB Website: https://www.dti.gov.ph/resources-pab/downloadable-forms/lab-inspection-body-accredit-forms # 1 PAB website See LA/GD 01-11, and LA/SR 01-04 https://www.dti.gov.ph/pab/resources/ # 2 www.apac-accreditation.org and International

<p>Laboratory Accreditation Division (LAD) Philippine Accreditation Bureau GF HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209 Telephone: (02) – 8895-3995 / (+632) -09178116026 Fax: (02) – 8890-4688</p> <p>II. <u>PAB Accreditation Policies</u></p> <p>Philippine Accreditation Bureau adheres to the following accreditation rules and regulation:</p> <ol style="list-style-type: none"> 1. PAB policies and procedures for the accreditation 2. Mandatory documents issued by the Asia Pacific Accreditation Cooperation (APAC) and International Laboratory Accreditation Cooperation (ILAC) 3. Signed Memorandum of Understanding (MOU) with other regulatory bodies e.g., MOU with DOH, where applicable 				<p>Laboratory Accreditation Cooperation (ILAC) https://ilac.org/</p>
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit application documents.</p> <p>1.1 Acknowledge receipt of notification.</p>	<p>1. Receive, check, and ensure completeness of application documents</p> <p>1.1 <u>For renewal of accreditation:</u> PAB will remind the accredited CAB of the expiry of accreditation validity and deadline for submission of the required document</p> <p>1.2 Log application in CAB database</p> <p>1.3 Draft Billing Statement for Application Fee and Assessment Fee (Document review)</p>	<p>None</p>	<p>5 days</p>	<p>Administrative Aide Accreditation Officer Division Chief</p>

	Note: Incomplete documents will not be processed			
<p>2. Acknowledge the Billing Statement and result of document review and submit additional documents as necessary.</p> <p>2.1. Pay the corresponding application fee and document review fee.</p> <p>Note 1: For payment transaction:</p> <p>a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-LAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.</p> <p>b. In case of Foreign CAB, payment transaction may be done electronically (i.e. wire transfer, direct bank payment)</p> <p>c. Provide proof of payment (OR/deposit slip) to LAD personnel</p> <p>PAB Office Address:</p> <p>Philippine Accreditation Bureau (PAB) G/F HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209</p>	<p>2. Payment of initial fees</p> <p>2.1. Prepare Order of Payment and issue CAB</p> <p>Note: For payment transaction:</p> <p>a. Authorized LAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.</p> <p>b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).</p> <p>2.2. Update LAD billing monitoring file.</p>	<p>Application Fee: Php 300.00</p> <p>Document Review Fee: Php 500/ man-hour x no. of hours x no. of assessors / technical expert</p> <p>Note 1: Application fee and document review fee are non-refundable.</p> <p>Note 2: Refer to LA GD05</p>	5 days	Accreditation Officer DTI Cashier FS Personnel
3. None	3. Document Review (Resource Review)	None	7 days	Accreditation Officer Division Chief
	<p>3.1. Check and evaluate the compliance of documentation with standard.</p> <p>3.2. Inform CABs, in writing, of the result of review if</p>		Note: Review may extend depending on the complexity of the system documentation submitted and the scope applied.	

	there are discrepancies. If there are no deviations, the application will be endorsed for the schedule of assessment.			
4. Submit additional documents as requested	4.1 Receive and review additional documents submitted 4.2 Complete the document review report and endorse written notice of compliance for the schedule of assessment visit.	None	3 days Note: <i>Review may extend depending on the complexity of the system documentation submitted and the scope applied.</i>	Accreditation Officer Division Chief
Total Processing Time Initial/Special/Reassessment/Reaccreditation			20 days	

26. Conducting Assessment for Conformity Assessment Bodies under LAD

The assessment of Conformity Assessment Bodies (CABs) is conducted for initial accreditation, special assessment, surveillance and reaccreditation are considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within twenty (20) working days. If the assessment is not conducted within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Laboratory Accreditation Division (LAD) of the PAB implements accreditation of CABs based on the applicable international standards. Accreditation provides public recognition to CABs whose management and/or operation have demonstrated technical competence on their particular activities and have complied with PAB accreditation requirements. However, the manner of application of the set criteria will vary depending on the nature and/or type of organization.

The reassessment (renewal of accreditation) of accredited CABs, involves full assessment of the CAB's management system, technical operations, and personnel involved in the accredited activities. It includes follow-up of corrective actions on previous assessment findings. The visit is conducted not less than six (6) months before the validity of the accreditation expires.

Surveillance visits are conducted to monitor the continuous conformance of accredited CABs with international standards and PAB accreditation requirements. Only selected aspects of the reorganization 's operations are assessed. All accredited CABs shall conform to the following schedule:

- **First Surveillance Visit** – conducted **fifteen (15)** months from the date of granting accreditation
- **Succeeding Surveillance Visits** – Succeeding surveillance visit to be conducted after **twenty (20)** months from the schedule of the first surveillance visit; but not more than 24 months

Office or Division:	Philippine Accreditation Bureau – Laboratory Accreditation Division (LAD)	
Classification:	Highly technical	
Type of Transaction:	G2B; G2G	
Who may avail:	Conformity Assessment Bodies 1. Testing and/or Calibration Bodies 2. Medical Testing Laboratories 3. Inspection Bodies 4. Proficiency Testing Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

PAB Accreditation Policies				CAB
Philippine Accreditation Bureau adheres to the following accreditation rules and regulation: <ol style="list-style-type: none"> 1. PAB policies for the accreditation criteria 2. Applicable accreditation standards 3. Mandatory documents issued by the Asia Pacific Accreditation Cooperation (APAC) and International Laboratory Accreditation Cooperation (ILAC) 4. Signed Memorandum of Undersecretary (MOU) with other regulatory bodies e.g. MOU with DOH, where applicable 				# 1 PAB website See LA/GD 01-11, and LA/SR 01-04 https://www.dti.gov.ph/pab/resources/ # 2 www.apac-accreditation.org and International Laboratory Accreditation Cooperation (ILAC) https://ilac.org/
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Schedule of assessment. <i>Note: Ensure proof of payment of application fee and/or document review fee prior scheduling</i> 1.1 Draft and send Notice of Assessment to CABs	None	4 hours	Accreditation Officer Division Chief
2. Confirm schedule of assessment within seven (7) calendar days after the receipt of the notice. Otherwise, the assessment will be cancelled. Note: Inform PAB for request of assessment reschedule.	2. Selection of assessment team 2.1 Select assessors/experts from registry. Send revised assessment notice (with assessment team composition) to the CABs. 2.2 Preparation and approval of Appointment of Assessment Team	None	7 days Note: If there are no available Assessors/Experts, this will be consulted and/or coordinated with CABs to look for possible assessors/experts.	Accreditation Officer Division Chief Bureau Director
3. Confirm final assessment schedule and team 3.1 Coordinate with PAB the transportation arrangements at least seven (7) days before on-site visit.	3. Prepare for the conduct of assessment and coordinate with the CAB for the schedule and logistics arrangement. 3.1 Preparation of assessment kits and	None	2.5 days Note: Processing time is subject to availability of Technical Experts in case of joint assessment with partner AB	Accreditation Officer Assessment Team Division Chief Bureau Director

<p>Note: CABs shall inform PAB of the arrangement at least a week before the scheduled assessment.</p>	<p>other relevant documents</p>			
<p>4. None</p>	<p>4. Assessment team briefing and technical dry run, as necessary</p> <p><i>Note: Set assessment team briefing one (1) week before the scheduled assessment</i></p>	<p>None</p>	<p>4 hours</p>	<p>Accreditation Officer Assessment Team</p>
<p>5. Participate as auditee in the assessment.</p> <p>5.1. CABs shall cooperate with the assessment team by providing the requirements during the time of assessment.</p> <p>Note: All non-conformities (NCs) must be submitted within thirty (30) days from closing meeting and may be extended upon request of the CAB.</p> <p>5.2. Acknowledge the result of assessment</p>	<p>5. Conduct of assessment</p> <p>5.1. Start with an opening meeting and conduct assessment based on program. (Assessment includes interview/discussions with CABs' personnel, review of records, documents, and witness of actual conformity assessment activities).</p> <p>5.2. Team to prepare assessment findings to be presented in the closing meeting.</p>	<p>None</p>	<p>3 days</p> <p>Note: <i>May be extended depending on the scopes applied, the number of staffs involved in the activities and the location of the applicant CABs.</i></p>	<p>Assessment Team</p>
<p>6. None</p>	<p>6. Billing of assessment fees</p> <p>6.1. Prepare Billing Statement and transmit to CAB</p> <p>Note: <i>Total billing is based on actual time assessed by the team (inclusive of travel time).</i></p>	<p>Assessment Fee:</p> <p>Php 500.00/ man-hour</p>	<p>4 hours</p>	<p>Accreditation Officer Division Chief</p>
<p>7. Submit corrective actions 7.1. Submit corrective</p>	<p>7.1 Accept the submitted CAs, evaluate and send</p>	<p>None</p>	<p>5 days</p>	<p>Assessment Team Accreditation Officer Division Chief</p>

<p>actions (CAs) for any findings raised on assessment.</p> <p>7.2. Submit additional documents, as necessary</p>	<p>to CAB the result of the evaluation.</p> <p>7.2 Submission of final assessment report and corrective action evaluation report</p> <p>Note: All nonconformities (NCs) must be cleared within the prescribed time and may be extended depending on the complexity of findings and results of corrective actions</p>			Bureau Director
<p>8. Settle the obligation based on the Billing Statement sent by PAB.</p> <p>Note 1: Payment shall be paid within thirty (30) days upon receipt of billing statement</p> <p>Note 2: For payment transaction:</p> <p>a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-LAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City or to the nearest DTI Regional or Provincial office and settle the obligation.</p> <p>b. In case of Foreign CAB, payment transaction is done electronically (i.e. wire transfer, direct bank payment)</p> <p>c. Provide proof of payment (OR/deposit slip) to LAD personnel</p> <p>PAB Office Address:</p> <p>Philippine Accreditation Bureau (PAB) G/F HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209</p>	<p>8. Prepare Order of Payment and transmit to CAB.</p> <p>Note: For payment transaction:</p> <p>a. Authorized LAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.</p> <p>b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).</p> <p>c. Update LAD billing monitoring file.</p>	<p>Note 1: Fees to be paid will be based on the fees reflected on the issued billing statement</p> <p>Note 2: Refer to LAGD05</p>	4 hours	Administrative Aide Accreditation Officer DTI Cashier FS Personnel
<p>Total Processing Time Initial/Special/Reassessment/Reaccreditation</p>			<p>20 days</p>	

27. Final Evaluation and Granting of the Accreditation to Conformity Assessment Bodies under LAD

The final technical evaluation and granting of the accreditation assessment of Conformity Assessment Bodies (CABs) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, complex transactions shall be acted upon by the assigned officer/ employee within twenty (20) working days. If the result of the technical evaluation is not communicated within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Laboratory Accreditation Division (LAD) PAB implements accreditation of CABs based on applicable international standards. Accreditation provides public recognition to CABs whose management and/ or operation have demonstrated technical competence for their particular activities and have complied with PAB accreditation requirements. However, the manner of application of the set criteria will vary depending on the nature and/ or type of organization.

Office or Division:	Philippine Accreditation Bureau – Laboratory Accreditation Division (LAD)	
Classification:	Highly Technical	
Type of Transaction:	G2B; G2G	
Who may avail:	Conformity Assessment Bodies such as: <ol style="list-style-type: none"> 1. Testing and/or Calibration Laboratories 2. Medical Testing Laboratories 3. Inspection Bodies 4. Proficiency Testing Providers 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Assessment Report 2. Corrective Action Evaluation Report 3. Documents supporting the corrective actions taken <p><u>PAB Accreditation Policies</u></p> <p>Philippine Accreditation Bureau adheres to the following accreditation rules and regulation:</p> <ol style="list-style-type: none"> 1. PAB policies and procedures for the accreditation 2. Applicable accreditation standards 3. Mandatory documents issued by the Asia Pacific Accreditation Cooperation (APAC) and International Laboratory Accreditation Cooperation (ILAC) 4. Signed Memorandum of Understanding (MOU) with other regulatory bodies e.g. MOU with DOH, where applicable 		<p># 1 PAB website See LA/GD 01-11, and LA/SR 01-04 https://www.dti.gov.ph/pab/resources/</p> <p># 2 www.apac-accreditation.org and International Laboratory Accreditation Cooperation (ILAC) https://ilac.org/</p>

	<p>Notice of Granting/ Continued Certificate of Accreditation and certificate</p> <p>2.1 Endorse to the Bureau Director for approval</p>			Division Chief Bureau Director
3. None	3. Prepare, review, approve and communicate /coordinate the draft billing for the <i>accreditation services</i> (i.e. <i>accreditation fee,</i> <i>annual fee</i>) and send the billing statement to CAB.	None	4 hours	Accreditation Officer Division Chief
<p>4. Acknowledge receipt of the billing statement</p> <p>4.1 Settle the obligation based on the Billing Statement sent by PAB.</p> <p>Note 1: Maximum period for payment of fee is 30 days.</p> <p>Note 2: For payment transaction:</p> <p>a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-LAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City or to the nearest DTI Regional/ Provincial office and settle the obligation.</p> <p>b. In case of Foreign CAB, payment transaction is done electronically (i.e. wire transfer, direct bank payment)</p>	<p>4. Prepare Order of Payment and transmit to CAB.</p> <p>Note: For payment transaction:</p> <p>a. Authorized LAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.</p> <p>b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).</p> <p>c. Update LAD billing monitoring file.</p>	<p>Accreditation Fee:</p> <p>Php 5,000.00/ scope of Accreditation x no. of scope of accreditation</p> <p>Annual Fee:</p> <p>Php 3,000.00/ scope of Accreditation x no. of scope of accreditation</p> <p>Note: Refer to LA GD05 or DAO 13:1995 for the schedule of fees.-</p>	4 hours	Administrative Aide Accreditation Officer DTI Cashier FS Personnel

<p>c. Provide proof of payment (OR/deposit slip) to LAD personnel</p> <p><u>PAB Office Address:</u></p> <p>Philippine Accreditation Bureau (PAB) G/F HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209</p>				
<p>5. None</p>	<p>5. Preparation, approval, and issuance of certificate of accreditation</p> <p>5.1 Prepare Certificate of Accreditation.</p> <p>5.2 Posting of certificate in PAB website</p> <p>5.3 Sign the official certificate and post the certificate to PAB website in coordination with DTI- ISMS and communicate with the client for the availability of the certificate.</p> <p><u>Note:</u> PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CAB</p>	<p>None</p>	<p>3 days</p> <p><u>Note:</u> <i>The preparation may extend depending on the complexity of scopes of accreditation</i></p>	<p>Accreditation Officer Division Chief Bureau Director</p>
<p>6. Acknowledge receipt of communication.</p>	<p>6. None</p>	<p>None</p>		
<p>Total Processing Time Initial/Special/Reassessment/Reaccreditation</p>			<p>20 days</p>	

28. Receiving and evaluation of application requirements for the Accreditation of Conformity Assessment Bodies under MSAD

The receiving and evaluation of application requirements for Initial Accreditation, Special Assessment, and Reaccreditation are considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within twenty (20) working days. If the evaluation of the application requirements is not conducted within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Management System Accreditation Division (MSAD) of the Philippine Accreditation Bureau (PAB) implements accreditation of Conformity Assessment Bodies (CABs) based on applicable international standards. Accreditation provides CABs with public recognition whose management system have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant. Though, the manner of application of the set criteria will vary considering the nature and/or type of applicant body.

Initial assessment, special surveillance assessment and reassessment (renewal of accreditation) will include all other premises of the applicant body which one or more key activities are performed, and which are covered by the scope of accreditation. The key activities include policy formulation, process and/or procedure development, contract review, planning of conformity assessments, review, approval and decisions on the results of conformity assessment.

Office or Division:	Philippine Accreditation Bureau - Management System Accreditation Division (MSAD)
Classification:	Highly Technical
Type of Transaction:	G2B; G2G
Who may avail:	<p>Public and private local and foreign Conformity Assessment Bodies (CABs) that:</p> <p>A. Certify:</p> <ol style="list-style-type: none"> 1. Management System <ol style="list-style-type: none"> a. Quality Management System (QMS) b. Environmental Management System (EMS) c. Food Safety Management System (FSMS) d. Hazard Analysis Critical Control Point (HACCP) e. Information Security Management System (ISMS) f. Energy Management System (EnMS) g. Occupational Health and Safety Management System (OHSMS) 2. Products, processes, services <ol style="list-style-type: none"> a. Halal

	<ul style="list-style-type: none"> b. Organic c. Other Product Certification Schemes <p>3. Persons</p> <p>B. Validate/verify:</p> <ul style="list-style-type: none"> 1. Greenhouse Gases Validation/Verification Program <ul style="list-style-type: none"> a. ICAO CORSIA Program <p>Other GHG validation/verification program</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Upon submission of application:</p> <ol style="list-style-type: none"> 1. Letter of application (1 e-copy) 2. Accomplished application form <i>per scheme applied</i> (1 e-copy) 3. Accomplished Assessment Checklist <i>per scheme applied</i> (1 e-copy) 4. Signed PAB Accreditation Agreement (1 e-copy) 5. Copy of SEC Registration with the Articles of Incorporation or DTI Registration and Local Government Unit (LGU) Business Permit or if in case of a foreign CAB, duly notarized registration documents and authenticated by Philippine Consulate or an equivalent document from the country where CAB is operating, as proof of being a legal entity as the case may be. (1 e-copy) 6. Copy of CAB's proof of managing liabilities (e.g. <i>insurance, *reserves</i>) (1 e-copy) 7. Copy of certification agreement between the CAB and its clients (1 e-copy) 8. Copy of certificate issued to its clients (1 e-copy) <p>Note: The applicant body shall have granted at least two (2) certificates for each scheme applied.</p> <p>Note for Validation/Verification: Copy of validation/verification activity report (1 e-copy)</p> <ol style="list-style-type: none"> 9. List of certified organizations (specifying certified scopes, validity of certificates, address and contact numbers) (1 e-copy) <p>Note for Person Certification: List of certified persons (specifying name, geographical location, scope of certification and effectivity date) (1 e-copy)</p> <p>Note for Validation/Verification: List of validation/verification activities done by the applicant V/VBs with their client (1 e-copy) 10. Copy of CAB's Quality Manual (1 e-copy) 11. Copy of CAB's Rules/procedures of certification (1 e-copy) 12. List of auditors/inspectors (including their approved scopes) and Technical Experts (1 e-copy) <p>Note for Persons Certification: List of auditors/validators/verifiers (including their approved scopes) and technical experts (1 e-copy)</p> <p>Note for Validation/Verification: List of validation/verification team (i.e. lead validator/verifier, validator/verifier) and technical experts (1 e-copy)</p> </p>		<p>#1-4 PAB website see link below: https://www.dti.gov.ph/resources-pab/downloadable-forms/certification-body</p> <p># 5 Securities and Exchange Commission (SEC), DTI, LGU, Philippine Consulate (where, applicable)</p>

13. Latest audited financial statement of the CAB (1 e-copy)
14. Detailed organizational structure with individual duties and responsibilities (1 e-copy)
15. Information on fees charged to its applicants and certified organization and the means by which CAB obtains financial support (1 e-copy)
16. Records of internal audit conducted by the CAB (1 e-copy)
17. Records of management review conducted by the CAB (1 e-copy)
18. Copy of Latest Risk Management Matrix (1 e-copy)

Note: *Electronic copies of application documents shall be sent through email pab_msad@dti.gov.ph or visit us at:*

Management System Accreditation Division (MSAD)
 Philippine Accreditation Bureau
 GF HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209
 Telephone: (02) – 8895-3995 / (+632) -09178192971
 Fax: (02) – 8890-4688

PAB Accreditation Policies

Philippine Accreditation Bureau adheres to the following accreditation rules and regulation:

1. PAB policies for the accreditation criteria
2. PAB policies procedure for the conduct of pre-assessment, initial assessment, surveillance and reassessment
3. Use of PAB accreditation symbol
4. Department Administrative Order (DAO)1:2005 – Schedule of Fees
5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Accreditation Forum (IAF)
6. *Advisories/Resolutions related to accreditation of Halal CBs issued by Philippine Halal Board
7. *Signed Memorandum of Understanding (MOU) with other accreditation bodies (*i.e. MOU with ESMA (MoIAT), MOU with GAC*), where applicable
8. *Importing Country requirement (*i.e. relevant Halal Standards of the concerned country/region of destination*)
9. *Philippine National Halal Certification Scheme (PNHCS)
10. *Use of Philippine Halal logo

1-4 PAB website See MSA/P01, MSA/P01-1, MSA/GD 01, MSA/GD 02 <https://dti.gov.ph/resources-pab/guidance-documents/certif-body-guidance-docs>

5 www.apac-accreditation.org and International Accreditation Forum (IAF) www.iaf.nu

Note: **Applicable to Halal CAB applicants*

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate to PAB the intention to apply for PAB Accreditation and submit the accomplished application form, checklist and other	1. Receive and review the application submitted by the applicant CAB. 1.1. Log application in CAB database	None	2 days	Admin Officer Accreditation Officer Program Manager

<p>requirements. Send e-copies of documents to: <u>pab_msad@dti.gov.ph</u></p> <p>Note: Application is valid for one (1) year from the date of the acceptance of application</p> <p>1.1 <u>For renewal of accreditation</u> Acknowledge receipt of notification.</p>	<p>Note: The start of processing of CAB application is subject to submission of complete requirements.</p> <p>1.1 <u>For renewal of accreditation</u></p> <p>Send notification to accredited CAB six (6) months before the expiration date of its accreditation</p>			
<p>2. None</p>	<p>2. Review available resources (<i>availability of qualified assessors and external technical experts</i>).</p> <p>2.1 Coordination of availability of the assessment team</p>	<p>None</p>	<p>2 days, 4 hours</p>	<p>Division Head Program Manager Admin Officer</p>
<p>3. None</p>	<p>3. Draft and send Quotation of fees (<i>i.e. assessment fee, accreditation fee and annual fee</i>) to CAB.</p> <p>Note 1: For CABs that do not require formal quotation, billing statement will be issued when some or all of the accreditation activities have been undertaken.</p> <p>Note 2: Amount indicated in the quotation depends on the number of scopes applied and number of assessment man day.</p>	<p>None</p>	<p>1 day</p>	<p>Admin Officer Program Manager Division Head Bureau Director</p>
<p>4. Accept the quotation and send to PAB the signed quotation form. (if applicable)</p>	<p>4. Receive the acceptance of the communication and inform Division Head.</p> <p>4.1 Update CAB's Accreditation Files</p>	<p>None</p>	<p>1 day</p>	<p>Admin Officer Program Manager Division Head</p>

<p>5. None</p>	<p>5. Review the CAB's submitted Quality Manuals and other relevant documents, prepare summary of document review result and send this to CAB.</p> <p>5.1 Draft Billing Statement for Application Fee and Document Review Fee and send to CAB.</p>	<p>None</p>	<p>3 days (for 1 scheme)</p>	<p>Assessor Division Head Admin Officer</p>
<p>6. Acknowledge the result of document review and pay the corresponding application fee and document review fee.</p> <p>Note 1: For payment transaction:</p> <p>a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-MSAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.</p> <p>b. In case of Foreign CB, payment transaction is done electronically (i.e. wire transfer)</p> <p>c. Provide proof of payment (OR/deposit slip) to MSAD personnel</p> <p>PAB Office Address:</p> <p>Philippine Accreditation Bureau (PAB) G/F HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209</p>	<p>6. Prepare Order of Payment Slip and transmit to CAB.</p> <p>Note: For payment transaction:</p> <p>a. Authorized MSAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.</p> <p>b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Services (FS).</p> <p>Update MSAD billing monitoring file.</p>	<p>Application fee: Php 2,000/ scheme x no. of schemes applied</p> <p>Document Review Fee: Php 5,000/ man-day x no. of assessors/ technical expert x no. of days</p> <p>Note: Application fee and document review fee are non-refundable.</p>	<p>4 hours</p>	<p>Admin Officer DTI Cashier FS Personnel</p>
<p>7. Submit corrective actions (CAs) and additional documents, as necessary, for the findings raised on the document review (if applicable).</p>	<p>7. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation.</p>	<p>None</p>	<p>10 days</p> <p>Note 1: Processing time is subject to the number and category of raised NCs which needs to be closed</p>	<p>Assessor Division Head Admin Officer</p>

<p>Note 1: Office-based assessment will only be conducted after the closure of the findings on the document review.</p> <p>Note 2: In the event that the applicant CAB has not acted satisfactorily within six (6) months from the date of the communication of the deficiencies noted during the document review, the processing of the application shall be terminated. The CAB may still re-apply for PAB's accreditation but needs to pay new application fee and document review fee.</p>	<p>7.1 Endorse for the schedule of assessment visit. Refer to relevant MSASF04A Document Review Checklist</p>		<p>through corrective actions evaluated as satisfactory.</p> <p>Note 2: There will be cases where additional CAs need to be submitted by the CAB based on the evaluation of PAB.</p>	
<p>Total Processing Time: Initial/Scope Extension/Reassessment/Reaccreditation</p>			<p>20 days</p>	

29. Conduct of Accreditation Assessment for Conformity Assessment Bodies under MSAD

The conduct of initial accreditation, special assessment, surveillance visit and reaccreditation are considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within twenty (20) working days. If the assessment is not conducted within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Management System Accreditation Division (MSAD) of the Philippine Accreditation Bureau (PAB) implements accreditation of Conformity Assessment Bodies (CABs) based on applicable international standards. Accreditation provides CABs with public recognition whose management system have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant.

The reassessment (renewal of accreditation) of accredited Conformity Assessment Bodies (CABs) resembles an initial assessment in all aspect. It is a full assessment of the CAB's management system, technical operations and personnel involved in the accredited activities. It includes follow-up of corrective actions on previous assessment findings. The visit is conducted six (6) months before the validity of accreditation expires.

Surveillance visits are conducted to monitor the continuous conformance by accredited Conformity Assessment Bodies (CABs) with the international standard and PAB accreditation requirements. Only selected aspects of the organization's operations are assessed. All accredited CABs shall conform to the following schedule:

- **First Surveillance Visit** - conducted on or before the 12th month from the date of granting accreditation
- **Succeeding Surveillance Visit** - conducted on or before the 24th month after the previous surveillance visit

Special Surveillance Assessment may be conducted if deemed necessary by the Accreditation Evaluation Panel (AEP) or the PAB Director, in accordance with clause 15.11 of MSA/P01.

Office or Division:	Philippine Accreditation Bureau - Management System Accreditation Division (MSAD)
Classification:	Highly Technical
Type of Transaction:	G2B; G2G
Who may avail:	Public and private local and foreign Conformity Assessment Bodies (CABs) that: A. Certify: 1. Management System

	<ul style="list-style-type: none"> a. Quality Management System (QMS) b. Environmental Management System (EMS) c. Food Safety Management System (FSMS) d. Hazard Analysis Critical Control Point (HACCP) e. Information Security Management System (ISMS) f. Energy Management System (EnMS) g. Occupational Health and Safety Management System (OHSMS) <p>2. Products, processes, services</p> <ul style="list-style-type: none"> a. Halal b. Organic c. Other Product Certification Schemes <p>3. Persons</p> <p>B. Validate/verify:</p> <ul style="list-style-type: none"> 1. Greenhouse Gases Validation/Verification Program <ul style="list-style-type: none"> a. ICAO CORSIA Program <p>Other GFH validation/verification program</p>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>A. Prior to office-based assessment</p> <p>For initial and reassessment: <i>All required documents were already submitted in the first stage unless there are other documents to be submitted upon evaluation prior to the conduct of assessment.</i></p> <p>For surveillance assessment:</p> <ul style="list-style-type: none"> 1. Records of latest internal audit and management review conducted by the CAB (1 e-copy) 2. Proof/evidence of any changes on the CAB which is significant to the operation of its certification scheme, i.e. a) change in legal entity; b) changes on the organizational structure and key personnel c) change of resources and premises; d) change to the scope of accreditation; e) changes to main policies; f) transfer of accreditation; and g) any other matter that may affect the ability of accredited CAB to fulfill requirements for accreditation. (1 e-copy where applicable) 3. Updated list of policies and procedures (if any) (1 e-copy) 4. Updated Organization Chart (if applicable) (1 e-copy) 5. List of updated auditors/inspectors and technical experts (if applicable) (1 e-copy) <p>B. Prior to witness audit (Stage 2) activity Documents needed for the conduct of witness audit should be submitted at least one (1) week prior to the witnessing activity. These documents are the following:</p> <ul style="list-style-type: none"> 1. Agreement between the CAB and its clients allowing PAB to join the audit (1 e-copy) 2. Copy of the CAB's audit plan (1 e-copy) 3. Background information on the CAB's audit team (i.e. CV, Scope approval) (1 e-copy) 4. Copy of the Quality Manual and key procedures of its clients to be audited (1 e-copy) 	

5. If the audit being witnessed is an initial certification re-assessment, a copy of the document review report and/or stage 1 audit report (1 e-copy)
6. Audit report, required actions, and responses from the previous audit activity (1 e-copy)
7. Calculation of man-days (1 e-copy)

PAB Accreditation Policies

Philippine Accreditation Bureau adheres to the following accreditation rules and regulation:

1. PAB policies for the accreditation criteria
2. PAB policies procedure for the conduct of pre-assessment, initial assessment, surveillance and reassessment.
3. Use of PAB accreditation symbol
4. Department Administrative Order (DAO)1:2005 – Schedule of Fees
5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Accreditation Forum (IAF)
6. *Advisories/Resolutions related to accreditation of Halal CABs issued by Philippine Halal Board
7. *Signed Memorandum of Understanding (MOU) with other accreditation bodies (i.e. MOU with ESMA (MoIAT), MOU with GAC), where applicable
8. *Importing Country requirement (i.e. relevant Halal Standards of the concerned country/region of destination)
9. *Philippine National Halal Certification Scheme (PNHCS)
10. *Use of Philippine Halal logo

Note: *Applicable to Halal CAB applicants

C. After Assessment (where applicable)

1. Accomplished MSA/SF18 Assessment Findings
2. Documents supporting the corrective actions taken

1-4 PAB website
See MSA/P01, MSA/P01-1, MSA/GD 01, MSA/GD 02
<https://dti.gov.ph/resources-pab/guidance-documents/certif-body-guidance-docs>
5 www.apac-accreditation.org and International Accreditation Forum (IAF) www.iaf.nu

The agreed assessment findings will be given after the closing meeting of the assessment visit.

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Upon endorsement for the conduct of initial accreditation, special assessment, surveillance visit and reaccreditation. Prepare letter of notification, review, approve and send to CAB regarding planned schedule of assessment (initial/ special/ surveillance/ reassessment).	None	4 hours	Accreditation Officer Admin Officer Division Head Bureau Director

	<p>Note 1: For surveillance, basis is the *scheduled surveillance program of the Accredited CAB, (i.e. 1st Surveillance is done within twelve (12) months after the date of granting accreditation, 2nd Surveillance is done on or before the 24th month after the previous Surveillance Visit.</p> <p>Note 2: For reassessment, the visit is conducted six (6) months before the validity of accreditation expires.</p>			
<p>2. Acknowledge the receipt of the notification and coordinate with PAB the schedule and logistics for the conduct of assessment.</p> <p>Note: Requirements shall be submitted at least one (1) week prior to the date of assessment.</p>	<p>2. Prepare for the conduct of office-based assessment and coordinate with the CAB for the schedule and logistics arrangement.</p> <p>2.1 Preparation of assessment kits and other relevant documents</p>	None	<p>2 days</p> <p>Note: Processing time is subject to availability of Technical Experts in case of joint assessment with partner AB.</p>	<p>Admin Officer Assessment Team Division Head Bureau Director</p>
<p>3. Participate as auditee in office-based assessment.</p>	<p>3. Conduct office-based assessment.</p> <p>Note: Assigned assessors are based on the number of approved man-days and the presence of technical expert/s are based on the scheme/s being assessed</p>	<p>Assessment Fee: Php 5,000 / man-day</p> <p>Note 1: Actual costs of transportation and accommodation of personnel conducting assessment (including presence/ participation of Technical Expert) shall be borne by the applicant body.</p> <p>Note 2: Assessment Fees for the conducted office-based assessment are settled upon issuance of</p>	<p>2 days</p> <p>For initial assessment</p> <p>Note 1: Processing time is based on the number of schemes applied. One (1) scheme is 4 man days = *2 days with 2 assessors.</p> <p>1 day</p> <p>For Surveillance</p> <p>Note: Processing time is based on the number of schemes applied. One (1) scheme is 2 man days =</p>	<p>Assessment Team Technical Expert</p> <p>Note: When necessary, technical experts in the areas to be assessed maybe included in the assessment team as adviser.</p>

		<p>billing statement from PAB.</p>	<p>*1 day with 2 assessors.</p> <p>1 day & 4 hours</p> <p><u>For re-assessment</u></p> <p><u>Note:</u> Processing time is based on the number of schemes applied. One (1) scheme is 3 man days = *1.5 days with 2 assessors</p> <p><u>General Note:</u> Refer to Annex B of MSA P01 for the Standard Number of Accreditation Assessment Man-Days</p>	
<p>4. Coordinate with PAB on the schedule and logistics for the conduct of witness audit.</p> <p><u>Note 1:</u> Please see checklist of requirements “B. Prior to witness audit (Stage 2) activity”</p> <p><u>Note 2:</u> The number of organizations to be witnessed is based on the surveillance program.</p> <p><u>Note 3:</u> Witness audits can be done prior to office assessment and should be completed within nine (9) months of the surveillance period</p>	<p>4. Prepare for the conduct of witness audit and coordinate with the CAB on the schedule and logistics arrangement.</p> <p>4.1 Preparation of assessment kits and other relevant documents</p>	None	1 day	Admin Officer Assessment Team Division Head Bureau Director
<p>5. Conduct scheduled certification audit.</p>	<p>5. Conduct witness audit.</p> <p><u>Note 1:</u> For initial and reassessment, conduct of witness audit are to be completed within three (3) months after the office-based assessment.</p> <p><u>Note 2:</u> The number of organizations to be witnessed is based on the</p>	<p>Assessment Fee: Php 5,000 / man-day</p> <p><u>Note 1:</u> Aside from the assessment fees, actual costs of transportation and accommodation of</p>	<p>5 days/ scope witnessed</p> <p><u>Note 1:</u> Duration does not include travel time.</p> <p><u>Note 2:</u> Based on the assumption that there is only 1 scope witnessed and it</p>	<p>Assessment Team Technical Expert</p> <p><u>Note:</u> When necessary, technical experts in the areas to be assessed maybe included in the assessment team as adviser.</p>

	<p>surveillance program, i.e. the schedule scopes to be witnessed.</p> <p>Note 3: Witness audits can be done prior to office assessment and should be completed within nine (9) months of the surveillance period.</p>	<p>personnel conducting assessment (including presence / participation of Technical Expert) shall be borne by the applicant body.</p> <p>Note 2: Assessment Fees for the conducted witness audits are settled upon issuance of billing statement from PAB.</p>	<p>is a certification audit.</p>	
6. None	6. Prepare, review, approve and send the office assessment report to CAB.	None	2 days	Assessment Team/Technical Expert Division Head
<p>7. Acknowledge the result of office-based assessment and submit additional documents, as necessary.</p> <p>7.1 Submit corrective actions (CAs) for any findings raised on office-based assessment:</p> <p>For initial and reassessment:</p> <p>Submit CA/s within sixty (60) days from the date of the initial assessment / reassessment</p> <p>Note 1: Extension of one (1) month from the timelines may be extended upon written request by the CAB to PAB (but PAB may accept or reject such request as appropriate). If the request of extension is approved, but the CAB fails to submit CAs within the timeframe of extension, PAB</p>	<p>7. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation.</p> <p>Note: All nonconformities (NCs) must be cleared within four (4) months from the date of assessment.</p>	None	2 days	Assessment Team Technical Expert Division Head Admin Officer

<p>reserves the right to consider the application invalid. The CAB may still re-apply for PAB's accreditation but needs to pay new application fee and doc review fee.</p> <p>Note 2: All nonconformities must be cleared within four (4) months from the date of assessment.</p> <p>For Surveillance:</p> <p>Note 1: For major NC – within seven (7) working days For minor NC – within thirty (30) working days</p> <p>Note 2: There may be cases where additional CAs need to be submitted by the CAB based on the evaluation made by PAB.</p> <p>Note 3: All nonconformities must be cleared within three (3) months from the date of assessment. Otherwise, this shall be ground for suspension/ withdrawal of accreditation.</p>				
<p>8. Acknowledge receipt of evaluation of Corrective Action/s (CA/s)</p>	<p>8. None</p>	<p>None</p>		
<p>9. None</p>	<p>9. Prepare, review and approve witness audit report and send to CAB.</p>	<p>None</p>	<p>2 days</p>	<p>Assessor/Technical Expert Division Head Admin Officer</p>
<p>10. Acknowledge the receipt of witness audit report.</p> <p>10.1 Submit CAs for the findings raised during witness audit within thirty (30) days after the witnessing activity.</p>	<p>10. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation.</p>	<p>None</p>	<p>2 days</p> <p>Note 1: Processing time is subject to the number and category of raised NCs that need to be closed through corrective actions evaluated as satisfactory.</p> <p>Note 2: There may be cases</p>	<p>Assessment Team Division Head Admin Officer</p>

			where additional CAs need to be submitted by the CAB based on the evaluation of PAB.	
11. None	11. Consolidate all the records of the applicant. Accomplish the MSASF26 - Assessment Review Report and endorse for the review of AEP members	None	5 days	Assessment Team Division Head
12. None	12. Prepare, review, approve and communicate the draft billing for the assessment and witness audit conducted with other partner AB, where applicable, and send the billing to CAB. <i>Note 1: Amount indicated in the billing statement depends on the number of scopes witnessed and duration of audit.</i> <i>Note 2: Billing Statement may be issued to CAB every after assessment/ witness audit conducted.</i>	None	1 day	Admin Officer Division Head
13. Settle the obligation based on the Billing Statement sent by PAB. <i>Note 1: Maximum period for payment of fee is 15 days.</i> <i>Note 2: For payment transaction:</i> a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-MSAD personnel thru email and go to 4/F DTI Cashier, DTI Building to settle the obligation	13. Prepare Order of Payment Slip and transmit to CAB. <i>Note: For payment transaction:</i> a. Authorized MSAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel. b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS). c. Update MSAD billing monitoring database.	Assessment Fee: Php 5,000 / man-day x no. of assessor / technical expert x no. of days Witness Audit: Stage 1: Php 5,000 / man-day x no. of assessor / technical expert x no. of days Stage 2: Php 5,000 / man-day x no. of assessor / technical expert x no. of days	4 hours	Admin Officer DTI Cashier FS Personnel

<p>b. <i>In case of Foreign CAB, payment transaction is done electronically (i.e. wire transfer)</i></p> <p>c. <i>Email to PAB the copy of Official Receipt (OR) as proof of payment.</i></p> <p>Note 3: <i>If the accredited CAB fails to pay the required fees within fifteen (15) days after the issuance of the billing statement, its accreditation will be subject to suspension or withdrawal.</i></p>		<p>Annual fee: Php 5,000 / scope x no. of accredited scope</p> <p>Note: <i>Billing statement for Annual Fees are usually issued within 1st Quarter of the year for Accredited CABs.</i></p>		
Total Processing Time:				
Initial/Scope Extension:		20 days		
Surveillance:		19 days		
Reassessment/reaccreditation:		19 days and 4 hours		

30. Final Evaluation and Granting of the Accreditation of Conformity Assessment Bodies under MSAD

The final evaluation and granting of accreditation for Initial Accreditation, Special Assessment, and Reaccreditation, are considered a **HIGHLY TECHNICAL transaction**. Under Sec. 9 b 1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within twenty (20) working days. If the result of technical evaluation is not communicated within twenty (20) days, you may file a complaint via email (arta@dti.gov.ph).

