



NATIONAL POWER CORPORATION

CITIZEN'S CHARTER

2024 (1st Edition)



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I. Mandate:

The National Power Corporation (NPC) remains a government-owned-and-controlled corporation mandated to energize far-flung, off-grid areas and islands in the Philippines. NPC fulfills this role through its power generation facilities called Small Power Utilities Group (SPUG) plants. At present, the corporation operates 281 SPUG power plants in 190 municipalities across 35 provinces all over the archipelago.

On top of powering the islands, NPC is also mandated to perform effective and efficient management of the government's remaining power assets such as the 981 MW Agus and Pulangi Hydroelectric Power Plants in Mindanao. The Agus Power Plant Complex consists of six (6) cascading power plants from Lake Lanao in Marawi City down to the famed Maria Cristina Falls in Iligan City while Pulangi IV Hydroelectric Power Plant is located in Maramag, Bukidnon. These facilities are the major contributors of power in the region.

Another mandate of the corporation is the management of 11 watershed areas and five large dams in Luzon to support power generation. It performs watershed rehabilitation and protection programs for the watershed reservations which have a total area of 485, 199 hectares. It likewise oversees the operations of the dams that support power facilities to ensure their integrity.

II. Vision:

A world-class power corporation providing reliable and reasonably-priced electricity in all missionary areas by 2015; managing sustainable watersheds and dam resources for power generation; and optimizing the use of remaining power generating assets.

III. Mission:

National Power Corporation is committed to:

- Provide reliable power generation and its associated power delivery systems to ensure total electrification of missionary areas while encouraging private sector participation;
- Manage its watershed and dam operations to support power generation;
- Operate and maintain the Agus and Pulangi hydroelectric power plants; and
- Adopt innovative power technologies and business processes to respond to customer needs.

IV. Service Pledge:



The National Power Corporation through its Vision and Mission is always committed to the delivery of impartial and professional service to the public.

We value our client's comments, suggestions, and needs through our Public Assistance Desk and take corrective measures to fulfill this Pledge.

We empower the public through access to information on our major frontline services through our website www.napocor.gov.ph.

**ALL THESE WE PLEDGE,
BECAUSE WE CARE!**

LIST OF SERVICES



CENTRAL/HEAD OFFICE

EXTERNAL SERVICES	Page Number
-------------------	-------------

OFFICE OF THE CORPORATE SECRETARY

1.	Attestation of Excerpted Versions of Board Resolutions Reports of Salaries, Allowances and Per Diems of Board and Senior Management	22
2.	Issuance of Corporate Secretary's Certificate for matters already approved by the NP Board	23
3.	Issuance of Authenticated/Certified Copies of Board Resolutions and/or Minutes with prayer to include the Signature Pages (Full Version)	24
4.	Resolution of Request for Contract Time Extension, Amendment to Order and Suspension of Work (Contract-Implementation Stage)	25
5.	Resolution of Protests (Regardless of Amount)	26
6.	Resolution of Compromise Proposals (Pending Court Cases)	27
7.	Reconsideration of Management's Policy Decisions	28
8.	Restructuring of Power Accounts	28

CORPORATE AFFAIRS GROUP

9.	Reply to External Letters/Memos	30
10.	Land/Lot Certification	31-37
11.	Land Use Permit (For Non-Energy Projects within or will traverse NPC – Management Watersheds)	38-53
12.	Watershed Area Clearance (For Non-Energy Projects within or will traverse NPC – Management Watersheds)	54-64
13.	Special Tree Cutting Permit/Wood Recovery Permit/Harvesting Permit (HP) For Non-Energy Projects within or will traverse NPC – Management Watersheds	65-78



LIST OF SERVICES

OFFICE OF THE LEGAL COUNSEL

14.	Issuance of Certificate of No Pending Administrative Case in NPC	79
15.	Request for Documents Related to Official NPC Transactions / Activities	80-81
16.	Query from other Agency / Private Sector in Relation to Official NPC Transaction / Activities / Query from former NPC Official / Employee Regarding Money Claim	82-83
17.	Request for Documents Related to Official NPC transactions / Activities (Involves Highly Technical / or Intricate Matter)	84-85
18.	Query from Other Agency / Private Section in Relation to Official NPC Transaction / Activity / Claims from Former NPC Official / Employee	86-87

ADMINISTRATION AND FINANCE GROUP

ADMINISTRATION

19.	Issuance of Service Record	88
20.	Response to Letter-Request for Retrieval of Records/Documents	89
21.	Retrieval of Records/Documents	90-91
22.	Refund of Performance Bond	92
23.	Issuance of Bid Forms	93
24.	Issuance of Letter of Award	94
25.	Issuance of the Release Order	95
26.	Requisition and Issuance of Fuel at the Head Office Gasoline Station	96
27.	Requisition and Issuance of Comon-Use Supplies and Equipment	97
28.	Inspection of Scrap/ Unserviceable Assets for Disposal	98
29.	Sales/Issuance of Bid Documents	99



LIST OF SERVICES

30.	Refund of the Bid Security	100
31.	Issuance of Notice of Award (NOA), Purchase Order (PO), Notice to Proceed (NTP) and its Attachments	101
32.	Issuance of Notice of Award (NOA) for Contract	102
33.	Issuance of Contract for Signature and Notary by Supplier/ Contractor	103
34.	Issuance of Approved Contract and Notice to Proceed (NTP)	104
 FINANCE		
35.	Issuance of BIR Form No. 2306 & 2307 (Certificate of Final Tax Withheld at Source Suppliers/Contractors)	105
36.	Payment of Corporate Obligations	106-107
37.	Clearance to Release UCME Fund for Payment of Subsidy Fee of New Power Producers (NPPs)	108
38.	Issuance of Official Receipts (ORs)	109-110
39.	Prompt Payor's Certificate	111
40.	Extension of Payment/Discount Period to Customers affected by calamities and other acts of nature	112
41.	Special Payment Arrangements	113
42.	Restructuring Power Accounts	114-116
43.	Payment of Foreign Loans & other Foreign Denominated Obligation	117-118
44.	Release/Refund of Cash Bond to Contractor/Supplier	119
45.	Issuance of Bond Certificate	120-122
46.	Issuance of Head Office Clearance Certificate to Supplier/ Contractor	123
47.	Issuance of Debit Memo	124-125
48.	Issuance of Debit Memo for MOOE/Admin Fee/Salaries and Wages/Overtime/NSD/Terminal Leave Claims of OMA	126



LIST OF SERVICES

Personnel (PSALM)

- | | | |
|-----|-------------------------------|---------|
| 49. | Refund of Security Deposit | 127-128 |
| 50. | Issuance of Debit/Credit Memo | 129-130 |

RESOURCE MANAGEMENT SERVICE

- | | | |
|-----|---|---------|
| 51. | Processing of Purchase Power Billing of Independent Power Producers (IPP) | 131-133 |
| 52. | Conduct of Accuracy/Calibration Testing of Revenue Meters | 134-135 |
| 53. | Conduct of Performance/ Net Contracted Capacity (NCC) Test | 136-138 |
| 54. | Monthly Revenue Meter Reading | 139-140 |
| 55. | Bataan Nuclear Power Plant's (BNPP) Information, Education and Communication (IEC) on Nuclear Energy and Plant Tour | 141-142 |

INTERNAL SERVICES

OFFICE OF THE CORPORATE SECRETARY

- | | | |
|----|--|-----|
| 1. | Issuance of Authenticated/Certified Copies of Board Resolution | 144 |
| 2. | Issuance of Corporate Secretary's Certificate for Matters already Approved by the NP Board | 145 |

CORPORATE AFFAIRS GROUP

- | | | |
|----|--|---------|
| 3. | Request for Posting on the Website | 146-147 |
| 4. | Request for Maintenance of its Equipment and Peripherals | 148-149 |
| 5. | Request for Provision of Support Services to Existing Corporate Information Systems (Includes printing of AD-HOC processing and printing of reports) | 150-151 |
| 6. | Request for Analysis, Design, Development and Implementation of Information Systems | 152-153 |

LIST OF SERVICES



Validation of New Power Providers and Qualified Third Parties for the UCME Subsidy Claims	154-156
---	---------

OFFICE OF THE LEGAL COUNSEL

7.	Request for Issuance of Certificate of No Pending Administrative Case in NPC	157
8.	Request for Issuance of NPC Head Office Clearance to Contractors and Suppliers	158-159
9.	Issuance of Legal Opinion (Complex)	160-161
10.	Issuance of Legal Opinion (highly Technical)	162-163
11.	Review of Contract	164-165
12.	Review of Bond	166-167
13.	Filing of Court Case / Pleading and Prosecution / Defense of Civil, Criminal, Tax, Collection Cases and Administrative Case against NPC Employee	168-169
14.	Review and Filing of ERC Application	170-171
15.	Reporting of Quarterly Accomplishments	172
16.	Issuance of Land Data/ Information/Documents which are Available on File	173
17.	Issuance of Legal Opinion or Recommendation on Issues Involving NPC Real Properties	174
18.	Review of Contracts Involving NPC Properties	175
19.	Verification and Survey of NPC Owned or Affected Property	176-177
20.	Filing of Expropriation Case	178-179
21.	Filing of Case for Recovery of Possession or Ejectment of Illegal Occupants	180-181



