






Citizen’s Charter No. 15-a

Name of Agencies : DENR Central Office, Regional Office and Bureau - Accounting Division/Section/Unit
Frontline Service : Processing of Disbursement Voucher (DV)
Schedule of Availability of Service : 8:00-5:00, Monday to Friday
Who May Avail of the Service : Personnel Division for DENR Employees and Contract of Service, and Property and Supply Management Division/Section (PSMD/S) for Contractors, Suppliers and Service Providers
How to Avail of the Service :

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]		DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
	Budget Division/Section/Unit and End-User to submit all required documents to Accounting Division/Section/Unit	Record in Logbook, assign DV number and forwards DV with Supporting Documents to concerned Accounting Staff 	Receiving/ Releasing Personnel	20 minutes		Obligation Request and Status (ORS) the following: a. Mandatory Expenses a.1 Water and Electricity 1. Billing Statement a.2 Communication/Telephone 1. Billing/Statement of Account 2. Certification that Phone calls are Official in Nature a.3 Gasoline 1. Billing/Statement of Account 2. Vehicle Trip Ticket 3. Fuel/Lubricants Requisition and Issue Slip b. Supplier/Contractor/ Service Provider b.1. Purchase Order (P.O.) (Through Shopping)	
		Process DV as to completeness of Supporting Documents, validity and correctness of claims. Compute and deduct applicable taxes. Prepare Certificate of Tax Withheld. Initials in DV 	Accounting Staff (Processing of DV)	Simple claims	20 minutes		
		Record particulars of DV in Individual Index Card. Initials in DV	Accounting Staff (Indexing)	10 - 20 minutes			
				Semi-complex claims	45 minutes- 1 hour		
				Complex claims (for research, guidelines, ruling etc.)	3 hours		

				20 minutes	<ol style="list-style-type: none"> 1. Purchase Request 2. BAC Resolution 3. Abstract of Quotations 4. Quotations 5. Special Order (if applicable) 6. Inspection Report of Inspection and Acceptance Committee (IAC) 7. Certificate of Acceptance <p>b.2. Purchase Order (P.O.) (Through Direct Contracting)</p> <ol style="list-style-type: none"> 1. Purchase Request 2. BAC Resolution 3. Quotation 4. Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement 5. Inspection Report of Inspection and Acceptance Committee (IAC) 6. Certificate of Acceptance <p>c. Job Order (J.O.)</p> <p>c.1. Repair of Vehicle/Equipment/Facilities</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Request for Repair 3. Pre-Repair Inspection Report 4. BAC Resolution 5. Abstract of Quotations 6. Quotations 7. Post Repair Inspection Report 8. Certificate of Acceptance <p>c.2. Printing</p>
			Review and sign Box A of DV based on Manual of Authorities and sign Tax Certificate	20 minutes	
			Chief Accountant	20 minutes	
			Forward DV and Supporting Documents to the approving Official	10 minutes	
			Receiving/ Releasing Personnel	10 minutes	
			Sign Box B of DV based on Manual of Authorities	10 minutes	
			Approving official	10 minutes	
			Release DV and other documents to Cashier Section/Unit to concerned office	10 minutes	
			Releasing Clerk of Approving authority	10 minutes	
				10 minutes	

					<ol style="list-style-type: none"> 1. Purchase Request 2. Camera ready of document to be printed 3. BAC Resolution 4. Abstract of Quotations 5. Quotations 6. Inspection Report of Inspection and Acceptance Committee (IAC) 7. Certificate of Acceptance <p>d. Agency Procurement Request (APR)</p> <ol style="list-style-type: none"> 1. Purchase Request <p>e. Contract</p> <ol style="list-style-type: none"> 1. Notarized Contract 2. Purchase Request 3. Terms Of Reference 4. Letter Intent/ Proposal 5. Curriculum Vitae 6. Letter Request for Payment (for Resource Person/Documentor/ Facilitator) 7. Evaluation Report (for Resource Person/Documentor/ Facilitator) 8. Certificate of Acceptance <p>f. Government Share for Mandatory Deductions</p> <ol style="list-style-type: none"> 1. List of Personnel with Corresponding amount of government share <p>g. TEV (Local)</p> <ol style="list-style-type: none"> 1. Approved Travel Order 2. Itinerary 	
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