The Management System Accreditation Division (MSAD) of the Philippine Accreditation Bureau (PAB) implements accreditation of Conformity Assessment Bodies (CABs) based on applicable international standards. Accreditation provides CABs with public recognition whose management system have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant.

Office or Division:	Philippine Accreditation Bureau - Management System Accreditation Division (MSAD)	
Classification:	Complex	
Type of Transaction:	G2B; G2G	
Who may avail:	Public and private local and foreign Conformity Assessment Bodies (CABs) that: <ul style="list-style-type: none"> A. Certify: <ul style="list-style-type: none"> 1. Management System <ul style="list-style-type: none"> a. Quality Management System (QMS) b. Environmental Management System (EMS) c. Food Safety Management System (FSMS) d. Hazard Analysis Critical Control Point (HACCP) e. Information Security Management System (ISMS) f. Energy Management System (EnMS) g. Occupational Health and Safety Management System (OHSMS) 2. Products, processes, services <ul style="list-style-type: none"> a. Halal b. Organic c. Other Product Certification Schemes 3. Persons B. Validate/verify: <ul style="list-style-type: none"> 1. Greenhouse Gases Validation/Verification Program <ul style="list-style-type: none"> a. ICAO CORSIA Program b. Other GFH validation/verification program 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Order of Payment

PAB Accreditation Policies

Philippine Accreditation Bureau adheres to the following accreditation rules and regulation:

1. PAB policies for the accreditation criteria
2. PAB policies procedure for the conduct of pre-assessment, initial assessment, surveillance and reassessment.
3. Use of PAB accreditation symbol
4. Department Administrative Order (DAO)1:2005 – Schedule of Fees
5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Accreditation Forum (IAF)
6. *Advisories/Resolutions related to accreditation of Halal CBs issued by Philippine Halal Board -
7. *Signed Memorandum of Understanding (MOU) with other accreditation bodies (*i.e. MOU with ESMA (MoIAT), MOU with GAC*), where applicable
8. *Importing Country requirement (*i.e. relevant Halal Standards of the concerned country/region of destination*)
9. *Philippine National Halal Certification Scheme (PNHCS)
10. *Use of Philippine Halal logo

1-4 PAB website
See MSA/P01, MSA/P01-1, MSA/GD 01, MSA/GD 02
<https://dti.gov.ph/resources-pab/guidance-documents/certif-body-guidance-docs>
5 www.apac-accreditation.org and International Accreditation Forum (IAF) www.iaf.nu

Note: *Applicable to Halal CAB applicants

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	<p>1. For initial, special assessment, reaccreditation</p> <p>Upon the approval of the recommendation indicated in the MSASF26 – Assessment Review Report, prepare to convene the Accreditation Evaluation Panel (AEP) members</p> <p>1.1 Invitation of AEP members</p> <p>1.2 Coordination on schedule and logistics (remote/</p>	None	5 days	Program Manager Admin Officer Division Head

	onsite) of AEP Meeting			
2. None	<p>2. For initial, special assessment and reaccreditation : Evaluate the assessment package, accomplish the assessment review report and endorse to the Bureau Director for approval.</p> <p>For surveillance assessment: Review assessment package for the surveillance assessment conducted.</p>	<p>None</p> <p>None</p>	<p>5 days</p> <p>3 days</p>	<p>AEP Assessment Team Admin Officer Bureau Director</p> <p>Admin Officer Program Manager Division Head</p>
3. None	<p>3. Prepare, review, approve and communicate /coordinate the draft billing for the <i>accreditation services (i.e. accreditation fee, annual fee)</i> with other partner ABs, where applicable, and send the billing statement to CAB.</p> <p>3.1 For initial, special assessment and reaccreditation:</p>	None	5 days	Admin Officer Division Head Bureau Director

	<p>Prepare, review, approve and send Notice of Granting Certificate of Accreditation</p> <p>Note: Amount indicated in the billing statement depends on the number of accredited scopes and duration of conducted assessment & witness audit.</p> <p>3.2 For surveillance: Confirm/deny continued accreditation and communicate to client.</p>			
<p>4. Settle the obligation based on the statement of account sent by PAB.</p> <p>Note 1: Maximum period for payment is fifteen (15) days.</p> <p>Note 2: For payment transaction:</p> <p>a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-MSAD personnel thru email and go to 4/F DTI Cashier, DTI Building to settle the obligation.</p> <p>b. In case of Foreign CAB, payment transaction is done electronically (i.e. wire transfer)</p> <p>c. Send to PAB through email the copy of Official Receipt as proof of payment.</p> <p>Note 3: PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CAB.</p>	<p>4. Prepare Order of Payment and transmit to CAB.</p> <p>Note: For payment transaction:</p> <p>a. Authorized MSAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.</p> <p>b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).</p> <p>c. Update MSAD billing monitoring database.</p>	<p>Accreditation fee: Php10,000/ scope x no. of accredited scope</p> <p>Annual fee: Php 5,000/ scope x no. of accredited scope</p> <p>Note: Refer to MSA GD02 or Section 8 of DAO 1:2005 for the schedule of fees.-</p>	<p>1 day</p>	<p>Admin Officer DTI Cashier FS Personnel</p>

5. None	5. Prepare the draft certificate for review.	None	2 days	Admin Officer Program Manager Division Head
6. None	6. Sign the official certificate and post it to PAB website Inform client on the posted certificate <i>Note: PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CAB.</i>	None	2 days	Admin Officer Bureau Director
7. Acknowledge receipt of communication.	None	None		
Total Processing Time:				
Initial/Scope Extension/Reassessment			20 days	
Surveillance			9 days	

Consumer Protection

Frontline Service

31. Consumer Complaints Handling (Under DTI Jurisdiction)

Consumer Complaints Handling is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If Notice of Mediation is not issued within 7 days, you may file a complaint via email (artaunit@dti.gov.ph).

Consumer Complaints Resolution aims to ensure that all consumer complaints received are resolved in accordance with applicable laws and procedures.

Office or Division:	Fair Trade Enforcement Bureau (FTEB) – Mediation Division,	
Classification:	Complex	
Type of Transaction:	G2C – Government-to-Citizen	
Who may avail:	Natural or Judicial Person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Complaint Form		DTI Website, FTEB Office,
2. Proof of Transaction		Applicant
3. Other evidences to substantiate claim		Applicant

CLIENTS STEPS	AGENCY'S ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. FILING OF COMPLAINT	1.1 Assign to Mediation Officer	None	Within 1 working day	Administrative Aide VI, MD
	1.2 Evaluate the complaint if this will fall under DTI jurisdiction and if documents submitted are complete	None	Within 2 working days	Mediation Officer/ Division Chief, MD
	1.3 Encoding in database and assigning of reference number			
2. RECEIVE NOTICE TO EXPLAIN	2.1 Issue Notice to party complained of, through e-mail, (copy furnish the complainant) to notify of the fact	None	Within 1 working day	Mediation Officer. MD

	of the complaint filed for possible action			
3. RECEIVE NOTICE OF MEDIATION	3.1 Schedule then issue Notice of Mediation to concerned parties, through email, (if no settlement is reached despite issuance of Notice to party complained of) for virtual conference	None	Within 3 working days	Mediation Officer/MD
Total Processing Time		Upon submission of completed documents, estimated processing time is 7 working days		

Industry Development and Trade Policy

Frontline Service

32. Provision of Statistical Data to Various Stakeholders

The provision of statistical data to various stakeholders is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the statistical data are not provided within 20 days, you may file a complaint via email (artaunit@dti.gov.ph).

Provision of list of importers of specific product/commodity and volume and value of imports by product classification (AHTN) or by country of origin/port of entry, among others.

Office or Division:	Bureau of Import Services	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen, G2G – Government-to-Government	
Who may avail:	Industries/associations, embassies, private companies, banks, other government offices, academe, researchers, consultants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Company ID		
2. Company Background		
3. Accomplished Online Data Request Form		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request via walk-in, e-mail/courier	1.1 Receipt of letter of request via accomplished online request form, e-mail, courier. Walk-in to fill out standard form (SF) request	None	5-10 minutes	Admin Aide/ Technical Staff
	1.2 Evaluation of request by the technical staff concerned		5-10 minutes	Technical Staff
	1.3 Preparation and submission summary of all requests for the day to the Division Chief/Asst. Division Chief		30 minutes	Technical Staff
	1.4 Delegation to technical staff by		5-10 minutes	Division Chief/ Asst. Division Chief

	the Division Chief/Assistant Division Chief			
	1.5 Processing of request by the technical staff. Please note that the number of days will depend on the complexity of the inquiry		1-20 working days	Technical Staff
2. Receipt of the import information requested via email. For large files, client will bring a USB/CD for data storage	2.1 Send letter reply via email/ fax/ courier together with the CSF Survey		15-30 minutes	Technical Staff
3. Accomplishes the CSF Survey	3.1 Maintaining the records generated during the process and the accomplished CSF File		10 minutes	Admin Aide/Technical Staff

33. Provision of Information on General Import Procedures and other Government Agencies' Import Regulations

The provision of information on general import procedures and other government agencies' import regulations is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the information is not provided within 20 working days, you may file a complaint via email (artaunit@dti.gov.ph).

This process describes how request for import procedures is handled from the time request is received up to the time receipt of the information is acknowledged by the client/stakeholder. To ensure that request for import procedure is timely provided with accurate and updated information.

Office or Division:	Bureau of Import Services	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen, G2G – Government-to-Government	
Who may avail:	Importers, Exporters, Brokers, Overseas Filipino Workers (OFWs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request		
2. Client Profile / Import Information Request Form (IIRF)		
3. Commodity Harmonized System (HS) Code		
4. Product Description / Material Safety Data Sheet (if needed)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for trade- related information thru letter/email	1.1 Acknowledges receipt of requests received thru letter/email		5 minutes	Admin Aide/ Technical Staff
	1.2 If request is received thru the Office of the Director, the OBD Secretary forwards the requests received to the Assistant Division Chief/Division Chief for the assignment of the request		1 working day	OBD Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Reviews and endorses request to the Technical Staff		15 minutes	Senior Technical Staff / Assistant Division Chief/Division Chief
	1.4 Receives request and conducts research		1-17 working days	Technical Staff
	1.5 Drafts response to the client		30 minutes	Technical Staff
	1.6 Reviews communications prepared		15 minutes	Senior Technical Staff / Assistant Division Chief
	1.7 Reviews and approves the communications prepared		15 minutes	Division Chief
	1.8 Receives, finalizes and sends thru letter/email the approved response to the concerned client together with the CSF survey		10 minutes	Technical Staff
2. Receives and acknowledges receipt of import information thru letter/email and accomplished the CSF Survey				
	Files and maintain documents		10 minutes	Admin Aide/Technical Staff

Management Services

Frontline Service

34. Processing of Freedom of Information (FOI) Requests

The Processing of Freedom of Information (FOI) Request is considered a **HIGHLY TECHNICAL** transaction. Under Executive Order No. 02, series of 2016, FOI requests should be processed within 15 working days, which can be extended for another 20 working days depending on the complexities involved in doing extensive search for government’s office records, examination of voluminous records, and even the occurrence of fortuitous events or other analogous cases. In cases of denied requests, clients can file an appeal, which shall be decided within 30 working days from the filing of said written appeal. Pursuant to the said EO, Department Administrative Order 17-01 (bit.ly/DTI_DAO1701) and Department Order 17-02 (bit.ly/DTI_DAO1702) were issued to establish the process of handling FOI requests in DTI.

Processing of FOI Requests in DTI is a response to the call for transparency and full public disclosure of information. The DTI is committed to release information to the public involving public interest, subject to limitations as provided by the Constitution, applicable laws, rules, regulations, and procedures, such as Republic Act (RA) No. 10173, otherwise known as the “Data Privacy Act,” and the List of Exceptions approved by the Office of the President, among others.

Office or Division:	All Bureaus/Offices and Regional Offices
Classification:	Highly Technical
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen, G2G – Government-to-Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FOI Request Form	<p>Online: foi.gov.ph; www.dti.gov.ph/foi</p> <p>Head Office: The Malasakit Help Desk (MHD) Ground Floor, Trade and Industry Building 361 Sen. Gil Puyat Avenue, Makati City</p> <p>Regional Office: Receiving desks of respective Regional Offices</p>

CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall fill up and submit the FOI Request	1.1 Received the accomplished FOI request	N/A	One day	FOI Receiving Officers (FROs) from Head Office and the Regions
	1.2 The request shall be logged, indicating the date and time of the receipt of the written request	N/A	Same day of receipt of request	FROs

	1.3 Notify the requesting party of the status of the request	N/A	Same day of receipt of request	FROs
	1.4 Process the requests	N/A	1 to 15 days, which can be extended for another 20 working days	Process owners of information of respective Bureau/ Office and Regions
	1.4.a Approval of Request. In case of approval, the DTI shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The DTI shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted	For Business Name (BN) listing, Php20.00 for the first five (5) pages and Php3.00 for each succeeding page both soft/ hard copy	1 to 15 days, which can be extended for another 20 working days	FOI Decision Makers (FDMs) from Head Office and the Regions. Head Office: Division Chief, Information and Creative Services Division, KMIS, 5F Trade and Industry Bldg., Makati City Respective Regional FDMs
	1.4.b Denial of Request. In case of denial of the request wholly or partially, the requesting party shall be notified by the DTI, within the prescribed period, of the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based.	N/A	1 to 15 days, which can be extended for another 20 working days	FDMs
2. File an appeal in cases of denial of requests	2.1 Decide on the appeal	N/A	1 to 30 working days	FOI Appellate Director, KMIS, 5F Trade and Industry Bldg., Makati City Respective DTI Regional Director

INTERNAL SERVICES

Management Services

Internal Service

1. Issuance of Certificate of No Outstanding Charges for Disallowances and Cash Advances

The Issuance of Certificate of No Outstanding Charges for Disallowances and Outstanding Cash Advances is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

The Finance Service is required to issue this Certificate of No Outstanding Charges for Disallowances and Cash Advances for DTI Personnel seeking to adhere for any legal purpose.

Office or Division:	Financial Service-Accounting			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Permanent and Third Level Officials			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Schedule of Advances to Officers and Employees – one (1) copy Schedule of Disallowances – one (1) copy				Receivables Section, Accounting Division
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Memorandum Request for the Certification	1.1 Receive and stamp the Memo and encoded in the FS Monitoring and forwarded to the office of the FS Director (hard copy)	None	5 minutes	FS Receiving Clerk Director, FS
	1.2 The Office of the Director routes the Memo to the Accounting Chief for preparation and endorsement of the Certification.		5 minutes	Administrative Officer, Office of the Director Secretary of the Chief Accountant, Accounting Division
	1.3 Validation of the outstanding charges		If the employee or officer is still in service with DTI, 1 day.* If the employee or officer is no longer connected with DTI, 3 days **	Head and Technical Staff, Receivable Section

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 After validation the Certification will be prepared and initialed by Section Head		5 minutes	Head, Receivable Section
	1.5 The Certification will be forwarded to the Accounting Chief for signature and coursed through the FS Releasing Section, for pick up		10 minutes	Chief, Accounting Division Secretary of the Chief Accountant, Accounting Division
2. Receive the signed Certification	2.1 Release of the signed certification by the Accounting Division to the requesting personnel	None	Five (5) minutes	Releasing Clerk, FS Client
Total Processing Time			1 Day, 30 Minutes * 3 Days, 30 Minutes **	

2. Issuance of Certificate of Taxes Withheld

The Issuance of Certificate of Taxes Withheld in accordance with the Bureau of Internal Revenue (BIR) is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

DTI is a withholding agent who is in control of all payments of its financial claims and subject to withholding taxes imposed on Value Added or Compensation and to remit the said taxes withheld to the government.

Office or Division:	Financial Service (FS) - Accounting			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Personnel Hired under Contract of Service (COS)			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
BIR Form No. 2307- (one copy)				Finance Service (FS)
Disbursement Voucher for certain Period-(one copy)				Commission On Audit, DTI OSEC
List of Due and Demandable Account Payable – Authority to Debit Account-(one copy)				Finance Service (FS)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a memorandum request for issuance of Certification on Taxes Withheld	1.1 Receive the memo request and prepare a Tracking Sheet noting details/particulars of the document then forwarded to the Office of the Director	None	5 minutes	FS Receiving Clerk Director, FS
	1.2 Encode the memo in the Integrated DTI Tracking System (IDTS)		5 Minutes	Administrative Assistant III, Office of the Director
	1.3 Endorse the memo to the Accounting Division		5 Minutes	Designated Officer, Accounting Division, FS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorse the memo to the Accounting Division with a notation in the IDTS		5 Minutes	Chief Accountant, FS Administrative Assistant III, FS
	1.5 Encode in the IDTS as receive by the Accounting Division and forwarded to the Chief Accountant		5 Minutes	Chief Accountant, FS Administrative Assistant III, FS
	1.6 Notations are made for actions to be taken		5 Minutes	Chief Accountant, FS
	1.7 Release the memo to appropriate Accounting Section		5 Minutes	Secretary, Accounting Division Accounting Staff, FS
	1.8 Retrieve necessary documents cited previously, validate the information needed and prepare the Certification		4 Hours	Technical Accounting Staff, FS
	1.9 Endorse the Certification for signature		30 Minutes	Head, FS Remittance Section
	1.10 Inform the Requesting personnel for the availability of the Certificate		30 Minutes	Technical Accounting Staff, FS
2. Receive the BIR Certification	2.1 Release the Certification to the Personnel or Representative	None	30 Minutes	Releasing Clerk
Total Processing Time			6 Hours, 5 Minutes	

3. Processing of Simple Financial Claims

The Processing of financial claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claim is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

The Processing of Simple Financial Claims is a procedure that covers all aspects of claims upon receipt of the Finance Service until such has been released either to the Cashier, Operating Units or the temporary Section of ADA preparation for payment ensuring that all claims are supported with complete and valid documents and allotments and cash is available for the purpose and in accordance with government rules and regulations.

Office or Division:	Financial Service-Budget and Accounting Divisions			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All DTI Employees and Officers regardless of appointment			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
See checklist below, in compliance with COA Circular No. 2012-01 dated 14 June 2012 (1 copy each)				Finance Service Client or Bureau
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Disbursement Voucher (DV) with Obligation Slip printed through FinMits and supported by complete documents	1.1 Check and enter the routing slip number under the Financial Management Information Tracking System (FinMits) and write the DV number. Distribute the claims to the assigned processor	None	5 minutes	Account Officer, Bureau/Office Receiving/Releasing Clerk, FS
	1.2 Review the completeness of the supporting documents and validity of claim as well as check the correctness of computations. Classify the object expense to be used. Records details to appropriate monitoring sheets for claimant.		15 Minutes	Designated Processor, Accounting Division, FS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Record and release the document to the Budget Division.	None	5 minutes	Designated Officer, Accounting Division
	1.4 Receive, record and forward the document to the Budget Processor.		10 Minutes	Designated Officer, Budget Division
	1.5 Validate information/details and encode expense to the Registry of FinMits. Print out final obligation details to Obligation slip		15 Minutes	Designated Budget Encoders
	1.6 Forward to Budget Account Officer or Budget Chief to certify that funds are available.		5 minutes	Designated Budget Officer Division Chief of Budget Division
	1.7 Release documents to the Accounting Division.		5 minutes	Budget Division Secretary
	1.8 Receive and forward documents to Accounting Section Head or Chief Accountant to certify on the completeness of supporting documents and that cash is available.		5 minutes	Accounting Division Secretary Section Accountant Division Chief, Accounting Division, FS
	1.9 Accounting Section Head or Chief Accountant sign the DV; Certify on the completeness of supporting documents and that cash is available.		30 Minutes	Chief Accountant or concerned Section Head, Accounting Division, FS
	1.10 Forward the processed DV and release the signed claim		5 minutes	Secretary, Accounting Division, FS
	1.11 Log and release DV for payment of claims through Authority to Debit Account (ADA)		5 minutes	FS Designated Receiving/Releasing Clerk
	1.12 DV is forwarded for ADA preparation		5 minutes	FS Designated Receiving/Releasing Clerk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Retrieve excel template file for List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) and encode the following: a. Name of Claimant b. LandBank Account c. Obligation Request Number d. Allotment Class per UACS e. Gross Amount f. Amount of withheld taxes, if any g. Net Amount		30 minutes	Accounting Technical Staff
	1.14 Sign the LDDAP-ADA and photocopy one copy of LDDAP-ADA for the reference of the Accounting Division		15 Minutes	Accounting Technical Staff Secretary, Accounting Division Chief, Accounting Division Administrative Assistant III Director, FS
	1.15 Forward LDDAP-ADA to HRAS for signature of the Advice to Debit Account (ADA)		5 Minutes	Administrative Assistant III Director, HRAS
Total Processing Time			2 Hours, 40 Minutes	

Checklist of Documentary Requirements

Local Travel	
<input type="checkbox"/>	Cash Advance
<input type="checkbox"/>	Annex C (Certification)
<input type="checkbox"/>	Annex G (Duly approved Itinerary of Travel)
<input type="checkbox"/>	Duly approved Travel Order (except for Secretary and Undersecretaries per DO No. 17-62)
<input type="checkbox"/>	Program of activities (if applicable)
<input type="checkbox"/>	Letter of Invitation (if applicable)
<input type="checkbox"/>	Certification from accountant that previous CA has been liquidated
<input type="checkbox"/>	Other documents peculiar to the nature of expense and/or to the mode of procurement
<input type="checkbox"/>	
<input type="checkbox"/>	Liquidation/Reimbursement
Officials or personnel shall submit Liquidation Report within one (1) month after return to permanent official station	
<input type="checkbox"/>	Liquidation Report
<input type="checkbox"/>	Annex C (Certification)
<input type="checkbox"/>	Duly approved Travel Order (except for Secretary and Undersecretaries per DO No. 17-62)
<input type="checkbox"/>	Approved Certificate of travel completed
<input type="checkbox"/>	Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed
<input type="checkbox"/>	Copy of previously approved Itinerary of Travel
<input type="checkbox"/>	Certificate of Appearance
<input type="checkbox"/>	E-ticket/plane ticket, boarding pass (photocopy only)
<input type="checkbox"/>	Boat or bus ticket, terminal fee receipts
<input type="checkbox"/>	Tape receipt for taxi fare
<input type="checkbox"/>	Certification by the Head of the Agency as to the absolute necessity together with hotel
<input type="checkbox"/>	Hotel guest folio with official receipts in case of travel within 50 km radius if claim includes
<input type="checkbox"/>	Program of activities (if applicable)
<input type="checkbox"/>	Other documents peculiar to the nature of expense and/or to the mode of procurement
<input type="checkbox"/>	

Checklist of Documentary Requirements

Foreign Travel	
<input type="checkbox"/>	Cash Advance
<input type="checkbox"/>	Annex C (Certification)
<input type="checkbox"/>	Annex G (Duly approved Itinerary of Travel)
<input type="checkbox"/>	Duly approved Travel Authority *
<input type="checkbox"/>	Program of activities (if applicable)
<input type="checkbox"/>	Letter of Invitation (if applicable)
<input type="checkbox"/>	Copy of the United Nations Development Programme (UNDP) rate
<input type="checkbox"/>	Declaration of season by authorized agency in the country of destination (clothing allowance)
<input type="checkbox"/>	Certification from accountant that previous CA has been liquidated
<input type="checkbox"/>	In case of seminar/trainings
<input type="checkbox"/>	Invitation addressed to the agency inviting participants
<input type="checkbox"/>	Acceptance of the nominees as participants
<input type="checkbox"/>	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary
<input type="checkbox"/>	*Per EO No. 77 and DO No. 23-55/23-56
Liquidation/Reimbursement	
Officials or personnel shall submit Liquidation Report within two (2) months after return to the Philippines	
<input type="checkbox"/>	Liquidation Report
<input type="checkbox"/>	Annex C (Certification)
<input type="checkbox"/>	Duly approved Travel Authority *
<input type="checkbox"/>	Approved Certificate of travel completed
<input type="checkbox"/>	Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed
<input type="checkbox"/>	Copy of previously approved Itinerary of Travel
<input type="checkbox"/>	Certificate of Appearance
<input type="checkbox"/>	E-ticket/plane ticket, boarding pass (photocopy only)
<input type="checkbox"/>	Boat or bus ticket, terminal fee receipts (if applicable)
<input type="checkbox"/>	Declaration of season by authorized agency in the country of destination (clothing allowance)
<input type="checkbox"/>	In case of seminar/trainings
<input type="checkbox"/>	Invitation addressed to the agency inviting participants
<input type="checkbox"/>	Acceptance of the nominees as participants
<input type="checkbox"/>	Reimbursement of Representation Expenses
<input type="checkbox"/>	Original copy of official receipt
<input type="checkbox"/>	Attendance sheet/List of personnel
<input type="checkbox"/>	Reimbursement of actual hotel expense not to exceed 130% of hotel portion of DSA
<input type="checkbox"/>	Certification of absolute necessity
<input type="checkbox"/>	Hotel guest folio and receipt (affidavit of loss is not acceptable)
<input type="checkbox"/>	Reimbursement of actual hotel expense exceeding 130% of hotel portion of DSA
<input type="checkbox"/>	Approval of the President
<input type="checkbox"/>	Certification of absolute necessity
<input type="checkbox"/>	Hotel guest folio and receipt (affidavit of loss is not acceptable)
<input type="checkbox"/>	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary

Checklist of Documentary Requirements

	Payment of plane fare procured thru PMD with ABC of above PHP50K	
	Upon payment (DV)	
	Duly approved abstract of canvass	
	At least 3 Request for Quotations (RFQ)	
	Philgeps posting	
	Purchase Request	
	Annex C (Certification)	
	Annex G (Duly approved Itinerary of Travel)	
	Duly approved Travel Authority	
	Approved Certificate of travel completed	
	Flight itinerary/e-ticket	
	Original copy of boarding pass	
	BIR Form No. 2303 (for new creditors)	
	Bank account details (for new creditors)	
	Justification for the increase in billed amount vs quoted price (if applicable)	
	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary	
	*Per Section 12 of EO No. 77, only economy class is allowed and does not include premium economy class. For Secretaries, Undersecretaries and Assistant Secretaries, business class airfares may be authorized subject to approval of the OP.	
	Payment of plane fare procured by end-user with ABC of PHP50K or less	
	Upon payment (DV)	
	Duly approved abstract of canvass	
	At least 3 Request for Quotations (RFQ)	
	Purchase Request duly received by PMD	
	BAC Resolution No. 2 duly certified by the BAC Secretariat	
	Annex C (Certification)	
	Annex G (Duly approved Itinerary of Travel)	
	Duly approved Travel Authority	
	Approved Certificate of travel completed	
	Flight itinerary/e-ticket	
	Original copy of boarding pass	
	BIR Form No. 2303 (for new creditors)	
	Bank account details (for new creditors)	
	Justification why it was not procured thru PMD if ABC is more than PHP50K	
	Justification for the increase in billed amount vs quoted price (if applicable)	
	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary	

Checklist of Documentary Requirements

	Catering services procured thru PMD with ABC of above PHP50K	
	Request for Certificate of Availability of Funds (RCAF)	
	Memo request addressed to FS Director	
	Purchase request	
	Authority or approved proposal to conduct the activity	
	Duly approved abstract of canvass	
	At least 3 Request for Quotations (RFQ)	
	Philgeps posting	
	Draft contract	
	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary	
	*Catering services include purchase of food packs	
	Upon payment (DV)	
	Original copy of signed RCAF and OBR and all the attachments	
	Certificate of satisfactory service rendered	
	Billing statement	
	Signed contract stamped "Received" by COA	
	Program of activities	
	Attendance sheet	
	Post-activity report/output	
	BIR Form No. 2303 (for new creditors)	
	Bank account details (for new creditors)	
	For late request of CAF	
	Justification for the late request of CAF	
	Undertaking to answer any COA findings	
	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary	

Checklist of Documentary Requirements

	Catering services procured by end-user with ABC of PHP50K or less	
	Request for Certificate of Availability of Funds (RCAF)	
	Memo request addressed to FS Director	
	Purchase request duly received by PMD	
	BAC Resolution No. 2 duly certified by the BAC Secretariat	
	Authority or approved proposal to conduct the activity	
	Duly approved abstract of canvass	
	At least 3 Request for Quotations (RFQ)	
	Draft contract	
	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary	
	*Catering services include purchase of food packs	
	Upon payment (DV)	
	Original copy of signed RCAF and OBR and all the attachments	
	Certificate of satisfactory service rendered	
	Billing statement	
	Signed contract stamped "Received" by COA	
	Program of activities	
	Attendance sheet	
	Post-activity report/output	
	BIR Form No. 2303 (for new creditors)	
	Bank account details (for new creditors)	
	For late request of CAF	
	Justification for the late request of CAF	
	Undertaking to answer any COA findings	
	Other documents peculiar to the nature of expense and/or to the mode of procurement deemed necessary	

4. Issuance of Certificate of Employment (COE) and/or Service Record (SR) (For Active Employees)

The Issuance of Certificate of Employment and/or Service Record (For Active Employees) is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Establish and maintain a procedure for the issuance of Certificate of Employment and/or Service Record for officials and employees within three (3) working days or 1,440 minutes upon receipt of request. This applies to all DTI-HO officials and employees who are active in service.

Office or Division:	HRAS
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	DTI Officials and Employees who are Active in Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Fully accomplished the request form per type of request (COE or SR) indicating the number of copies per type of request.	Reception Area of HRAS
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form and immediately submit to HRAS for processing	1.1 Receive accomplished form and log in requested document	None	30 minutes	Administrative Assistant II (AAII) HRAS-HRMD
	1.2 Forward the request to the account officer for processing		30 minutes	AA II HRAS-HRMD
	1.3 Receive and process request for COE and/or SR		1 hour	AA II / AO II / IV / V HRAS-HRMD
	1.4 If data is incomplete/incorrect, validate record on Service Card and/or 201 File Record (201F) and coordinates with the requestor or 201F Records custodian, when necessary. Prepare COE and/or SR.		6 hours	AA II / AO II / IV / V HRAS-HRMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.5 Print COE and/or SR and forward COE/ SR to AO V or SAO for review and initial.		2 hours	AA II / AO II / IV / V HRAS-HRMD
	1.6 Review COE/SR if accurate and complete, initial and forward to CAO for signature. If there is/are correction/s, return to the Account Officer for revision and re-printing.		3 hours 3 hours	AO V / Supervising Administrative Officer (SAO) HRAS-HRMD AA II / AO II / IV / V HRAS-HRMD
	1.7 Check the consistency of the SR/COE and if in order, sign COE/SR. Otherwise, return to the Account Officer for revision and re-printing.		2 hours 2 hours	Chief Administrative Officer (CAO)/SAO HRAS-HRMD AA II /AO II / IV / V HRAS-HRMD
	1.8 Log the signed COE/SR and update the HRAS Document Request Monitoring Sheet. Scan the COE/SR.		2 hours	AA II HRAS-HRMD
	1.9 Inform the requestor that COE/SR is ready for pick-up		1 hour	AA II HRAS-HRMD
2. Receive requested COE/SR and sign receiving log	2.1 Update receiving log	None	1 hour	AA II HRAS-HRMD
Total Processing Time		3 Days		

5. Processing of DTI Enhanced Loyalty Rewards (Serbisyong Tapat)

The processing of DTI Enhanced Loyalty Rewards (Serbisyong Tapat) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the payroll/request for crediting is not processed and the token/award is not released within 20 days, you may file a complaint via email (artaunit@dti.gov.ph).