LIST OF SERVICES

ADMINISTRATION AND FINANCE GROUP

ADMINISTRATION

22.	Retrieval of Records and Other Related Documents	182-183
23.	Disbursement Voucher Preparation	184-185
24.	Amendment to Order of Fuel and Fuel-Related Contracts of SPUG Power Plants and Barges	186-188
25.	Processing of Purchase Requisitions	189-190
26.	Issuance of Authorization to Drive NPC Vehicle	191-192
27.	Vehicle Dispatching	193
28.	Reservation of Head Office Facilities/Amenities of Contracted Hotels	194
29.	Telephone Switchboard Operation	195
30.	Incoming/Outgoing Fax Message Handling	196-197
31.	Plant Security Audit	198-199
32.	Turn-Over of Records/Documents	200-201
33.	Handling, Distribution and Filing of Administrative Issuances	202-203
34.	Receipt and Dispatch of Outgoing Communications	204-207
35.	Receiving, Delivery, and Filing of Incoming External Communications	208-209
36.	Reproduction Services	210-212
37.	Retrieval of Records/Documents	213-214
38.	Issuance of Service Record	215
39.	In House Training Program	216-217

FINANCE

40.	Processing of Disbursement and Payment Instruction Vouchers	218-259
------------	---	---------



LIST OF SERVICES

41.	Filing/Reporting and Documentation of Insurance Claim	260-262
42.	Issuance of Official Receipts (ORs)	263-264
43.	Payment of Corporate Obligations	265-271
44.	Head Office Clearance of Employees	272-273
45.	Evaluation and Grant/Increase of Working Fund (WF), and Revolving Fund (RF)	274-275
46.	Evaluation and Grant of Special Cash Advance (SCA)	276-277
47.	Issuance of Certificate of Budgetary Inclusion (CBI)	278-279
48.	Deployment of Marine Surveyor for inspection of Power Barge and Tugboat prior to Towing	280-281
49.	Letter of Authority (LOA) to Repair Damaged Vehicle	282-283

POWER ENGINEERING SERVICES

50.	Preparation of Initial Environmental Examination Checklist and filing of Environmental Compliance Certificate (ECC) application to DENR	284-285
51.	Preparation of Terms of Reference (TOR), Bid Documents for Capacity Additions, Transmission Lines/Substations, Purchase Requisition and Work Orders, and Engineering Studies.	286-287
52.	Plant Performance Testing, Monitoring and Evaluation of IPP Power Generating Plants as per Contract Guarantee Requirement	288-289
53.	Plant Performance Measurement, Monitoring and Audit of Agus-Pulangi HEP	290
54.	Witness the Ancillary Test of Mindanao Generation Plants	291
55.	Heat Rate and Plant and Losses Test of SPUG Plants	292
56.	Review/Evaluations of Material Tests Results	293-294
57.	Review/Approval of Project Test Procedure	295-296
58.	Witnessing of the Conduct of Test in Project	297-298



LIST OF SERVICES

59.	Conduct the Inspection and Witnessing of Testing and Commissioning of Newly-Completed Projects	299-300
60.	Conduct of Operations, Maintenance, and Safety audit for SPUG Plants (Part of the Plant Technical Assessment)	301-302
61.	Calibration of Measuring & Monitoring Equipment (M&ME) Services - <u>(Simple Instruments with Minimum Function)</u>	303-305
62.	Calibration of Measuring & Monitoring Equipment (M&ME) Services – <u>(Complex Instruments with Several Function)</u>	306
63.	Condition Monitoring Services (Testing and Analysis: Thermal Scanning, Dissolved-Gas Analysis (DGA), Lube Oil (LO) Testing, Battery Testing, Partial Discharge (PD) Testing & Vibration Testing)	307
64.	Project/Contract Implementation	308-309
65.	Request for Conduct of Engineering Survey and Investigation Works for Power Generation, Transmission and Substation Projects	310-311
66.	Request for Conduct of Geological and Geotechnical Survey and Investigation Works for Power Development/Expansion Projects	312-313

REGIONAL/FIELD OFFICE

EXTERNAL SERVICES

SMALL POWER UTILITIES GROUP (LUZON/VISAYAS/MINDANAO OPERATIONS)

1.	Issuance of Tender/Bid Documents	315-316
2.	Issuance of Certificate of Acceptable Performance Bond	317
3.	Issuance of Purchase Order/Contract	318-319
4.	Audit of Disbursement Vouchers	320-324
5.	Preparation and Issuance of Checks	325-326
6.	Power Extension	327-329
7.	Re-connection	330-333

LIST OF SERVICES



8.	New Connection	334-338
9.	Issuance of Official receipt	339-340

MINDANAO GENERATIONS GROUP

10.	Conduct Meter Accuracy Test	341
11.	Conduct Annual Guarantee Test	342-343
12.	Preparation / Computation of Power Bill	344-345
13.	Issuance of Contractor's/Supplier's ID	346-347
14.	Issuance of Vehicle Sticker	348-349
15.	Facilitate Various Request from AFP/PNP, LGUS, SAC and BIN	350
16.	Safety/Security Permit	351-352
17.	Receiving of Goods, Processing & Payment of Suppliers'/Contractors' Claims Covered by Purchase Order (Materials and Services Up to 10 Million Pesos)	353-358
18.	Processing & Payment of Contractors' / Suppliers' Claims Covered by Contract Up to 10 Million Pesos	359-361
19.	Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure Projects) – First Billing	362-364
20.	Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure Projects) – Progress Billing	365-367
21.	Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure Projects) – Final Billing	368-370
22.	Processing and Payment of Suppliers'/Contractors' Claims for Refund of Retention for Materials and Services	371-373
23.	Processing and Payment of Contractors'/Suppliers' Claims for Refund of Retention for Infrastructure	374-376
24.	Processing of Suppliers'/Contractors' Claims Covered by Purchase Order (Above 1 Million Up To 10 Million Pesos)	377-379
25.	Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (For	380-381



LIST OF SERVICES

Mobilization)

26.	Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (First Billing)	382-384
27.	Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (Progress Billing)	385-387
28.	Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (Final Billing)	388-390
29.	Receiving of Goods, Processing of Suppliers'/ Contractors' Claims (Goods Above 10 Million Pesos)	391-394
30.	Service Record and Employment Certification	395-396
31.	Receipt of Application	397-398
32.	Purchase of Bidding Documents and Issuance of Official Receipt	399
33.	Purchase of Bidding Documents and Issuance of Official Receipt (OR) for Asset Disposal	400
34.	Approval of Accomplishment Report	401-403
35.	Concern of Local Government Unit (LGU)	404-405
36.	Site Inspection Certificate	406
37.	Receiving of Goods	407
38.	Facilitating Payment Process	408-409
39.	The Accuracy Testing of Billing Meters Installed	410-411
40.	Service Record and Employment Certification	412-413
41.	Receiving of Goods, Processing & Payment of Suppliers' Claims (Materials Amounting to 1 Million Pesos & Below)	414-417
42.	Processing and Payment of Services, Suppliers / Contractors Claims (Amounting to 1 Million Pesos & Below)	418-420
43.	Receiving of Goods, Processing of Suppliers' Claims (Materials Above 1 Million Up to 10 Million Pesos)	421-423



LIST OF SERVICES

44.	Receiving of Goods, Processing of Suppliers' Claims (Materials Above 10 Million Pesos)	424-426
45.	Processing and Payment of Contractors' Claims (Infrastructure Projects) – Mobilization	427
46.	Processing and Payment of Contractors' Claims (Infrastructure Projects) – First Billing	428-429
47.	Processing and Payment of Contractors' Claims (Infrastructure Projects) – Progress Billing	430-431
48.	Processing and Payment of Contractors' Claims (Infrastructure Projects) – Final Billing	432-433
49.	Sustainable Livelihood Program	434-435
50.	Mindanao Generation Operations Data	436-437

INTERNAL SERVICES

SMALL POWER UTILITIES GROUP

1.	Corrective Maintenance	439-450
2.	Preventive Maintenance	451-459
3.	Warehousing	460-463
4.	Workshop and Rewinding	464-467

MINDANAO GENERATION GROUP

5.	Reportorial Compliance to Various Offices	468-469
6.	Review the Terms of Reference (TOR) (Plans, Design, Program of Works and other related documents) of Mindanao Generation Infrastructure Projects	470-472
7.	Prepare Terms of Reference (TOR) (Plans, Design, Program of Works and other related documents) of Mindanao Generation Infrastructure Projects	473-474
8.	Site Investigation and Preparation of Plans & Design Drawing of Mindanao Generation Infrastructure Projects (Complex Projects)	475-476



LIST OF SERVICES

9.	Cost Estimation, Preparation & Consolidation of Other Supporting Documents of Mindanao Generation Infrastructure Projects (Complex Projects)	477-479
10.	Technical Assistance for the Monitoring of Mindanao Generation Infrastructure Project	480-481
11.	Updates Mindanao Generation Finance on Accrued Quarterly ER 1-94 Funds for Distribution to Hosts Communities/LGUs	482
12.	Updates/Status of ER 1-94 Programs/Projects	483
13.	Administrative Support to WMD	484-485
14.	Request Conduct of Major Preventive/Corrective Maintenance	486-487
15.	Request Conduct of Minor Predictive/Corrective Maintenance	488-489
16.	Request Conduct of Calibration of Temperature/ Pressure Gages	490-491
17.	Request Conduct of Vibration Testing and Analysis	492-493
18.	Request Retubing Of Air Coolers	494-495
19.	Request Rebabbiting Of Thrust Bearing Pads	496-497
20.	Request Conduct of Oil Testing and Analysis	498-499
21.	Request Fabrication of Generating Unit Spare/Replacement Parts and Special Tools	500-501
22.	Request to Provide Heavy Equipment and Light Vehicles Services	502-503
23.	Request for Reconditioning/Repair by Welding of Plant Components and Auxiliaries	504-505
24.	Payment of Employee's Prepayment	506-507
25.	Payment of Overtime/Night Shift Differential	508-509
26.	Payment of Terminal Leave	510-511
27.	Processing of Overtime/Night Shift Differential	512



LIST OF SERVICES

28.	Processing of Terminal Leave	513
29.	Reimbursement/Liquidation of Employee's Travelling Expenses	514-515
30.	Planned Outage Reply	516-518
31.	Service Record and Employment Certification	519-520
32.	Processing of Hospitalization Insurance Claim	521-522
33.	Inspection and Scheduling of Minor Repair of Facilities	523
34.	Dissemination of Documents	524
35.	Facilitate Approval of Trip Tickets, Gas Slip and Schedule the Transportation Service	525-526
36.	Tender Bid Documents	527
37.	Installation of LAN/Telephone Connectivity, Audio/Video Systems, Computers and Other IT Equipment	528
38.	Installation, Troubleshooting and Repair of Audio/Video	529
39.	Installation, Troubleshooting and Repair of Fiber Optic, Wireless and Copper Lines/ Data and Telecom Backbone.	530-531
40.	Installation, Troubleshooting and Repair of Systems / Applications and In-House Legacy Systems.	532
41.	Installation of Computers, Printer, Peripherals and Network Connectivity.	533-534
42.	Processing and Printing of Financial and Warehouse Inventory Reports.	535
43.	Request Copies of Mindanao Coal Fired Power Plant Summary of NPC, TMI and NGCP Dispatch Report	536
44.	Request Copies of Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant Monthly Operational Reports	537
45.	Request Copies of Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant 8am Daily Plant Status Report	538
46.	Legal Counseling/ Legal Opinion	539



LIST OF SERVICES

47.	Drafting of Memorandum of Agreements & Memorandum of Understandings	540
48.	Land Relocation/Segregation Survey	541-542
49.	Withdrawal of Goods	543
50.	Withdrawal of Fuel	544
51.	Issuance of Vehicle Sticker	545
52.	Issuance/Renewal of Authority to Drive NPC-Mindanao Generation Vehicle (ADNV)	546-547
53.	Request for Predictive Maintenance Testing (Thermographic Survey)	548-549
54.	Request for Predictive Maintenance Testing (Dissolved Gas Analysis)	550-551
55.	Request Conduct of Predictive Maintenance Services - Partial Discharge Analysis	552-553
56.	Request Conduct of Preventive / Corrective Maintenance Services - High Voltage Equipment Testing and Repair	554-555
57.	Request for Rendition of Immediate Response for Diagnostic Testing During Plant Outage or Abnormal Operation	556-557
58.	Request for Rendition of Technical Services on the Calibration / Accuracy Testing of Billing-Grade Multifunction Energy Meters of STEAG-SPI	558-559
59.	Request for Rendition of Technical Services on the Calibration / Accuracy Testing of Protective Relays	560-561
60.	Request for Rendition of Technical Services on the Calibration / Accuracy Testing of AC/DC Statistical Meters	562-563
61.	Conduct Inventory of Hazardous Trees	564
62.	Service Record and Employment Certification	565
63.	Processing of Hospitalization for Insurance Claim	566-567
64.	Preparation & Payment of Cash Advance for Travelling (Prepayment)	568-569
65.	Withdrawal of Goods	570

LIST OF SERVICES



66.	Preparation and Payment of Reimbursement of Travelling Expenses	571-573
67.	Preparation of Request for Reversion of Funds	574
68.	Preparation & Approval/Payment of Liquidation of Cash Advances for Travelling Expenses (Prepayment)	575-577
69.	Preparation and Submission of Night Shift Differential (NSD) and Overtime (OT) Claims of Employees to PSALM	578-580
70.	Preparation of Terms of Reference and other Related Documents for Infra Projects	581
71.	Inspection of Mindanao Generation Dams and Appurtenant Structures	582
	Feedback and Complaint Mechanism	583
	List of Offices	584





NATIONAL POWER CORPORATION

CENTRAL/HEAD OFFICE

EXTERNAL SERVICES



OFFICE OF THE CORPORATE SECRETARY

1. Attestation of Excerpted Versions of Board Resolutions Reports of Salaries, Allowances and Per Diems of Board and Senior Management

Excerpted versions of Board Resolutions are documentary issuances that contain the major justifications presented to and considerations made by the National Power Board in taking action over a particular matter or in issuing a policy, guideline or direction that is to be carried out by the Management.

The reports of salaries, allowances and per diems contain the emoluments and other entitlements of the Members of the National Power Board and Senior Management which are often submitted to and validated by the Commission on Audit and the Governance Commission for GOCCs.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/ Contractors/Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Form or Formal Letter-Request				
2. Formal Letter-Request with Statement of Intended Purpose, except when required by Commission on Audit (COA) and Government Commission for Government Owned Corporations (GOCCs)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Letter Request	1. Approval or Denial of the Request	None	1 Day	<i>Administrative Officer A</i>
	Total	None	1 Day	



2. Issuance of Corporate Secretary's Certificate for matters already approved by the NP Board

A Corporate Secretary's certificate is a document that is used as an attestation of the action undertaken or decision reached by the National Power Board. It is often issued as a substitute to a Board Resolution. Bearing the official seal of the Corporation, it is a legally binding document that is often used before administrative, judicial and quasi-judicial proceedings.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/ Contractors/Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Form or Formal Letter-Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Letter Request	1. Approval or Denial of the Request	None	1 Day (excluding notarization)	Administrative Officer A
	Total	None	1 Day	



3. Issuance of Authenticated/Certified Copies of Board Resolutions and/or Minutes with prayer to include the Signature Pages (Full Version)

A Board Resolution is a primary document that embodies and contains the collective action or decision of the National Power Board. It also contains the major premises and considerations of the governing board in laying down a policy or in instituting a specific action or measure. It is an important documentary evidence used before administrative, judicial and quasi-judicial proceedings. Minutes on the other hand is also a primary document that contains the actual discussion during a particular meeting of the National Power Board. It is the official summation of the governing board's proceedings that is backed by an *in toto* transcription.

While Board Resolutions and Minutes express the collective wisdom of the National Power Board, requests for copies thereof are weighed with circumspect especially when the signature pages are also sought or when the information requested tends to identify which member voted for or against a particular matter, policy or decision. This is to ensure that the members of the National Board continue to enjoy *deliberative privilege* in all its proceedings.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/ Contractors/Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Form or Formal Letter-Request (Statement of Intended Purpose)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Letter Request	1. Approval or Denial of the Request	None	3 Days	Administrative Officer A
Total		None	3 Days	



3. Resolution of Request for Contract Time Extension, Amendment to Order and Suspension of Work (Contract-Implementation Stage)

As the Head of the Procuring Entity (HOPE) and as the highest policy-making organ of National Power Corporation, the National Power Board, except for those involving amounts or levels that have already been delegated to the Management under the *Revised Manual of Approvals*, resolves requests for contract time extension, amendment to order and suspension of work which all affect the contractual performance of a winning bidder or supplier.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/ Contractors/Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Staff Work				
2. Formal Letter-Request of the Contractors/Supplier as endorsed by the Management				
3. Due Diligence from the Project Management Department (PMD) and Office of the Legal Counsel (OLC);				
4. Cost-Benefit Analysis and such other assessment of the Financial Impact of the request to NPC				
5. Supporting Documents/Applicable (Certifications from the Philippine National Police, Armed Forces of the Philippines, Local Government Unit, Philippine Coast Guard, Department of Foreign Affairs/Embassy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Letter Request	1.1. Referral of the Matter to the Board	None	4 Days	Corporate Staff Officer C
	1.2. Review/ Assessment by the Board Committee	None	8 Days	Corporate Secretary
	1.3. Approval/Denial of the Request	None	8 Days	NP Board
	Total	None	20 Days	



5. Resolution of Protests (Regardless of Amount)

As the Head of the Procuring Entity (HOPE) and as provided under the existing procurement rules and regulations, the National Power Board resolves all protests concerning the decision of the Bids and Awards Committee (BAC) at any stage of the procurement process. The National Power Board however takes jurisdiction of the case only when the protesting bidder files a verified position paper within seven (7) calendar days from receipt of the BAC's denial of the bidder's request for reconsideration and remits in favor of the Corporation, the non-refundable protest fee.