DTI Enhanced Loyalty Rewards shall be granted to an employee who completed at least 10 years of continuous and satisfactory service in DTI. Number of years shall correspond to the aggregate duration of service rendered while appointed to positions in DTI Bureaus/Offices, Attached Agencies and Corporations.

Office or Division:	Human Resource and Administrative Service – Human Resource Management Division (HRAS – HRMD)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	DTI Officials and Employees with at least 10 years of continuous and satisfactory service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Original Copy of Service Record – 1 copy	Bureau/Office HR Account Officer (AO)	
Photocopy of each rating period - <i>Record of Performance Ratings of at least “Satisfactory” for the last 10 years immediately prior to the grant</i> – 1 copy or Original Copy of issued Certification/Summary of Performance Ratings - 1 copy	c/o Client or Bureau/Office HR AO	
Original Copy of Certification of No Pending Case – 1 copy	Legal Service (HO) / Administrative, Finance and Management Division (RO)	
Original Copy of Notarized Affidavit / Self-Certification of Non-Conviction of Administrative and/or Criminal Offense – 1 copy	c/o Client but the form will be provided by HRAS	
Original Copy of duly accomplished Shopping Card Application Form (SM) – 1 copy	c/o Client but the form will be provided by HRAS	
Original Copy of Service Record – 1 copy	Bureau/Office HR Account Officer (AO)	
Photocopy of ID – 1 copy	c/o Client	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/transmit complete documentary requirements to HRAS front desk	1.1 Receive and log in the submitted documentary requirements then forward to the account officer	None	1 hour	Administrative Assistant II (AAII) HRAS Frontline Staff HRAS-HRMD
	1.2 Check the completeness and accuracy of documents submitted.		3 days	Administrative Officer II/IV (AO II / IV)
	1.3 Validate his/her name from the record / list of eligible awardees.			Rewards and Recognition - Account Officer HRAS-HRMD
2. Comply and submit required documentary requirements, when found incomplete.	2.1 If incomplete, inform the client or Bureau/Office HR Partner of the deficiency/ies or lacking documents.	None	2 days	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.2 Endorse and coordinate the duly accomplished shopping card application form to SM Retail Inc. Coordinating Officer for printing of shopping card		5 days	SM Retail Inc. – Credit Management Division
	2.3 Prepare memo request and payroll for processing / crediting the amount of load		1 Day	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.4 Review payroll, Memo and initial.		3 hours	Supervising Administrative Officer (SAO) / Chief Administrative Officer (CAO) HRAS-HRMD
	2.5 Sign and approve Memo and payroll.		2 Days	Director HRAS

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Transmit the signed Memo and payroll to HRAS GSD – Cashier Head for eventual processing and crediting of the corresponding load to the SM shopping card.		3 days	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.7 Upon receipt of shopping card, prepare and print individual letter.		3 hours	AO V HRAS General Services Division (GSD) – Cashier Section Head
	2.8 Routes the Letter for signature of Undersecretary for Management Services Group (MSG).		2 days	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.9 Inform the awardee that the shopping card is ready for pick up at HRAS front desk. For ROs, facilitate the transmittal of shopping card.		1 Day	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
3. HO Awardees receive their letter with shopping card at the HRAS frontline while the RO Awardees claim it at their respective offices as transmitted.	3.1 Update the monitoring database for Serbisyong Tapat.		1 hour	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
Total Processing Time:			20 Days	

6. Preparation of Regular Payroll

The Preparation of Regular Payroll is considered a HIGHLY TECHNICAL transaction from DTR submission to release of payroll to Finance Service. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the payroll for the succeeding month is not released to Finance Service within 20 days or not later than the 27th day of the current month (i.e., July payroll due on June 27), you may file a complaint via email (artaunit@dti.gov.ph).

HRAS-HRMD maintains a system for payroll preparation and ensure timely payment of salaries for all Permanent, Co-Terminus Employees and Third Level Officials of the Department, excluding those who failed to submit their DTR after the 10th day of the succeeding month.

Office or Division:	Human Resource Development Service – Human Resource Management Division (HRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Permanent and Co-terminus Employees and Third Level Officials			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Original and duly approved Monthly Daily Time Record (DTR) (38 bureaus/offices of DTI-Head Office) with duly signed and complete supporting attachments: <ul style="list-style-type: none"> • Application for Leave (AFL) • Official Business Location Slip (OB Slip) • Copy of Memorandum Orders or Travel Orders (MO/TO), when applicable 				HR Frontdesk IHRIS System
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original and duly signed Monthly Daily Time Record (DTR) with complete and duly signed OBs, AFLs and MO/TOs to HRAS front desk not later than the 10 th day of the succeeding month.	1.1 Receive DTRs and supporting documents and check completeness of the endorsed DTRs as enlisted/transmitted.	None	1 day	Administrative Assistant II (AII) HRAS-HRMD front desk
	1.2 Encode to HRAS Tracking System			
	1.3 Forward to Payroll Account Officers.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4 Review and check authenticity and completeness of DTR and required attachments.</p> <p>If found incomplete, inform the HR partner and/or employee on deficiencies or lacking signatures or attachments.</p> <p>1.5. Monitor and track completeness of submitted DTRs and its attachments per office.</p> <p>Approved submitted OBs and AFL in the system.</p> <p>1.6. Process the DTRs in the IHRIS</p>		5 days	AAII / Administrative Officer II / IV / V HRAS-HRMD Payroll Account Officers
	1.7. Forward the DTRs to 201 File Records Custodian		1 day	Account Officers
	1.8. Prepares the payroll thru IHRIS per office.			
	<p>1.9. Updates, gathers pertinent data and encodes the following:</p> <ul style="list-style-type: none"> • Salary Adjustments • Step Increments • Loans and disallowances • TUA (Tardiness, Undertime and Absences) <p><i>Notices/Billing statements are transmitted to HRAS-HRMD from various external offices from 15th to 25th day of the month. (i.e., DTI EU and PF – 15 to 17th; Disallowances – 17th to 20th; LBP 20th to 22nd; GSIS 23rd to 25th)</i></p>		3 Days upon encoding and receipt of complete DTRs per office and upon receipt of complete billing/ disallowances	AA II / AO II / IV / V HRAS-HRMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10 Prints 38 Payroll (triplicate copies) with deduction matrices and sign		2 days	AA II / AO II / IV / V HRAS-HRMD
	1.11 Prepare/print ORS (Obligation Request Slip), initial and encode in BTMS (DBM's Budget and Treasury Management System).			
	1.12 Prepare DV (Disbursement Voucher), initial and encode the DV in FINMITS (FS' Financial Management Info Tracking System).			
	1.13 Prepare RS (Route Slip).			
	1.14 Review accuracy, consistency and completeness of payroll, ORS/DV and BTMS.		2 days	Chief Administrative Officer (CAO) / Supervising Administrative Officer (SAO) HRAS-HRMD
	1.15 If found inconsistent and incomplete, returns to concerned Payroll Account Officer, for revision and completion.			
	1.16 Sign Payroll, DV/ORS and approve BTMS.			
	1.17 Encode in the FINMITS and DTS (Document Tracking System) and transmit to FS.		1 day	AAII HRAS-HRMD
Total Processing Time			15 Days	

7. Processing of DTI Salamat-Mabuhay Award (Enhanced Retirement Program)

The processing of DTI Salamat-Mabuhay Award (Enhanced Retirement Program) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the payroll/request for crediting is not processed and the token/award is not released within 20 days, you may file a complaint via email (artaunit@dti.gov.ph).

DTI Salamat-Mabuhay Award shall be given to retiring employees who rendered at least 15 years of satisfactory government service in accordance with Section 7 (f), Rule X, and Omnibus Rules Implementing Book V of Executive Order (EO) No. 292. The number of years shall be computed based on the aggregate duration of service rendered while appointed to positions in DTI Bureaus/Offices, Attached Agencies and Corporations.

Office or Division:	Human Resource and Administrative Service – Human Resource Management Division (HRAS – HRMD)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	Retiring DTI Officials and Employees with at least 15 years of continuous and satisfactory service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Original Copy of Service Record - 1 copy	Bureau/Office HR Account Officer	
Photocopy of Performance Rating of at least “Satisfactory” for the last rating period immediately prior to the grant – 1 copy	c/o Client or Bureau/Office HR AO	
Original Copy of Certification of No Pending Case – 1 copy	Legal Service (HO) / Administrative, Finance and Management Division (RO)	
Original Copy of Notarized Affidavit / Self-Certification of Non-Conviction of Administrative and/or Criminal Offense – 1 copy	c/o Client but the form will be provided by HR	
Original Copy of Certificate of No Unliquidated Cash Advances and No Outstanding Disallowances as of Effectivity Date of Retirement – 1 copy	Finance Service (HO) / Administrative, Finance and Management Division (RO)	
Photocopy of Office Clearance – 1 copy	c/o Client or Bureau/Office HR AO	
Original Copy of duly accomplished Shopping Card Application Form (SM) – 1 copy	c/o Client but the form will be provided by HR	
Photocopy of ID – 1 copy	c/o Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / transmit complete documentary requirements to HRAS Front desk.	1.1 Receive and log in the submitted documentary requirements then forward to the account officer	None	1 hour	Administrative Assistant II (AAll) HRAS Frontline Staff HRAS-HRMD
	1.2 Check the completeness and accuracy of documents submitted		3 days	Administrative Officer II / IV (AO II/IV) Rewards and Recognition - Account Officer HRAS-HRMD
	1.3 Validate his/her name from the record / list of eligible awardees			
2. Comply and submit required documentary requirements, when found incomplete.	2.1 If incomplete, informs the client or Bureau/Office HR Partner of the deficiency/ies or lacking documents.	None	2 days	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.2 Endorse and coordinate the duly accomplished shopping card application form to SM Retail Inc. Coordinating Officer for printing of shopping card		5 days	SM Retail Inc. – Credit Management Division
	2.3 Prepare memo request and payroll for processing / crediting the amount of load		1 Day	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.4 Review payroll, Memo and initial.		3 hours	Supervising Administrative Officer (SAO) / Chief Administrative Officer (CAO) HRAS-HRMD
	2.5 Sign and approve Memo and payroll.		2 Days	Director HRAS

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Transmit the signed Memo and payroll to HRAS GSD – Cashier Head for eventual processing and crediting of the corresponding load to the SM shopping card.		3 Days	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.7 Upon receipt of shopping card, prepare and print individual letter.		30 hours	AO V HRAS General Services Division (GSD) – Cashier Section Head
	2.8 Routes the Letter for signature of Undersecretary for Management Services Group (MSG).		2 days	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
	2.9 Inform the awardee that the shopping card is ready for pick up at HRAS Frontdesk. For ROs, facilitate the transmittal of shopping card.		1 WD	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
3. HO Awardees receive their letter with shopping card at the HRAS frontline while the RO Awardees claim it at their respective offices as transmitted	3.1 Update the monitoring database for Salamat - Mabuhay.	None	1 hour	AO II / IV Rewards and Recognition - Account Officer HRAS-HRMD
Total Processing Time:			20 Days	

8. Provision of Training through DTI Academy – Short Courses

The provision of Training through the DTI Academy is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the request or an update on request is not provided within 20 days prior to conduct of a training program, you may file a complaint via email (artaunit@dti.gov.ph).

The DTI Academy provides training programs to DTI officials and employees. The programs include core / foundational programs, leadership programs, and targeted technical programs. Aside from an entire curriculum that it offers under Project Dalubhasa, it also offers short courses to employees who are not admitted under the Project Dalubhasa program.

Office or Division:	Human Resource and Administrative Service (HRAS) – Training and Development Division (TDD) / DTI Academy			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Officials, DTI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DTI Academy Enrollment Form (1 original copy)			DTI Academy	
Procurement requirements			HRAS – Procurement Division	
Assessment Forms (1 original copy)			DTI Academy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Bureau/Office Heads receive the enrollment forms or invitations from the DTI Academy.	e HRAS-TDD / DTI Academy sends out enrollment forms or direct invitations to Bureau/Office Heads.	one	1 day	DTI Academy Management Team Client
2. The interested participants enroll in the short courses.	e HRAS-TDD / DTI Academy team processes the data gathered from the enrollment and takes note of the corresponding programs and participants.	one	8 days	Academy Management Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The participants wait for the official notice of acceptance and training dates.	<p>3.1 The team starts procurement for all training requirements: learning service provider or Learning Service Provider or LSP (if outsourced), food, venue (if done face-to-face outside DTI Academy or DTI premises), accommodation and training materials, if applicable.</p> <p>If the LSP is internal, the HRAS-TDD / DTI Academy team starts to invite through their respective Heads of Bureaus/Offices.</p>	None	20 days	DTI Academy Management Team
	3.2 The HRAS-TDD / DTI Academy meets prospective learning service provider/s and internal resource speakers to further discuss training requirements and initial design submitted through procurement method.		1 day (per meeting, per LSP / internal resource)	DTI Academy Management Team
	3.3 The HRAS-TDD / DTI Academy prepares the invites, collateral materials, advisories, and other requirements prior to start of the training programs.		4 days	DTI Academy Management Team
4. The prospective learners / participants answer pre-tests and additional assessments to check their proficiency level.	4.1 Prior to training, HRAS-TDD / DTI Academy may conduct pre-tests and assessments to (1) know exact proficiency level of the learners and record such prior to training and to (2) ensure soundness of training design.		4 Days (excluding processing of results which will depend on the submission of participants)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. The learners / officials / employees receive notices or advisories on training schedules and requirements.	5.1 The HRAS-TDD / DTI Academy sends out the invites, advisories, and other training materials to all accepted learners.	None	1 day	DTI Academy Management Team
6. The prospective learners / participants prepare to attend to training program/s as scheduled. Regional and provincial learners / participants prepare their necessary travel documents for face-to-face workshops.	6.1 The HRAS-TDD / DTI Academy makes final preparations for the training programs to be conducted, such as training design and logistical and administrative requirements. Training is conducted on scheduled date/s.	None	1 day	DTI Academy Learners / Participants DTI Academy Management Team
Total Processing Time			40 days	

Training Provision through DTI Academy – Short Courses is covered under Procurement of R.A. 9184

9. Provision of Training through DTI Academy – Requested Programs

The provision of Training through the DTI Academy is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the request or an update on request is not provided within 20 days prior to conduct of a training program, you may file a complaint via email (artaunit@dti.gov.ph).

The DTI Academy provides training programs to DTI officials and employees. These programs range from core / foundational programs anchored on the Department’s core competencies, leadership programs, and targeted technical programs. However, should there be requested training programs that are not currently being offered by the Academy, below are the steps to be followed.

Office or Division:	Human Resource and Administrative Service (HRAS) – Training and Development Division (TDD) / DTI Academy			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Officials , DTI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Request (1 copy)			Bureau/Office Head	
Procurement requirements			HRAS - Procurement Division	
Assessments (1 original copy)			HRAS – TDD DTI Academy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For training programs not offered by the Academy, bureaus / offices may signify their interest to avail of a particular training program through a memo request addressed to the HRAS Director.	1.1 The HRAS-TDD / DTI Academy processes requests from bureaus/offices and checks details of said requests.	None	1 Day	Administrative Officer HRAS – TDD DTI Academy Bureau / Office Heads
2. The Bureau / Office Head wait for HRAS-TDD / DTI Academy advice on next steps as training program is being prepared.	2.1 If more details are required, the team meets with the requesting bureau/office to check specific program requirements and conduct further assessment.	None	1 Day (duration of meeting with Bureau/Office Head or representative)	Administrative Officer HRAS – TDD DTI Academy

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Should there be any training costs that will be shouldered by the bureau/office concerned; these will be coordinated with HRAS for proper alignment of procurement responsibilities.	3.1 The team starts procurement for all training requirements: learning service provider or LSP (if outsourced), food, venue (if done outside DTI Academy or DTI premises), accommodation and training materials, if applicable.	None	10 Days	Administrative Officer HRAS – TDD DTI Academy Bureau/Office Concerned
4. The Heads / Division Chiefs or designated representatives are consulted to check if the requirements are aligned with HRAS.	4.1 The HRAS-TDD / DTI Academy meets prospective learning service provider/s to further discuss training requirements and initial design submitted through procurement method.	None	1 Day (per program/ LSP and per meeting day with bureau or office)	Administrative Officer HRAS – TDD DTI Academy Bureau/Office Concerned
5. The bureau / office checks the training design / outline to ensure alignment.	5.1 The HRAS-TDD / DTI Academy reviews and approves the submitted final training design prior to conduct.	None	3 Days	Administrative Officer HRAS – TDD DTI Academy Bureau/Office Concerned
6. The prospective learners / participants answer pre-tests and additional assessments to check their proficiency level.	6.1 Prior to training, HRAS-TDD / DTI Academy may conduct pre-tests and assessments to (1) know exact proficiency level of the learners and record such prior to training and to (2) ensure soundness of training design.	None	3 Days (excluding processing of results which will depend on the submission of participants)	Administrative Officer HRAS – TDD DTI Academy Learners / Participants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The prospective learners / participants prepare to attend to training program/s as scheduled. Regional and provincial learners / participants prepare their necessary travel documents.	7.1 The HRAS-TDD / DTI Academy sends notice to the learners, Bureau / Office Heads as to the training schedule and training requirements such as pre-tests / further assessments.	None	1 Day (transmittal of notices)	Administrative Officer HRAS – TDD DTI Academy Learners / Participants
Total Processing Time		20 Days		

10. Provision of Training through DTI Academy – Project Dalubhasa

The provision of Training through the DTI Academy is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the request or an update on request is not provided within 20 days prior to conduct of a training program, you may file a complaint via email (artaunit@dti.gov.ph).

The DTI Academy provides training programs to DTI officials and employees. The programs include core / foundational programs, leadership programs, and targeted technical programs. The curriculum under Project Dalubhasa offers a whole line of training programs in the areas of business development, consumer protection and advocacy, and trade and investment. The goal of the Project Dalubhasa is to produce in-house specialists on these areas. It also promotes research and innovation based on the tacit knowledge gained from the programs.

Office or Division:	Human Resource and Administrative Service (HRAS) – Training and Development Division (TDD) / DTI Academy			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Officials , DTI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DTI Academy Admission Form (1 original copy)			DTI Academy	
DTI Academy Essay Answer Sheet (1 original copy)			DTI Academy	
Selection Criteria Form (1 original copy)			DTI Academy	
Signed DTI Academy Service Contract (3 original copies)			DTI Academy	
Memo Endorsement (1 original copy)			Bureau/Office of Learner	
Procurement Requirements			HRAS – Procurement Division	
Assessment Forms (1 original copy)			DTI Academy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For the DTI Academy program offerings based on current curriculum, interested learners need to signify their interest and accomplish the admission form and essay answer sheet.	1.1 The DTI Academy proactively sends out invitations to Bureau/Office Heads with the recommended learners based on the latest performance ratings. The DTI Bureau / Office Head will use the information to nominate his/her learner/s based on performance and potential. In addition to approval of the admission form, they are also guided by the selection criteria, which they also need to accomplish.	None	1 Day (sending out of invites) <i>Note that the Academy programs follow a training calendar and curriculum and may not be readily availed at any given time, except for the core / foundational courses.</i>	DTI Academy Management Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The learners / officials / employees wait for DTI Academy advice on next steps as training programs are being prepared.	2.1 For existing DTI Academy programs, the team reviews the curriculum and learning plans to check general requirements, especially in terms of learning service providers' required qualifications.	None	8 Days	DTI Academy Management Team
	2.2 The team starts procurement for all training requirements: learning service provider or Learning Service Provider or LSP (if outsourced), food, venue (if done face-to-face outside DTI Academy or DTI premises), accommodation and training materials, if applicable. If the LSP is internal, the DTI Academy team starts to invite through their respective Heads of Bureaus/Offices.		20 Days	DTI Academy Management Team
	2.3 The HRAS-TDD / DTI Academy meets prospective learning service provider/s and internal resource speakers to further discuss training requirements and initial design submitted through procurement method.		1 Day (per meeting, per LSP / internal resource)	DTI Academy Management Team
	2.4 The DTI Academy prepares the invites, collateral materials, advisories, and other requirements prior to start of the training programs.		4 Days	DTI Academy Management Team
3. The prospective learners / participants answer pre-tests and additional assessments to check their proficiency level.	3.1 Prior to training, DTI Academy may conduct pre-tests and assessments to (1) know exact proficiency level of the learners and record such prior to training and to (2) ensure soundness of training design.	None	4 Days (excluding processing of results which will depend on the submission of participants)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The learners / officials / employees receive notices or advisories on training schedules and requirements.	<p>4.1 The DTI Academy sends out the invites, advisories, and other training materials to all accepted learners.</p> <p>Also, upon admission to the DTI Academy and prior to training, three (3) copies of accomplished and signed DTI Academy Service Contract should be submitted.</p>	None	1 working day (transmittal)	DTI Academy Management Team
5. The prospective learners / participants prepare to attend to training program/s as scheduled. Regional and provincial learners / participants prepare their necessary travel documents if face-to-face workshops.	<p>5.1 The HRAS-TDD / DTI Academy makes final preparations for the training programs to be conducted, such as training design and logistical and administrative requirements.</p> <p>Training is conducted on scheduled date/s.</p>	None	1 working day	<p>DTI Academy Learners / Participants</p> <p>DTI Academy Management Team</p>
Total Processing Time			40 Days	

Training Provision through DTI Academy – Project Dalubhasa is covered under Procurement of Republic Act 9184

11. Facilitation of External Staff Training

The facilitation of external staff training is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the designated officer/employee within 7 working days. Complaint may be filed via email to artaunit@dti.gov.ph.

CEST, as stipulated in the Department Order No. 202, s 1996, is responsible for the following: 1) Disseminating to bureaus/offices available external local and international, and short and long term, training/scholarship offered by partner donor agencies, 2) Identifying and endorsing the most eligible nominee for the training/scholarship, 3) Coordinating with the partner donor agencies regarding training requirements and other concerns, and 4) Monitoring the re-entry projects and service obligation of returning scholars.

Office or Division:	Human Resource and Administrative Service (HRAS) Training and Development Division (TDD)			
Classification:	Complex			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 hard copy of CEST Nomination Form (for bureau/office nominees)			CEST Secretariat ¹	
1 hard copy of CEST Confidential Letter of Reference (for bureau/office nominees)				
1 hard copy of Endorsement Letter (for DTI eligible nominees)				
2 hard copies Donor Agency Documentary Requirements (for DTI eligible nominees)				
4 hard copies Scholarship Service Contract (for accepted scholars)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Invitation from local and foreign partner and donor agency received	1.1 CEST Secretariat determines the Department participation to the program based on CEST Guidelines set criteria	None	1 Hour	CEST Designated Account Person
2. Receive copy of invitation	2.1 Dissemination of invite to appropriate Functional Group(s)	None	1 Hour	CEST Designated Account Person

¹ Composition of the Committee on External Staff Training
 Chair – HRAS Director
 Members – One representative (or designated alternate) each from the Five Functional Groups
 One (1) DTI Employee Union
 CEST Secretariat – HRAS-TDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submission of the nominee's CEST Nomination Form and Confidential Letter of Reference by the Functional Group (for bureau/office nominee)	3.1 Review submission and deliberate if nominee satisfies both the CEST Guidelines and Donor Agency eligibility requirements	None	1 Day	CEST Designated Account Person Office of the Supervising Undersecretary Executive Assistant
4. Nominee receives notice on the outcome of application	4.1 Notification of eligible nominee on the outcome of application	None	1 Hour	CEST Designated Account Person Accepted nominee
5. Submission of accepted nominee of the documentary requirements to CEST Secretariat	5.1 Review submission and endorsement by CEST Chair to Donor Agency	None	2 Days	CEST Designated Account Person Accepted nominee
6. Submission of Scholarship Service Contract (for accepted scholars) as signed by the Supervising Undersecretary	6.1 Review submission and return to employee, if there are any discrepancies. If none, for filing to employee's 201 file and monitoring of service obligation.	None	2 Days	CEST Designated Account Person Accepted nominee Office of the Supervising Undersecretary Executive Assistant
Total Processing Time		5 Days, 3 Hours		

12. Procurement Process

The **DTI Procurement Management Division Procurement Process** is considered as **HIGHLY TECHNICAL TRANSACTION**. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon within the prescribed processing time shall in no case be longer than 20 working days or as determined by the government agency or instrumentality concerned, whichever is shorter. A violation of any or other laws by the applicant or requesting party shall constitute a valid ground for disapproval of the application or request, without prejudice to other grounds provided in this act or other pertinent laws. You may file a complaint via email (hras@dti.gov.ph).

A. COMPETITIVE BIDDING AS HIGHLY TECHNICAL CLASSIFICATION

Refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification, and award of contract. For purposes of, and throughout this IRR, *the terms “Competitive Bidding” and “Public Bidding” shall have the same meaning and shall be used interchangeably.*

Office or Division:	Human Resource Management Service - Procurement Management Division			
Classification:	Highly Technical (COMPETITIVE BIDDING)			
Type of Transaction:	G2G / G2B			
Who may avail:	DTI all bureaus/office/regions and suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BIDDING DOCUMENTS			PMD Office – BAC Secretariat	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Goods/Services				
1. Submission to PMD the Purchase Request for Public Bidding	1.1 Pre-procurement Conference	Depends on the Approved Budget of the Contract – based on the guidelines issued by GPPB	1 Day	End-user, Bids and Award Committee, Secretariat, Technical Working Group
	1.2 Advertisement/ Publication/ Posting		7 Days	BAC Secretariat
	1.3 Pre-bidding Conference		1 Day	End-user, Bids and Award Committee Secretariat, Technical Working Group, Prospective bidders
	Number of days before the Submission and Opening of Bids		12 Days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Goods/Services				
2. Submission and Opening of Bids			1 Day	End-user, Bids and Award Committee, Secretariat, Technical Working Group, Prospective bidders
	2.1 Bid Evaluation		3 Days	BAC, BAC Sec
	2.2 Post –Qualification		Within 7- 45 calendar days	BAC, BAC Sec, TWG
	2.3 Preparation of Resolution / Notice of Award and approval/ signing of the documents		Within 2-15 calendar days	BAC, BAC Sec, HOPE
	2.4 Signing of Contract		Within 10-40 calendar days	End-user, HOPE, winning supplier
	2.5 Signing of Notice to Proceed		Within seven (7) calendar days	HOPE, winning supplier
Total Processing Time			Maximum of 136 C.D.	
For Infrastructure				
1. Submission to PMD the Purchase Request for Public Bidding	1.1 Pre-procurement Conference	Depends on the Approved Budget of the Contract – based on the guidelines issued by GPPB	1 Day	End-user, Bids and Award Committee, Secretariat, TWG
	1.2 Advertisement/ Publication/ Posting		1 Day	BAC Secretariat
	1.3 Pre-bidding Conference Number of days before the Submission and Opening of Bids		12 Days	End-user, Bids and Award Committee, Secretariat, Technical Working Group, Prospective bidders
	1.4 Submission and Opening of Bids		1 Day	
	1.5 Bid Evaluation		7 calendar days	BAC, BAC Sec
	1.6 Post –Qualification		45 calendar days	BAC, BAC Sec, TWG
	1.7 Preparation of Resolution / Notice of Award and approval/ signing of the documents			BAC, BAC Sec, HOPE
	1.8 Signing of Contract		40 calendar days	End-user, HOPE, winning supplier
	1.9 Signing of Notice to Proceed		7 calendar days	HOPE, winning supplier
Total Processing Time			Projects – 156 C.D.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Consulting Services				
1. Submission to PMD the Purchase Request for Public Bidding	1.1 Pre-procurement Conference	Depends on the Approved Budget of the Contract – based on the guidelines issued by GPPB	1 Day	End-user, Bids and Award Committee, Secretariat, Technical Working Group
	1.2 Advertisement/ Publication/Posting		7 Days	BAC Secretariat
	1.3 Submission and Opening of Eligibility Documents and shortlisting		20 calendar days	End-user, Bids and Award Committee Secretariat, Technical Working Group, Prospective bidders
	1.4 Pre-bidding Conference		1 Day	
	Number of days before the Submission and Opening of Bids		12 Days	
	1.5 Submission and Opening of Bids		1 Day	End-user, Bids and Award Committee, Secretariat, Technical Working Group, shortlisted suppliers
	1.6 Bid Evaluation		21 calendar days	BAC, BAC Sec, TWG
	1.7 Post – Qualification		30 calendar days	BAC, BAC Sec
	1.8 Negotiation		10 calendar days	End-user, Bids and Award Committee, Secretariat, TWG, shortlisted suppliers
	1.9 Notification for Negotiation		3 calendar days	BAC, BAC Sec
	1.10 Approval of Ranking by the HOPE		2 days	BAC, BAC Sec, HOPE
	1.11 Preparation of Resolution / Notice of Award and approval/ signing of the documents		15 calendar days	BAC, BAC Sec, HOPE
	1.12 Signing of Contract		40 calendar days	End-user, HOPE, winning supplier
	1.13 Signing of Notice to Proceed		7 calendar days	HOPE, winning supplier
Total Processing Time			Projects – 156 C.D.	

****The above timeline is covered by special law under RA 9184

B. ALTERNATIVE MODE OF PROCUREMENT AS HIGHLY TECHNICAL CLASSIFICATION

In order to promote economy and efficiency, resort to any of the alternative methods of procurement may be provided whenever justified by the conditions set forth in RA 9184. The alternative method of procurement includes the following:

- a. Highly Technical;
- b. Agency to Agency;
- c. Direct Contracting / Exclusive Distributorship

Office or Division:	Human Resource Management Service - Procurement Management Division
Classification:	Highly Technical (SMALL VALUE PROCUREMENT)
Type of Transaction:	G2G / G2B
Who may avail:	DTI all bureaus/office/regions and suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR) -Two (2) copies (One (1) Original, One (1) Copy)		Designated Procurement Officer of the Bureau/End-user		
Request to Adopt Alternative Mode of Procurement – One (1) Original				
Justification – One (1) Original				
Certificate to undertake the project / Exclusivity for #3- One (1) Original				
Contract – One (1) Original				
Resumé for #1 - One (1) Original				
Resolution – One (1) Original		PMD Office – BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission to PMD the Request to Adopt Alternative Mode of Procurement	1.1 Receive the required documents and check for completeness	None	Upon receipt	PMD Office frontline staff
	1.2 Prepare Resolution for approval of the Bids and Awards Committee and HOPE, Work Order (WO)/Purchase Order (PO)	None	2 days	PMD Designated Account Officer for the Bureau
	1.3 Resolution for signature of the Bids and Awards Committee and HOPE		5 days	BAC Members
	1.4 Prepare RCAF and OBR to be forwarded to the requesting Office for signature while the Resolution is still for signature of the BAC.			PMD Designated Account Officer for the Bureau

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 OBR for signature of the end-user			Bureau Director Division Chief
2. Submission of the documents (OBR,PO,Abstract, RFQs,PR) to FS	2.1 Forwarded to FS to process the obligation	None	2 days	PMD Account Officer / frontline staff FS Director Section Chief Budget AO Processor AO JEV
	2.2 Receive from FS the obligated CAF/WO/PO and forwarded to Bureau/Office		1 day	PMD Designated Account Officer for the Bureau/frontline staff
Total Processing Time			10 days	

C. NEGOTIATED PROCUREMENT (SMALL VALUE PROCUREMENT) AS HIGHLY TECHNICAL CLASSIFICATION

Procurement of Goods, Infrastructure Projects and Consulting Services, where the amount involved does not exceed the threshold prescribed in Annex "H" of this IRR: Provided, that in case of Goods, the procurement does not fall under shopping in Section 52 of this IRR.

Office or Division:	Human Resource Management Service - Procurement Management Division			
Classification:	Highly Technical (SMALL VALUE PROCUREMENT)			
Type of Transaction:	G2G / G2B			
Who may avail:	DTI all bureaus/office/regions and suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request – Two (2) Copies (One (1) Original, One (1) Copy)			End-user	
Request for Quotations – One (1) Original			PMD Office – PMD Staff	
Abstract of Canvass – One (1) Original				
Purchase Order/Work Order/Request for Certificate of Availability of Funds – One (1) Original				
Obligation Request – One (1) Original				
Disbursement Voucher – One (1) Original				
Inspection and Acceptance Report – One (1) Original			End-user / Property Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission to PMD the Purchase Request	1.1 Receive the required documents and check for completeness	None	Upon receipt	End-user/ PMD staff
	1.2 Prepare Request for Quotations (RFQ)		7 days	PMD Account Officer
	1.3 RFQ for Posting at PhilGEPS/ sent invites		3 days	PMD Account Officer
	1.4 Preparation and approval of Abstract of Canvass, Purchase Order/Work Order		2 days	PMD Account Officer /Division Chief/ HRAS Director
	1.5 Preparation of Request for Certificate of Availability of Funds, Obligation Request for signature of end-user		1 day	PMD Account Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Request for Certificate of Availability of Funds, Obligation Request for signature of end-user		3 calendar days	Bureau Director/ Division Chief Bureau Director/ Division Chief
2. Submission of the documents (OBR, PO, Abstract, RFQs, PR) to FS	2.1 Forwarded to FS to process the obligation	None	1 day	PMD Account Officer / frontline staff FS Director Section Chief Budget AO Processor AO JEV
	2.2 Receive from FS the obligated CAF/WO/PO and forwarded to Bureau/Office		1 day	PMD Account Officer
3. Delivery of Goods	3.1 Email to winning supplier the PO/WO	None	1 day	PMD Account Officer
	Delivery schedule		Within 7-30 days	
	3.2 Inspection and Acceptance of Delivery		3 days	PMD Account Officer, Property staff, end-user
4. Submission of Disbursement Voucher (DV)	4.1 Preparation of Disbursement Voucher for signature of concerned bureau /office/division	None	3 days	Bureau Director / Division chief
	4.2 Forward the DV to FS for payment		1 day	PMD Account Officer / frontline staff Accounting staff/ FS Director Section Chief
Total Processing Time		50 calendar days The target Turn-around time starts when complete documents are received by PMD in accordance to the set timeline indicated in RA9184		

****Procurement Process timeline is covered by special law under RA 9184

13. Cashiering Service-Acceptance of Payment

The Acceptance of Payment is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Acceptance of payments per applicable fees to facilitate the finalization of applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal or extension of the enumerated applications or requests (per definition of government service in Rule 1, Section 4, Paragraph gg of RA 11032 IRR).

Office or Division:	- Cashier, General Services Division			
Classification:				
Type of Transaction:	- Government-to-Citizen, G2B – Government-to-Business, G2G – Government-to-Government			
Who may avail:	Business Owners/ Corporations, Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (OP) (1 original, 1 photocopy)			Corresponding Bureau listed in the Frontline Services of DTI as per (MC) 2019-002	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment (OP) from the corresponding Bureau	1.1 Issue OP as per corresponding approved application of client	None	2-5 minutes per application	Frontline Personnel of Corresponding Bureau listed in the Frontline Services of DTI as per (MC) 2019-002
2. Present 3 copies of the OP to the Cashiers located at the following: <ul style="list-style-type: none"> 4F, DTI Head Office 361 Sen. Gil Puyat Ave. Makati City for frontline services under 1.1.2, 1.3.2 and 2.1.2 in the list of applicable fees attached herewith. Assigned cashiers in the Negosyo Centers for business registration transactions. 	2.1 Ensure accuracy of details in the OP	See attached list	2-3 minutes per OP	Designated Collecting Officer
	2.2 Accept Payment			
	2.3 Issue an Official Receipt (OR)			
Total Processing Time		8 minutes		

LIST OF APPLICABLE FEES

1. COMPETITIVENESS & INNOVATION

1.1 OFFICE: Competitiveness Bureau

1.1.1 Location of Payment Acceptance with Designated Collecting Officer: DTI Central Office.

1.1.2 Frontline Service: Issuance of Certificate of Preference for Domestic Bidders

1.1.3 Applicable Fees

PARTICULARS	APPLICABLE FEE
Application/ Processing (per product) for Micro Enterprises	Php 2,500.00
Application/ Processing (per product) for Small Enterprises	Php 5,000.00
Application/ Processing (per product) for Medium Enterprises	Php 7,500.00
Application/ Processing (per product) for Large Enterprises	Php 20,000.00
Certified True Copy of Certificate	Php 100.00
Appeal	Php 10,000.00
<i>Note: Fees are subject to change due to any amendments in accordance with existing laws, implementing rules and regulations.</i>	

1.2. OFFICE: Negosyo Center

1.2.1 Location of Payment Acceptance with Designated Collecting Officers:

1.2.1.1 NC Office Area 2 – Makati

1.2.1.2 NC Office Area 3 – Mandaluyong

1.2.1.3 NC Office Area 4 – Valenzuela

1.2.2 Frontline Service: Registration of Business Name

1.2.3 Applicable Fees

PARTICULARS	APPLICABLE FEE
A. Registration Fee	
a. Territorial Scope Barangay	Php 200.00
b. City/ Municipality	Php 500.00
c. Regional	Php 1,000.00
d. National	Php 2,000.00
Plus Documentary Stamp Tax (DST) Pursuant to BIR Revenue Memo Order 13-2008	Php 30.00

PARTICULARS	APPLICABLE FEE
B. Other Fees	
Surcharge for Renewal If filed within ninety-one (91) days to one hundred eighty days (180) after expiration date (Late Filing/ Grace Period)	Additional 50% of the selected Territorial Scope
Cancellation	DST Php 30.00
Certification/ Change of Business Information	
Affirmative/Negative Certification	Php 50.00 + DST
Change of Owner's Name, Business Address, Owner's Address	Php 50.00/ change of info + DST
Authentication / Certified True Copy (Per copy)	Php 50.00 + DST
C. Business Name Listing	
Soft/ Hard Copy – first five (5) pages	Php 20.00
Per page of the succeeding page(s)	Php 3.00
<i>Note: Fees are subject to change due to any amendments in accordance with existing laws, implementing rules and regulations.</i>	

1.5 OFFICE: Philippine Accreditation Bureau

1.3.1 Location of Payment Acceptance with Designated Collecting Officer: DTI H.O.

1.3.2 Frontline Services:

1.3.2.1 Laboratory and Inspection Body Accreditation Process (Initial Assessment and Reassessment)

1.3.2.2 Laboratory & Inspection Body Accreditation Process (Surveillance Visit)

1.3.2.3 Laboratory & Inspection Body Accreditation Process (Special Assessment)

1.3.2.4 Processing of Initial Accreditation and Reaccreditation of Certification Bodies

1.3.2.5 Verification of Certification Bodies (CBs) Continuing Compliance Through Surveillance

1.3.3 Applicable Fees:

TYPE OF FEE	LABORATORY ACCREDITATION	MANAGEMENT SYSTEM ACCREDITATION
	Legal Basis: DAO 13, Series of 1995	Legal Basis: DAO 01, Series of 2005
Application Fee	Php 300.00 (non-refundable)	Php2,000.00 (non-refundable)

2.

Assessment Fee including <input type="checkbox"/> Document Review <input type="checkbox"/> Initial, Surveillance, Follow-up Audit/Visit	Php500.00 per man-hour	Php5,000.00 per man-day
Accreditation Fee	Php5,000.00 per scope of accreditation	Php10,000.00 per scope of accreditation
Annual Accreditation Fee	Php3,000.00 per scope of accreditation	Php5,000.00 per scope of accreditation
<i>Note: Fees are subject to change due to any amendments in accordance with existing laws, implementing rules and regulations</i>		

CONSUMER PROTECTION

2.1 OFFICE: Fair Trade Enforcement Bureau

2.1.1 Location of payment acceptance with Designated Collecting Officer: DTI Central Office

2.1.2 Frontline Services:

2.1.2.1 Applicable fees are based on DTI-DOH Joint AO No. 1, s. 2000

2.1.2.2 Processing of Application for Certificate of Accreditation for Truck Rebuilding Centers

2.1.3 Applicable Fees:

PROGRAMS	AMOUNT
Accreditation of Truck-Bus Rebuilding Centers (DAO 08-03)	
<input type="checkbox"/> Truck Rebuilding Application	300.00
<input type="checkbox"/> Truck Rebuilding Accreditation	30,000.00
Others	
<input type="checkbox"/> Extensions (Government Importation)	200.00
<input type="checkbox"/> Certified True Copy (CTC) for all programs	100.00
<input type="checkbox"/> Amendments of CAI	
<input type="checkbox"/> 1 st Amendment	600.00
<input type="checkbox"/> 2 nd Amendment	900.00
<input type="checkbox"/> 3 rd Amendment	1,200.00
Documentary Stamp	30.00
<i>Note: Fees are subject to change due to any amendments in accordance with existing laws, implementing rules and regulations</i>	

2.1.3.1 Issuance of Certificate of Accreditation for Private Emission Testing Centers (PETCs)*

2.1.3.2 Issuance of Certificate of Authority for Ship and Merchandise Broker

2.1.3.3 Issuance of Certificate of Registration for Bulk Sales

2.1.3.4 Issuance of General Bonded Warehouse License

2.1.3.5 Issuance of Waiver under PD 1466

2.2. OFFICE: Bureau of Philippine Standards

2.2.1 Location of Payment Acceptance with Designated Collecting Officer: DTI Central Office

2.2.2 Frontline Services:

2.2.2.1 Processing of Import Commodity Clearance

Particulars	Applicable Fee
Application Fee	Php 300.00
Processing Fee Up to Php 500,000.00	Php 5,000.00
Processing Fee Over Php 500,000.00 up to Php 1,000,000.00	Php 7,500.00
Processing Fee – Over Php 1,000,000.00	Php 10,000.00
ICC Sticker (per piece)	Php 1.56

2.2.2.2 Processing of Statement of Confirmation

2.2.2.3 Processing of Philippine Standard (PS) Quality and/ or Safety Certification Mark License

2.2.3. Applicable Fees: For 2.2.2.2 & 2.2.2.3
(Price Structure List)

Note: Fees are subject to change due to any amendments in accordance with existing laws, implementing rules and regulations

3. MANAGEMENT SERVICE

3.1 OFFICE: Human Resource Administrative Office

3.1.1 Location of payment acceptance with Designated Collecting Officer: DTI Central Office

3.1.2 Frontline Services and Applicable Fees:

3.1.2.1 Bidding documents

Standard Rates

The cost of bidding documents shall correspond to the ABC range as indicated in the table below. This shall be the maximum amount of fee that procuring entities can set for the acquisition of bidding documents.

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	Php 500.00
More than 500,000 up to 1 Million	Php 1,000.00
More than 1 Million up to 5 Million	Php 5,000.00
More than 5 Million up to 10 Million	Php 10,000.00
More than 10 Million up to 50 Million	Php 25,000.00
More than 50 Million up to 500 Million	Php 50,000.00
More than 500 Million	Php 75,000.00

3.1.2.2 Bid Security

The bidder shall submit a Bid Securing Declaration, or any form of Bid Security, in an amount not less than the required percentage of the ABC in accordance with the following schedule:

Form of Bid Security	Amount of Bid Security (Not less than the required percentage of the ABC)
<p>a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank.</p> <p>For biddings conducted by LGUs, the cashier's/manager's check may be issued by other banks certified by the BSP as authorized to issue such financial instrument</p>	Two percent (2%)
<p>b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.</p> <p>For biddings conducted by LGUs, bank draft/guarantee, or irrevocable letter of credit may be issued by other banks certified by the BSP as authorized to issue such financial instrument</p>	

3.1.2.3 Performance Bond

The performance security shall be in an amount not less than the required percentage of the total contract price in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required percentage of the Total Contract Price)
<p>a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank.</p> <p>For biddings conducted by LGUs, the cashier's/manager's check may be issued by other banks certified by the BSP as authorized to issue such financial instrument</p>	
<p>b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.</p> <p>For biddings conducted by LGUs, bank draft/guarantee, or irrevocable letter of credit may be issued by other banks certified by the BSP as authorized to issue such financial instrument</p>	<p>Goods and Consulting Services- Five percent (5%)</p> <p>Infrastructure Projects- Ten percent (10%)</p>

Note: Fees are subject to change due to any amendments in accordance with existing laws, implementing rules and regulations

14. Processing of Request for Vehicle and/or Driver

The processing of Request for vehicle and/or driver is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Request for vehicle and/or driver when needed by DTI Bureaus and Offices in order to fulfill their official duties and responsibilities.

Office or Division:	HRAS – General Services Division - Motorpool			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All DTI Bureaus and Offices			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
QF-MOTO-04 – Request for Driver and/or Vehicle (1 copy)				DTI – HRAS – GSD Motorpool
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for vehicle and/or driver	1.1 Check availability of vehicle and/or driver	None	15 Minutes	Administrative Officer, HRAS
	1.2 Assign vehicle and/or driver		15 Minutes	Section Head, HRAS
	1.3 Approve request		15 Minutes	Director / General Service Division Chief
	1.4 Coordinate details with end user Bureau/ Office		30 Minutes	Administrative Officer, GSD Client
	1.5 Return vehicle key and report any problems after completion of official trip		10 Minutes	Official Driver, Motorpool
	1.6 Submit duly accomplished trip tickets and fleet card		30 Minutes	Administrative Officer, GSD
Total Processing Time		1 Hour, 55 Minutes		

15. Issuance of Controlled and Numbered Record/s or Documents

The Issuance of Controlled and Numbered Record/s or Document/s is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate or request is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Request/s submitted by originating Bureau/s or Office/s for official DTI record/s or document/s to be numbered, logged, distributed and archived by the DTI HRAS Records Section is acted upon immediately, i.e. within minutes after receipt. Original copy/ies of the processed record/s or document/s are kept on file and certified copies are issued physically or electronically. The procedures indicated herein are in compliance with the provisions of Republic Act No. 9470 or the National Archives of the Philippines Act of 2007 and Book VII, Chapter 2 of the Administrative Code of 1987 (submissions to the Office of the National Administrative Register or ONAR).

The Issuance of Controlled and Numbered Record/s or Document/s is the initial step to implement rules and regulations, policies, orders and guidelines that are directed to internal clients (DTI officers and employees in all DTI Offices and Attached Agencies) and external clients (Other Government Institutions, Private Entities and the General Public) in the fulfilment of mandated goals.

Office or Division:	HRAS – General Services Division – Records Section			
Classification:	Complex			
Type of Transaction:	G2B – Government-to-Business, G2G – Government-to-Government			
Who may avail:	All DTI Bureaus and Offices			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. QF-REC-06 – Request for Issuances Form (1 copy);				DTI – HRAS GSD Records
2. Original Documents, i.e. Department Orders, Department Administrative Orders, Joint Administrative Orders, Joint Memorandum Circulars, Bulletins, Memoranda, Bureau Orders, Memorandum Circulars and Office Orders (1 copy for Records Section to be photocopied and certified for release to the Requesting Office)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original copy of the record/s or document/s and fill up the Request for Issuances Form	1.1 Check contents and authenticity of the record/s or document/s	None	5 Minutes	Administrative Officer (Records Officer or Designated Alternate)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Record or log, assign and affix number/s to the record/s or document/s		10 Minutes	Administrative Officer (Records Officer or Designated Alternate)
	1.3 Certify photocopy/ies of Original Issuance/s		10 Minute	Section Chief (Or Designated Alternate)
	1.4 Scan, upload and index the Numbered Issuance/s in the electronic archive and file the original numbered copy/ies		1 Day (Within the day issuance was processed)	Administrative Officer (Records Officer or Designated Alternate)
	1.5 Validate and approve the Specified Recipients of the Certified Copies of DTI Issuance/s		5 Minutes	HRAS Director or Records Section Chief
2. Requesting Office or Bureau Receive the Requested Certified Photocopy/ies of the Original Issuance/s	2.1 Issue Certified Photocopy/ies of the Processed Record/s or Document/s (Hardcopy/ies)	None	10 Minutes	Administrative Officer (Records Officer or Designated Alternate)
	2.2 E-mail blast the Certified Photocopy/ies of the Processed Record/s or Document/s		15 Minutes	Requesting Office or Bureau
3. Requesting Office or Bureau Submit the Certificate of Publication and Filing Fee to the Records Section	3.1 Submit Certified Photocopy/ies of the Processed Record/s or Document/s with CD file to the ONAR, UP Law Center	P20.00 Filing Fee of ONAR (c/o Requesting Bureau of Office)	3 Days After Issuance/s Publication	Administrative Officer (Records Officer or Designated Alternate) Requesting Office or Bureau
Total Processing Time			4 Days, 55 Minutes	

16. Issuance of Certificate of No Pending Administrative Case (CPNC)

The Issuance of Certificate of No Pending Case is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

This Certificate serves as proof that the requesting DTI official or employee has no pending disciplinary administrative case before the DTI Internal Affairs Unit – Formal Investigation Committee (IAU-FIC).

Office or Division:	Legal Service			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen, G2G – Government-to-Government			
Who may avail:	Internal: All Officials and Employees of the DTI Central Office External: Heirs, Family Members of Deceased DTI personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Duly Accomplished Request Form				Legal Service
Additional Requirements				
2. For Official/Personal Travel <ul style="list-style-type: none"> Travel Authority 				HRAS-Records Division/Concerned Approving Authority
3. For Clearance (Resignation/Transfer/Retirement/Leave/Other Mode of Separation) <ul style="list-style-type: none"> Duly Accomplished HRAS Clearance Form 				HRAS
4. For Application for Scholarship <ul style="list-style-type: none"> Letter of Invitation 				Host Country or Sponsor
5. For Renewal/Application of Bond <ul style="list-style-type: none"> Official Designation as Disbursing Officer 				Concerned Head of Office
6. For Legal Consultation <ul style="list-style-type: none"> Travel Order 				Concerned Approving Authority
7. For SPRINTS <ul style="list-style-type: none"> Memo request of office concerned 				Concerned Head of Office
8. For Landbank Loan <ul style="list-style-type: none"> Accomplished landbank loan form 				Landbank
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<ul style="list-style-type: none"> • <u>For active DTI officials and employees,</u> accomplish the online form² as LS' reference in processing requests for CNPC. • <u>For inactive (former) DTI officials and employees,</u> accomplish the hard copy or soft copy (in pdf) request form that will be provided by the LS Staff. 	<p>1. Evaluates and checks the completeness of the information provided by the requestor and the additional requirements, if any.</p> <p>1.1 If upon evaluation, the information or requirements required are not complete, inform the requestor for completion.</p> <p>1.2 If upon evaluation, the information or requirements required are complete, docket the request.</p>	None	6 working hours	CNPC Processing Officer
	<p>2. Checks the records to verify whether the requestor has a pending disciplinary administrative case.</p>		4 working hours	CNPC Processing Officer
	<p>3. Prepares the CNPC and submit to the IAU-FIC Team for review.</p>		4 working hours	CNPC Processing Officer
	<p>4. Verifies the accuracy of the CNPC.</p>		4 working hours	IAU-FIC Secretariat
	<p>5. Submits reviewed CNPC to IAU-FIC Chairperson (or in case of unavailability or</p>		30 minutes	CNPC Processing Officer

² Online Request form for ACTIVE Employees <https://forms.office.com/r/qrRdiKf7cv>

	absence to the IAU-FIC Vice-Chairperson)			
	6. Evaluates, approves and signs the CNPC.		5 working hours	IAU-FIC Chairperson (or in case of unavailability or absence to the IAU-FIC Vice-Chairperson)
	7. Releases the approved and signed CNPC to the requestor via email. Hardcopy may be provided, if requested.		30 minutes	CNPC Processing Officer
Total Processing Time			3 working days	

Regional Operations

Internal Service

17. Payment for Creditors, Purchase of Office Supplies and Replenishment of Cash Advance/Revolving Fund/Reimbursement

The Facilitation of payment for creditors, purchase of office supplies, food and venue for seminars/trainings/representation/ professional fee of consultant and the like is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the payment is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

This service provides information on documentary requirements and number of days how soon a creditor such as but not limited to resource speakers' honorarium, caterers and the like may be facilitated within DTI-NCRO.

Office or Division:	DTI-National Capital Regional Office – Finance and Administrative Service Division (FASD)	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	All DTI-NCRO Areas/Division	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DV Routing Slip		FASD
Disbursement Voucher (DV)		FASD
Signed RCAF and all the attachments (original copy on 1st payment)		FASD
Accomplishment report on agreed deliverables (Consultant)		Consultant
Certificate of satisfactory service rendered (Consultant)		Area/Division
Notarized sworn declaration of gross income received by BIR(Consultant)		Consultant
Signed contract/TOR (original copy on 1st payment)		Area/Division
Attendance sheet (catering/food and venue for seminars, trainings)		Area/Division
Post-activity report/output (catering/food and venue for seminars, trainings)		Area/Division
Sales Invoice/Billing Statement (Purchase of office supplies)		Supplier
Delivery Receipt (Purchase of office supplies)		Supplier
BIR Registration (BIR Form No. 2303 for new suppliers)		Supplier/Consultant
Bank details (for new suppliers)		Supplier/Consultant
Billing statement (original copy) (food and venue for seminars, trainings)		Supplier
Travel Order (if applicable for TEV)		Area/Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a/Division must submit the complete documentary requirements including those that are from the Consultant / supplier and submit it before the FASD of DTI-NCRO	evaluate completeness of documents		1 day	Designated Staff
	complete, with all the signatories, will submit to concerned division at the DTI Head Office for processing and payment		1 day	Designated Staff
	complete, all documents will be returned to the concerned Area/Division			Division concerned

18. Facilitation for Payment of Salaries of Service Providers/Job Orders

The Facilitation of payment for creditors, purchase of office supplies, food and venue for seminars/trainings/representation/ professional fee of consultant and the like is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the payment is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

This provides information on documentary requirement in facilitating the salary of SP's/JO's of DTI-NCRO by FASD.

Office or Division:	HRAS – General Services Division - Motorpool			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All DTI Bureaus and Offices			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
DV Routing Slip				FASD
Disbursement Voucher (DV)				FASD
Matrix of computation (if 2 or more SPs)				FASD
Daily Time Record				COS/JO
Official Business Slip (for manual time in/out)/if applicable				COS/JO
Accomplishment Report duly signed by SP and approved by Supervisor				COS/JO
Certificate of Satisfactory Service Rendered				COS/JO
Signed contract (original copy on 1st payment)				FASD
Signed RCAF and all the attachments (original copy on 1st payment)				FASD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Completed COS/JO must submit to FASD the complete attachments for the facilitation of their salary within the deadline provided	Evaluate completeness of documents, if complete submission to DTI FS Head Office		1-2 days depending on the availability of signatory	FASD Designated Staff
	Incomplete, will advise the concerned COS/JO of the lacking document		-	COS/JO

19. Requisition of Supplies

The requisition of supplies is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, **SIMPLE** transactions shall be acted upon by the assigned officer/employee within 3 working days. If the requisition is not acted upon within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Provides information on how requesting of office supplies may be made within DTI-NCRO

Office or Division:	DTI-National Capital Regional Office – Finance and Administrative Service Division (FASD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All DTI-NCRO Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Submit RIS per month (with complete information)				FASD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit within the 1st week of the month	Evaluation of the requested supplies and delivery to the requesting Area/Division/Employees		1 – 3 days depending on the location of the requesting party/availability of the supplies requested	FASD Designated Staff

20. Request for Clearance and Leave Credits

The requisition of supplies is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, **SIMPLE** transactions shall be acted upon by the assigned officer/employee within 3 working days. If the requisition is not acted upon within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Provides information in requesting clearance and leave Credits from DTI Head Office

Office or Division:	DTI-National Capital Regional Office – Finance and Administrative Service Division (FASD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All DTI-NCRO Regular Staff			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
HRAS Document Request form				FASD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to FASD the filled-out Document Request Form	Verification of the form submitted and forward the same to DTI HRAS in head office		1 day	Designated Staff

21. Request for Travel Authority

The requisition of supplies is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, **SIMPLE** transactions shall be acted upon by the assigned officer/employee within 3 working days. If the requisition is not acted upon within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Provides details on the requirement when requesting Travel Authority whether the same is official or personal travel.

Office or Division:	DTI-National Capital Regional Office – Finance and Administrative Service Division (FASD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All DTI-NCRO Regular Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Request letter addressed to the Bureau Head (if applicable)				Requesting Employee
Memorandum addressed to ROG USEC through the Bureau Head				Bureau Head
Approved application for leave (if applicable)				Requesting Employee
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting employee must send the letter to the Bureau Head (if applicable) which shall be endorsed by the Bureau Head before the ROG Undersecretary	Complete the completeness of the request		3 days depending on the availability of signatory	Designated Staff

22. Processing of Payroll

The Processing of Payroll is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If the payroll is not processed within 7 days, you may file a complaint via email (artaunit@dti.gov.ph).

Payroll processing is classified as a complex transaction from submission of DTR to finalization of payroll for submission to accounting.

Office or Division:	DTI-CAR Regional Office – Office of the Regional Director- Human Resource Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
One (1) copy of Employee Daily Time Record				Employee
One (1) copy of each approved leave application/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting employee must send the letter to the Bureau Head (if applicable) which shall be endorsed by the Bureau Head before the ROG Undersecretary	1.1 Receive and collect DTRs	None	2 days	Human Resource Officer
2. Inform HR of additional payroll deductions	2.1 Determine available leave balances (not included in the payroll if below 15 leave credits, LWOP, employees on special leave/ absence.	None	1 day	Human Resource Officer
	2.2 Effect corresponding salary adjustments, longevity / increment, as applicable.	None	1 day	Human Resource Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Input individual payroll deductions (tax, mandatory premiums, loans, and other deductions allowed in the payroll)	None	2 days	Human Resource Officer
	Effect necessary adjustment on net take home pay (NTHP). Must have NTHP of at least P5,000/month.	None	4 hours	Human Resource Officer
	Submit finalized payroll to the accounting for preparation of vouchers and disbursement	None	4 hours	Human Resource Officer
Total Processing Time			7 Days	

23. Processing of Personnel Requests

The Processing of Personnel Requests is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the request is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Processing of Personnel Requests is classified as simple transaction from preparation to release of HR documents/ records officially requested by the employee which covers HR Certifications, request for Certificate of Employment, Leave Balances, Clearances, Service Records, performances, 201 records, etc.

Office or Division:	DTI-CAR Regional Office- Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizens			
Who may avail:	All employees and former employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
One (1) copy of letter request (indicating the type and purpose of the request) from the employee				Requesting employee
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to HR <i>Note: employee can only request for his/her own record</i>	1.1 Receive and record letter request <i>Note: Confidential personal records shall be subject to the approval of the Regional Director</i>	None	1 day	Human Resource Officer
	1.2 Process/ prepare request/s	None	10 minutes	Human Resource Officer
	1.3 Assign and record reference number	None	5 minutes	Human Resource Officer
	1.4 Facilitate signature of authorized signatory	None	5 minutes	Regional Director / Human Resource Officer
2. Claim request	2.2 Issue document / record	None	5 minutes	Human Resource Officer
Total Processing Time			1 Day, 25 Minutes	

24. Evaluation of Project Proposals

The Evaluation of Project Proposals is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned Officer/Division/Office within 7 working days. If the project proposal is not reviewed and evaluated within 7 days, you may file a complaint via email (artaunit@dti.gov.ph).

Project Proposal Evaluation is classified as complex transactions to evaluate and assess the conformance of a particular DTI activity proposed by Regional Office Divisions or Provincial Offices with the Programs/Activities/Projects designed for external and/or internal clients, including the appropriate allotment of resources

Office or Division:	DTI-CAR Regional Office- Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizens			
Who may avail:	All employees and former employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
One (1) copy of project Proposal with transmittal memo and supporting attachments				Concerned PO/RO Division
One (1) copy of Approved Work and Financial Plan				
One (1) copy of updated Regional Proposal Evaluation Committee (RPEC) Guidelines				RPEC (RO)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal <i>Note: Proposals from Provincial Offices must have passed the Provincial Evaluation Committee (PEC)</i>	1.1 Endorse to the Regional Office for evaluation	None	1 day	Provincial Director/OIC, RO Division Head
	1.2 Endorse the reviewed proposal to RPEC for evaluation		4 hours	Concerned RO Division
	1.3 Include evaluation of the Finance and Administrative Division (FAD) on budgetary requirements		1 day	Regional Proposal Evaluation Committee (RPEC)
	1.4 Approve the evaluated proposal		1 day	Regional Director
	1.5 Endorse approved proposals to FAD for funding	None	4 hours	RPEC Secretariat
	1.6 Provide copy of the RPEC Evaluation Sheet and Division Evaluation Report (DER) to concerned Division/Office			
Total Processing Time		4 Days, 4 Hours		

25. Requisition and Distribution/Issuance of Supplies, Materials and Equipment

The Evaluation of Project Proposals is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned Officer/Division/Office within 7 working days. If the project proposal is not reviewed and evaluated within 7 days, you may file a complaint via email (artaunit@dti.gov.ph).

To ensure that supply on stock are adequate, available at all times and delivered to the end user within reasonable time, below are the guidelines for management of supplies from the receipt and verification of requests up to the preparation of report.

Office or Division:	DTI-CAR Regional Office – Finance and Administrative Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) copy of Annual Procurement Plan - Common Supplies and Equipment (APP-CSE)			Form from the Government Procurement Policy Board (GPPB)	
One (1) copy of Supplemental Annual Procurement Plan – Common Supplies and Equipment (APP-CSE), if the requested supply/ material/ equipment is not included in the APP-CSE			Form from the Government Procurement Policy Board (GPPB)	
Two (2) copies of Requisition and Issue Slip (RIS)			Government Accounting Manual (GAM) form from Commission on Audit (COA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requisitioning Party submits RIS	1.1 Verify with the submitted APP-CSE. If item/s are within APP-CSE, it will be approved by the authorized signatory.	None	1 day	Supply Designated Officer (SDO)
	1.2 Check availability of requested supply/ material/ equipment	None	1 day	Supply Designated Officer (SDO)
2. RP receives the supply/ material/ equipment, if available.	2.1 If the requested supply/ material/ equipment is available, release supply/material/ equipment to RP <i>If the requested supply/ material/ equipment is available, facilitate procurement process</i>	None	5 days	Supply Designated Officer (SDO)
Total Processing Time			7 Days	

26. Processing of Leave Application

The Process of Leave Application is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the approved Leave Application is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

To implement fully the provisions of EO 292 Book V or Omnibus Rules on Leave.

Office or Division:	DTI Region I - Administrative, Finance and Management Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	DTI Region I Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application for Leave – CSC Form 6 1998		Downloadable File from CSC Website
Medical Certificate		
Clearance		
<ul style="list-style-type: none"> ▪ All accomplished Application for Leave and attachments should be submitted in triplicate: ▪ Half Day Sick Leave – attach Medical Certificate accomplished by a licensed physician. ▪ Sick Leave more than 5 days – attach Medical Certificate accomplished by licensed physician. ▪ Maternity Leave – attach Medical Certificate, and Clearance ▪ Paternity Leave – attach birth certificate of child and marriage certificate ▪ Solo Parent Leave – attach Solo Parent ID ▪ Special Leave Benefit for Women (RA 9710) – attach letter request availing said leave, Clearance, Medical Certificate indicating the findings, procedure and physician’s recommendation. ▪ Rehabilitation Leave – attach letter request, police report, medical certificate acquired from a government physician and others as deemed necessary ▪ Special Privilege Leave (SPL) due to calamity – attach declaration of state of calamities from LGU or certification from Barangay Captain. 		

CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
Leave Application w/in the signing authority of PD/OIC				
<p>1. Submit Accomplished Application for Leave, CSC Form 6, 1998;</p> <p>VACATION LEAVE: Submit accomplished Application for Leave Form at least 5 days before availment;</p> <p>SPECIAL PRIVILEGE LEAVE: Submit accomplished Application for Leave Form seven (7) days before availment except in times of calamities or emergency cases, required filing period may be waived.</p> <p>SICK LEAVE: Submit application for leave upon the employee's return for work, attach Medical Certificate for half-day Sick Leave</p>	1.1. Record Application for Leave	None	5 mins	Administrative Officer/ Designated Administrative Officer
	1.2 Check completeness of documents and certify availability of Leave Credits (countersign for the HRMO)	None	5 mins	Administrative Officer/ Designated Administrative Officer
	1.3 Sign Recommending approval of Application for Leave	None	5 mins	Supervisor/ OIC
	1.4 Approve / Disapprove Application for Leave	None	5 mins	Provincial Director/OIC
2. Receive approved/ disapproved leave application	2.1 File Application for Leave In case of disapproval, the Administrative Officer shall inform the concerned employee to avoid AWOL.	None	5 mins	Administrative Officer/ Designated Administrative Officer
Total Processing Time			25 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
Leave Application within the signing authority of the Regional Director				
<p>1. Submit Accomplished Application for Leave, CSC Form 6, 1998;</p> <p>VACATION LEAVE: Submits accomplished Application for Leave Form at least five (5) days before availment</p> <p>SPECIAL PRIVILEGE LEAVE: Submits accomplished Application for Leave Form at least seven (7) days before availment except in times of Calamities or emergency cases, filing period may be waived.</p> <p>SICK LEAVE: Half-day Sick Leave RO Employees submits application for leave upon employee's return for work, and attach Medical Certificate.</p> <p>All Employees: Submits application for leave upon the employee's return for work, and attach Medical Certificate for Sick Leave application beyond five (5) days.</p> <p>Other types of Leave: Rehabilitation Leave Submits Application for Leave at least seven (7) days from the time of accident/injury with required attachments;</p> <p>Maternity Leave Submits Application for Leave as early as 12 weeks before due date or during the delivery date with required attachments;</p>	<p>1.1 Record receipt of application for leave and endorse application for leave and attachments to the Regional Office</p>	<p>None</p>	<p>5 mins</p>	<p>Administrative Officer/ Designated Administrative Officer/Record Officer</p>

Paternity Leave Submits application at least five (5) days before availment.				
	1.2 Record and endorse Application for Leave to HRMO for certification		5 mins	Records Officer
	1.3 Check completeness of documents and certify availability of Leave Credits		5 mins	Human Resource Management Officer (HRMO)
	1.4 Sign recommending approval of Application for Leave		5 mins	Provincial Director/OICs (PO)/Regional DCs/OICs
	1.5 Approve/Disapprove Application for Leave		5 mins	Regional Director
2. Receive approved/disapproved leave application	Files approved Application for Leave In case of disapproval, inform the employee concerned to avoid AWOL	None	5 mins	Human Resource Management Officer (HRMO)
Total Processing Time		30 minutes		

Note:

For Leave Application beyond the signing authority of the Regional Director, Application for Leave Form shall be endorsed by the Regional Director to the ROG Undersecretary for approval.

27. Processing of Claims

The Processing of Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claim is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Office or Division:	DTI Region I – Finance and Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	DTI Region I Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2 copies each		
1. Reimbursement of Traveling Expenses		AFMD - RO and POs
<ul style="list-style-type: none"> • Approved Travel Order • Approved Itinerary of Travel • Certificate of Travel Completed <ul style="list-style-type: none"> - Tickets (Bus, Plane, Taxi, Boarding Pass, Terminal Fee) - Reimbursement Expense Receipt (RER) - Certificate of Appearance/Certificate of Participation - Letter of Invitation/Admin. Details (if applicable) 		
2. Reimbursement of Plane Tickets		AFMD - RO and POs
<ul style="list-style-type: none"> • Official Receipt • Confirmed Booking/Itinerary Receipt • Approved Travel Order 		DTI – RO 1/ROG
3. Reimbursement of Training/Seminar Fee		
<ul style="list-style-type: none"> • Official Receipt • Training Invitation • Authority to attend training/Confirmation Slip 		
4. Reimbursement of Gasoline/Oil/Toll Fees		DTI – RO 1/ROG
<ul style="list-style-type: none"> • Official Receipt • Authority to withdraw/purchase gasoline 		AFMD - RO and POs
<ul style="list-style-type: none"> • Vehicle Trip Ticket 		AFMD - RO and POs
5. Reimbursement of Postage & Deliveries		AFMD - RO and POs
<ul style="list-style-type: none"> • Official Receipt/ Reimbursement Expense Receipt (RER) • Purchase Request • Summary of mailings with amount of stamps (postage) • Acceptance Receipt (deliveries) 		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Submit the required documents together with the signed Obligation Request Status (ORS) and Disbursement Voucher (DV)	1.1 Receive DV/ORS together with the supporting documents and endorse to the Budget Unit	None	20 minutes	Record Officer
	1.2 Receives ORs, DV, and supporting documents. Attach and fill-out routing slip for each claim	None	10 minutes	Budget Unit (Clerk)
	1.3 Initially reviews the supporting documents and check the Purchase Order/Job Order/Notice to Proceed as reference for obligation	None	35 minutes	Budget Officer
	1.4 Certifies availability of Allotment and obligate for the purpose indicated	None	10 minutes	Budget Officer
	1.5 Assigns number on the ORs and encodes in the Masterlist of Obligations & Registry of Allotment and Obligation (RAO-PS/MOOE/CO)	None	10 minutes	Budget Officer
	1.6 Receives ORS/DV together with the supporting documents from the Budget Unit. Initially check the supporting documents using the checklist of requirements and stamps "received" if complete. Assign DV Number and record it in the logbook//database. The DV will be returned to the claimant if its incomplete.	None	1 hour	Accounting Clerk

	1.7. Reviews the completeness of supporting documents and validity of claims; check correctness of computation; and certify Cash Availability	None	1 hour	Accountant
	1.8 Records in the logbook the release of ORS/DV and supporting documents to the Head of Agency or Authorized Representative for approval of the DV	None	10 minutes	Accounting Clerk
	1.9 Receives DV/ORS and supporting documents in the logbook the date of receipt	None	10 minutes	Office of the Regional Director (receiving/releasing staff)
	1.10 Approves DV for payment	None	1 hour	Regional Director/Authorized Representative, subject to limitations on amount
	1.11 Records in the logbook the approved DV and all supporting documents and forwards the documents to the Cashier	None	10 minutes	Office of the Regional Director (receiving/releasing staff)
	1.12 a. Checks the completeness of signatories on the DV and prepares check/ADA; Reviews the amount of the check against the DV and Supporting documents	None	1 hour	Cashier
	1.12 b. The Cashier and the Regional Director or her Authorized Representative sign checks; For disbursement through LDDAP-ADA, the Accountant shall review and sign the LDDAP portion Box I and for approval by the Regional Director or her Authorized Representative. While the ADA portion Box II shall be countersigned by the Cashier and Regional Director or her Authorized Representative	None	2 hours	Cashier/RD or Authorized Representative/ Chief Administrative Officer Accountant (LDDAP)

<p>2. Payee claims payment (Check or LDDAP-ADA) (credited directly to the account of payee)</p>	<p>Release check/furnish copy of the LDDAP-ADA to the payee/claimant or his authorized representative thru the following:</p> <p>Claims of Staff in the Provincial Offices- Checks and ADAs are released/transmitted to the Provincial Offices; and</p> <p>Claims of Staff in the Regional Office-Checks are released directly to the Payee/Claimant or his authorized representative.</p> <p>For ADA payment, an LDDAP-ADA Payment Slip is being furnished to the claimant for his/her ready reference</p>	<p>None</p>	<p>2 days</p>	<p>Cashier</p> <p>FOR VERIFICATION WITH THE CASHIER -No copy for internal clients, external only</p>
<p>Total Processing Time</p>		<p>3 days</p>		

28. Processing of Request for Certification/Documents

The Processing of Request for Certification/Documents is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

To provide a systematic process in the issuance of requested certifications or documents from the HR Unit, AFMD.