Office or Division:		Office of the Corporate Secretary/NP-Board		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government		
Who may avail:		Government Agencies/ Contractors/Private Individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Staff Work				
2. Copy of the Protest with all Supporting Documents (Which must be Ascertained by the Logistics Department)				
3. Position/Comment of the Bids and Awards Committee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Protest	1. Approval or Denial of the Protest	Non-refundable protest fee in accordance with RA 9184 (No less than 1% of the Approved Budget Contract)	10 Days (per RA 9184)	<i>Corporate Secretary/ NP Board</i>
	Total		10 Days	



6. Resolution of Compromise Proposals (Pending Court Cases)

Consistent with the thrust of the GOCC Governance Act, the National Power Board resolves all requests to enter into a compromise agreement involving cases or matters that are pending or are likely to be litigated before the Philippine courts of law. This is to ensure that the interest of the National Power Corporation is safeguarded against prejudicial, unnecessary, premature and unfair settlements.

Office or Division:	Office of the Corporate Secretary/NP-Board
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government
Who may avail:	Government Agencies/Contractors/Private Individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete Staff Work	
2. Formal Letter-Request/Motion	
3. Due Diligence from Management	
4. Opinion/Guidance from the Office of the Solicitor General/Office of the Corporate Counsel	
5. Cost-Benefit Analysis/Assessment of Financial Exposure to NPC	

6. Comment/Position of the Office of the Legal Counsel				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Letter Request	1. Approval or Denial of the Request	None	20 Days	NP Board
	Total	None	20 Days	



7. Reconsideration of Management's Policy Decisions

Being vested by several existing laws with all corporate powers, the Governing Boards-not the Management- are primarily responsible and directly accountable to the State for the operations and performance of GOCCs. While in principle the Management takes care of the day to day operation of the Corporation and the National Power Board exercises oversight function (i.e. on strategy formulation and policy execution), the latter has the plenary authority to intervene and if circumstances so warrant, override, cancel or modify a decision, program or policy direction of the Management. However, the reserved power of the Board to nullify or alter Management's actions go through strictest scrutiny to guard against undue overreach.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/Contractors/Private Individuals			
		WHERE TO SECURE		
1. Formal Letter-Appeal				
2. Memorandum/Position of the Management				
3. Board Review and Risk Management Committee (BRRMC) Recommendation and Report of Compliance)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Letter Request	1. Approval or Denial of the Request	None	20 Days	NP Board
Total		None	20 Days	



8. Restructuring of Power Accounts

In keeping with the Credit and Collection Policy of the Corporation, the National Power Board, save for the limits defined under the Revised Manual of Approvals, evaluates and decides on requests by electric cooperatives and local power associations to restructure power accounts and power receivables. The National Power Board also decides on the impossible interest rates, repricing period and if warranted by circumstances, discounting and credit suspension/reprieve privileges.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/Contractors/Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Staff Work				
2. Financial Impact report from the Finance Group				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Corporate Secretary with the Request	1. Approval or Denial of the Request	None	20 Days	<i>NP Board</i>
	Total	None	20 Days	



CORPORATE AFFAIRS GROUP

9. Reply to External Letters/Memos

Sending of immediate acknowledgement and/or response to an external correspondence.

Office or Division:	Office of the Vice President, Corporate Affairs Group			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business/G2G – Government to Government			
Who may avail:	Other Government Agencies, New Power Provider and Qualified Third Party/Electric Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memos/Letters				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memos/Letters	1.1. Receipt of Letters	None	5 Minutes	<i>Secretary</i>
	1.2. Forward to concerned group for appropriate action		1 Day	<i>Vice President</i>
	1.3. Submission of Letter Reply		3 Days	<i>Division/Department Managers concerned</i>
	Total	None	4 Days & 5 Minutes	



10. Land/Lot Certification

A certification issued to land owners/claimants verifying the status of land/lot whether the subject land/lot is inside or outside NPC-managed watersheds.

Office or Division:	Watershed Management Department, Corporate Affairs Group			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Other Government Agencies/ Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Letter Request		Applicant/Client		
5. Endorsement from the DENR-CENRO		DENR-CENRO Office		
6. Inspection Report		NPC Watershed Area Team		
7. Location Map		NPC Watershed Area Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit a request for Land/Lot Certification	1.1. Check application and completeness of requirement	None	1 Day	<p>(per area focal persons)</p> <p><i>Eleno N. Lavadia</i> Senior Watershed Management Specialist Buhi-Barit Watershed Area Team</p> <p><i>Nilda M. Cadio</i> Senior Watershed Management Specialist Upper-Agno River Watershed Area Team</p> <p><i>Nelson U. Gagto</i> Senior Watershed Management Specialist Angat Watershed Area Team</p> <p><i>Marshall I. Wasit</i> Senior Forest Ranger San Roque Watershed Area Team</p> <p><i>Junuel C. Clerigo</i> Senior Watershed</p>



Management
Specialist Tiwi
Watershed Area
Team

Ramil L. Alvarez
Senior Watershed
Management
Specialist
Makiling-
Banahaw
Watershed Area
Team

Edmon R.
Enriquez Senior
Watershed
Management
Specialist
Caliraya-Lumot
Watershed Area
Team

Eleno N. Lavadia
Senior Watershed
Management
Specialist Buhi-
Barit Watershed
Area Team

Nilda M. Cadio
Senior Watershed
Management
Specialist Upper-
Agno River
Watershed Area
Team

Nelson U. Gagto
Senior Watershed
Management
Specialist Angat
Watershed Area
Team

Marshall I. Wasit
Senior Forest
Ranger San
Roque Watershed
Area Team

Junuel C. Clerigo
Senior Watershed
Management
Specialist Tiwi
Watershed Area

1.2 Notify and
coordinate with
the applicant on
the schedule of
joint lot survey
through the
acquisition of lot
coordinates (NPC
pauses time)

None

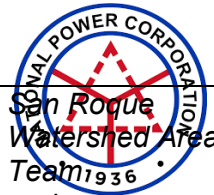
One (1) day



*Ramil B. Alvarez
Senior Watershed
Management
Specialist
Makiling-
Banahaw
Watershed Area
Team*

*Edmon R.
Enriquez Senior
Watershed
Management
Specialist
Caliraya-Lumot
Watershed Area
Team*

3. Agree on the schedule of site inspection	2.1 Conduct inspection/lot survey using the GPS receiver and record the coordinates of the concerned lot	None	One (1) day	<p><i>Lorenzo B. Clapis Senior Forest Ranger, Roberto L. Barrogo Forest Guard Buhi-Barit Watershed Area Team and applicant</i></p> <p><i>Jefferson P. Dacwayan Senior Forest Ranger, Franklin W. Mariano Forest Guard Upper-Agno Watershed Area Team and applicant</i></p> <p><i>Nelson U. Gagto Senior Forest Ranger, Michael O. Pantoja Forest Guard Angat Watershed Area Team and applicant</i></p> <p><i>Marshall I. Wasit Senior Forest Ranger Markgil G. Eugenio Forest Guard</i></p>



*San Roque
Watershed Area
Team
and
applicant*

*Ricky James R.
Revereza
Senior Forest
Ranger, Veronica
Mae P. Suruiz
Forest Guard
Tiwi Watershed
Area Team
and
applicant*

*Ramil L. Alvarez
Senior Forest
Ranger Specialist,
Garvin Lloyd T.
Moldez Forest
Guard
Makiling-
Banahaw
Watershed Area
Team and
Applicant*

*Wilson R. Ratac
Senior Forest
Ranger, Philip
Noel A.
Garrote
Forest Guard
Caliraya-
Lumot
Watershed
Area Team
and
Applicant*

*Eleno N. Lavadia
Senior Watershed
Management
Specialist Buhi-
Barit Watershed
Area Team*

*Nilda M. Cadio
Senior Watershed
Management
Specialist Upper-
Aguo River*

2.2 Prepare and submit the Land/Lot Certification and map with the attached supporting documents to WAT Section Chief

None

One (1) day



*Watershed Area
Team*

*Nelson U. Gagto
Senior Watershed
Management
Specialist Angat
Watershed Area
Team*

*Marshall I. Wasit
Senior Forest
Ranger San
Roque Watershed
Area Team*

*Junuel C. Clerigo
Senior Watershed
Management
Specialist Tiwi
Watershed Area
Team*

*Ramil L. Alvarez
Senior Watershed
Management
Specialist
Makiling-
Banahaw
Watershed Area
Team*

*Edmon R.
Enriquez Senior
Watershed
Management
Specialist
Caliraya-Lumot
Watershed Area
Team*

*Reuel R.
Declaro Section
Chief
Buhi-Barit
Watershed Area
Team*

*Benjamin T.
Kimmayong
Section Chief
Upper-Agno
Watershed Area
Team*

2.3 Evaluate and
endorse the
documents to
WMD-HO

None

One (1) day



*Ramir F. Gatao
Section Chief
Angat Watershed
Area Team*

*Ellenor A. Perez
Section Chief
San Roque
Watershed Area
Team
Jairus B.
Amistoso Section
Chief
Tiwi Watershed
Area Team*