Office or Division:	DTI Region I – Administrative Finance and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Region I Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
One (1) copy of Service Requisition Form				DTI-Regional Office, AFMD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Service Requisition Form or letter request for CoE, Performance Certification of Permanent Employees, Service Record, SALN, and other HR-related documents except for documents which require verification and review.	1.1 Record receipt of Service Requisition Form or letter request and endorse to the HR Unit.	None	3 mins	Records Officer
	1.2 Prepare requested document or certification.		5 mins	Human Resource Management Officer (HRMO)
	1.3 Sign requested document or certification		5 mins	Regional Director/ Chief Administrative Officer (CAO)/ Human Resource Management Officer (HRMO)
	1.4 Record release of signed document/ certification to the employee concerned.		4 mins	Records Officer
2. Receive requested document/ certification	2.1 Provide copy of certification to concerned employee	None	3 mins	Human Resource Management Officer (HRMO)
Total Processing Time		20 minutes		

29. Issuance of Supplies

The Issuance of Supplies is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If an available supply is not issued within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

To ensure that all approved requisitions are documented, and served on time according to specifications. This process includes the receipt of the Request of Issuance of Supply, withdrawal from inventory, issuance of supplies, recording of transaction, and replenishment.

Office or Division:	DTI-Region I Regional Office – Finance & Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI Region I Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
One (1) copy of accomplished Request for Issuance of Supplies (RIS) form				Supply Officer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse accomplished Request for Issuance (RIS) form to the Immediate Supervisor	1.1 Approve the request	None	5 minutes	Immediate Supervisor/ OICs
2. Submit the signed and approved RIS to the Agency Supply Officer	2.1 Receive and record Request for Issuance (RIS)	None	5 minutes	Supply Officer
	2.2 Check availability of supplies: - If Supplies are available, issue supply to the concerned employee. - If supply is not available, refer to the Procurement Process.	None	5 minutes	Supply Officer
3. Receive the requested supply	3.1 Record issuance in the Stock Card	None	5 minutes	Supply Officer
Total Processing Time		20 minutes		

30. Issuance of Certification and Clearance

The Issuance of Certification and Clearance is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Clearance is issued to an individual needing this document which states that he/she is cleared of work-related accountabilities from the Unit/Office/Department and has no pending case.

A Certification on the other hand is issued to affirm the validity of information requested to be certified.

Office or Division:	DTI-II Regional Office - Administrative and Finance Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Regular Staff, Contract of Service Workers, former employees of DTI R2			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card (for principal external clients- 1 ID)		From requesting clients		
Certificate of authorized representative (representative- 1 copy)				
Government Issued Identification Card of representative (1 ID)				
Letter Request (for certification-1 copy)				
Clearance Form-CS Form No. 7. (Duly accomplished-3 copies)		Form downloadable in the CSC Website or Administrative and Finance Management Division-Human Resource Unit (HRU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby (external clients)	1.1 Give Logbook to the client.	None	5 minutes	Public Assistance and Complaints Desk (PACD) Officer
2. Submit the required documents for initial assessment and verification.	2.1 Receive the required documents and check for completeness.	None	5 minutes	Human Resource Unit (HRU) Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Start processing the request.		2 days	Human Resource Management Officer (HRMO), Chief Administrative Officer (CAO), Head of Office
3. Return to the Office for the release of Clearance or Certification.	3.1 Issue the Certificate or Clearance to the client.	None	5 minutes	Human Resource Assistant
4. Receive Clearance or Certification and Fill-up Customer Feedback Form	4.1. Request client to receive Clearance/Certificate in the Logbook, and fill up CSF	None	5 minutes	Human Resource Assistant
Total Processing Time			2 days, 20 minutes	

31. Issuance of Employment Records/Documents

The Issuance of Employment Records Form 201/102 File is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the requested records are not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

File 201 are actual compilations of documents/records of actual warm bodies in the agency while File 102 are for those who are no longer employed in the agency, either through resignation or retirement.

Office or Division:	DTI-Region II Regional Office – Administrative and Finance Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Regular Staff, Contract of Service Workers, former employees of DTI R2			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Government Issued Identification Card (for principal external clients)				From requesting clients
Certificate of authorized representative (representative)				
Government Issued Identification Card of representative-(1 copy)				
Request Letter(separated staff) or Memorandum (incumbent-1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby (external clients)	1. Require Client to sign in the Logbook	None	5 minutes	Public Assistance and Complaints Desk Officer
2. Submit Request Letter/Memo for the needed document (can be emailed directly to DTI R02)	2.1. Receive the Request Letter/Memo for the needed record/document	None	1 hour	Public Assistance and Complaints Desk Officer/ Secretary of RD/PD
	2.2. Request Letter/Memo is routed to the Head of Office for approval.		3 hours	Head of Agency
	3.3. Request Letter/Memo with the RDs notation/approval is sent to AFMD/HR Unit.		30 minutes	Human Resource Assistant

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4. HR retrieves needed document and prepares certified copy as necessary		3 hours, 30 minutes	Human Resource Assistant
4. Return to the Office for the release of needed Document/Record	4. Issue the original or certified copy of the needed document/record.	None	15 minutes	Human Resource Assistant
5. Receives document/record and Fills-up Customer Feedback Form	5.1. Request client to receive document/record in the Logbook	None	5 minutes	Human Resource Assistant
	5.2. Request client to fill up CSF			
Total Processing Time			1 day, 25 minutes	

32. Processing of Claims

The Processing of Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claims for payment or reimbursement of expenses is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

The system aims to implement pertinent provisions of the General Accounting Manual particularly, Sections 7, 8 and 9 of Chapter 6 on Disbursements. This will set procedures on how vouchers covering claims for payment or reimbursement are prepared, reviewed, approved and finally paid within the set processing time.

Office or Division:	DTI-Region II Regional Office – Administrative and Finance Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen, G2B – Government-to-Business			
Who may avail:	Regular Staff, Contract of Service Workers, Suppliers			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Based on COA-C2012-001 prescribing the Revised Documentary Requirements for Common Government Transactions.				AFMD Budget Unit c/o Budget Assistant
Disbursement Voucher (DV - 3 copies)				
Obligation Request Slip (ORS – 3 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit financial claims with complete attachments.	1.1. Stamp received with date and time financial claims with complete attachments and encode in the online transmittal of financial claims received.	None	1 hour, 30 minutes	Budget Assistant
	1.2. Assign ORS number and record in the Registries (RAOPS, RAOCO, RAOMO)	None	1 hour, 30 minutes	Budget Assistant
	1.3. Review and certify as to availability of allotment by the Budget Officer	None	1 hour, 30 minutes	Budget Officer
	1.4. Assign DV number and record in the Cash Position Monitoring Report (CPMR); issue BIR Forms (2306 and 2307) for taxable suppliers.	None	1 hour, 45 minutes	Accounting Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Certify availability of cash; and completeness of supporting documents and propriety of amount claimed by the Accountant.	None	1 hour, 45 minutes	Chief Accountant
	1.6. Review of the Chief Administrative Officer.	None	1 hour	Chief Administrative Officer
	1.7. Approval of the Regional Director.	None	1 hour	Head of Office
	1.8. Prepare and submit Checks, LDDAP-ADA, ACIC to authorized signatories by Cashier	None	2 hours	Cashier
2. Payee claims payment (Check/ACIC) or is credited to their account (LDDAP-ADA)	2.1. LDDAP-ADA and ACIC is submitted to LBP for crediting of payment	None	1 hour	Cashier
	2.2. Request client to receive check thru the Disbursement Voucher and fill up CSF			
Total Processing Time		2 days		

33. Provision of Supplies and Materials

The Provision of Supplies and Materials is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the requested supplies and materials are not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

The process covers the request for Supplies and Materials available in the Stock Room.

Office or Division:	DTI-Region II Regional Office – Administrative and Finance Management Division (AFMD) – Supply and Property Management Unit (SPMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Regular Personnel and Contract of Service Workers			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Requisition Issue Slip (RIS-2 copies)				Available in all Units/Divisions
Inventory Custodial Slip (ICS-3 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Requisition Issue Slip	1. Approve the RIS	None	1 hour	Immediate supervisor
2. Submit approved RIS to SPMU	2.1. Receive approved RIS	None	5 minutes	Supply and Property Management Unit (SPMU) Assistant
	2.2. Assign RIS Control Number		5 minutes	
	2.3. Check Availability of items requested in the Stock Room		50 minutes	Supply Officer
3. Inspect and receive requested supplies and materials in the RIS and/or ICS where applicable and Fill-up Customer Feedback Form	3.1. Issue requested items to the Requisitioner.	None	15 minutes	Supply and Property Management Unit (SPMU) Assistant
	3.2. Require requisitioner to acknowledge receipt of supplies and materials in the RIS, and fill up Customer Feedback Form		15 minutes	
	3.3. Prepare ICS for the receipt of Non-consummable supplies and materials		30 minutes	
Total Processing Time			3 hours	

34. Processing of Claims

The Processing of Claims is considered a **SIMPLE**³ transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the payment is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

This service covers processing of all claims, both by internal clients (employees – permanent, contractual, COS, JO) and external clients (suppliers, creditors, utilities, etc.).

Office or Division:	DTI-III Regional Office - Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2B – Government-to-Business, G2C – Government-to-Citizen			
Who may avail:	Internal (employees/COS/JO); External (suppliers/creditors/utilities)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request (approved) – 2 copies			DTI – III Regional Office, 2F, FAD (shelf for FAD forms)	
BAC Documents for Complicated or Abstract of Canvass (with corresponding Requests for Quotation) for Simple – 2 copies				
Purchase/Work order, if necessary – 3 copies				
Certificate of Inspection and Acceptance – 2 copies				
Official Receipts/Delivery Receipts/Invoices – 1 copy				
Obligation Request and Status – 2 copies				
Disbursement Voucher – 2 copies				
Property Acknowledgement Receipt, if applicable – 3 copies				
CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
Internal				
1. Submit disbursement voucher with complete supporting documents	1.1 Obligate	None	10 minutes	Finance and Administrative (FAD) Chief/ Budget Officer (Administrative Officer V)
	1.2 Review, process and certify	None	10 minutes	Finance and Administrative (FAD) Chief/ Accountant II/III/ Administrative Officer II
	1.3 Sign and certify	None	10 minutes	Regional Director/ Finance and Administrative (FAD) Chief
	1.4 Sign and approve	None	1 day	Regional Director/ Provincial Director
	1.5 Prepare check/ Advice to Debit Account	None	25 minutes	Finance and Administrative (FAD) Chief/ Cashier II (Administrative Officer III) Administrative Officer II
2. Request payment	2.1 Issue Check or Advice to Debit Account (ADA)	None	5 minutes	Cashier/ Administrative Officer II

³ For recurring claims; May be complex if claim is BAC-procured or above PhP 50,000

CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
EXternal				
1. Submit Delivery Receipt or Charge invoice	1.1 Prepare Disbursement Voucher and supporting documents (see checklist above) plus specific documents (e.g. Property Transfer Report)	None	10 minutes	Division Chief/ Concerned staff
	1.2 Obligation	None	10 minutes	Finance and Administrative (FAD) Chief/ Budget Officer (Administrative Officer V)
	1.3 Review and Certification	None	10 minutes	Finance and Administrative (FAD) Chief/ Accountant II/III/ Administrative Officer II
	1.4 Signing and certification	None	1 day	Regional Director/ Finance and Administrative (FAD) Chief
	1.5. Preparation of Check/Advice to Debit Account (ADA)	None	25 minutes	Finance and Administrative (FAD) Chief/ Cashier II (Administrative Officer III)
2. Request payment	2.1 Issue Check or Advice to Debit Account (ADA)	None	5 minutes	Finance and Administrative (FAD) Chief/ Cashier II (Administrative Officer III) Administrative Officer II
Total Processing Time		2 Days		

35. Issuance of Certification on Employee-Related Information or Data

The Issuance of Certification on Employee Information/Data is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certification is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

This service covers the full process of issuing employee requests for certifications on various employee-related information/data (201 file, Service Records, Certification of Employment/Compensation, Leave/Compensatory Overtime Credits, Certification of payments to GSIS/HDMF/Philhealth, etc.) from the receipt of subject request to the issuance of the requested certification.

Office or Division:	DTI-III Regional Office - Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	All employees (permanent/contractual incumbents or retirees and Contract of Service (COS) and Job Order (JO))			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Request for Employee Records Form – one copy				DTI – III Regional Office, 2F, FAD, HRMU (Admin. Aide IV's desk)
Letter of Request (for retirees) – one copy				
Old Certifications and Records, if applicable – one copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Submit Request for Employee Records Form to FAD	1.1 Prepare certification	None	1 day	HR related – Human Resource Management Officer/ HR Administrative Aide IV; Finance related – Finance and Administrative Division (FAD) Chief, Chief Accountant/ Senior Bookkeeper (Administrative Assistant IV)
	1.2 Approve/sign certification	None	1 day	HR related – FAD Chief HRMO III (AO V); Finance-related – FAD Chief Accountant III
2. Pick-up or download Certification	2.1 Issue Certification or send thru email	None	1 day	FAD Chief HRMO III (AO V) Accountant III Senior Bookkeeper (Admin. Assistant IV)
Total Processing Time			3 days	

36. Issuance of Simple Certificates and Other HR Records

The Issuance of Simple Certificates and other HR records is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate and other HR records are not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Various documents such as Certificate of Employment, Service Records, payslips, records of remittance and the likes are often requested by employees and former employees of DTI IV-A. To be able to respond to these request, the HR section ensures that all these vital documents well-organized for easy retrieval and on-time respond to queries and requests.

Office or Division:	DTI-IVA Administrative and Financial Management Division (AFMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Employees and former employees of DTI IV-A			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One copy of Memo/Request Letter indicating the following: Important details such as: Name, contact info Type of document needed; date needed			To be accomplished by the client/requesting party	
Or : One copy of accomplished Request Form			Human Resource (HR) Section under the AFMD;	
CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
1. Send/Submit the Letter/Memo/ Request Form to the HR Section	1.1 Endorse the Requests received to the concerned account person for verification	None	10 minutes	Human Resource Management Officer (HRMO)
	1.2 Retrieve records needed for the issuance of requested certificate/ records	None	2 days	Administrative Assistant
	1.3 Prepare the requested certificate/ records	None	40 minutes	Administrative Assistant
	1.4 Certify/ sign/ approve records/ certificates	None	15 minutes	Human Resource Management Officer (HRMO)/ Chief Administrative Officer
2. Receive and record in the logbook the requested certificate/ records, and accomplish the Customer Satisfaction Feedback (CSF) form	2.2 Release the requested certificate/ records to the requesting party/client, and provide Customer Satisfaction Feedback (CSF) form	None	10 minutes	Administrative Assistant
Total Processing Time		2 days, 1 hour, 15 minutes		

37. Issuance of Critical Records/Certificates

The Issuance of Critical Records/Certificates is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 20 working days. If the record/certificate is not released within 20 working days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Various documents such as Certificate of Employment, Service Records, payslips, records of remittance and the likes are often requested by employees and former employees of DTI IV-A. To be able to respond to these requests, the HR section ensures that all these vital documents are well-organized for easy retrieval and on-time respond to queries and requests.

Office or Division:	DTI-IVA Administrative and Financial Management Division (AFMD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Employees and former employees of DTI IV-A			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One copy of Memo; Request Letter indicating the following: Important details such as: Name, contact info Type of document needed; date needed			To be accomplished by the client/requesting party	
Or : One copy of accomplished Request Form			Human Resource (HR) Section under the AFMD;	
CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
1. Send/Submit the Letter/Memo/ Request Form to the HR Section	1.1 Endorse the Requests received to the concerned account person for verification	None	10 minutes	Human Resource Management Officer (HRMO)
	1.2 Retrieve records needed for the issuance of requested certificate/ records		5 days	Administrative Assistant
	1.3 Prepare the requested certificate/records (photocopying of request for remittances)		5 days	Administrative Assistant
	1.4 For copy of remittances and other records, stamping & signing of “Certified Photocopy”		2 days	Administrative Assistant
	1.5 Certify/ sign/ approve records/ certificates		15 minutes	HRMO / Chief Administrative Officer (CAO)

CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
2. Receive and record in the logbook the requested certificate/ records, and accomplish the Customer Satisfaction Feedback (CSF) form	2.1 Releasing of certificate/ records to the requesting party/client, and provide Customer Satisfaction Feedback (CSF) form	None	10 minutes	Administrative Assistant
Total Processing Time		12 days, 35 minutes		

38. Certification of Documents (Service Records, Employment and Compensation, Remittances)

The request for Certification of Employee Records is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Office or Division:	DTI-Region IVB Regional Office – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Previous and Current Employees of the Agency (MIMAROPA)			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Personal				
One copy of Duly Accomplished Request Form (F-PER-FAD-001)				Front Desk Officer
One copy of Proof of Identification				Requester
Authorized Representative				
One copy of Authorization letter				Document Owner
One Photocopy of document owner’s ID				
One original and one photocopy of representative’s ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form, proof of identification of employee (for personal and authorized representative), and other supporting documents (for authorized representative)	1.1 Acknowledge the request	None	1 minute	Personnel Officer
	1.2 Validate requester’s information, identification (and supporting documents if authorized representative)	None	5 minutes	Personnel Officer
	1.3 Confirm the requester’s information on the agency’s database	None	30 minutes	Personnel Officer
	1.4 Issue the certificate to the requesting party	None	5 minutes	Personnel Officer
2. Receive the requested certification	2.1 Record transaction at external communication logbook	None	5 minutes	Personnel Officer
Total Processing Time		46 minutes		

39. Processing of Financial Claims

The Processing of Financial Claims may be considered a **SIMPLE** transaction. Under Sec. 9 (b)(1) of RA 11032, all applications/requests submitted shall be acted upon by the assigned officer/employee within three (3) working days. If the financial claim is not acted upon within the prescribed time, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This process is considered an Internal Service provided to employees of the agency [Section 3.1.2.3 of MC 2019-002A]. Its objective is to ensure timely and accurate processing and payment of financial claims.

The Government Accounting Manual and relevant circulars issued by the Commission on Audit, Department of Budget and Management, Bureau of the Treasury, and Bureau of Internal Revenue are the reference materials for this process.

Office or Division:	DTI RO 5 Administrative, Finance and Management Division (AFMD)	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Reimbursement of Traveling Expenses (Regional and Provincial Offices): <i>[Travels must be reimbursed within 30 days upon return to official station; if travels are within provincial area, reimbursement must be in a monthly period and reimbursed within 30 days after the last official travel]</i>		
1. Obligation Request and Status (ORS) – 2 copies; signed in box A	Employee, RO/PO-DC	
2. Disbursement Voucher (DV) – 1 copy; signed in box A	Employee, RO/PO-DC	
3. Approved Travel Order/Travel Authority – 1 copy	ORD/OSEC	
4. Duly Approved Itinerary of Travel – 1 copy	Employee, RO/PO-DC	
5. Certificate of Appearance/Attendance – 1 copy	Host Agency/Unit	
6. Certificate of Travel Completed – 1 copy	Employee, RO/PO-DC	
7. Certification by the Head of Agency as to the absolute necessity of the expenses, if the expenses incurred exceeded the prescribed rate per day (EO 77 dated March 15, 2019) – 1 copy	Office of the Regional Director (ORD)	
8. Certification of Expenses Not Requiring Receipts (COA Circular No. 2017-001 dated June 19, 2017) – 1 copy	Employee, RO/PO-DC	
9. Used tickets; Boarding pass (if plane); RER; OR (if applicable)	Employee	
Cash Advance for Traveling Expenses (Regional Office Only): <i>[Claims should be submitted 5 days before the official travel]</i>		
1. Obligation Request and Status (ORS) – 2 copies; signed in box A	Employee, RO/PO-DC	
2. Disbursement Voucher (DV) – 1 copy; signed in box A	Employee, RO/PO-DC	
3. Approved Travel Order/Travel Authority – 1 copy	ORD/Office of the Secretary (OSEC)	
4. Duly Approved Itinerary of Travel – 1 copy	Employee, RO/PO-DC	
5. Certification that previous cash advance has been liquidated and accounted for in the Books of Accounts	RO-Accountant	
Cash Advance for Projects (Regional Office Only):		
1. Obligation Request and Status (ORS) – 2 copies; signed in box A	Employee, RO/PO-DC	
2. Disbursement Voucher (DV) – 1 copy; signed in box A	Employee, RO/PO-DC	
3. Approved Project Proposal – 1 copy	Employee, RO/PO-DC, RD	

4. Purchase Request – 1 copy	Employee, RO/PO-DC, RD
5. Certification that previous cash advances have been liquidated and accounted for in the Books of Accounts	RO-Accountant
6. Approved Application for bond/Fidelity Bond	Employee, RO-Accounting Clerk of PO-AO

Grant of Petty Cash Fund (Regional Office Only):

1. Obligation Request and Status (ORS) – 2 copies; signed in box A	Employee, RO/PO-DC
2. Disbursement Voucher (DV) – 1 copy; signed in box A	Employee, RO/PO-DC
3. Designation Order – 1 copy	ORD
4. Approved application for bond/Fidelity Bond as Petty Cash Custodian	Employee, RO-Accounting Clerk or PO-AO
5. Approved Estimates of Petty Cash Expenses – 1 copy	Employee, RO/PO-DC

CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Review the completeness of supporting documents, and record in the Claims Received Logbook	None	2 hours	Receiving Clerk
	1.2 Validate and encode expense details to the Budget System using UACS; and print the system generated ORS and certifies in Box B	None	2 hours	Budget Officer/ PO Administrative Officer
	1.3 Review completeness of documents and accuracy in the computation; and certify Box C of DV	None	2 hours	Accountant/ PO Acting Accountant
	1.4 Approve the Disbursement Voucher in Box D	None	1 hour	Agency Head or his Authorized Representative
	1.5 Prepare and sign Check, List of Due Demandable Accounts Payable – Authority to Debit Account (LDDAP-ADA) and Advice of Check Issued and Cancelled (ACIC)	None	2 hours	Cashier/ PO Acting Cashier
	1.6 Prepare BIR Form 2306/2307 (if applicable)	None	30 minutes	Accounting Clerk/AFMD Assistant (POs)
	1.7 Review the accuracy and certifies the LDDAP-ADA and Payroll Register or Approves Advice of Issued/Cancelled Checks thru LBP eMDS	None	10 minutes	Accountant/ PO Acting Accountant
	1.8 Approve the check, LDDAP-ADA, ACIC, and BIR Form 2306/2307	None	15 minutes	AFMD Chief/ Agency Head Authorized Representative/ PO Authorized Signatories
	1.9 Submit ACIC and LDDAP ADA to Land Bank of the Philippines (LBP)	None	3 hours	Cashier, Accounting Clerk/AFMD Assistant (POs)

	1.10 Issue check or verified copy of LDDAP ADA and BIR Form 2306/2307 (if applicable) to payee / claimant	None	10 minutes	Cashier, Accounting Clerk/PO Acting Cashier; PO AFMD Assistant
2.1 Receive Check or Verified LDDAP-ADA; and sign in Box E of DV for the Receipt of Payment		None	5 minutes	Cashier/ PO Acting Cashier and Claimant
Total Processing Time		1 day, 5 hours, 10 minutes		

40. Processing of Request to Use Vehicle

The processing of Request to Use Vehicle may be considered a SIMPLE transaction. Under Sec. 9 (b)(1) of RA 11032, all requests submitted shall be acted upon by the assigned officer/employee within three (3) working days in the case of simple transactions from the date of request and/or complete request was received. If the request to use vehicle is not acted upon within the prescribed time, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

The provision of service vehicle is considered an internal service provided to employees of the agency. Its objective is to provide safe and prompt transportation to the agency's staff in the performance of their official functions.

Office or Division:	DTI RO 5 Administrative, Finance and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request to Use Vehicle Form (2 copies)			Administrative, Finance and Management Division (AFMD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request to Use Vehicle Form to AFMD for action	Determine availability of vehicle and driver	None	10 minutes	Chief Administrative Officer/OIC-CAO
	Approve request if vehicle and driver are available	None	2 minutes	Chief Administrative Officer/OIC-CAO
	Forward approved request to driver	None	5 minutes	Chief Administrative Officer/OIC-CAO
	Record approved request in the Record Book of Scheduled Trips of Service Vehicle	None	5 minutes	Driver
	Prepare Vehicle Trip Ticket	None	5 minutes	Driver
	Approve Vehicle Trip Ticket	None	3 minutes	Chief Administrative Officer/OIC-CAO
Total Processing Time		30 minutes		

41. Issuance of Common Supplies and Materials

The Issuance of Common Supplies and Materials may be considered a SIMPLE transaction. Under Sec. 9 (b)(1) of RA 11032, all requests submitted shall be acted upon by the assigned officer/employee within three (3) working days in the case of simple transactions from the date of request and/or complete request was received. If the request for issuance of common supplies and materials is not acted upon within the prescribed time, you may file a complaint via email (artaunit@dti.gov.ph).

The issuance of common supplies and materials is considered an internal service provided to employees and/or end-user units with the agency. Its objective is to issue Supplies and Materials that are in good condition, as per quantity and specifications requested, and in a timely manner.

Office or Division:	DTI RO 5 Administrative, Finance and Management Division (AFMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Employees / End-user Units			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Requisition and Issue Slip (COA Form Appendix 63) (1 copy) Inventory Custodian Slip (COA Form Appendix 59) (2 copies)				AFMD – Supply Section
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Requisition and Issue Slip (RIS)		None	15 minutes	Employee/End-user Unit
2. Submit signed copy of Requisition and Issue Slip (RIS) to Supply Section	2.1 Receive the RIS and check as to completeness	None	10 minutes	Supply Officer
	2.2 Process the request	None	15 minutes	Supply Officer
	2.3 Prepare Inventory Custodian Slip (ICS) for semi-expendable supplies and materials, if applicable	None	10 minutes	Supply Officer
	2.4 Issue requested common supplies and materials	None	5 minutes	Supply Officer
3. Receive requested supplies and materials and acknowledge the		None	5 minutes	Supply Officer

receipt of supplies and materials by signing in RIS and/or ICS (as applicable)				
Total Processing Time		1 hour		

42. Issuance of Personnel Records

The Issuance of Personnel Records is considered as a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the personnel record is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

Provision of timely and accurate personnel records to all requesting clients - DTI employees, separated DTI employees and other requesting parties.

Office or Division:	DTI R5 – Administrative, Finance and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Incumbent and former employees of DTI RO 5			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request addressed to the Regional Director (e-mail or hard copy)			Requesting Party to prepare	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request (e-mail or hard copy)	1.1 Receive the request	None	30 minutes	Records Officer
	1.2 Assess the request <ul style="list-style-type: none"> • Service Record • Certificate of Employment • Office Clearance • Other HR Records 	None	30 minutes	Administrative Assistant (Secretary of the Regional Director)
	1.3 Assign the request to concerned personnel	None	30 minutes	Division Head/Concerned Officer-HRMO
	1.4 Process the Request	None	2 day, 2 hours	Concerned Officer-HRMO
	1.5 Review and Approve the personnel record	None	4 hours	Division Head/Office of the Regional Director
2. Receive the requested record and fill out the Client Satisfaction Survey Form	2.1 Issue the requested personnel record	None	30 minutes	Releasing Officer
Total Processing Time		3 days		

43. Payment of Claims

The Payment of Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 2 working days. If the payment is not released within 2 days, you may file a complaint via email (artaunit@dti.gov.ph).

A. Reimbursement of Travel Claims

This transaction includes reimbursement for local travels that requires issuance of checks or Advice to Debit Account (ADA) to internal clients.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-VI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (DV) (1 original, 2 duplicates)			DTI Employee’s computer internal hard drive (QMS Forms)	
Obligation Request Slip (ORS) (1 original, 1 duplicate)				
Travel Order (1 original, 2 duplicates)				
Itinerary of Travel (1 original, 2 duplicates)				
Certificate of Travel Completed (1 original, 1 duplicate)				
Certificate of Appearance (1 original)			Transport Service	
Official Receipt- for taxi/van expenses, if needed)				
Certificate of Expenses Not Requiring Receipts (CENRR)- for transportation expenses not issuing receipts/tickets, amounting to P300.00 or below; if needed (1 copy)			COA	
Ticket- for plane fare, boarding pass, boat fare, bus fare; if needed (1 copy)			Transport Service	
Toll fees- for expressways, if needed (1 copy)			Toll gate	
Invitation to Travel- for travels not included in the PAP proposal, if needed (1 copy)			Event organizer/facilitator	
Authority to Claim Actual Accommodation Expenses- for hotel accommodation amounting to P901.00 or higher (for regions 6-7, 10-11), P751.00 or higher (for regions 1-3, 5, 8-9, 12-13, ARMM), P1,101.00 (for regions NCR, RO 4A, B) if needed (1 copy)			DTI Office of Usec.	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents	1.1. Receive and check completeness of documents	None	1 hour	Accounting Clerk/Bookkeeper
	1.2. Sign Obligation Request Slip (ORS)	None	4 hours	Budget Officer
	1.3. Sign Disbursement Voucher (DV)	None	5 hours	Accountant FAD Chief Regional Director
	1.4. Approve Advice to Debit Account (ADA)	None	5 hours	FAD Chief/ Regional Director Cashier
2. Receive Payment through bank account	2.1. Print “Successful” debit from DTI Account	None	1 hour	Cashier
Total Processing Time			2 working days	

*maximum allotted time per transaction; inclusive of time to execute corrections

B. Payment of Goods

This transaction is for payment of goods ordered by DTI-VI that requires issuance of Advice to Debit Account (ADA) to external clients.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2B – Government-to-Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (DV) (1 original, 2 duplicates)			DTI Employee's computer internal hard drive (QMS Forms)	
Obligation Request Slip (ORS) (1 original, 1 duplicate)			DTI Employee's computer internal hard drive (QMS Forms)	
Approved PAP Proposal (1 photocopy)			Project Account Officer	
Annual Procurement Plan (1 photocopy)			BAC	
Purchase Request (2 photocopies)			DTI Employee's computer internal hard drive (QMS Forms)	
Request for Quotation (3 original copies)				
Abstract of Canvass (1 original, 1 duplicate)				
Purchase Order/ Contract (3 original)				
Inspection and Acceptance Report (2 original)				
Invoice (1 original)			Supplier (external)	
BIR Tax Payment Forms (2306, 2307) (2 original copies)			BIR	
Pre/Post Inspection Report- purchase of replacement parts, if needed			DTI Employee's computer internal hard drive (QMS Forms)	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents	1.1. Receive and check completeness of documents	None	1 hour	Accounting Clerk/ Bookkeeper
	1.2. Sign Obligation Request Slip (ORS)	None	2.5 hours	Budget Officer
	1.3. Sign Disbursement Voucher (DV)	None	4 hours	Accountant FAD Chief Regional Director
	1.4. Approve Advice to Debit Account;	None	4 hours	FAD Chief/ RD
	1.5. Submit List of Due & Demandable Accounts Payable- Advice to Debit Account (LDDAP-ADA) to Land Bank of the Philippines; or	None	4 hours	Cashier
2. Receive Payment through bank account	2.1. Print "Successful" debit from DTI Account- only for creditors with enrolled Land Bank of the Philippines account with DTI	None	30 minutes	Cashier
3. Sign as "Payee" in Disbursement Voucher & Tax Payment Form	3.1. Request issuance of Official Receipt	None	10 minutes	Cashier
Total Processing Time			2 working days, 10 minutes	

*maximum allotted time per transaction; inclusive of time to execute corrections

C. Payment of Services

This transaction is for payment of services rendered to DTI-VI that requires issuance of Advice to Debit Account (ADA)/ checks to service providers, i.e. janitorial services, security services, venue/catering services, maintenance services, and project consultants/ resource persons.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2B – Government-to-Business			
Who may avail:	Service Providers			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Disbursement Voucher (1 original, 2 duplicates)				DTI Employee's computer internal hard drive (QMS Forms)
Obligation Request Slip (1 original, 1 duplicate)				
Approved PAP Proposal (1 photocopy)				
Annual Procurement Plan (1 photocopy)				
Purchase Request (2 photocopies)				
Request for Quotation (3 original copies)				
Abstract of Canvass (1 original, 1 duplicate)				
Purchase Order/ Job Order (3 original copies)				
Contract of Service- for contract amount of P10,000.01 or higher				
Conforme- for contract amount of P9,999.99 or lower				
Certificate of Complete and Satisfactory Service (1 original, 1 duplicate)				
Attendance Sheet- for venue/catering services (1 original)				
Invoice/ Statement of Account (1 original)				
BIR Tax Payment Forms (2306, 2307) (2 original copies)				BIR
Training Modules/ Output - for project consultants/ resource persons				Supplier
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents	1.1. Receive and check completeness of documents	None	1 hour	Accounting Clerk/ Bookkeeper
	1.2. Sign Obligation Request Slip (ORS)		2.5 hours	Budget Officer
	1.3. Sign Disbursement Voucher (DV)		4 hours	Accountant FAD Chief RD
	1.4. Approve Advice to Debit Account;		4 hours	FAD Chief/ RD Cashier
	1.5. Submit List of Due & Demandable Accounts Payable- Advice to Debit Account to Land Bank of the Philippines; or		4 hours	Cashier
2. Receive Payment through bank account	2.1. Print "Successful" debit from DTI Account- only for creditors with enrolled Land Bank of the Philippines account with DTI	None	30 minutes	Cashier
3. Sign as "Payee" in Disbursement Voucher & Tax Payment Form	3.2. Request issuance of Official Receipt	None	10 minutes	Cashier
Total Processing Time			2 working days, 10 minutes	

D. Payment of Services

This transaction is for payment of services rendered to DTI-VI that requires issuance of Advice to Debit Account (ADA)/ checks to job hires.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Citizen			
Who may avail:	DTI-VI Employees under Contract of Service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (DV) (1 original, 2 duplicates)			DTI Employee’s computer internal hard drive (QMS Forms)	
Approved PAP Proposal (1 photocopy)			Project Account Officer	
Contract of Service (2 original copies for first payment)			Job hires	
Obligation Request Slip (1 original, 1 duplicate)			DTI Employee’s computer internal hard drive (QMS Forms)	
Daily Time Record (1 original)			CSC Forms	
Certified Accomplishment Report (1 original copy)			Job hires	
Certificate of Complete and Satisfactory Service (1 original)			DTI Employee’s computer internal hard drive (QMS Forms)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents	1.1. Receive and check completeness of documents	None	1 hour	Accounting Clerk/ Bookkeeper
	1.2. Sign Obligation Request Slip (ORS)	None	4 hours	Budget Officer
	1.3. Sign Disbursement Voucher (DV)	None	5 hours	Accountant FAD Chief Regional Director
	1.4. Approve Advice to Debit Account;	None	5 hours	FAD Chief/ Regional Director Cashier
2. Receive Payment through bank account	2.1. Print “Successful” debit from DTI Account	None	1 hour	Cashier
3. Sign as “Payee” in Disbursement Voucher & Tax Payment Form	None	None	10 minutes	Cashier
Total			2 days, 10 minutes	

*maximum allotted time per transaction; inclusive of time to execute corrections

E. Payment of Services

This transaction is for payment of utilities, i.e. electricity, communication, and water expenses.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2B – Government-to-Business			
Who may avail:	Utility Service Providers			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Disbursement Voucher (1 original, 1 duplicate)				DTI Employee's computer internal hard drive (QMS Forms)
Obligation Request Slip (1 original, 1 duplicate)				
Invoice/ Statement of Account (1 original)				Supplier (external)
Certificate of Official/Personal Calls- for communication expenses (1 copy)				Account Officer/ User
BIR Tax Payment Form (2306, 2307) (2 original copies)				BIR Forms
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents	1.1. Receive and check completeness of documents	None	1 hour	Accounting Clerk/ Bookkeeper
	1.2. Sign Obligation Request Slip (ORS)	None	5 hours	Budget Officer
	1.3. Sign Disbursement Voucher (DV)	None	5 hours	Accountant FAD Chief Regional Director
	1.4. Issue check and print Online Advise of Checks Issued and Cancelled Checks	None	5 hours	FAD Chief Cashier
2. Receive Payment and Sign as "Payee" in Disbursement Voucher & Tax Payment Form	2.1. Request issuance of Official Receipt	None	10 minutes	Cashier
Total Processing Time		2 working days, 10 minutes		

*maximum allotted time per transaction; inclusive of time to execute corrections

F. Preparation of Payroll and Benefits

This transaction is for the preparation of payroll and benefits of DTI-VI employees.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-VI Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Statement of Account from DTI Provident Fund (1 original, 1 duplicate)				DTI Head Office
Statement of Account from Mutual Death Benefit Fund (1 original, 1 duplicate)				DTI Head Office
Statement of Account from DTI NEMHA (1 original, 1 duplicate)				DTI NEMHA
Statement of Account from DTI Employees Union (1 original, 1 duplicate)				DTI Head Office
Statement of Account from GSIS (1 original, 1 duplicate)				GSIS
Statement of Account from Pagibig Fund (1 original, 1 duplicate)				Pagibig Fund
Stop/Effect Form- for notice of payroll adjustment or personal accounts (1 original, 1 duplicate)				DTI-VI FAD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete Statements of Accounts and Stop/Effect Forms to Accounting Clerk	1.1. Update entries in Payroll System	None	4 hours	Accounting Clerk
	1.2. Check accuracy and completeness of updated postings	None	4 hours	Bookkeeper
	1.3. Print final payroll	None	30 minutes	Accounting Clerk
	1.4. Approve Payroll	None	4 hours	Accountant FAD Chief Regional Director Cashier
	1.5. Obligate approved Payroll	None	1 hour	Budget Officer
Total		1 day, 5 hours, 30 minutes		

*maximum allotted time per transaction; inclusive of time to execute corrections

G. Preparation of Payroll and Benefits

This transaction is for the preparation of payroll and benefits of DTI-VI employees.