*Mendel S. Garcia
Section Chief
Makiling-
Banahaw
Watershed Area
Team*

*Benedicto T.
Virrey Section
Chief Caliraya-
Lumot
Watershed Area
Team*

2.4. Review the documents and approve Land/Lot Certification

None

One (1) day

*Raul M. Del
Mundo Senior
Watershed
Management
Specialist PRD,
Rosario C. Ortiz
Division Manager
and
Vincent B. Concio
OIC-Department
Manager
Watershed
Management
Department*

*Gloria O. Faronilo
Senior Watershed
Management
Specialist RDD,
Vincent B. Concio
Division Manager
and the
Department
Manager*



	2.5 Notify the applicant of the approved Land/Lot Certification	None	One (1) day	<p><i>Eleno N. Lavadia</i> Senior Watershed Management Specialist Buhi-Barit Watershed Area Team</p> <p><i>Nilda M. Cadio</i> Senior Watershed Management Specialist Upper-Agno River Watershed Area Team</p> <p><i>Nelson U. Gagto</i> Senior Watershed Management Specialist Angat Watershed Area Team</p> <p><i>Marshall I. Wasit</i> Senior Forest Ranger San Roque Watershed Area Team</p> <p><i>Junuel C. Clerigo</i> Senior Watershed Management Specialist Tiwi Watershed Area Team</p> <p><i>Ramil L. Alvarez</i> Senior Watershed Management Specialist Makiling-Banahaw Watershed Area Team</p> <p><i>Edmon R. Enriquez</i> Senior Watershed Management Specialist Caliraya-Lumot Watershed Area Team</p>
	Total		7 Days	



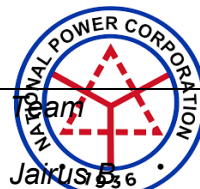
11. Land Use Permit (For Non-Energy Projects within or will traverse NPC – Managed Watersheds)

A document granted to qualified land use applicants who complied with the requirements and conditions set by the NPC, authorizing the conduct of specified land use activities on public lands inside reservations subject of NPC control and jurisdiction.

Office or Division:	Watershed Management Department, Corporate Affairs Group			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Other Government Agencies/ Contractors/Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Applicant/Client		
2. Feasibility Study or Development/Management and Operations Plan (whichever is applicable)		Applicant/Client		
3. Copy of ECC or CNC and Initial Environmental Examination		DENR Regional Office		
4. Clearance from other concerned agencies, local government units and IPPs, copy of Free and Prior Informed Consent (in applicable areas)		Concerned agencies, Local Government Units (LGUs), Independent Power Producer (IPP)/Plant Operator, NCIP Regional Office (FPIC)		
5. Location Map of the Project Area, drawn to scale of 1:10,000 or larger, indicating the tenure status therein, i.e. Public Land, A&D, Privately owned, Tax Declared, Certificate of Land Ownership Award (CLOA), etc. (attach copies of these tenure instruments)		Applicant/Client		
6. Recent Geo-Referenced photos of the areas being applied for taken from four cardinal directions, North, East, West, and South		Applicant/Client		
7. Topographic map of the project site, drawn to a scale of 1:10,000 or larger		Applicant/Client		
8. Payment of necessary fees/rentals to be determined after initial evaluation at NPC		NPC		
9. Name/s and numbers of contact person/s in charge and other useful/relevant information		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Land Use Permit application (For Non-Energy	1.1. Check application and completeness of requirement	Application Fee – PHP 500	1 Day	Reuel R. Declaro Section Chief Buhi-Barit Watershed Area



<p>Projects Within or Will Traverse NPC-Managed Watersheds)</p>	<p>1.2.Notify applicant of the schedule of joint site inspection (NPC pauses time)</p>	<p>None</p>	<p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</p> <p>Ramil F. Gata Section Chief Angat Watershed Area Team</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area Team</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team</p> <p>Mendel S. Garcia Section Chief Makiling-Banahaw Watershed Area Team</p> <p>Benedicto T. Virrey Section Chief Caliraya-Lumot Watershed Area Team</p> <p>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team</p> <p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</p> <p>Ramil F. Gata Section Chief Angat Watershed Area Team</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area</p>
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*Amistoso Section
Chief
Tiwi Watershed
Area Team*

*Mendel S. Garcia
Section Chief
Makiling-
Banahaw
Watershed Area
Team*

*Benedicto T.
Virrey Section
Chief Caliraya-
Lumot
Watershed Area
Team*

2. Agree on the schedule of site inspection	2.1. Conduct inspection, prepare and submit inspection report and recommendation	Inspection/ Service Fee – PHP 50/hectare or fraction thereof but not less than PHP2,000 plus the actual travelling expenses of the team from official station to site and back	8 days	<i>Eleno N. Lavadia Senior Watershed Management Specialist, Roberto L. Barrogo Forest Guard Buhi-Barit Watershed Area Team and applicant</i> <i>Nilda M. Cadio Senior Watershed Management Specialist, Franklin W. Mariano Forest Guard Upper-Agno Watershed Area Team and applicant</i> <i>Nelson U. Gagto Senior Watershed Management Specialist, Michael O. Pantoja Forest Guard Angat Watershed</i>



*Area Team
and applicant*

*Marshall I. Wasit
Senior Forest
Ranger Adrian B.
Espero
Forest Guard San
Roque
Watershed
Area Team and
applicant*

*Junuel C. Clerigo
Senior
Watershed
Management
Specialist,
Veronica Mae P.
Suruiz Forest
Guard
Tiwi Watershed
Area Team
and applicant*

*Ramil L. Alvarez
Senior
Watershed
Management
Specialist Garvin
Lloyd T. Moldez
Forest Guard
Makiling-
Banahaw
Watershed Area
Team and
applicant*

*Edmon R.
Enriquez Senior
Watershed
Management
Specialist,
Philip Noel A.
Garrote Forest
Guard Caliraya-
Lumot
Watershed Area
Team and
Applicant*

*Ramil F. Gata
Section Chief
Angat Watershed
Area Team
Raul M. Del*

2.2 Issues
preliminary ruling,
whether application is

None

5 days



	<p>denied or allowed. If denied, informs applicant immediately. If allowed, submits application and inspection report to TWG for deliberation</p>			<p><i>Mundo Senior Watershed Management Specialist PRD, and Rosaoro C. Ortiz Division Manager Watershed Management Department</i></p> <p><i>Ellenor A. Perez Section Chief San Roque Watershed Area Team</i></p> <p><i>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and Rosaoro C. Ortiz, Division Manager</i></p> <p><i>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</i></p> <p><i>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and Rosaoro C. Ortiz Division Manager Watershed Management Department</i></p> <p><i>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team</i></p> <p><i>Gloria O. Faronilo Senior Watershed</i></p>
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Management
Specialist RDD,
Watershed
Management
Department and

Vincent B. Concio
Division Manager
Watershed
Management
Department

Benedicto T.
Virrey Section
Chief Caliraya-
Lumot
Watershed Area
Team

Gloria O. Faronilo
Senior
Watershed
Management
Specialist RDD,
Watershed
Management
Department and

Vincent B. Concio
Division Manager
Watershed
Management
Department

Mendel S. Garcia
Section Chief
Makiling-
Banahaw
Watershed Area
Team Gloria O.
Faronilo Senior
Watershed
Management
Specialist RDD,
Watershed
Management
Department and

Vincent B. Concio
Division Manager
Watershed
Management
Department

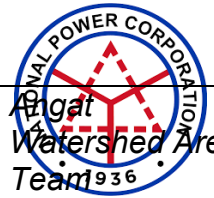
Jairus B.
Amistoso Section
Chief Tiwi



				<p><i>Watershed Area Team</i></p> <p><i>Gloria O. Faronilo</i> Senior Watershed Management Specialist RDD, Watershed Management Department and</p> <p><i>Vincent B. Concio</i> Division Manager Watershed Management Department</p>
	2.3. Prepares and endorses draft LUP	None	One (1) day	<p><i>Raul M. Del Mundo</i> Senior Watershed Management Specialist PRD, <i>Rosaoro C. Ortiz</i> Division Manager and <i>Vincent B. Concio</i> OIC-Department Manager Watershed Management Department</p> <p><i>Gloria O. Faronilo</i> Senior Watershed Management Specialist RDD, <i>Vincent B. Concio</i> Division Manager and <i>Vincent B. Concio</i> OIC-Department Manager Watershed Management Department</p>
	2.4. Approve LUP	None	One (1) day	<p><i>Fernando Martin Y. Roxas</i> President and CEO National Power</p>



	<p>2.5.Submit request to General and Property Tax Accounting Division for issuance of debit memo as basis for pay</p>	None	Two (2) days	<p><i>Raul M. Del Mundo</i> Senior Watershed Management Specialist PRD, Watershed Management Department</p> <p><i>Gloria O. Faronilo</i> Senior Watershed Management Specialist RDD, Watershed Management Department</p>
	<p>2.6.Notify applicants to pay the necessary fees and charges (NPC pauses time)</p>	Refer to the table of fees	One (1) day	<p><i>Eleno N. Lavadia</i> Senior Watershed Management Specialist and <i>Reuel R. Declaro</i> Section Chief <i>Buhi-Barit</i> Watershed Area Team</p> <p><i>Nilda M. Cadio</i> Senior Watershed Management Specialist and <i>Benjamin T. Kimmayong</i> Section Chief <i>Upper-Agno</i> Watershed Area Team</p> <p><i>Nelson U. Gagto</i> Senior Watershed Management Specialist and <i>Ramil F. Gata</i> Section Chief</p>



Angat
Watershed Area
Team

Marshall I.
Wasit
Senior Forest
Ranger Ellenor
A. Perez
Section Chief
San Roque
Watershed Area
Team

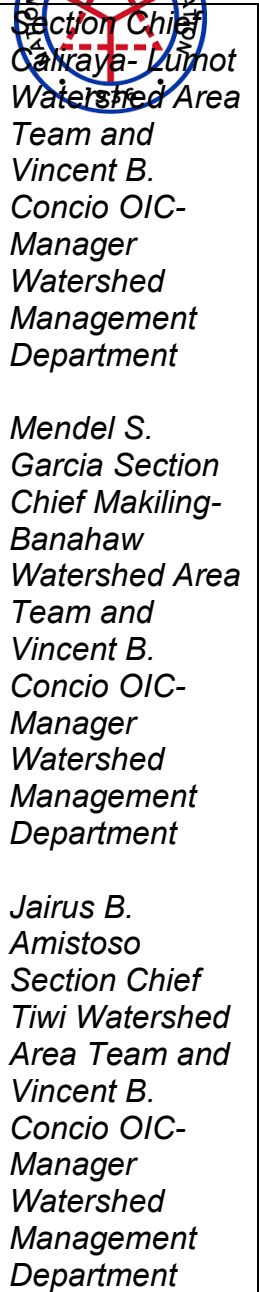
Junuel C.
Clerigo Senior
Watershed
Management
Specialist and
Jairus B.
Amistoso
Section Chief
Tiwi Watershed
Area Team

Ramil L. Alvarez
Senior
Watershed
Management
Specialist and
Mendel S.
Garcia
Section Chief
Makiling-
Banahaw
Watershed Area
Team

Edmon R.
Enriquez Senior
Watershed
Management
Specialist and
Benedicto T.
Virrey Section
Chief
Caliraya-Lumot
Watershed Area
Team



	2.7.Issue approvedLUP	None	One (1) day	<p><i>Ramil F. Gato</i> Section Chief Angat 1936 Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p> <p><i>Ellenor A. Perez</i> Section Chief San Roque Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p> <p><i>Benjamin T. Kimmayong</i> Section Chief Upper-Agno Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p> <p><i>Reuel R. Declaro</i> Section Chief Buhi-Barit Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p> <p><i>Benedicto T. Virrey</i></p>
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				 <p>Section Chief Cairaya- Lumbot Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p> <p>Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team and Vincent B. Concio OIC- Manager Watershed Management Department</p>
	Total		20 Days	



Table of Fees

Resource Utilization/Land Use/ Activity	Application Fee	License/ Permit Fee	Forest Charges	Performance Bonds	Service Fee	Rental
LAND USE ACTIVITY						
Special Use of Forest Land						
Agroforestry, Forest Occupancy Mgt., Communal Tree Farm, Nursery Site Establishment, Family Approach to Reforestation, Forest Industries to and Food Production program	PHP 500.00/ application	None	None	Twice (2) the annual rental	PHP 50.00/hectare or fraction thereof but not less than PHP 2,000.00 plus the actual traveling expenses of the team from official station to the site and back	1 hectare or less = PHP 70.00/hectare >1 hectare to 5 hectares = PHP 150/hectare > 5 hectare = PHP 250.00/hectare
Recreational Site/Similar Development	PHP 500.00/ application	None	None	None	PHP 50.00/ha . or fraction thereof but not less than PHP 2,000.00 plus the actual traveling expenses of the team from official station to the site and back	PHP 1,700/ha or a fraction thereof subject to re-appraisal every 5 years
School, Chapel Sites/Other Similar Institution	None	None	None	None	PHP 50.00/ha . or fraction thereof but not less than Php 2,000.00 plus the actual	PHP 1,700/ha or a fraction thereof subject to re-appraisal every 5 years

Resource Utilization/Land Use/ Activity	Application Fee	License/ Permit Fee	Forest Charges	Performance Bonds	Service Fee	Rental
					than traveling expenses of the team from official station to the site and back	
Construction / development of Infrastructure facilities e.g. roads, bridges, canals, communication lines/towers, industrial complex and other similar projects	PHP 500.00/ application	None	None	Twice (2) the annual rental	PHP 50.00/ha . or fraction thereof but not less fraction PHP 2,000.00 plus the actual than traveling expenses of the team from official station to the site and back	PHP 1,700/ha or a fraction thereof subject to re-appraisal every 5 years
Industrial Tree Plantation/Tree Farm and Rattan Plantations	PHP 0.50/ha or fraction thereof but not less than PHP 100.00	None	None	Twice (2) the annual rental	PHP 50.00/ha. or fraction thereof but not less fraction PHP 2,000.00 plus the actual than traveling expenses of the team from official station to the site and back	1st - 5th year = no rental 6th - 10th year = PHP 0.50/ha 11th year and thereafter = PHP 1.00/ha
Private Land Timber Permit/License Special Permits	None	None	None	PHP 1.00/cu. m. based on AAC granted but not less than PHP 1,000.00	PHP 50.00/ha . or fraction thereof but not less fraction	1 ha. or less = PHP 70.00/ha. >1 ha. to 5 has. = PHP 150/ha.

Resource Utilization/Land Use/ Activity	Application Fee	License/ Permit Fee	Forest Charges	Performance Bonds	Service Fee	Rental
					PHP 2,000.00 plus the actual than traveling expenses of the team from official station to the site and back	> 5 has. = PHP 250.00/ha
Aquaculture	PHP 300.00/ application	None	None	Twice (2) the annual rental	PHP 50.00/ha. or fraction thereof but not less fraction PHP 2,000.00 plus the actual than traveling expenses of the team from official station to the site and back	1 ha. or less = PHP 70.00/ha. >1 ha. to 5 has. = PHP 150/ha. > 5 has. = PHP 250.00 /ha
Operation of Energy Projects	PHP 1,000.00/ application	None	None	Twice (2) the annual rental	PHP 50.00/ha. or fraction thereof but not less fraction PHP 2,000.00 plus	PHP 30,000.00/ hectare or a fraction thereof subject to re-appraisal every 5 years



Resource Utilization/Land Use/ Activity	Application Fee	License/ Permit Fee	Forest Charges	Performance Bonds	Service Fee	Rental
					the actual than traveling expenses of the team from official station to the site and back	
Operation of Telecommunications and/or Transmission Lines/Towers and Allied Structure/Facilities	PHP 1,000.00/ application	None	None	Twice (2) the annual rental	PHP 50.00/ha. or fraction thereof but not less fraction PHP 2,000.00 plus the actual than traveling expenses of the team from official station to the site and back	PHP 15,000.00/tower and PHP 10,000.00/circuit km. of communication cables or power lines or a fraction thereof subject to re-appraisal every 5 years
Exploration/Utilization and/or Similar Activities Affecting Mineral Resources	PHP 1,000.00/ application	None	None	PHP 20,000.00 surety bond	PHP 50.00/ha. or fraction thereof but not less fraction PHP	1 ha. or less =PHP 70.00/ha. >1 ha. to 5 has. =PHP 150/ha. > 5 has.

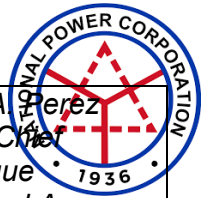
Resource Utilization/Land Use/ Activity	Application Fee	License/ Permit Fee	Forest Charges	Performance Bonds	Service Fee	Rental
					2,000.00 plus the actual than traveling expenses of the team from official station to the site and back	= PHP 250.00/ha
Hunting/Collecting Game and Other Wildlife Species (if allowed) (sparrows, weavers and similar sizes; quails, pigeons and other species of birds; monkey/other animals)	PHP 20.00/ application	PHP 100.00	10% of actual market value	None	None	None
Pasture/Grazing land (if allowed)	PHP 5.00 /ha or a fraction thereof but not less than PHP 500.00	None	None	PHP 20.00/ha or a fraction thereof but not less than PHP 3,000.00	None	Climatic Type 1 = PHP 15.00/ha Climatic Type 2, 3 = PHP 20/ha



12. Watershed Area Clearance (For Non-Energy Projects within or will traverse NPC – Managed Watersheds)

A legal document granted to qualified land use applicants who complied with the requirements and conditions set by the Watershed Management Department of the NPC, authorizing the conduct of specified land use activities on private/titled lands inside watershed reservations under NPC control and jurisdiction and on other areas being managed by NPC.