This transaction is for the processing of payment of salaries of DTI-VI employees.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-VI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (1 original, 1 duplicate)			DTI Employee’s computer internal hard drive (QMS Forms)	
Obligation Request Slip (1 original, 1 duplicate)				
Printed Masterlist of Employees from FINDES Program of Land Bank of the Philippines (1 original, 4 duplicates)			DTI-VI FAD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents to Accounting Clerk	1.1. Receive and check accuracy and completeness of documents	None	1 hour	Accounting Clerk, Bookkeeper
	1.3. Attach Obligation Request Slip		4 hours	Budget Officer
	1.4. Sign Disbursement Voucher		5 hours	Accountant FAD Chief Regional Director
	1.5. Approve Advice to Debit Account (ADA)		hours	FAD Chief/ Regional Director Cashier
2. Receipt of payment	2.1. Print “Successful” debit from DTI Account	None	1 hour	Cashier
Total Processing Time		2 working days		

*maximum allotted time per transaction; inclusive of time to execute corrections

H. Granting of Cash Advance

This transaction is for the granting of cash advance to DTI-VI employees.

Office or Division:	DTI-VI Regional Office – Finance and Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-VI Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Disbursement Voucher (1 original, 1 duplicate)				DTI Employee's computer internal hard drive (QMS Forms) DTI-VI FAD
Obligation Request Slip (1 original, 1 duplicate)				
Approved Travel Order- for traveling expenses (1 original, 1 duplicate)				
Approved Itinerary of Travel- for traveling expenses (1 original, 1 duplicate)				
Purchase Request- for non-traveling expenses (2 photocopies)				
Approved PAP Proposal (1 photocopy)				Project Account Officer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit complete documents to Accounting Clerk	1.1. Receive and check accuracy and completeness of documents	None	1 hour	Accounting Clerk, Bookkeeper
	1.3. Attach Obligation Request Slip		4 hours	Budget Officer
	1.4. Sign Disbursement Voucher		5 hours	Accountant FAD Chief Regional Director
	1.5. Approve Advice to Debit Account (ADA)		5 hours	FAD Chief/ Regional Director Cashier
2. Receipt of payment	2.1. Print "Successful" debit from DTI Account	None	1 hour	Cashier
Total Processing Time		2 working days		

*maximum allotted time per transaction; inclusive of time to execute corrections

44. Processing of Financial Claims

The Processing of Financial Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the financial claim is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This process is considered an internal service provided to employees and end users of the agency. Its objective is to ensure timely and accurate processing and payment of financial claims within 48 hours or two (2) working days.

The Government Accounting Manual, relevant circulars issued by the Commission on Audit, Department of Budget Management, Bureau of the Treasury and Bureau of Internal Revenue are the reference materials for this process.

Office or Division:	Regional Office – Finance and Administrative Division	
Classification:		
Type of Transaction:	Government-to-Government	
Who may avail:	Employees / End Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Obligation Request and Status (ORS) – 2 copies		DTI Employee's computer internal hard drive (QMS Forms) DTI-VI FAD
Disbursement Voucher – Regional Office 1 copy; Provincial Offices 2 copies		
Supporting Documents (1 copy each): (See below)		
TRAVEL		
Cash advance		
1. Office Order / Travel Order approved in accordance w/ EO 298		
2. Duly approved itinerary of travel		
3. Certification from the accountant that previous cash advance has been liquidated and accounted for in the books		
Liquidation of cash advance		
1. Plane ticket, boat / bus ticket, boarding pass, terminal fee		
2. Certificate of appearance		
3. Travel order		
4. Certificate of travel completed		
5. Copy of previously approved itinerary of travel		
6. Revised or supplemental office order or any proof supporting change of schedule if any		
7. Revised itinerary of travel if the previous approved itinerary of travel was not followed		
8. Authority to claim actual accommodation if any		
9. Liquidation report		
10. RER		
11. Official receipt in case of refund		
Reimbursement		
1. Plane ticket, boat / bus ticket, boarding pass, terminal fee		

2. Certificate of appearance	
3. Travel order	
4. Certificate of travel completed	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Approved itinerary of travel	
6. Revised or supplemental office order or any proof supporting change of schedule if any	
7. Authority to claim actual accommodation if any	
8. RER	
9. Approved itinerary of travel	
10. Revised or supplemental office order or any	
11. proof supporting change of schedule if any	
12. Authority to claim actual accommodation if any	
PERSONNEL SERVICES:	
Salary, Individual Claims	
First salary for new employees for regular plantilla from private sector	
1. Certified true copy of duly approved appointment	
2. Assignment order, if applicable	
3. Certified true copy of oath of office	
4. Certificate of assumption	
5. SALN	
6. Approved DTR	
7. BIR for 2316 (if with previous employer during the year)	
8. BIR form 1902 and 2305	
Additional Requirement for Employees Transferring from Another Gov't Agency	
1. Clearance from property, money and accountabilities from previous office	
2. Certified true copy of pre-audited disbursement voucher of last salary and/or certification of chief accountant of last salary received from last office duly verified by the assigned auditor thereat	
3. Certificate of available leave credits	
4. Service record	
Salary if deleted from payroll	
1. Approved DTR	
2. Notice of assumption	
3. Approved application for leave	
4. Clearances	
5. Medical certificate if on sick leave for 5 days or more	
SALARY FOR CASUAL / CONTRACTUAL	
First Salary	
1. Certified true copy of pertinent contract / appointment	
2. Copy of ROPA marked received by CSC	
3. Accomplishment report	
4. Approved DTR	
Salary Differential	
1. Certified true copy of approved appointment in case of promotion	
2. Notice of salary adjustment in case of step increment / salary increase	
3. Approved dtr or certification that the employee has not incurred leave without pay	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Last Salary	
1. Clearance from money, property and legal accountabilities	
2. Approved DTR	
Additional Requirements Due To Heirs Of Deceased Employee	
1. Documentary requirements of last salary (see above)	
2. NSO death certificate	
3. NSO marriage contract if applicable	
4. NSO birth certificates of surviving legal heirs	
5. Designation of next of kin	
6. Waiver of right of children 18 years old and above	
Maternity Leave	
1. Certified true copy of approved application for leave	
2. Certified true copy of maternity leave clearance	
3. Medical certificate of maternity leave	
Additional Requirement For Unused Maternity Leave	
1. Medical certificate that employee is physically fit to work	
2. Certificate of assumption	
3. Approved DTR	
RATA (Reimbursement and Transportation Allowances)	
For Individual Claim	
1. Copy of office order /appointment (1st payment)	
2. Certificate of assumption (1st payment)	
3. Certification that the employee did not use official vehicle and is not assigned any gov't vehicle	
4. Approved DTR	
PEI (Performance Enhancement Incentive)	
Individual Claims	
1. Certification that performance ratings for two semesters is at least satisfactory	
2. Certification from legal office that employee has no administrative charge	
General Claim	
1. PIBpayroll	
2. List of personnel suspended preventively or with administrative charge	
3. List of personnel dismissed within the year	
4. List of personnel on AWOL	
5. Certification that performance ratings for two semesters is at least satisfactory	
RETIREMENT	
R.A. 1616	
1. Updated leave of service indicating the number of days on leave without pay and/or certification issued by HR that the employee did not incur any absence without pay	
2. Retirement application	
3. Office clearance on money, property and accountabilities and administrative/ criminal liability	
4. SALN	
5. Retirement gratuity computation	
6. Affidavit of undertaking for authority to deduct accountabilities	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	
8. Additional requirement in case of resignation - Letter of resignation duly accepted by agency head	
9. Additional requirement in case of death of claimant	
- NSO death certificate	
- NSO marriage contract	
- NSO birth certificate of all surviving heirs	
- Designation of next of kin	
- Waiver of rights of children 18 years old and above	
- Affidavit of two disinterested parties that the deceased is survived by legitimate or illegitimate children (if any) natural, adopted or children	
Terminal Leave Benefits	
1. Clearance form money property and accountabilities	
2. Certificate of leave credits issued by HR	
3. Approved leave application	
4. Complete service record	
5. SALN	
6. Certified copy of appointment / NOSA showing highest salary received	
7. Computation of terminal leave benefit duly	
8. certified by accountant	
9. Affidavit to deduct all financial obligations with the agency	
10. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	
11. In case of resignation, letter of resignation duly accepted by the head of agency	
12. additional requirement in case of death of claimant	
- NSO death certificate	
- NSO marriage contract	
- NSO birth certificate of all surviving heirs	
- Designation of next of kin	
- Waiver of rights of children 18 years old and above	
Monetization	
1. Approved leave application with remaining balance certified by HR	
2. Request for leave covering more than 10 days approved by head of agency	
For 50% Or More	
Clinical abstract / medical procedures in case of medical/hospital needs	
Barangay certification in case of financial assistance for calamity, typhoon, fire etc.	
C.N.A. (Collective Negotiation Agreement)	
1. Resolution signed by both parties incorporating the guidelines/	
2. Criteria for granting c n a comparative statement of DBM approved level of operating budget and actual operating expenses	
3. Copy of CNA	
4. Certificate issued by the head of agency of the total amount of unencumbered savings generated	
5. Proof that planned P/A/PS have been implemented and completed in accordance with targets within the year	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Honoraria	
BAC (Bids and Awards Committee)	
1. Office order creating and designating the BAC Composition and	
2. Minutes of bac meeting	
3. Notice of award of the activity being claimed certification that the procurement involves public 4.	
4. Bidding	
5. Attendance sheet of bac meeting	
Lecturer/Coordinator	
1. Office order	
2. Coordinator's report on lecturer's schedule	
3. Course syllabus / program of lectures	
Overtime	
1. Overtime authority stating the urgency of work to be done and duration of overtime work	
2. Overtime work program	
3. Quantified overtime accomplishment duly signed by the employee and the supervisor	
4. DTR	
PUBLIC BIDDING	
Documents Common To All Public Bidding	
1. Certified photocopy of the app and any amendments thereto	
2. Approved contract	
3. Invitation to apply for eligibility to bid	
4. Letter of intent	
5. Result of eligibility check/screening	
6. Bidding documents under sec 17.1 of the revised IRR of ra9184	
7. Minutes of pre-bid conference (for abc 1 million and above)	
8. Agenda and/or supplemental bulletins if any	
9. Bidders technical and financial proposal	
10. Minutes of bid opening	
11. Abstract of bids	
12. Post-qualification report of TWG	
13. BAC resolution declaring winning bidder	
14. Notice of post-qualification	
15. BAC resolution recommending approval and approval of hope of the resolution of BAC	
16. Notice of award	
17. Performance security	
18. Program of work and detailed estimates	
19. Notice to proceed indicating date received by contractor	
20. Detailed breakdown of ABC	
21. Copy of approved pert/CPM network diagram and detailed computation of contract time	
22. Detailed breakdown of contract cost	
23. Copy of advertisement of invitation to bid	
- Newspaper clippings (5 million and above for infrastructure; 2 million and above for goods; 1 million or four months duration and above for consultancy)	
- Printout copy of advertisement posted in PHILGEPS	
- Printout copy of advertisement posted in agency website if any	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Honoraria	
BAC (Bids and Awards Committee)	
1. Office order creating and designating the BAC Composition and	
2. Minutes of bac meeting	
3. Notice of award of the activity being claimed certification that the procurement involves public 4.	
4. Bidding	
5. Attendance sheet of bac meeting	
Lecturer/Coordinator	
1. Office order	
2. Coordinator's report on lecturer's schedule	
3. Course syllabus / program of lectures	
Overtime	
1. Overtime authority stating the urgency of work to be done and duration of overtime work	
2. Overtime work program	
3. Quantified overtime accomplishment duly signed by the employee and the supervisor	
4. DTR	
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Documents Common To All Public Bidding	
1. Certified photocopy of the app and any amendments thereto	
2. Approved contract	
3. Invitation to apply for eligibility to bid	
4. Letter of intent	
5. Result of eligibility check/screening	
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8. Agenda and/or supplemental bulletins if any	
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16. Notice of award	
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18. Program of work and detailed estimates	
19. Notice to proceed indicating date received by contractor	
20. Detailed breakdown of ABC	
21. Copy of approved pert/CPM network diagram and detailed computation of contract time	
22. Detailed breakdown of contract cost	
23. Copy of advertisement of invitation to bid	
- Newspaper clippings (5 million and above for infrastructure; 2 million and above for goods; 1 million or four months duration and above for consultancy)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Printout copy of advertisement posted in PHILGEPS	
- Printout copy of advertisement posted in agency website if any	
SERVICES OF THE IRR OF RA9184	
Eligibility Requirements For Goods And Infrastructure	
CLASS A DOCUMENTS	
LEGAL DOCUMENTS	
1. Registration documents from SEC, DTI for sole proprietorship or CDA for cooperatives, or any	
2. Proof of such registration as stated in the bidding documents	
3. Mayor's permit issued by the city or municipality where the principal place of business of the	
TECHNICAL DOCUMENTS	
1. Statement of prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid	
2. Statement identifying the bidder's single largest completed contract similar to the contract to be bid, except under conditions provided under 23.5.1 of this IRR, within relevant period as provided in the bidding documents in the case of goods	
3. In case of infrastructure, a valid Philippine Contractors Accreditation Board (PCAB) license and registration for the type and cost of the contract to bid	
FINANCIAL DOCUMENTS	
1. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission	
2. The prospective bidder's computation of its Net Financial Contracting Capacity (NFCC)	
Eligibility Requirements For Consulting Services	
LEGAL DOCUMENTS	
1. Registration documents from sec, DTI for sole proprietorship or CDA for cooperatives, or any proof of such registration as stated in the bidding documents	
2. Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located	
3. Tax clearance per EO 398, series of 2005, as reviewed and approved by BIR	
TECHNICAL DOCUMENTS	
1. Statement of prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid	
2. Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by appropriate curriculum vitae	
FINANCIAL DOCUMENTS	
1. The consultant's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GOODS	
1. Eligibility requirements under section 23.1 (see above)	
2. The bid security in the prescribed form, amount and validity period	
3. Technical specifications, which may include production/ delivery schedule, manpower requirements, and/or aftersales service/parts, if applicable	
4. Sworn statement by the prospective bidder or its duly authorized representative in the for prescribe by the GPPB as to the following:	
<ul style="list-style-type: none"> • It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/ foreign or international financing institution whose blacklisting rules have been recognized by the GPPB 	
<ul style="list-style-type: none"> • Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct 	
<ul style="list-style-type: none"> • It is authorizing the head of the procuring entity or his duly authorized representative/s to verify all the documents submitted 	
<ul style="list-style-type: none"> • The signatory is the duly authorized representative of the bidder, and granted full power and authority to do , execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized secretary's certificate attesting to such, if the prospective bidder is a corporation, partnership, cooperative, or joint venture 	
<ul style="list-style-type: none"> • It complies with the disclosure provision under section 47 of the act in relation to other provisions of RA 3019 	
<ul style="list-style-type: none"> • It complies with the responsibilities of a prospective or eligible bidder provided in the PBD 	
<ul style="list-style-type: none"> • It complies with existing labor laws and standards, in the case of procurement of services 	
<ul style="list-style-type: none"> • It did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity 	
INFRASTRUCTURE	
1. Eligibility requirements under section 23.1 (see above)	
2. The bid security in the prescribed form, amount and validity period	
3. Project requirements, which shall include the following:	
<ul style="list-style-type: none"> • Organizational chart for the contract to be bid 	
<ul style="list-style-type: none"> • List of contractor's personnel (viz, project manager, project engineers, materials engineer, and foremen), to be assigned to the contract to be bid, with their complete qualification and experience data 	
<ul style="list-style-type: none"> • List of contractor's equipment units, which are owned, leased, and/or under purchase agreements, supported by certification of availability of equipment from the equipment lessor/vendor for the duration of the project 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Bidder or its duly authorized representative in the form prescribe by the GPPB as to the following:</p> <ul style="list-style-type: none"> • It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign institution whose blacklisting rules have been recognized by the GPPB • Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct • It is authorizing the head of the procuring entity or his duly authorized rep verify all the documents submitted • The signatory is the duly authorized representative of the bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized secretary's certificate attesting to such, if the prospective bidder is a corporation, partnership, cooperative, or joint venture • It complies with the disclosure provision under section 47 of the act in relation to other provisions of RA 3019 • It complies with the responsibilities of a prospective or eligible bidder provided in the PBD • It complies with existing labor laws and standards, in the case of procurement of services • It did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity 	
<p>CONSULTING SERVICES</p>	
<p>1. Eligibility requirements under section 23.1 (see above)</p>	
<p>2. The bid security in the prescribed form, amount and validity period</p>	
<p>3. List of completed and ongoing projects approach, work plan and schedule:</p>	
<p>4. Provided however, that for architectural design, submission of architectural plans and designs shall not be required during the consultant's selection process</p>	
<p>5. List of key personnel to be assigned to the contract to be bid, with the complete qualification and experience data sworn statement by the prospective</p>	
<p>6. Bidder or its duly authorized representative in the form prescribe by the GPPB as to the following:</p>	
<ul style="list-style-type: none"> • It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/ foreign or international financing institution whose blacklisting rules have been recognized each of the documents submitted in satisfaction of the bidding 	
<ul style="list-style-type: none"> • Requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct 	
<ul style="list-style-type: none"> • It is authorizing the head of the procuring entity or his duly authorized representative/s to verify all the documents submitted 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> The signatory is the duly authorized representative of the bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized secretary's certificate attesting to such, if the prospective bidder is a corporation, partnership, cooperative, or joint venture 	
<ul style="list-style-type: none"> It complies with the disclosure provision under section 47 of the act in relation to other provisions of RA 3019 	
<ul style="list-style-type: none"> It complies with the responsibilities of a prospective or eligible bidder provided in the PBD 	
<ul style="list-style-type: none"> It complies with existing labor laws and standards, in the case of procurement of services 	
<ul style="list-style-type: none"> It did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity 	
<p>7. Minutes of pre-procurement conference (5 million and above for infrastructure; 2 million and above for goods; 1 million or four months duration and above for consultancy)</p>	
<p>8. Bid evaluation report</p>	
<p>9. Ranking of short-listed bidders for consulting services</p>	
<p>10. Post-qualification evaluation report</p>	
<p>11. Print-out of posting of notice of award, notice of proceed and contract of award to PHILGEPS</p>	
<p>12. Evidence of invitation of three observers in all stages of the procurement process</p>	
<p>13. Duly approved purchase request</p>	
<p>INFRASTRUCTURE</p>	
<p>1. Documents common to all public bidding or alternative mode (see checklist)</p>	
<p>2. Letter request in case of advance/progress/final payment substitution in case of release of retention money</p>	
<p>3. Documents for progress/final payment</p>	
<ul style="list-style-type: none"> Progress billing 	
<ul style="list-style-type: none"> Inspection report 	
<ul style="list-style-type: none"> Results of tests/analysis if applicable 	
<ul style="list-style-type: none"> Statement of time elapsed 	
<ul style="list-style-type: none"> Monthly certificate of payment 	
<ul style="list-style-type: none"> Contractor's affidavit of payment of laborers and materials, pictures before, during and after construction of items of work especially the embedded items 	
<ul style="list-style-type: none"> Photocopy of vouchers of all previous payments 	
<ul style="list-style-type: none"> Certificate of completion 	
<p>4. Documents for advance payment</p>	
<ul style="list-style-type: none"> Irrevocable standby letter of credit/ security bond or bank guarantee 	
<ul style="list-style-type: none"> Such other document peculiar to the contract or mode of procurement 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Approved consultancy progress / final reports and/or outputs required under the contract 	
<ul style="list-style-type: none"> • Progress/final billing contract of infrastructure project subject to project management consultancy services 	
<ul style="list-style-type: none"> • Copy of the original plans indicating the affected portions of the project and the duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded 	
<ul style="list-style-type: none"> • Copy of the agency's report/justification for the need of such co/ewo which shall include the following: 	
<ul style="list-style-type: none"> • Computation as to the quantities of the additional work involved per item indicating the specific stations where such works are needed 	
<ul style="list-style-type: none"> • Date of inspection conducted and result of such inspection 	
<ul style="list-style-type: none"> • Detailed estimate for the unit cost of such items of work for new unit costs including those expressed in volume/area/lump sum/lot 	
<ul style="list-style-type: none"> • Copy of pert/CPM network diagram which shall be color coded 	
<ul style="list-style-type: none"> • Reflecting the effect of additional/deductive time on the period and the corresponding detailed computations for additional/deductive time for the subject co/wo 	
<ul style="list-style-type: none"> • Copy of the approved detailed breakdown of contract cost for the variation order 	
<ul style="list-style-type: none"> • Copy of the COA technical evaluation report of the original contract 	
<ul style="list-style-type: none"> • If the variation order to be reviewed is not the first variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise copy of the COA 	
<ul style="list-style-type: none"> • Technical evaluation report of the previously approved variation orders 	
<ul style="list-style-type: none"> • Additional performance security in the prescribed form and amount. If variation exceeds 10% of the original contract cost or mode of procurement 	
<p>5. Documents for Final Payment</p>	
<ul style="list-style-type: none"> • As-built plans 	
<ul style="list-style-type: none"> • Warranty security clearance from the provincial treasurer that the corresponding sand and gravel fees has been paid 	
<ul style="list-style-type: none"> • Copy of turn-over documents / transfer of project and facilities such as motor vehicles, laptops and other equipment, and furniture included in the contract to concerned government agency 	
<p>6. Documents for release of retention money either:</p>	
<ul style="list-style-type: none"> • Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS, or a surety bond callable upon demand 	
<ul style="list-style-type: none"> • Certification from end-user that the project is complete and inspected 	
<p>CONSULTING SERVICES</p>	
<p>1. Documents common to all public bidding or alternative mode (see checklist)</p>	
<p>2. If not in tor, appropriate approved documents indicating the expected outputs/deliverables</p>	
<p>3. Copy of the approved manning schedule indicating the names and positions the names and positions of the consultants and staff and the extent of their participation of the project</p>	
<p>4. Letter request for payment from the consultant</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Approved consultancy progress / final reports and/or outputs required under the contract	
6. Progress/final billing	
7. Contract of infrastructure project subject to project management consultancy services	
GOODS	
Supplies, materials, equipment and motor vehicles	
1. Documents common to all public bidding / alternative mode (see checklist)	
2. Certificate of exclusive distributorship, if applicable	
3. Samples and brochures/photograph, if applicable	
4. Original copy of the suppliers'/dealers' 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	
5. Results of test analysis, if applicable	
6. Tax receipts from the BOC or BIR indicating the exact specifications and or serial number of the equipment procured by the gov't as proof of payment of all taxes and duties due on the same equipment supplied / sold to the gov't	
7. Inspection and acceptance report prepared by the property inspector and signed by the head of agency or his authorized representative	
8. (For Equipment) warranty security with a minimum period of 3 months for expendable supplies and 1 year for non-expendable supplies after acceptance	
9. Duly approved purchase request	
10. In case of motor vehicles, authority to purchase from:	
<ul style="list-style-type: none"> • DBM secretary or office of the president depending on the type of vehicle being provided 	
11. For procurement of drugs and medicine	
<ul style="list-style-type: none"> • Certificate of product registration from FDA 	
<ul style="list-style-type: none"> • Certificate of good manufacturing practice from FDA 	
<ul style="list-style-type: none"> • Batch release certificate from FDA 	
<ul style="list-style-type: none"> • Certification that supplier is authorized 	
<ul style="list-style-type: none"> • Distributor from the manufacturer if supplier is not the manufacturer such other document peculiar to the contract or mode of procurement 	
GENERAL SUPPORT SERVICES	
1. Documents common to all public bidding or alternative mode (see checklist)	
2. Documents for janitorial/security/maintenance services. Appropriate approved documents indicating the following:	
<ul style="list-style-type: none"> • Number of personnel involved and their corresponding rate / salary 	
<ul style="list-style-type: none"> • Schedule of work and places of assignment/station/visits indicating among others the number of hours per visit 	
<ul style="list-style-type: none"> • Type and number of equipment to be served in case of janitorial maintenance service 	
<ul style="list-style-type: none"> • Scaled floor plans of the building and other areas covered by service contract (for janitorial services) 	
<ul style="list-style-type: none"> • Group classification of personnel to determine equivalent equipment monthly statutory minimum wage rate in accordance with applicable rules implementing RA6727 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Approved document indicating the minimum number of security personnel required by the agency 	
<ul style="list-style-type: none"> Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance services) 	
<ul style="list-style-type: none"> Complete description/specifications (brand name, model, make/ country of origin, hp, piston, displacement, capacity) and number of units of dump trucks to be used 	
<ul style="list-style-type: none"> Complete description/specifications (brand name, model, make/ country of origin, hp, piston, displacement, capacity) and number of units of all other equipment to be rented/used 	
<ul style="list-style-type: none"> Appropriate approved documents containing the terms and conditions whether operated or bare rental of heavy equipment, whether per trip or package deal; and other relevant conditions 	
<ul style="list-style-type: none"> Designated/location of dumpsite if provided in separate document 	
<ul style="list-style-type: none"> Measurement in kilometers of the total distance covered by one complete route of all the required routes to be traveled 	
<ul style="list-style-type: none"> Estimated volume in cubic meters of garbage to be hauled from the area of operation including the basis of such estimate 	
<ul style="list-style-type: none"> In cases where the type of contract differs from the usual per trip basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract 	
<p>3. Documents for forwarding/shipping/hauling</p>	
<ul style="list-style-type: none"> The type/kind and general description of the mode of transportation used 	
<ul style="list-style-type: none"> Point of origin and destination including the estimated distance 	
<ul style="list-style-type: none"> Estimated weight and volume of cargoes involved 	
<p>4. Accomplishment report</p>	
<p>5. Request for payment</p>	
<p>6. Contractor's bill</p>	
<p>7. Certificate of acceptance</p>	
<p>8. Record of attendance/service/DTR</p>	
<p>9. Proof of remittance to concerned gov't agency (BIR,SSS,HDMF,PHIC)</p>	
<p>10. Such other document peculiar to the contract or</p>	
<p>11. Mode of procurement</p>	
<p>RENTAL CONTRACTS</p>	
<ul style="list-style-type: none"> Distributor from the manufacturer if supplier is not the manufacturer such other document peculiar to the contract or mode of procurement 	
<p>GENERAL SUPPORT SERVICES</p>	
<p>1. Documents common to all public bidding or alternative mode (see checklist)</p>	
<p>2. Privately owned office/building</p>	
<ul style="list-style-type: none"> Complete copy of the building floor plans indicating in shaded colors 	
<ul style="list-style-type: none"> Copy of the certificate of occupancy of the building or the appropriate approved documents showing the date the building was constructed of the age of the building 	
<ul style="list-style-type: none"> 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. 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Equipment rental/lease/purchase contracts	
<ul style="list-style-type: none"> • Agency evaluation of equipment utilization 	
<ul style="list-style-type: none"> • Pertinent data of area of operation 	
4. List of comparable prevailing property within the vicinity	
5. Vicinity map	
6. Request for payment	
7. Bills/invoices	
8. Certificate of occupancy (space/building)	
9. Such other document peculiar to the contract or mode of procurement	
12. Documents for forwarding/shipping/hauling	
Repairs and maintenance of equipment and motor vehicles	
1. Documents common to all public bidding or alternative mode (see checklist)	
2. Copy of repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work or extent of repair to be done	
3. Report of waste materials	
4. Copy of document indicating history of repair	
5. Post inspection report	
6. Warranty certificate	
7. Request for payment	
8. Bill/invoices	
9. Certificate of acceptance	
10. Pre-repair inspection report	
11. Such other document peculiar to the contract or mode of procurement	
ADVERTISING	
1. Documents common to all public bidding or alternative mode (see checklist)	
2. Bill / SOA	
3. Copy of newspaper clippings as evidence of publication or cd in case of tv / radio commercial	
ALTERNATIVE MODE	
1. Purchase order/letter order/contract duly approved by the official concerned and accepted by the supplier (date of acceptance must be on or will be counted from the date of acceptance of the PO/LO/contract)	
2. Proof of posting of RFQ to PHILGEPSS, website of the agency if any, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of 3 days in case of shopping, two failed biddings and small value procurement performance and warranty securities except for shopping negotiated	
3. Procurement under emergency cases, lease of real properties and un agencies	
4. Bac resolution recommending to the hope the use of alternative mode of procurement	
5. Approval by hope on the use of alternative mode of procurement as recommended by BAC	
6. Approval of the hope of the bac recommendation for the award of contract	
7. Proof of posting of notice of award to PHILGEPSS, website of the agency if any, and at any conspicuous place reserved for this purpose in the premises of the procuring agency	
8. Approved APP and PR	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Original copy of delivery invoice showing quantity, description of the articles, unit and total value, duly signed by the dealer or his representative, and indicating receipt of the proper agency official of the items delivered	
11. Inspection and acceptance report signed inspected by the authorized agency	
12. Inspector and signed accepted by authorized end-user of the items delivered or the property officer for items for stock	
13. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the government	
14. Sworn statement by bidder that it is not related to hope by consanguinity or affinity up to the third level of civil degree	
LIMITED SOURCE BIDDING	
1. Documents common to all alternative mode (see checklist)	
2. Agency to all suppliers or consultants appearing in the preselected list with known experience and proven capability on the requirements of the particular contract	
3. WINNING BIDDER'S OFFER OR PROPOSAL ABSTRACT OF BIDS	
4. NOTICE OF AWARD	
5. Requirements under 23.1 and 25.2b for infra, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services of the IRR of RA9184	
<ul style="list-style-type: none"> ● Eligibility requirements for goods and infrastructure 	
<ul style="list-style-type: none"> ● Class a document 	
<ul style="list-style-type: none"> ● Legal documents 	
<ul style="list-style-type: none"> - Registration documents from sec, DTI for sole proprietorship or CDA for cooperatives, or any proof of such registration as stated in the bidding documents 	
<ul style="list-style-type: none"> - Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located 	
<ul style="list-style-type: none"> - Tax clearance per EO 398, series of 2005, as reviewed and approved by BIR 	
<ul style="list-style-type: none"> ● Technical documents 	
<ul style="list-style-type: none"> - Statement of prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid 	
<ul style="list-style-type: none"> - Statement identifying the bidder's single largest completed contract similar to the contract to be bid, except under conditions provided under 23.5.1.3 of this IRR, within relevant period as provided in the bidding documents in the case of goods 	
<ul style="list-style-type: none"> - In case of infrastructure, a valid Philippine Contractors Accreditation Board (PCAB) license and registration for the type and cost of the contract to bid 	
<ul style="list-style-type: none"> ● Financial documents 	
<ul style="list-style-type: none"> - The prospective bidder's audited financial statements showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission. 	

<ul style="list-style-type: none"> - The prospective bidder's computation of its Net Financial Contracting Capacity (NFCC) 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Eligibility requirements for consulting services 	
<ul style="list-style-type: none"> • Legal documents 	
<ul style="list-style-type: none"> - Registration documents from sec, DTI for sole proprietorship or CDA for cooperatives, or any proof of such registration as stated in the bidding documents 	
<ul style="list-style-type: none"> - Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located 	
<ul style="list-style-type: none"> - Tax clearance per EO 398, series of 2005, as reviewed and approved by BIR 	
<ul style="list-style-type: none"> • Technical documents 	
<ul style="list-style-type: none"> - Statement of prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid 	
<ul style="list-style-type: none"> - Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by appropriate regulatory body to practice those professions and allied professions, including their respective curriculum vitae 	
<ul style="list-style-type: none"> • Financial documents 	
<ul style="list-style-type: none"> - The consultant's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission. 	
<ul style="list-style-type: none"> • GOODS 	
<ul style="list-style-type: none"> • Eligibility requirements under section 23.1 (see above) 	
<ul style="list-style-type: none"> - The bid security in the prescribed form, amount and validity period 	
<ul style="list-style-type: none"> - Technical specifications, which may include production/ delivery schedule, manpower requirements, and/or aftersales service/parts, if applicable 	
<ul style="list-style-type: none"> - Sworn statement by the prospective bidder or its duly authorized 	
<ul style="list-style-type: none"> - Representative in the form prescribe by the GPPB as to the following: 	
<ul style="list-style-type: none"> ▪ It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/ foreign or international financing institution whose blacklisting rules have been recognized by the GPPB 	
<ul style="list-style-type: none"> ▪ Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct 	
<ul style="list-style-type: none"> ▪ It is authorizing the head of the procuring entity or his duly authorized representative/s to verify all the documents submitted 	
<ul style="list-style-type: none"> ▪ The signatory is the duly authorized representative of the bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized secretary's certificate attesting to such, if the prospective bidder is a corporation, partnership, cooperative, or joint venture 	

<ul style="list-style-type: none"> ▪ It complies with the disclosure provision under section 47 of the act in relation to other provisions of RA 3019 ▪ It complies with the responsibilities of a prospective or eligible 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • INFRASTRUCTURE 	
<ul style="list-style-type: none"> • Eligibility requirements under section 23.1 (see above) 	
<ul style="list-style-type: none"> - The bid security in the prescribed form, amount and validity period 	
<ul style="list-style-type: none"> - List of completed and ongoing projects 	
<ul style="list-style-type: none"> - Approach, work plan and schedule: provided however, that for architectural design, submission of architectural plans and designs shall not be required during the consultant's selection process 	
<ul style="list-style-type: none"> - List of key personnel to be assigned to the contract to be bid, with the complete qualification and experience data 	
<ul style="list-style-type: none"> - Sworn statement by the prospective bidder or its duly authorized representative in the form prescribed by the GPPB as to the following: 	
<ul style="list-style-type: none"> ▪ It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/ foreign or international financing institution whose blacklisting rules have been recognized by the GPPB 	
<ul style="list-style-type: none"> ▪ Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct 	
<ul style="list-style-type: none"> ▪ It is authorizing the head of the procuring entity or his duly authorized representative/s to verify all the documents submitted 	
<ul style="list-style-type: none"> ▪ The signatory is the duly authorized representative of the bidder, and granted full power and authority to do , execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized secretary's certificate attesting to such, if the prospective bidder is a corporation, partnership, cooperative, or joint venture 	
<ul style="list-style-type: none"> ▪ It complies with the disclosure provision under section 47 of the act in relation to other provisions of RA 3019 	
<ul style="list-style-type: none"> ▪ It complies with the responsibilities of a prospective or eligible bidder provided in the PBD 	
<ul style="list-style-type: none"> ▪ It complies with existing labor laws and standards, in the case of procurement of services 	
<ul style="list-style-type: none"> ▪ It did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity 	
<ul style="list-style-type: none"> • CONSULTING SERVICES 	
<ul style="list-style-type: none"> • Eligibility requirements under section 23.1 (see above) 	
<ul style="list-style-type: none"> - The bid security in the prescribed form, amount and validity period 	
<ul style="list-style-type: none"> - List of completed and ongoing projects approach, work plan and schedule: provided however, that for architectural design, submission of architectural plans and designs shall not be required during the consultant's selection process 	
<ul style="list-style-type: none"> - List of key personnel to be assigned to the contract to be bid, with the complete qualification and experience data 	
<ul style="list-style-type: none"> - Sworn statement by the prospective bidder or its duly authorized representative in the form prescribe by the GPPB as to the following: 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ▪ It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/ foreign or international financing institution whose blacklisting rules have been recognized by the GPPB 	
<ul style="list-style-type: none"> ▪ Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct 	
<ul style="list-style-type: none"> ▪ It is authorizing the head of the procuring entity or his duly authorized representative/s to verify all the documents submitted 	
<ul style="list-style-type: none"> ▪ The signatory is the duly authorized representative of the bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized secretary's certificate attesting to such, if the prospective bidder is a corporation, partnership, cooperative, or joint venture 	
<ul style="list-style-type: none"> ▪ It complies with the disclosure provision under section 47 of the act in relation to other provisions of RA 3019 	
<ul style="list-style-type: none"> ▪ It complies with the responsibilities of a prospective or eligible bidder provided in the PBD 	
<ul style="list-style-type: none"> ▪ It complies with existing labor laws and standards, in the case of procurement of services 	
<ul style="list-style-type: none"> ▪ It did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity 	
<ul style="list-style-type: none"> - Bid security 	
<ul style="list-style-type: none"> - Such other document peculiar to the contract or mode of procurement 	
DIRECT CONTRACTING	
1. Documents common to all alternative mode	
2. Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale	
3. Certificate of exclusive distributorship by the principal under oath	
4. 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 the government	
5. Certification of bac in case of critical plant component and/or to maintain certain standards	
6. Study / survey 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	
7. Such other document peculiar to the contract or mode of procurement	
REPEAT ORDER	
1. Documents common to all public bidding	
2. Copy of the original contract indicating that it was awarded through public bidding	
3. Certification from purchasing department/division that the supplier has complied with all the requirements under the original contract	
SHOPPING	
1. Documents common to all alternative mode	
2. Price quotations from at least 3 bonafide manufacturers/suppliers/distributors	

3. Abstract of canvass

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEGOTIATED PROCUREMENT	
1. Documents common to all alternative mode	
2. Documents for two failed biddings, emergency cases, takeover of contracts, and small value procurement	
- Price quotations from at least 3 invited suppliers	
- Abstract of canvass	
- Bac resolution recommending award to the lowest calculated responsive bid	
3. Additional for two failed biddings	
- Agency's offer for negotiations with selected suppliers/contractors/consultants	
- Certification of bac of the failure of competitive bidding for the 2nd time	
- Evidence of invitation of observers at all stages of the negotiation	
- Eligibility documents in case of infrastructure projects	
4. Additional for emergency cases	
- Justification	
5. Additional for takeover of contracts	
- Copy of terminated contract	
- Reasons for termination	
- Negotiation document with 2nd lowest calculated bidder and so on	
- Approval of hope to negotiate contracts under exceptional cases	
6. Additional for small value procurement	
- Letter or invitation to submit proposal	
7. Additional for adjacent or contiguous projects	
- Copy of the original contract indicating that it was awarded through public bidding	
- Scope of work which should be related or similar to the original contract	
- Latest accomplishment of the original contract showing that there was no negative slippage / delay	
CULTURAL AND ATHLETIC ACTIVITIES	
1. Budget estimates approved by hope	
2. Same requirements under procurement depending on the nature of the expense and mode of procurement	
TRAININGS	
1. Budget estimates approved by hope	
2. Same requirements under procurement depending on the nature of the expense and mode of procurement	
3. Schedule of training approved by hope	
REPRESENTATION	
MEALS WITH VENUE	
1. APP	
2. BAC resolution recommending to the hope the use of alternative mode of procurement	
3. Approval by hope on the use of alternative mode of procurement as recommended by BAC	
4. Approval of the hope of the bac recommendation for the award of contract	
5. Notice of award	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Table of rating factors for lease of venue	
7. Cost benefit analysis	
8. Price quotations from the vicinity of selected location	
9. Abstract of canvass	
10. Purchase order (PO)/contract	
11. Statement of account (SOA)	
12. Inspection and acceptance report (IAR)	
13. Attendance	
14. Project proposal/any approved document as evidence of the activity	
15. Terminal report/minutes of meeting/agreements of the meeting	
MEALS - CATERER/ NOT CATERED BUT MATERIAL IN AMOUNT	
1. Documents common to all alternative mode	
<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/date of delivery is dependent on or will be counted from the date of acceptance of the PO/LO/contract) 	
<ul style="list-style-type: none"> • Proof of posting of RFQ to PHILGEPS, website of the agency if any, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of 3 days In case of shopping, two failed biddings and small value procurement (for purchases above 50,000.00) 	
<ul style="list-style-type: none"> • BAC resolution recommending to the hope the use of alternative mode of procurement 	
<ul style="list-style-type: none"> • Approval by hope on the use of alternative mode of procurement as recommended by BAC 	
<ul style="list-style-type: none"> • Approval of the hope of the BAC 	
<ul style="list-style-type: none"> • Recommendation for the award of contract 	
<ul style="list-style-type: none"> • Notice of award 	
<ul style="list-style-type: none"> - Proof of posting of notice of award to PHILGEPS, website of the agency if any, and at any conspicuous place reserved for this purpose in the premises of the procuring agency 	
<ul style="list-style-type: none"> - Approved APP 	
<ul style="list-style-type: none"> - Approved PR 	
<ul style="list-style-type: none"> - Original copy of delivery invoice showing quantity, description of the articles, unit and total value, duly signed by the dealer or his representative, and indicating receipt of the proper agency official of the items delivered 	
<ul style="list-style-type: none"> - Inspection and acceptance report signed inspected by the authorized agency inspector and signed accepted by authorized end-user of the items delivered or the property officer for items for stock 	
2. Project proposal/any approved document as evidence of the activity	
3. Terminal report/minutes of meeting/agreements of the meeting	
4. Attendance	
MEALS - AMOUNTS LESS THAN 1,000.00	
1. Purchase Request (PR)	
2. PO	
3. IAR	
4. Certification of representation expenses	
5. Attendance	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed in box "A" Obligation Request and Status (ORS) Disbursement Voucher (DV) supported with complete documents related to the transaction.	1.1 Review the completeness of supporting documents and record in the Claims Received Logbook	None	30 minutes	Receiving Clerk
	1.2 Review completeness of document, and approve the obligation		30 minutes	Budget Officer
	1.3 Review completeness of documents and accuracy in the computation, compute the withholding taxes and prepare Journal Entry Voucher (JEV)		2 hours	Accountant-II
	1.4 Review completeness of documents and accuracy in the computation, compute the withholding taxes and prepare Journal Entry Voucher (JEV)		2 hours	Accountant-II
	1.5 Approve the disbursement voucher.		4 hours	Agency Head or his Authorized Representative
	1.6 Prepare and sign Check, List of Due Demandable Accounts Payable – Authority to Debit Account (LDDAP-ADA) and Advice of Check Issued and Cancelled (ACIC)		2 hours	Accountant
	1.7 Review the accuracy and certify the LDDAP-ADA		1 hour	Accountant
	1.8 Approve the check, LDDAP-ADA and ACIC		4 hours	Agency Head or his Authorized Representative / FAD Division Chief
2. Submits Checks/ADA to Supplier for payment				
Total Processing Time		2 working days		

45. Processing of Financial Claims

The Processing of Financial Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claim is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This process is considered an internal service provided to employees and end users of the agency. Its objective is to ensure timely and accurate processing and payment of financial claims.

The Government Accounting Manual, relevant circulars issued by the Commission on Audit, Department of Budget Management, Bureau of the Treasury and Bureau of Internal Revenue are the reference materials for this process.

Office or Division:	DTI-VIII Regional Office – Finance and Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen	
Who may avail:	Employees / End Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Obligation Request and Status (ORS) (2 copies)		Budget
Disbursement Voucher (DV) (1 copy)		Accounting
Employees benefits through Automated Teller Machine (ATM) :		Human Resource / Finance
- Payroll, payroll register (1 copy of each document)		
First Salary (individual claim):		Human Resource/ Claimant Employee
- Appointment, Oath of Office, Certificate of Assumption, Statement of Assets, Liabilities and Net Worth (SALN), Daily Time Record (1 copy of each document)		
- Reimbursement of Traveling Expenses		
Travel Order, Itinerary of Travel, Certificate of Appearance / Attendance, Certificate of Travel Completed, Tickets, Official Receipts, Certification by the Head of Agency as to the absolute necessity of the expenses, if the expenses incurred exceeded the prescribed rate per day (1 copy of each document)		Employee / Claimant
Utilities		Utility company
- Statement of Account / Bill (1 copy)		
Telephone / communication expenses		
Statement of Account / Bill, Certification by Agency Head or his Authorized Representative that all calls are official (1 copy of each document)		Service Provider / End User
Procurement		Supply Officer / End User
- Purchase Request, Request for Quotations, Abstract of Quotations, Purchase Order / Contract / Inspection and Acceptance Report, Charge Invoice / Delivery Receipt (1 copy of each document)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed in box "A" Obligation Request and Status (ORS), Disbursement Voucher (DV), and supporting documents related to the transaction.	1.1 Review the completeness of supporting documents	None	8 minutes	Receiving Clerk
	1.2 Record in the Claims Received Logbook		2 minutes	Receiving Clerk
	1.3 Review completeness of document and approve the obligation		12 minutes	Budget Officer
	1.4 Record in the Claims Processed Logbook		4 minutes	Budget Officer
	1.5 Post in the Registry of Allotments, Obligations and Disbursements (RAOD)		5 minutes	Budget Officer
	1.6 Review completeness of documents and accuracy in the computation		10 minutes	Accountant
	1.7 Certify cash availability and completeness of documents		7 minutes	Accountant
	1.8 Approve the disbursement voucher.		10 minutes	Agency Head or his Authorized Representative
	1.9 Prepare and sign Check, Certificate of Tax Withheld, List of Due Demandable Accounts Payable – Authority to Debit Account (LDDAP-ADA) and Advice of Check Issued and Cancelled (ACIC)		20 minutes	Cashier
	1.10 Review the accuracy and certify the LDDAP-ADA		15 minutes	Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Approve the check, LDDAP-ADA and ACIC		15 minutes	Agency Head or his Authorized Representative / Finance and Administrative Division (FAD) Chief
	1.12 Submit ACIC, LDDAP ADA and photocopy of check to Land Bank of the Philippines (LBP) and the Bureau of the Treasury		3 hours	Cashier
	1.13 Take up the ACIC and LDDAP-ADA		2 days	Land Bank of the Philippines
	1.14 Get a copy of validated LDDAP-ADA and ACIC from Land Bank of the Philippines		3 hours	Cashier
2. Receive check / copy of validated LDDAP-ADA and Certificate of Tax Certificate (if applicable) and acknowledge the receipt by issuing Official Receipt and signing in the "Receipt of Payment" portion of the Disbursement Voucher	2.1 Issue check, and furnish validated copy of LDDAP ADA and Certificate of Tax Withheld to payee / claimant	None	10 minutes	Cashier
	2.2 Receive Official Receipt	None	2 minutes	Cashier
Total Processing Time			3 days	

46. Issuance of Personnel Records

The Issuance of Personnel Records is considered as a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the record is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Provision of timely and accurate personnel records to all requesting clients - DTI employees, separated DTI employees and other requesting parties.

Office or Division:	DTI-VIII Regional Office – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government, G2C – Government-to-Citizen			
Who may avail:	Incumbent and Former Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request addressed to the Regional Director in one copy only (e-mail or hard copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request (e-mail or hard copy)	1.1 Receipt of Request	None	10 minutes	Receiving/ Records Officer
	1.2 Assessment of Request: Service Record Certificate of Employment Office Clearance Other Records		30 minutes	Regional Director
	1.3 Forward the request to the concerned division indicated in the routing slip		30 minutes	Finance and Administrative Division (FAD) Chief/ Division Head
	1.4 Processing of Request		1 hour	Concerned Officer-Human Resource Management Officer (HRMO)
	1.5 Review and Approval		1 hour	Finance and Administrative Division (FAD) Chief/ Division Head/ Regional Director
	1.6 Release of approved record to the HRMO			10 minutes

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receipt of Requested Record	2.1 The HRMO releases the record to the client by having the said client sign on the receiving copy for office HR files	None	10 minutes	Human Resource Management Officer (HRMO)
3. Fill out the Client Satisfaction Survey Form	3.1 File for consolidation and analysis	None	20 minutes	Document Control Officer
Total Processing Time			3 hours, 50 minutes	

47. Provision of Infrastructure and Equipment

The Provision and maintenance of infrastructure and equipment is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the infrastructure or equipment is not provided within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

To ensure that the properties and equipment of the agency are in good working condition and are ready and available at all times. The maintenance plan is a tool to monitor the condition of the equipment and conduct preventive maintenance services to the equipment.

Office or Division:	DTI – VIII Regional Office – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Internal Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Equipment (2copies)			Requesting Party or End user	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Equipment.	1.1 Ascertain availability of equipment	None	20 minutes	Property Officer
	1.2 Prepare Vehicle Trip Ticket/Request for Equipment and submit to FAD Chief		10 minutes	Property Officer
	1.3 FAD Chief approve or disapprove request.		10 minutes	Chief
	1.4 Logs transaction in the Logbook		5 minutes	Property Officer
2. The client receives the equipment by signing in the Logbook the	2.1 Turn over requested equipment to client	None	10 minutes	Property Officer
Total Processing Time			55 minutes	

48. Procurement of Goods and Services

The Procurement of Goods and Services is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If the goods and services are not procured and released within 7 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Goods and services are readily available when needed by the end-user for the performance of their mandated functions. The procured goods and services are within the specifications required by the end-user. The procurement processes are within the provisions of the Government Procurement Act (RA 9184).

Office or Division:	DTI VIII Regional Office – Finance and Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Annual Procurement Plan (APP) (1 copy)				Supply Officer
Purchase Request (PR) (1copy)				Client/End user
BAC Resolution (1compy)				BAC Secretariat
Request for Quotation (RFQ) (3copies)				BAC Secretariat
Abstract of Quotations/Notice of Award (NOA)/ Notice to Proceed (NTP) (1copy)				BAC Secretariat
Purchase Order (P.O.)/ Contract (3copies)				Supply Officer
Inspection and Acceptance Report (IAR) (1copy)				Inspection Committee/ Supply Officer
Stock Card (SC)/ Property Card (PC) (1copy)				Supply Officer
Request Issue Slip (RIS) (1copy)				Supply Officer
Inventory Custodian Slip (ICS)/ Property Acknowledgement Receipt (PAR) (3copies)				Supply Officer
Report of Supplies and Materials Issued (RSMI) (3copies)				Supply Officer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request for HOPE approval	Approve Purchase Request	None	1 hour	Head of the Procuring Entity (HOPE)

2. Forward approved PR to Supply Office for procurement	2.1 Ascertain that requested goods and services are in the APP	None	30 mins	Supply Officer/ Procurement Officer
	2.2 Preparation of BAC Resolution on Mode of Procurement		4 hours	Bids and Awards Committee (BAC) Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepare Request for Quotation (RFQ), duly signed by the BAC Chair and Canvasser.		30 mins	nd Awards Committee (BAC) Secretariat
	2.4 Conduct canvass thru Request for Quotation (RFQ)		ays minimum (RA9184)	/ Officer/ Property Officer/ Canvasser/Messenger
	2.5 Prepare and approve Abstract of Quotations (AOQ) (duly signed by BAC)		4 hours	nd Awards Committee (BAC) Secretariat
	2.6 Prepare and approve Purchase Order (P.O)		4 hours	/ Officer/ Procurement Officer
	2.7 Serve Purchase Order to the Supplier		2 hours	/ Officer/ Procurement Officer
	2.8 Inspect delivered Goods and Services		1 hour	tion Committee
	2.9 Update Stock Card/ Property Card		4 hours	/ Officer/ Procurement Officer
3. Client/End-user receives procured goods and services	3.1 Issue goods and services procured to client end-user		1 hour	/ Officer/ Procurement Officer
	3.2 Update Stock Card/ Property Card		1 hour	/ Officer/ Procurement Officer
Total Processing Days			5 days, 7 hours	

49. Processing of Financial Claims

The Processing of Financial Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claim is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This process is considered an internal service provided to employees and end users of the agency. Its objective is to ensure timely and accurate processing and payment of financial claims. The Government Accounting Manual, relevant circulars issued by the Commission on Audit, Department of Budget Management, Government Procurement Policy Board, Bureau of the Treasury and Bureau of Internal Revenue are the reference materials for this process.

Office or Division:	DTI-IX Regional Office – Finance and Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government, G2B – Government-to-Business	
Who may avail:	Employees / End Users / Business Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Employees benefits through Automated Teller Machine (ATM) : -Payroll, payroll register (3 copies)		Human Resource / Finance
First Salary (individual claim):		Human Resource/ Claimant Employee
<ul style="list-style-type: none"> - Appointment, Oath of Office, Certificate of Assumption, Daily Time Record (all in 3 copies) - Statement of Assets, Liabilities and Net Worth (4 copies) 		
Reimbursement of Traveling Expenses		Employee / Claimant
<ul style="list-style-type: none"> - Travel Order (2 copies), Itinerary of Travel (2 copies), Certificate of Appearance / Attendance (1 copy), Certificate of Travel Completed (2 copies), Tickets (1 copy), Official Receipts (1copy), Certification by the Head of Agency as to the absolute necessity of the expenses (2 copies), if the expenses incurred exceeded the prescribed rate per day, Post-Activity Report (Foreign Travel) (2 copies) 		
Utilities		Utility company Service Provider / End User
Statement of Account / Bill (1 copy)		
Telephone / communication expenses		Service Provider / End User
Statement of Account / Bill (1 copy), Official Receipt/Load Cards(1 copy)		
Procurement		Supply Officer / End User
<ul style="list-style-type: none"> - Purchase Request (3 copies), Requisition and Issue Slip (3 copies), Approved Budget for the Contract (3 copies), Request for Quotations (4 copies), Abstract of Quotations (3 copies), Purchase Order / Job Order/ Contract (3 copies), Inspection and Acceptance Report (3 copies), Charge Invoice / Delivery Receipt (3 copies), Minutes of the Meeting/ Attendance Sheet, if applicable (3 copies) 		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two copies of signed in box "A" Obligation Request and Status (ORS) and one copy of Disbursement Voucher (DV) supported with complete documents related to the transaction.	1.1 Review the completeness of supporting documents and records in the Claims Received Logbook	None	10 minutes	Receiving Clerk
	1.2 Review the completeness of documents, approve the obligation and post in the Registry of Allotments, Obligations and Disbursements (RAOD)		15 minutes	Budget Officer
	1.3 Review completeness of documents and accuracy in the computation, and certify cash availability and completeness of documents		15 minutes	Accountant
	1.4 Approve the disbursement voucher.		10 minutes	Agency Head or his Authorized Representative
	1.5 Prepare and sign Check, Certificate of Tax Withheld, List of Due Demandable Accounts Payable – Authority to Debit Account (LDDAP-ADA) and Advice of Check Issued and Cancelled (ACIC)		20 minutes	Cashier
	1.6 Encode to LBP e-MDS online system the LDDAP-ADA and checks to be processed		15 minutes	Cashier
	1.7 Review the accuracy and certify the LDDAP-ADA		15 minutes	Accountant
	1.8 Approve the check, LDDAP-ADA and ACIC		15 minutes	Agency Head or his Authorized Representative / FAD Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Approve the check, LDDAP-ADA and ACIC	None	15 minutes	Agency Head or his Authorized Representative / Finance and Administrative Division (FAD) Chief
	1.10 Submit ACIC, LDDAP ADA and photocopy of check to Land Bank of the Philippines (LBP) and the Bureau of the Treasury (for payroll transactions only)	None	1 hour	Cashier
	1.11 Take up the ACIC and LDDAP-ADA	None	1 day	Land Bank of the Philippines
2. Receive check, verified copy of LDDAP ADA and Certificate of Tax Certificate	2.1 Issues check, verified copy of LDDAP ADA and Certificate of Tax Certificate to payee / claimant	None	10 minutes	Cashier
Total Processing Time			1 day, 3 hours, 20 minutes	

50. Processing of Request for Certificate of Employment

The Processing of Request for Certificate of Employment is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Provide for the certificate of employment upon the request of the employee with accurate details and for purposes stated.

Office or Division:	DTI-IX Regional Office – Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Internal Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up one (1) copy of Request Form			Finance and Administrative Division – Human Resource Desk	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form located at the HR desk	1. Receive and check if all the required information are provided	None	3 minutes	Human Resource Management Officer/ Assistant
	1.1. Process of Certificate of Employment.		5 minutes	Human Resource Management Officer/ Assistant
	1.2. Encode, print and send to Regional Director/ Chief Administrative Officer for approval		30 minutes	Human Resource Management Officer/ Assistant
	1.3. Approve and sign the certificate		1 day	Regional Director/ Chief Administrative Officer
2. Claim the Certificate of Employment	2. Releasing of the Certificate to the client	None	2 minutes	Human Resource Management Officer/ Assistant
	2.1. Have the client check the correctness of the details		2 minutes	Human Resource Management Officer/ Assistant
	2.2. Have the client receive and sign on the log book		2 minutes	Human Resource Management Officer/ Assistant
Total Processing Time			1 day, 44 minutes	

51. Processing of Financial Claims (Travelling Allowance/Expenses, Reimbursement and Cash Advance)

The Processing of Financial Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claims are not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This transaction involves the processing of official local and foreign travel allowance / expenses of personnel either cash advance or reimbursement in accordance with COA Circular 2012-001 and Executive Order No 77, s. 2019.

Office or Division:	DTI-Region 11 Regional Office – Finance and Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	DTI XI internal clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Obligation Request and Status (ORS) – 2 copies		DTI 11 portal
2. Disbursement Voucher (DV) – 2 copies		DTI 11 portal
3. Supporting documents (1 copy each)		
For Grant of Cash Advance (CA):		
- Travel Order (TO for local travel) or Travel Authority (TA for foreign travel)		Head Office (outside R11) Regional Director (within R11)
- Approved Itinerary of Travel (IT)		DTI 11 portal
- Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books)		Accountant
For Reimbursement of Daily Travelling Expenses (DTE):		
- Travel Order (TO for local travel) or Travel Authority (TA for foreign travel)		Head Office (outside R11) Regional Director (within RXI)
- Approved Itinerary of Travel (IT)		DTI XI portal
- Certificate of Travel Completed (CTC)		DTI XI portal
- Certificate of Appearance / Attendance (CA)		Organizer / sponsor
- Reimbursement Expense Receipt (RER)		DTI XI portal
- Certification Not Requiring Official Receipts (for P 300 and below)		DTI XI portal
- Paper / electronic plane, boat or bus tickets, boarding pass, terminal fee		Airline, Bus
- Official Receipt (for claiming actual expenses for accommodation)		Accommodation Facility
- Authority to Claim Actual Hotel Expenses		Head Office
- Other supporting documents relative to travel <ul style="list-style-type: none"> ▪ invitation ▪ program ▪ advisories 		Organizer/ sponsor
Additional Supporting Documents for Foreign Travel (either Cash Advance or Reimbursement)		
- UNDP rate for the Daily Subsistence Allowance (DSA)		DFA website
- Dollar to Peso Exchange Rate		BSP website
- Report of Travel		DTI XI portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ORS, DV and other supporting documents related to the transaction.	1.1 Review the completeness of the supporting documents, certify the allotment available, obligate and post in the registry database	None	5 Minutes	Budget Officer
	1.2 Review the completeness of the supporting documents and accuracy of the amount claimed, certify cash availability and completeness of the documents.		15 minutes	Accountant
	1.3 Approve the disbursement voucher		1 hour	Regional Director or his Authorized Representative
	1.4 Prepare and sign Check, List of Due Demandable Accounts Payable – Authority to Debit Account (LDDAP-ADA) and Advice of Check Issued and Cancelled (ACIC) and Summary of LDDAP –ADA Issued and Invalidated ADA Entries (SLIIE).		45 minutes	Cashier
	1.5 Review the accuracy and certifies the LDDAP-ADA		15 minutes	Accountant
	1.6 Approve the check, LDDAP-ADA and ACIC		15 minutes	Regional Director or his Authorized Representative / FAD Division Chief
	1.7 Submit the Check's duplicate, LDDAP – ADA, ACIC and SLIIE to the government depository bank		2 hours	Cashier
	1.8 Process the ACIC and LDDAP-ADA		2 days	Land Bank of the Philippines
2. Receive claims for reimbursement	2.1. Retrieve the disbursement voucher/s for signature of the claimant in the received by portion.	None	10 minutes	Cashier
Total Processing Time		2 days, 4 hours and 45 minutes		

52. Processing of Request for HR Documents (Service Record, 201 Files, etc.)

The Processing of Request for HR Document is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the documents are not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

The Human Resource (HR) documents such as 201 files, certifications, service records among others is requested by an employee as a requirement for retirement, promotion and/or other related transactions. All employees shall accomplish the request form to support the release of their requested documents.

Office or Division:	DTI-Region 11 Regional Office – Finance and Administrative Division (FAD) - Human Resource (HR) Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-XI Employees/Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished HR Request Form (1 copy)			HR Request Form can be downloaded from DTI-11 Portal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form to FAD-HR Unit.	1.1 Receive and evaluate employee's request.	None	30 minutes	HR Personnel
	1.2 Prepare requested document/s.		2 days	HR Personnel
	1.3 Approve HR Documents		20 minutes	Regional Director or Authorized Representative/ FAD Chief or Highest HR Officer
2. Receive the signed requested document/s.	2.1 Release duly signed documents to requesting employee.	None	10 minutes	HR Personnel
Total Processing Time		2 days, 1 hour		

53. Submission of Employee’s Loan Application (HDMF, GSIS, DBP, etc.)

The Submission of Employee’s Loan Application is considered a SIMPLE transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 2-3 working days. If the loan application is not submitted within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Government employee’s loan application such as GSIS, HDMF and among others is facilitated by HR Unit to increase employee’s purchasing power, alleviate their financial adversity or even supplement an expensive occurrence due to fortuitous events. The employee shall submit accomplished form with complete documentary requirements for submission to the respective government financing offices.

Office or Division:	DTI-Region 11 Regional Office – Finance and Administrative Division (FAD) - Human Resource (HR) Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-XI Employees/Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled up Application Form/s (1 copy)			DTI-11 Portal	
One (1) Certified photocopy of required IDs and ATM Card with three specimen			Client	
Certification of Employment (If applicable; 1 copy)			FAD-HR Unit	
One/three month pay slip (1 copy)			DTI-XI Human Resource Information System Admin Account	
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up application form with complete documentary requirements to FAD-HR Unit.	1.1 Receive and review completeness of submitted accomplished forms and documentary requirements.	None	2 hours	Designated Liaison Officer
	1.2 Approves the loan applications		30 minutes	FAD Chief
	1.3 Prepare transmittal letter		15 minutes	Designated Liaison Officer
	1.4 Submit/endorse employee’s loan application to respective government financing agencies/offices.		1 days	Designated Liaison Officer
	1.5 Email the received transmittal letter to the concerned employee.		1 hour	Designated Liaison Officer

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
2. Inform designated Payroll Officer on approval of loan application and submit monthly amortization schedule if necessary.	2.1 Encode employee's loan details in DTI-XI HRIS for monitoring and auto deduction on preparation of monthly payroll.	None	1 hour	Designated Payroll Officer
Total Processing Time		1 day, 4 hours, 45 minutes		

54. Processing of Leave Application

The Processing of Leave Application is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the application for leave is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Leave of absences is generally defined as a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI (Omnibus Rules on Leave) of Executive Order No. 292. Hence, all employees who shall avail such are required to file their leave application/s thru online using CSC Form No. 6. The approved leave application shall be submitted to HR Personnel for online approval and notification on its approval is thru automated email.

Office or Division:	DTI-Region 11 Regional Office – Finance and Administrative Division (FAD)- Human Resource (HR) Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government-to-Government			
Who may avail:	DTI-XI Employees/Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HRIS-generated filled-out Leave Application Form (2 copies)			DTI-11 Human Resource Information System (HRIS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Application for Leave to Leave Administrator/ HR Personnel	1.1 Receive leave application.	None	15 minutes	Leave Administrator/ HR Personnel
	1.2 Evaluate the completeness of the required supporting documents.			Leave Administrator/ HR Personnel
	1.3 Assess the qualification on the type of leave she/he applied for			Leave Administrator/ HR Personnel
2. Submit signed Application for Leave to Supervisor	2.1 Recommend for the approval or disapproval of leave applications.	None	1 hour	Division Chief
3. Submit signed Application for Leave to the Head of Office.	3.1 Approve the application following the rules on delineation of functions/ delegation of authority.	None	1 hour	Regional Director/ Provincial Director

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit approved leave application to Leave Administrator/HR Personnel for online approval.	4.1 Receive the approved leave applications and correspondingly approve it thru online.	None	30 minutes	Leave Administrator/HR Personnel
5. Receive notification thru automated email		None	1 minute	DTI-XI Human Resource Information System (HRIS)
Total Processing Time		3 hours and 16 minutes		

55. Processing of Request for Supplies

The Processing of Request for Supplies is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the request for supplies is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

The General Services Section (GSS) ensure that supplies are sufficient and available at all times to cover the request of the end users. Further supplies are regularly monitored and replenished on a timely basis. All employees shall accomplish the Requisition and Issue Slip (RIS) form to support the issuance of their requested supplies.

Office or Division:	DTI-Region 11 Regional Office – Finance and Administrative Division- General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-XI Employees/Internal Clients			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Filled-out Request for Issuance of Stock (RIS) form (1 copy)				DTI-11 Portal
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out RIS form	1.1 Receive and evaluate RIS form	None	5 minutes	Supply Officer
	1.2 Check the availability of supplies requested		10 minutes	Supply Officer
2. Receive supplies requested	2.1 Issue supplies requested	None	10 minutes	Supply Officer
Total Processing Time			25 minutes	

56. Processing of Claims

The Processing of Claims is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the claim is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This process is considered an internal service provided to employees and end users of the agency. Its objective is to ensure timely and accurate processing and payment of financial claims. The Government Accounting Manual, relevant circulars issued by the Commission on Audit, Department of Budget Management, Bureau of the Treasury and Bureau of Internal Revenue are the reference materials for this process.