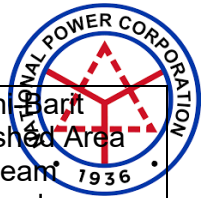
Office or Division:	Watershed Management Department, Corporate Affairs Group			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business/			
Who may avail:	Private Groups and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Applicant		
2. Feasibility Study or Development/Management and Operations Plan (whichever is applicable)		Applicant		
3. Copy of ECC or CNC and Initial Environmental Examination		DENR Regional Office		
4. Clearance from other concerned agencies, local government units and IPPs, copy of Free and Prior Informed Consent (in applicable areas)		Concerned agencies, Local Government Units (LGUs) Independent Power Producers (IPPs), NCIP Regional Office (FPIC)		
5. Location Map of the Project Area, drawn to scale of 1:10,000 or larger, indicating the tenure status therein, i.e. Public Land, A&D, Privately owned, Tax Declared, Certificate of Land Ownership Award (CLOA), etc. (attach copies of these tenure instruments)		Applicant		
6. Recent Geo-Referenced photos of the areas being applied for taken from four cardinal directions, North, East, West, and South		Applicant		
7. Topographic map of the project site, drawn to a scale of 1:10,000 or larger		Applicant		
8. Payment of necessary fees		NPC		
9. Name/s and numbers of contact person/s in charge and other useful/relevant information		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Watershed Area Clearance (WAC)	1.1. Check application and completeness of requirement	Application Fee – PHP 500	One (1) day	Ramil F. Gata Section Chief Angat Watershed Area Team



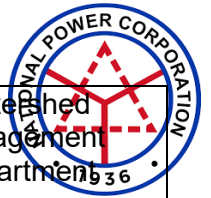
<p>application(For Non-Energy Projects Within or Will Traverse NPC-Managed Watersheds)</p>	<p>1.2. Notify applicant on the schedule of joint site inspection (NPC pauses time)</p>	<p>None</p>	<p>Ellenor A. Perez Section Chief San Roque Watershed Area Team</p> <p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</p> <p>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team</p> <p>Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed Area Team</p> <p>Mendel S. Garcia Section Chief Makiling-Banahaw Watershed Area Team</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team</p> <p>Ramil F. Gata Section Chief Angat Watershed Area Team</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area Team</p> <p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</p> <p>Reuel R. Declaro Section Chief Buhi- Barit Watershed</p>
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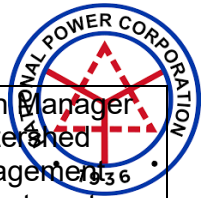
				<p><i>Area Team</i></p> <p><i>Benedicto T. Viquez</i> <i>Section Chief</i> <i>Caliraya- Lumot</i> <i>Watershed Area</i> <i>Team</i></p> <p><i>Mendel S. Garcia</i> <i>Section Chief</i> <i>Makiling-Banahaw</i> <i>Watershed Area</i> <i>Team</i></p> <p><i>Jairus B. Amistoso</i> <i>Section Chief</i> <i>Tiwi Watershed</i> <i>Area Team</i></p>
2. Agree on the schedule of site inspection	2.1. Conduct inspection, prepare and submit inspection report and recommendation	Inspection/ Service Fee – Php 50/ hectare or fraction thereof but not less than PHP 2,000 plus the actual travelling expenses of the team from official stations to site and back	8 Days	<p>Nelson U. Gagto Senior Watershed Management Specialist, Michael O. Pantoja Forest Guard Angat Watershed Area Team and applicant</p> <p>Marshall I. Wasit Senior Forest Ranger Markgil G. Eugenio Forest Guard San Roque Watershed Area Team and applicant</p> <p>Nilda M. Cadio Senior Watershed Management Specialist, Franklin W. Mariano Forest Guard Upper-Agno Watershed Area Team and applicant</p> <p>Eleno N. Lavadia Senior Watershed Management Specialist, Roberto L. Barrogo Forest Guard</p>



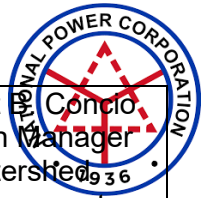
				<p>Buhang Watershed Area Team and applicant</p> <p>Edmon R. Enriquez Senior Watershed Management Specialist, Philip Noel A. Garrote Forest Guard Caliraya-Lumot Watershed Area Team and applicant</p> <p>Ramil L. Alvarez Senior Watershed Management Specialist Garvin Lloyd T. Moldez Forest Guard Makiling-Banahaw Watershed Area Team and applicant</p> <p>Junuel C. Clerigo Senior Watershed Management Specialist, Veronica Mae P. Suruiz Forest Guard Tiwi Watershed Area Team and applicant</p>
	<p>2.2 Issues preliminary ruling, whether application is denied or allowed. If denied, inform applicant immediately. If allowed, submits application and inspection report to TWG for deliberation</p>	None	Five (5) days	<p>Ramil F. Gata Section Chief Angat Watershed Area Team</p> <p>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and Rosaoro C. Ortiz Division Manager</p>



				<p>Watershed Management Department</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area Team</p> <p>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and</p> <p>Rosaoro C. Ortiz Division Manager Watershed Management Department</p> <p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</p> <p>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and</p> <p>Rosaoro C. Ortiz Division Manager Watershed Management Department</p> <p>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team</p> <p>Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and</p> <p>Vincent B. Concio</p>
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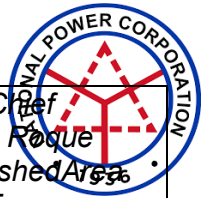
				<p>Division Manager Watershed Management Department</p> <p>Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed Area Team Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</p> <p>Mendel S. Garcia Section Chief Makiling-Banahaw Watershed Area Team</p> <p>Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and</p>
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				<p>Vincent B. Concio Division Manager Watershed Management Department</p>
	2.3. Prepares and endorses draft WAC	None	One (1) day	<p>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Rosaoro C. Ortiz Division Manager and Vincent B. Concio OIC-Department Manager Watershed Management Department</p> <p>Gloria O. Faronilo Senior Watershed Management Specialist RDD, Vincent B. Concio Division Manager and Vincent B. Concio OIC-Department Manager Watershed Management Department</p>
	2.4. Approve WAC	None	One (1) day	<p><i>Fernando Martin Y. Roxas President and CEO</i> National Power Corporation</p>
	2.5. Submit request to General and Property Tax Accounting Division for	None	Two (2) days	<p>Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management</p>



	issuance of debit memo as basis for pay			<p>Department</p> <p>Gloria O. Farolito Senior Watershed Management Specialist RDD, Watershed Management Department</p>
	2.6. Notify applicants to pay the necessary fees and charges (NPC pauses time)	None	One (1) Day	<p><i>Eleno N. Lavadia</i> Senior Watershed Management Specialist and <i>Reuel R. Declaro</i> Section Chief Buhi-Barit Watershed Area Team</p> <p><i>Nilda M. Cadio</i> Senior Watershed Management Specialist and <i>Benjamin T. Kimmayong</i> Section Chief Upper-Agno Watershed Area Team</p> <p><i>Nelson U. Gagto</i> Senior Watershed Management Specialist and <i>Ramil F. Gata</i> Section Chief Angat Watershed Area Team</p> <p><i>Marshall I. Wasit</i> Senior Forest Ranger and <i>Ellenor A. Perez</i> Section</p>



				<p>Chief San Roque Watershed Area Team</p> <p>Junuel C. Clerigo Senior Watershed Management Specialist and Jairus B. Amistoso Section Chief Tiwi Watershed Area Team</p> <p>Ramil L. Alvarez Senior Watershed Management Specialist and Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team</p> <p>Edmon R. Enriquez Senior Watershed Management Specialist and Benedicto T. Virrey Section Chief Caliraya-Lumot Watershed Area Team</p>
3. Pay the necessary fees and charges and submit proof of payment	2.7. Issue approved WAC	None	One (1) day	<p>Ramil F. Gata Section Chief Angat Watershed Area Team And Vincent B. Concio OIC- Department Manager</p>



				<p>Watershed Management Department</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area Team and Vincent B. Concio OIC-Department Manager Watershed Management Department</p> <p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team and Vincent B. Concio OIC-Department Manager Watershed Management Department</p> <p>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team and Vincent B. Concio OIC-Department Manager Watershed Management Department</p> <p>Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed Area Team and Vincent B. Concio OIC-Department</p>
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				<p>Manager Watershed Management Department</p> <p>Mendel S. Garcia Section Chief Makiling-Banahaw Watershed Area Team and Vincent B. Concio OIC-Department Manager Watershed Management Department</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team and Vincent B. Concio OIC-Department Manager Watershed Management Department</p>
	Total		20 Days	



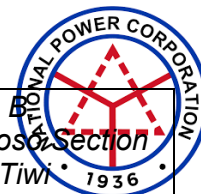
13. Special Tree Cutting Permit (LUP)/Wood Recovery Permit (WRP)/Harvesting Permit (HP) For Non-Energy Projects within or will traverse NPC – Managed Watersheds)

A permit issued by Manager, WMD or President and CEO to cut/remove, salvage/recover and collect/gather trees and/or other minor forest products due to site preparation activity of an authorized long-term land use/activity.