Office or Division:	DTI-12 Administrative, Financial and Management Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	Employees as End Users/Payees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Employees benefits through Payroll Crediting System Validation (PACSVL):	<ul style="list-style-type: none"> - Payroll, Payroll Register – four (4) copies - Daily Time Record, Accomplishment Report (JOCOS), Work-from-Home (WFH) Monitoring Form – two (2) copies 	Administrative, Financial and Management Division (AFMD) Human Resource Section/ Finance Section/ Employee
2. First Salary (Regular/Contractual Employee/JOCOS-Individual Claim)	<ul style="list-style-type: none"> a. Regular/Contractual <ul style="list-style-type: none"> - Appointment, Oath of Office, Certificate of Assumption, Statement of Assets, Liabilities and Net Worth (SALN), Daily Time Record (two copies each) b. JOCOS <ul style="list-style-type: none"> - Contract of Service, Accomplishment Report, Daily Time Record (two copies each) 	Administrative, Financial and Management Division (AFMD) Human Resource Section /Claimant Employee
3. Reimbursement of Travelling Expenses	<ul style="list-style-type: none"> - Travel Order, Itinerary of Travel, Certificate of Appearance / Attendance, Certificate of Travel Completed, Tickets, Official Receipts, Certification by the Head of Agency as to the absolute necessity of the expenses, if the expenses incurred exceeded the prescribed rate per day (two copies each) 	Claimant/ Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Reimbursement of Goods and Services Purchased</p> <ul style="list-style-type: none"> - Purchase Request and Requisition and Issue Slip (two copies each) - Request for Quotations and Abstract of Quotations (three copies each) - Purchase Order/Contract (4 copies each) - Inspection and Acceptance Report (3 copies each) - Sales Invoice or Official Receipt/ Delivery Receipt (one original copy, one photocopy) - For Processing of Meeting/Training Expenses: Minutes of the Meeting/Post Activity Report and Attendance Sheet (two copies each) - For purchase of Terms of Reference, Certificate of Satisfactory Completion - For consultancy Services: Terms of Reference, Certificate for Satisfactory Completion (two copies each) - For goods and services posted as PhilGEPS: Terms of Reference (two copies) 	<p>Supply Officer/ Division Chief /Claimant Employee</p>
<p>5. Reimbursement of Utilities</p> <ul style="list-style-type: none"> - Billing Statement, Certification by Agency Head or his Authorized Representative that all calls are official, Official Receipt (One original copy and one photocopy) 	<p>Service Provider/ Claimant Employee</p>
<p>6. Refund of loan payments due to Loan Renewal / Termination of Loan</p> <ul style="list-style-type: none"> - Payroll (four copies), Loan Renewal confirmation (email copy), Official Receipt for Loan Termination (one original copy) 	<p>Claimant Employee</p>
<p>7. Release of Provincial Operating Fund</p> <ul style="list-style-type: none"> - FO/PO Approved Monthly Disbursement Program (one copy), Memo Request for Budget Augmentation (one copy), Notice of Fund Allocation (three copies) 	<p>Field Office-Admin. Officer/ Provincial Director/Officer In Charge/ Budget Officer</p>
<p>8. Special Cash Advance</p> <ul style="list-style-type: none"> - Activity Design/Proposal, Memo Request, Authority to Cash Advance – two copies each 	<p>Concerned FO/ Division/ Regional Director/ Claimant Employee</p>
<p>9. Replenishment of Petty Cash Fund</p> <ul style="list-style-type: none"> - Summary of Expenses and Replenishment Report – two copies each - Approved Petty Cash Vouchers, Official Receipts/Sales Invoices/RERs (one original copy each) 	<p>Disbursing Officer/ Concerned Claimant Employee</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete supporting documents as stated in the checklist of requirements	1.1 Review the completeness of supporting documents, and record in the Claims Received Logbook	None	10 minutes	Receiving Clerk
	1.2 Prepare Obligation Request and Status (ORS), Disbursement Voucher (DV) in 3 copies, and record in obligations books (RAODPS/RAODMOOE /RAODCO) and in the Journal and Analysis of Obligations (JAO)		15 minutes	Accounting Clerk
	1.3 Certify Box A of Obligation Request and Status (charges to appropriation/ allotment necessary, lawful and under his/her direct supervision; and supporting documents valid, proper and legal)		10 minutes	Head of Office/ Head of Division
	1.4 Certify Box B of Obligation Request and Status as to allotment availability and obligation for the purpose/adjustment necessary		15 minutes	Budget Officer
	1.5 Certify Box A of Disbursement Voucher as to expenses/cash advance necessary, lawful and incurred under his/her direct supervision		10 minutes	Head of Office/ Head of Division
	1.6 Certify Box C of Disbursement Voucher as to completeness and appropriateness of documents attached, and cash availability		20 minutes	Accountant
	1.7 Approve the disbursement voucher (Box D of DV)		10 minutes	Agency Head or his Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Prepare and sign Check, Certificate of Tax Withheld, List of Due Demandable Accounts Payable – Authority to Debit Account (LDDAP-ADA) and Advice of Check Issued and Cancelled (ACIC)		20 minutes	Cashier
	1.9 Review the accuracy and certifies the LDDAP-ADA		15 minutes	Accountant
	1.10 Approve the check, LDDAP-ADA and ACIC		15 minutes	Agency Head or his Authorized Representative / FAD Division Chief
	1.11 Submit ACIC, LDDAP ADA and photocopy of check to Land Bank of the Philippines (LBP) and the Bureau of the Treasury		2 hours	Cashier
	1.12 Take up the ACIC and LDDAP-ADA		2 days	Land Bank of the Philippines
	1.13 Issue check, verified copy of LDDAP ADA and Certificate of Final or Creditable Tax Withheld to payee/ claimant		10 minutes	Cashier
2. Receive claim	1.14 Claim received by payee/client	None	5 minutes	Cashier for Checks or Agency Servicing Bank for Automatic Debit to Account
Total Processing Time		2 days, 4 hours, 35 minutes		

57. Processing of Leave Application

The Processing of Leave Application is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 5 working days. If the approved leave application form is not acted upon within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

Leave of absences is generally defined as a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI (Omnibus Rules on Leave) of Executive Order No. 292. Hence, all employees are required to file their leave application/s thru online using CSC Form No. 6. The approved leave application shall be submitted to HR Personnel for online approval and the concerned employee shall be informed on its approval thru automated email.

Office or Division:	DTI-12 Administrative, Financial and Management Division			
Classification:	Simple			
Type of Transaction:	G2G- Government-to-Government			
Who may avail:	DTI-12 Employees/Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Leave Application Form (2 copies)			DTI 12 Server (Forms)	
CLIENT STEPS	AGENCY ACTIONS	FEES	TIME	PERSON RESPONSIBLE
1. Submit Application for Leave to Leave Administrator then to Supervisor then to Head of Office.	1.1 Receive leave application for evaluation on completeness of required data such as date of filing, details of application e.g. type of leave, no. of working days applied for, inclusive dates, where leave would be spent) and certify/assess the available leave credits of employee for recommendation to the immediate supervisor	None	4 hours	Leave Administrator/ Human Resource Personnel
	1.2 Recommend for the approval or disapproval of leave application.		2 hours	Supervisor
	1.3 Approve the application following the rules on delineation of functions/delegation of authority.		2 hours	Head of Office
2) Forward signed and approved leave application to Leave Administrator/HR Personnel	2.1 Once approved, provide copy to the concerned employee	None	2 days	Leave Administrator/ Human Resource Unit
Total Processing Time		3 days		

58. Processing of Loans

The Processing of Loans is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the loan application is not endorsed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This process is considered an internal service provided to employees and end users of the agency. Its objective is to ensure timely and accurate processing of loan applications and renewals.

Office or Division:	DTI-12 Administrative, Financial and Management Division	
Classification:	Simple	
Type of Transaction:	G2G – Government-to-Government	
Who may avail:	Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Government Service Insurance System (GSIS) Consolidated Loan / Policy Loan <ul style="list-style-type: none"> • Employees application thru GSIS Kiosk/Online Loan Application (Online copy, printed copy not required) 	GSIS Kiosk/ HDMF Webpage/ Administrative, Financial and Management Division (AFMD) Human Resource Section/ Finance Section/ Employee
	<ol style="list-style-type: none"> 2. Home Mutual Development Fund (HDMF) Loan Application <ul style="list-style-type: none"> • Application Form (Multi-Purpose Loan/ Calamity Loan) – one copy • Photocopy of Pay Slip, Valid Identification Card (ID) and Cash Card – one copy each 	
	<ol style="list-style-type: none"> 3. Provident Fund Loan Application <ul style="list-style-type: none"> • PF Loan Application Form – one copy • Photocopy of DTI-ID – one copy • Photocopy of Automated Teller Machine (ATM) Card (LBP) – one copy • Latest Pay Slip – one copy 	
	<ol style="list-style-type: none"> 4. Land Bank of the Philippines (LBP) Loan Application <ul style="list-style-type: none"> • LBP Salary Loan Application Form, including Insurance and Authority to Debit Account – one copy • Photocopy of Office ID and Unified Multi-purpose ID (UMID) Card (Borrower & Co-Maker) – one copy • Photocopy of Pay Slip for the last 2 months (Borrower & Co-Maker) – one copy • Certification of Monthly Net Take Home Pay (Borrower & Co-Maker) – one copy • Employer Certification (Borrower & Co-Maker) – one copy • Latest 1x1 ID Picture (Borrower only) – one piece 	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and additional requirements	1.1 Review the application forms and completeness of supporting documents		15 minutes	Accounting Clerk/ Accountant
	1.2 Check if monthly net take home pay is above P5,000.00 including the expected monthly amortization of the loan approved		15 minutes	Accounting Clerk/ Accountant
	1.3 Approve/ Certify Loan Application		10 minutes	Head of Office/ Authorized Signatory
	1.4 Submit Loan Application Forms and other documentary requirements to HDMF/DTI-Provident Fund/ LBP (GSIS-Confirm and approve thru GSIS Online Access)		50 minutes	Accounting Clerk/ Accountant/ Claimant
Total processing time			1 hour, 30 minutes	

59. Processing of Request for HR Document

The Processing of Request for HR Document such as Service Record/Certificate of Employment is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate/record is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

The Human Resource (HR) documents such as 201 files, certifications, service records and among others is requested by an employee as a requirement for retirement, promotion and/or other related transactions. All employees shall accomplish request form to release their requested documents.

Office or Division:	DTI-12 Administrative, Finance and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI 12 Employees / Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished HR Request Form (1 copy)			Internal: DTI-12 HR unit External: Client letter request	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HR request form or letter request to HR Unit/AFMD Personnel	1.1 Receive and evaluate employee's request	None	1 hour	Human Resource Personnel
	1.2 Prepare requested document/s		7 hours	Human Resource Personnel
	1.3. Sign the requested document		1 day	Chief Administrative Officer/ Alternate Signatory
2. Receive the signed requested document/s.	2.1 Release duly signed documents to requesting employee.	None	1 day	Releasing Officer
Total Processing Time			3 days	

60. Processing of Financial Claims – Travel Regional Office

The Processing of Financial Claims (Regional Office) is considered simple, Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the financial claim is not processed within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

The Processing of Financial Claims –Travel in the Regional Office is an internal service whose client is the regional government employee who will incur expenses or had incurred expenses while on travel necessary to the service. The requirements and procedures are based on the General Accounting Manual for National Government Agencies Vol. 1 to comply the requirements stated under Section 5, Chapter 2 of the said manual which states:

- a. No money shall be paid out of any public treasury or depository except in pursuance of an appropriation law or other specific statutory authority.
- b. Government funds or property shall be spent or used solely for public purposes.
- c. Trust funds shall be available and may be spent only for the specific purpose for which the trust was created or the funds received.
- d. Fiscal responsibility shall, to the greatest extent, be shared by all those exercising authority over the financial affairs, transactions, and operations of the government agency.
- e. Disbursement or disposition of government funds or property shall invariably bear the approval of the proper officials.
- f. Claims against government funds shall be supported with complete documentation.
- g. All laws and regulations applicable to financial transactions shall be faithfully adhered to.
- h. Generally accepted principles and practices of accounting as well as of sound management and fiscal administration shall be observed, provided that they do not contravene existing laws and regulations.

This process serves as a control measure to ensure adherence to the requirements of the law under Section 4 of P.D. No. 1445 and also to ensure that the required resource of the government employee while on travel is met without undue delay.

Office or Division:	DTI-Caraga Regional Office-Finance Administrative Division (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-Caraga Regional Employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Four copies of filled-out Disbursement Voucher – DV (Appendix 32 GAM)				FAD
2. Three copies of filled –out Obligation Request and Status – ORS (Appendix 11 GAM)				
3. Supporting Documents:				Requesting staff
Cash Advance				
• 3 copies Travel Order				
• 3 copies Itinerary of Travel				
Reimbursement				
• copies Travel Order				
• copies Certificate of Appearance				
• copies of Transportation Expenses Records <ul style="list-style-type: none"> - Taxi- RER/OR - Bus – Bus Ticket - Hire- RER 				
• copies Actual Hotel Claim Records <ul style="list-style-type: none"> - Official Receipt - Hotel Guest Folio 				
• copies Itinerary of Travel				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit designated staff Prepares/Submits the Disbursement Voucher (DV) in 4 copies and Obligation Request and Status (ORS) in 3 copies using the Forms (Appendix 32 and Appendix 11) under GAM, with complete documents supporting claim	1.1 Signs Box A of the ORS and Box A of the DV, certifying the necessity and lawfulness of the charging of claims and the validity and legality of the supporting documents (SDs).	None	4 hours	Chief of the requesting unit
2.Forwards the DV with ORS and complete SDs to Finance and Administrative Division (FAD) Budget Officer for processing of claims	2.1Receives the DV with ORS and complete SDs from the requesting unit designated staff, verifies completeness of the documents.		15 minutes	Requesting unit designated staff
			30 minutes	Designated Accounting receiving/releasing staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2.a If complete, records the same in the DV tracking sheet and forwards the documents to the Budget Officer for processing. 2.2.b If incomplete, returns the documents to the requesting unit for completion.		10 minutes	Designated Accounting receiving/releasing staff
	2.3 Receives the DV with ORS and complete SDs from the FAD designated receiving staff, verifies availability of allotment. 2.3 a If allotment is not available, returns the documents to the unit concerned. 2.3 b If allotment is available, assigns ORS number and records complete details of the claim in the RAOD.		30 minutes	Budget Officer
	2.4 Signs the certification in Box B of the ORS certifying availability of allotment and necessity of obligation.		5 minutes	Budget Officer
	2.5 Forwards the DV with ORS and SDs to the Accounting Unit for processing of the claim. Retains original copy/ Copy 1 of the ORS for maintenance/ monitoring of obligation status		10 minutes	Budget Officer
	2.6 Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS from the Budget Officer. Assigns DV number and records in the DV tracking sheet the DV number and date, creditor/payee, particular and amount.		15 minutes	Designated Accounting receiving/releasing staff
	2.7 Retrieves Index of Payments (IoP) (Appendix 38) and determines if claim is in order. If with prior payment on the same claim, returns the DV, SDs and ORS informing the requesting unit of prior payment made.		1 hour	Designated Accounting receiving/releasing staff
	2.8 If in order, verifies ORS against DV. If the amounts in the ORS and DV are the same, records the following in the IoP: DV date and number, particulars and amount and proceeds to No. 7. For first-time claimant, prepares IoP.		20 minutes	Designated Accounting receiving/releasing staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.9 If the amounts in the ORS and DV differ, prepares NORSA in three copies and signs the “Prepared by” portion. Forwards Copies 1-3 of NORSA, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Accountant III for approval of the NORSA.		30 minutes	Designated Accounting receiving/releasing staff
	2.10 Signs the “Approved by” portion of the NORSA.		20 minutes	Accountant III
	2.11 Records in the DV tracking sheet the return of Copies 1-3 of NORSA, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Budget Officer for correction of obligation.		10 minutes	Designated Accounting receiving/releasing staff
	2.12 Posts the NORSA in the ‘Obligation’ column of Section C of the ORS.		20 minutes	Budget Officer
	2.12 a If the original amount is lesser than the actual obligation, a positive entry corresponding to additional obligation shall be recorded in the RAOD based on the NORSA.			
	2.12 b If the original obligation is greater, a negative entry representing the excess shall be recorded in the RAOD.			
	2.13 Returns Copies 2-3 of NORSA, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Accountant II for processing. Files Copy 2 of NORSA together with the original copy of the ORS		10 minutes	Budget Officer
	2.14 Initials in Box B of DV and forwards Copies 1-4 of DV and SDs, Copies 2-3 of ORS to the Accountant III for review.		20 minutes	Accountant II
	2.15 Retrieves the RANCA/RANTA from file and determines availability of NCA. If NCA is sufficient to cover the disbursement, records in the RANCA/RANTA the DV date and number, and amount under the ‘Utilized’ column and indicates NCA balance. Otherwise, notes that cash is not yet available and returns the DV and SDs to the Designated Accounting Receiving/Releasing Staff for safekeeping.		1 hour	Accountant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.16 Checks the “Cash available” portion in Box B of the DV. Reviews DV and SDs. Signs Box B of DV.		10 minutes	Accountant III
	2.17 Forwards the documents to the Designated Accounting receiving/releasing staff		10 minutes	Accountant III
	2.18 Records in the DV tracking sheet the release of Copies 1-4 of DV and SDs and Copies 2-3 of ORS to the Head of Office or Authorized Representative for approval of the DV.		10 minutes	Designated Accounting receiving/releasing staff
	2.19 Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS and records in the logbook the date of receipt. Forwards the set of documents to the Approving Officer for review and approval.		10 minutes	Receiving/Releasing Staff - ORD
	2.20 Reviews DV and signs in Box C “Approved for Payment” portion. Forwards Copies 1-4 of DV, Copies 2-3 of the ORS and SDs.		4 hours	Head of Office or Authorized Representative
	2.21 Records in logbook the approved DV and all SDs and forwards the documents to the Cashier		10 minutes	Receiving/Releasing Staff - ORD
	2.22 Receives Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs.		5 minutes	Cashier
	2.23 Records in the logbook the date of receipt, DV number, payee, particulars and amount.		5 minutes	Cashier
	2.24 Verifies completeness of signatories on the DV. Prepares LDDAP-ADA, SLIAE, ACIC and database in four copies. Reviews the amount in the LDDAP-ADA against the DV and SDs.		20 minutes	Cashier
	2.25 Retrieves from file the CkADADRec maintained per bank account and records the date, check number, name of payee, nature of payment and amount of the DV and indicates the new balance of the NCA/bank account.		30 minutes	Cashier
	2.26 Signs the LDDAP-ADA, SLIAE, ACIC and database. Forwards the LDDAP-ADA, SLIAE, ACIC and database, together with the Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs to Accountant III for countersigning.		10 minutes	Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.27 Countersigns the LDDAP-ADA, SLIAE, and database. Forwards the LDDAP-ADA, SLIAE, ACIC and database, together with the Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs to the Head of Office or Authorized Representative for countersigning.		30 minutes	Accountant III
	2.28 Records in the DV tracking sheet the date of submission to the approving authority of Copies of LDDAP-ADA, SLIAE, ACIC and database, Copies 1-4 of DV, Copies 2-3 of ORS and SDs		10 minutes	Accountant III
	2.29 Records in the logbook the date of receipt of Copies of LDDAP-ADA, SLIAE, ACIC and database, Copies 1-4 of DV, Copies 2-3 of ORS and SDs.		5 minutes	Receiving/Releasing Staff - ORD
	2.30 Forwards the set of documents to the Head of Office for countersigning of LDDAP-ADA, SLIAE, ACIC and database.		5 minutes	Receiving/Releasing Staff - ORD
	2.31 Countersigns the LDDAP-ADA, SLIAE, ACIC and database.		6 hours	Head of Office
	2.32 Forwards Copies of LDDAP-ADA, SLIAE, ACIC and database, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Receiving/Releasing Staff – ORD for return to the Cashier.			Head of Office
	2.33 Copies of LDDAP-ADA, SLIAE, ACIC and database, Copies 1-4 of DV, Copies 2-3 of ORS and SDs and checks completeness of signatures in the LDDAP-ADA, SLIAE, ACIC and database.		10 minutes	Cashier
	2.34 Retrieves the CkADADRec and notes the return of the signed and countersigned LDDAP-ADA, SLIAE, ACIC and database		5 minutes	Cashier
	2.35 Forwards to LBP four copies of LDDAP-ADA, SLIAE, ACIC and database for debit of payment to the Agency's bank account.		1 hour	Cashier
	2.36 Files temporarily Copies of LDDAP-ADA, SLIAE, ACIC and database, Copies 1-3 of DV, Copies 2-3 of ORS and SDs for preparation of reports.		5 minutes	Cashier
	2.37 Posts in the 'Date Released' column of the CkADADRec the date of receipt by LBP of the LDDAP-ADA, SLIAE, ACIC and database.		5 minutes	Cashier
Total Processing Time			3 days	

FORMS

1. Disbursement Voucher – DV (Appendix 32 GAM)
2. Obligation Request and Status – ORS (Appendix 11 GAM)
3. Index of Payment – IoP (Appendix 38 GAM)
4. Notice of Obligation Request and Status Adjustment – NOSRA (Appendix 12 GAM)
5. Registry of Allotments and Notice of Cash Allocation – RANCA (Appendix 30 GAM)
6. Registry of Allotments and Notice of Transfer of Allocation – RANTA (Appendix 31 GAM)
7. Checks and Advices to Debit Account Disbursement Record – CkADADRec (Appendix 34 GAM)
8. List of Due and Demandable Accounts Payable with Advice to Debit Account – LDDAP-ADA (DBM Circular Letter No. 2013-16, dated December 23, 2013)
9. Summary of LDDAP-ADAs Issued and Invalidated ADA Entries – SLIIAE (Appendix 53 GAM)

A. REFERENCE

1. COA Government Accounting Manual
2. DBM Circular Letter No. 2013-16, dated December 23, 2013
3. COA Circular 2012-01
4. Unified Account Code Structure
5. Philippine Public Sector Accounting Standards

61. Processing of Financial Claims – Travel Provincial Office

The Processing of Financial Claims- Travel for Provincial Office is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 8 hours. If the financial claim is not released within 8 working hours, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

The Processing of Financial Claims –Travel in the Provincial Office is an internal service whose client is the regional government employee who will incur expenses or had incurred expenses while on travel necessary to the service. The requirements and procedures are based on the General Accounting Manual for National Government Agencies Vol. 1 to comply the requirements stated under Section 5, Chapter 2 of the said manual which states:

- a. No money shall be paid out of any public treasury or depository except in pursuance of an appropriation law or other specific statutory authority.
- b. Government funds or property shall be spent or used solely for public purposes.
- c. Trust funds shall be available and may be spent only for the specific purpose for which the trust was created or the funds received.
- d. Fiscal responsibility shall, to the greatest extent, be shared by all those exercising authority over the financial affairs, transactions, and operations of the government agency.
- e. Disbursement or disposition of government funds or property shall invariably bear the approval of the proper officials.
- f. Claims against government funds shall be supported with complete documentation.
- g. All laws and regulations applicable to financial transactions shall be faithfully adhered to.
- h. Generally accepted principles and practices of accounting as well as of sound management and fiscal administration shall be observed, provided that they do not contravene existing laws and regulations.

This process serves as a control measure to ensure adherence to the requirements of the law under Section 4 of P.D. No. 1445 and also to ensure that the required resource of the government employee while on travel is met without undue delay.

Financial claims for travel in the provincial offices is only through check disbursement.

Office or Division:	DTI-Caraga Provincial Office-Finance and Administrative Division
Classification:	Simple
Type of Transaction:	G2G – Government-to-Government
Who may avail:	DTI-Provincial Offices Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3 copies filled out Disbursement Vouchers	Requesting unit designated staff
Supporting Documents:	
A. Cash Advance	Requesting staff
1. 3 copies of Travel Order	
2. 3 copies Itinerary of Travel	
B. Reimbursement	
1. 3 copies of Travel Order	
2. 3 copies of Itinerary of Travel	
3. 3 copies of Certificate of Appearance	
4. 3 copies Transportation Expenses Records	
- Taxi- RER/OR	
- Bus- Bus Ticket	
- Hire-RER	
5. 3 copies Actual Hotel Claim	
- Official Receipt	
- Hotel Guest Folio	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting unit designated staff prepares the Disbursement Voucher (DV) in 3 copies using the Form (Appendix 32) under GAM, with complete documents supporting claim	1. Signs Box A of the DV, certifying the necessity and lawfulness of the charging of claims and the validity and legality of the supporting documents (SDs).	None	2 hours	Chief of the requesting unit
Forwards the DV with complete SDs to PO FAD for processing of claims			5 minutes	Requesting unit designated staff
	2.1 Receives the DV with complete SDs from the requesting unit designated staff, verifies completeness of the documents.		15 minutes	Designated FAD receiving/releasing staff
	2.1a If complete, records the same in the DV tracking sheet.			
	2.1b If incomplete returns the documents to the requesting unit for completion.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Receives Copies 1-4 of DV and SDs from the Designated FAD receiving/releasing staff. Assigns DV number and records in the DV tracking sheet the DV number and date, creditor/payee, particular and amount.		15 minutes	Designated Fiscal Clerk
	2.3 Retrieves Index of Payments (IoP) (Appendix 38) and determines if claim is in order. If with prior payment on the same claim, returns the DV and SDs informing the requesting unit of prior payment made.		15 minutes	Designated Fiscal Clerk
	2.4 If in order, records the following in the IoP: DV date and number, particulars and amount and proceeds to No. 7. For first-time claimant, prepares IoP.		10 minutes	Designated Fiscal Clerk
	2.5 Verify in the Cash Disbursement Record (CDR) the availability of cash. 2.5 1 If cash is sufficient to cover the disbursement, records in the CDR the DV date and number, and amount under the 'Disbursement' column and indicates cash balance. Otherwise, notes that cash is not yet available and returns the DV and SDs to the Designated FAD receiving/releasing staff for safekeeping.		10 minutes	Designated Fiscal Clerk
	2.6 Checks the "Cash available" portion in Box B of the DV. Reviews DV and SDs. Signs Box B of DV.		10 minutes	Designated Fiscal Clerk
	2.7 Forwards the documents to the Designated FAD receiving/releasing staff		5 minutes	Designated Fiscal Clerk
	2.8 Records in the DV tracking sheet the release of Copies 1-4 of DV and SDs to the Head of Office or Authorized Representative for approval of the DV.		10 minutes	Designated FAD receiving/releasing staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.9 Receives Copies 1-4 of DV and SDs and records in the logbook the date of receipt. Forwards the set of documents to the Approving Officer for review and approval.		5 minutes	Receiving/Releasing Staff - OPD
	2.10 Reviews DV and signs in Box C "Approved for Payment" portion. Forwards Copies 1-4 of DV and SDs.		2 hours	Head of Office or Authorized Representative
	2.11 Records in logbook the approved DV and all SDs and forwards the documents to the Disbursing Officer		10 minutes	Receiving/Releasing Staff - OPD
	2.12 Receives Copies 1-4 of approved DV and SDs. Records in the logbook the date of receipt, DV number, payee, particulars and amount.		5 minutes	Disbursing Officer
	2.13 Verifies completeness of signatories on the DV. Prepares check in three copies. Reviews the amount of the check against the DV and SDs.		10 minutes	Disbursing Officer
	2.14 Retrieves from file the CDR maintained per bank account and records the date, check number, name of payee, nature of payment and amount of the DV and indicates the new balance of the NCA/bank account.		10 minutes	Disbursing Officer
	2.15 Signs the check		10 minutes	Disbursing Officer
	2.16 Records in the DV tracking sheet the date of submission to the approving authority of Copies 1-3 of check and SDs.		10 minutes	Disbursing Officer
	2.17 Records in the logbook the date of receipt of Copies 1-3 of check and SDs.		5 minutes	Receiving/Releasing Staff - OPD
	2.18 Forwards the set of documents to the Head of Office for countersigning of check.		5 minutes	Receiving/Releasing Staff - OPD
	2.19 Countersigns the check.		1 hour	Head of Office
	2.20 Forwards Copies 1-3 of check and SDs to the Receiving/Releasing Staff – OPD for return to the Disbursing Officer		5 minutes	Head of Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.21 Receives Copies 1-3 of check and SDs and checks completeness of signatures in the check.		10 minutes	Disbursing Officer
	2.22 Retrieves the CDR and notes the return of the signed and countersigned check.		10 minutes	Disbursing Officer
	2.23 Releases the original of check and Copy 4 of DV to the payee.		10 minutes	Disbursing Officer
	2.24 Attaches OR/Invoice issued by payee, if any on Copy 1 of DV and requires payee to sign on Box D of the DV and the Check Registry/Logbook		5 minutes	Disbursing Officer
	2.25 Files temporarily Copies 2-3 of check, Copies 1-3 of DV and SDs for preparation of reports.		5 minutes	Disbursing Officer
Total Processing Time			1 day	

A. K-FORMS

1. Disbursement Voucher – DV (Appendix 32 GAM)
2. Index of Payment – IoP (Appendix 38 GAM)
3. Cash Disbursement Record – CDR (Appendix 40 GAM)

B. REFERENCE

1. COA Government Accounting Manual
2. DBM Circular Letter No. 2013-16, dated December 23, 2013
3. COA Circular 2012-01
4. Unified Account Code Structure
5. Philippine Public Sector Accounting Standards

Trade Promotions

Internal Service

62. Processing of Request for Trade Data not accessible in Tradeline

The Request for Trade Data is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the certificate is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph). For feedback and complaints, please refer to page 195.

This data may be used in the preparation of reports for DTI Secretary and other DTI officials, planning, evaluation purposes and communications materials (e.g. press releases).

Office or Division:	Knowledge Processing Division, Export Marketing Bureau			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	DTI-OSEC, BITR, BTIPR, and other DTI offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Request to include the following needed data:			Requesting Party	
Period Covered				
Data Type (Export or Import)				
Market Classification				
Product Classification				
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Memo Request	Acknowledgement	None	1 Hour	Vic Soriano, Knowledge Processing Division
	Assign request to personnel	None	1 Hour	Vic Soriano, Knowledge Processing Division
	Process the data	None	1 to 2 hours depending on the request	Assigned Personnel, Knowledge Processing Division
	Submit data for review	None	1 Hour	Assigned Personnel, Knowledge Processing Division
	Review and approved trade data	None	1 Hour	Angie Brosas, Knowledge Processing Division
	Revise data	None	2 Hours	Assigned Personnel, Knowledge Processing Division
	Approve final reply	None	1 Hour	Angie Brosas, Knowledge Processing Division
Acknowledge Receipt	Release to client	None	1 Hour	Assigned Personnel, Knowledge Processing Division
Feedback	File records	None	1 hour	Records Management Officer
Total Processing Time			11 ours	

VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Please let us know how we have served you by: Filling up a Client Satisfaction Feedback Form and drop the Form in the designated drop box at the Front Desk/Public Assistance Desk Contact the concerned DTI bureaus and offices. Please refer to the provided list of offices. You may also contact us through our DTI Direct Customer Contact Center from Monday to Sunday, 8:00 AM-5:00 PM (except holidays) at telephone number 1-DTI (384) or email artaunit@dti.gov.ph</p>
How feedbacks are processed	<p>Feedback results are provided to the concerned division/office. Those feedback requiring responses are forwarded to the concerned bureau/s or office/s.</p>
How to file a complaint	<p>You may: Fill up a Client Complaint Form Inform the Public Assistance Desk or email thru artaunit@dti.gov.ph</p>
How complaints are processed	<p>Written/verbal complaints are treated with confidentiality and utmost care to prevent disclosure. They shall be addressed immediately by the concerned bureau or office.</p> <p>If you are not satisfied with the response to your complaint, you may elevate it to the concerned Bureau/Office Director or to the Planning and Management Service, the ARTA Unit of DTI, at artaunit@dti.gov.ph.</p> <p>Thank you for helping us continuously improve our services.</p>
Contact Information	<p>Kindly refer to the DTI List of Offices</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA 8-478-5093 complaints@arta.gov.ph</p> <p>PCC pcc@malacanang.gov.ph 8888</p> <p>CCB email@contactcenterngbayan.gov.ph 0908-881-6565</p>

VIII. List of Offices

Office	Address	Contact Information
Competitiveness and Innovation Group (CIG)		
Bureau of Industry Planning & Innovation (BIPI)	2F HPGV Building 395 Sen. Gil J. Puyat Ave., Makati City	(+632) 8890.5128 (+632) 8899.6247
Bureau of Policy Research (BPR)	5F HPGV Building 395 Sen. Gil J. Puyat Ave., Makati City	(+632) 8895.3198 (+632) 8897.1243
Philippine Accreditation Bureau (PAB)	G/F HPGV building 395 Sen. Gil Puyat Avenue, Makati City	(+632) 8895-3995 (+632) 7791-3212
Consumer Protection Group (CPG)		
Bureau of Philippine Standards (BPS)	3F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3125
Consumer Protection and Advocacy Bureau (CPAB)	2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3148
Fair Trade Enforcement Bureau (FTEB)	1-3F UPRC Building 315 Sen. Gil J. Puyat Ave., Makati City	(+632) 7215.1165
Industry Development and Investment Promotion Group (IPG)		
Export Marketing Bureau (EMB)	1-2F DTI International Building 375 Sen. Gil J. Puyat Ave., Makati City	(+632) 8465.3300
International Trade Group (ITG)		
Bureau of Import Service (BIS)	3F Tara Bldg. 389 Sen. Gil J. Puyat Ave., Makati City	(+632) 8896.4430
Bureau of International Trade Relations (BITR)	4F DTI International Building 375 Sen. Gil J. Puyat Ave., Makati City	(+632) 8465.3300 loc. 439
Strategic Trade Management Office (STMO)	3F Tara Building 389 Sen. Gil J. Puyat Ave., Makati City	(+632) 8639.0182
Management Services Group (MSG)		
Finance Service (FS)	4F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3183
Human Resource and Administrative Service (HRAS)	4F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3199
Information Systems Management Service (ISMS)	5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3222
Legal Service (LS)	2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati	(+632) 7791.3153 To 3154, 3155
Planning and Management Service (PMS)	5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3163
Micro, Small & Medium Enterprises (MSME) Development Group (MDG)		
Bureau of Market Development Promotion, and OTOP Office (BMDP & OTOP)	GF Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3102
Bureau of Micro, Small, and Medium Enterprises Development (BSMED)	2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3110
DTI Comprehensive Agrarian Reform Program Management Office (DTI-CARP-PMO)	2F HPGV Building, 395 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3283 (+632) 7791.3284

Office	Address	Contact Information
Regional Operations Group (ROG)		
E-commerce Bureau (ECB)	6F Trade & Industry Building, 361 Sen. Gil Puyat Ave., Makati City	(632) 7791.3281
Negosyo Center – PMU and Business Name Registration Division	6F Trade & Industry Building, 361 Sen. Gil Puyat Ave., Makati City	(0917) 863.0669/ (0917) 845.7104
Cordillera Administrative Region (CAR)	2F Pine Lake View Building, No. 9 Otek St. cor Rizal Park 2600, Baguio City	(+6374) 442.5688 (0920) 963.1606 (0917) 597.3028
Region 1 - Ilocos Region	4F Juanita Bldg., Quezon Ave. San Fernando City, La Union	(+6372) 607.1297
Region 2 - Cagayan Valley Region	11 Dalan na Pappabalo Regional Gov't. Center, Carig Sur, Tuguegarao City, Cagayan	(+6378) 396.9865
Region 3 - Central Luzon	Malikhain St., cor. Maagap St. Diosdado Macapagal Government Center Maimpis City, San Fernando, 2000 Pampanga	(+6345) 625.9290
Region 4-A - CALABARZON	3F Marcelita Bldg., Brgy. Real Calamba City, Laguna	(+6349) 503.6148
Region 4-B – MIMAROPA	5F Oppen Building 349 Sen. Gil J. Puyat Ave., Makati City	(+632) 8890.1712
Region 5 - Bicol Region	Regional Centre Site, Rawis, Legazpi City, Albay	(+6352) 742.0513 (+6352) 742.6791
Region 6 - Western Visayas	3F DTI Building J.M. Basa & Gen. Macario Peralta Sts., Iloilo City	(+6333) 335.0548 (+6333) 335.1980
Region 7 - Central Visayas	3F Rm. 311 WDC Bldg., Osmeña Blvd. Cebu City	(+6332) 255.0036-37 (+6332) 412.1989
Region 8 - Eastern Visayas	DTI Regional Office 8 Building, Pan-Philippine Highway, Palo, Leyte	(+6353) 323.5611
Region 9 - Zamboanga Peninsula	4F VHW Bldg., Veterans Ave., Zamboanga City	(+6362) 991.3237 (+6362) 991.3238
Region 10 - Northern Mindanao	NACIDA Bldg., Corrales Ave. cor. Antonio Luna St. 9000 Cagayan de Oro City	(+638822) 729.278 (+6388) 808.0911
Region 11 - Southern Mindanao	3F Mintrade Bldg., Monteverde Ave. cor. Sales St., Davao City	(+6382) 224.0511
Region 12 – Soccsksargen	Prime Regional Center, Brgy. Carpenter Hill, Koronadal City, South Cotabato	(+6383) 228.9837
Region 13 – Caraga	West Wing, 3F D&V Plaza Building J.C. Aquino Ave., Butuan City, Agusan del Norte	(+6385) 341.5221
National Capital Region Office (NCRO)	2F Metro House Building 345 Sen. Gil Puyat Ave., Makati City	(+632) 8811.8227 (+632) 8890.8232
Supply Chain and Logistics, Wholesale and Retail Trade Office (SCLWRTO)		