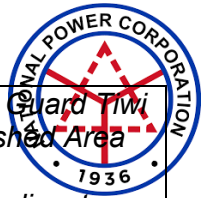
Office or Division:	Watershed Management Department, Corporate Affairs Group			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Government Agencies/ Contractors/Private Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application		Applicant		
2. Initial Inventory and Geotagged (GPS-based) location of the trees/saplings affected including a brief description of scientific and local name/s, number of trees, diameter at breast height (DBH) of the trees, tenure status of the area (whether public land, A&D, privately owned, tax declared, etc.), representative pictures of the trees, other useful information		Applicant		
3. MENRO Certification of No Objection		LGU MENRO		
4. Forest Charges, Application, Inspection and other Fees (to be determined after the conduct of field inspection/survey/inventory)		NPC		
5. Name/s and numbers of contact person/s in charge and other useful/relevant information		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Special Tree Cutting Permit/Wood Recovery Permit/Harvesting Permit application (For Non-Energy Projects Within or Will Traverse NPC-Managed Watersheds)	1.1 Check application and completeness of requirements	Application Fee (Refer to the Table of Fees)	1 Day	(per area) Ramil F. Gata Section Chief Angat Watershed Area Team Ellenor A. Perez Section Chief San Roque Watershed Area Team Benjamin T. Kimmayong



				<p>Section Chief Upper-Agno Watershed Area Team Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed Area Team Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team Jairus B. Amistoso Section Chief Tiwi Watershed Area Team</p>
	1.2 Notify applicant on the schedule of joint inspection of project area, geo-tagging and inventory of trees (NPC pauses time)	None		<p>Ramil F. Gata Section Chief Angat WAT</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area Team Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed Area Team Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team</p>



				<i>Jairus B. Amistos, Section Chief Tiwi Watershed Area Team</i>
2. Agree on the schedule of site inspection	2.1 Conduct inspection, geo-tagging and inventory of trees prepare and prepare/submit inspection report and recommendation	Inspection/Service Fee – PHP 50/hectare or fraction thereof but not less than PHP 2,000 plus the actual travelling expenses of the team from official station to site and back	8 Days	<i>Eleno N. Lavadia Senior Watershed Management Specialist, Roberto L. Barrogo Forest Guard Buhi-Barit Watershed Area Team and applicant</i> <i>Nilda M. Cadio Senior Watershed Management Specialist, Franklin W. Mariano Forest Guard Upper-Agno Watershed Area Team and applicant</i> <i>Nelson U. Gagto Senior Watershed Management Specialist, Michael O. Pantoja Forest Guard Angat Watershed Area Team and applicant</i> <i>Marshall I. Wasit Senior Forest Ranger Adrian B. Espero Forest Guard San Roque Watershed Area Team and applicant</i> <i>Junuel C. Clerigo Senior Watershed Management Specialist,</i> <i>Veronica Mae P. Suruiz</i>



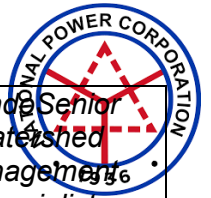
				<p>Forest Guard Team Watershed Area Team and applicant</p> <p>Ramil L. Alvarez Senior Watershed Management Specialist, Garvin Lloyd T. Moldez Forest Guard Makiling- Banahaw Watershed Area Team and applicant</p> <p>Edmon R. Enriquez Senior Watershed Management Specialist, Jerry M. Oarde Forest Guard Caliraya-Lumot Watershed Area Team and applicant</p>
	<p>2.2 Issues preliminary ruling, whether application is denied or allowed. If denied, informs applicant immediately. If allowed, submits application and inspection report to the Watershed Management Department for deliberation</p>	None	5 days	<p>Ramil F. Gata Section Chief Angat Watershed Area Team Senior Watershed Management Specialist PRD, Watershed Management Department and Rosaoro C. Ortiz Division Manager Watershed Management Department</p> <p>Ellenor A. Perez Section Chief San Roque Watershed Area Team Raul M. Del Mundo Senior Watershed</p>



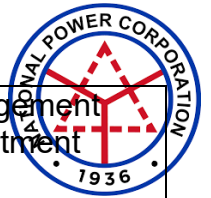
				<p>Management Specialist PRD, Watershed Management Department and Rosaoro C. Ortiz Division Manager Watershed Management Department</p> <p>Benjamin T. Kimmayong Section Chief</p> <p>Upper-Agno Watershed Area Team Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and Rosaoro C. Ortiz Division Manager Watershed Management Department</p> <p>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</p> <p>Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed</p>
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				<p>Area Team Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</p> <p>Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</p> <p>Raul M. Del</p>
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	2.3. Prepares and endorses draft STCP/WRP/HP	None	One (1) day	<p><i>Mundo Senior Watershed Management Specialist PRD, Watershed Management Department and Rosauro C. Ortiz Division Manager Watershed Management Department</i></p> <p><i>Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department and Vincent B. Concio Division Manager Watershed Management Department</i></p> <p><i>Vincent B. Concio OIC-Department Manager WMD or Fernando Martin Y. Roxas President and CEO, NPC</i></p>
	2.4. Approve STCP/WRP/HP	None	One (1) day	
	2.5. Submit request to General and Property Tax	None	Two (2) days	Raul M. Del Mundo Senior Watershed Management Specialist PRD, Watershed



	Accounting Division for issuance of debit memo as basis for pay			Management Department
	2.6. Notify applicants to pay the necessary fees and charges (NPC pauses time)	None	One (1) day	<p>Gloria O. Faronilo Senior Watershed Management Specialist RDD, Watershed Management Department</p> <p>Eleno N. Lavadia Senior Watershed Management Specialist and Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team</p> <p>Nilda M. Cadio Senior Watershed Management Specialist and Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team</p> <p>Nelson U. Gagto Senior Watershed Management Specialist and Ramil F. Gata Section Chief Angat Watershed Area Team</p> <p>Marshall I. Wasit Senior Forest Ranger and Ellenor A. Perez</p>



<p>3. Pay the necessary fees and charges and submit proof of payment</p>	<p>2.7. Issue approved STCP/WRP/HP to applicant</p>	<p>None</p>	<p>One (1) day</p>	<p>Section Chief San Roque Watershed Area Team</p> <p>Jairus B. Amistoso Section Chief Tiwi Watershed Area Team</p> <p>Ramil L. Alvarez Senior Watershed Management Specialist and Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team</p> <p>Edmon R. Enriquez Senior Watershed Management Specialist and Benedicto T. Virrey Section Chief Caliraya-Lumot Watershed Area Team</p> <p>Ramil F. Gata Section Chief Angat Watershed Area Team and Vincent B. Concio OIC- Department Manager Watershed Management Department</p> <p>Ellenor A. Perez</p>
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				<p>Section Chief San Roque Watershed Area Team and Vincent B. Concio OIC- Department Manager Watershed Management Department</p> <p>Benjamin T. Kimmayong Section Chief Upper-Agno Watershed Area Team and Vincent B. Concio OIC- Department Manager Watershed Management Department</p> <p>Reuel R. Declaro Section Chief Buhi-Barit Watershed Area Team and Vincent B. Concio OIC- Department Manager Watershed Management Department</p> <p>Benedicto T. Virrey Section Chief Caliraya- Lumot Watershed Area Team and Vincent B. Concio OIC- Department</p>
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				Manager Watershed Management Department Mendel S. Garcia Section Chief Makiling- Banahaw Watershed Area Team and Vincent B. Concio OIC- Department Manager Watershed Management Department Jairus B. Amistoso Section Chief Tiwi Watershed Area Team and Vincent B. Concio OIC- Department Manager Watershed Management Department
	Total		20 Days	



Table of Fees

Resource Utilization/ Land Use / Activity	Application Fee	License / Permit Fee	Forest Charges	Performance Bonds	Service Fee
FOREST RESOURCES UTILIZATION					
Forest Products Harvesting/ Collecting					
Timber harvesting / tree cutting / wood recovery permit: a. For personal use b. For livelihood c. Government project d. Public Safety e. Scientific use	PHP 300.00 / application	5% of the value in terms of average forest charges of the products, but not less than PHP 100.00	25% of the actual FOB market price-based species and grading Please refer to specific rates per species group/grade below.	20% of the total forest charges but not less than PHP 10,000.00 plus reforestation deposit (except for application not exceeding 5 cu.m.)	Vol ≤ 3 cu.m. = PHP 300.00 Vol > 3 but ≤ 5 cu.m. = PHP 500.00 Vol > 5 cu. m. = PHP 2,000.00 plus the actual traveling expenses of the team from official station to the site and back
Pulpwood, matchwood, chipwood	PHP 300.00 / application	5% of the value in terms of average forest charges of the products but not less than PHP 100.00	PHP 95.00/cu.m.	20% of the total forest charges but not less than PHP 10,000.00 plus reforestation deposit (except for application not exceeding 5 cu.m.)	None
Gathering and utilization of logging waste, firewood, branches and other recoverable wood wastes of timber, e.g. timber ends, tops and stumps when used as raw materials for the manufacture of finished products	Php 300.00 / application	5% of the value in terms of average forest charges of the products but not less than PHP 100.00	PHP 10.00/cu. m	PHP 100.00/cu.m but not less than PHP 10,000.00. In case the required cash bond exceeds PHP 10,000.00 a surety bond may be posted in lieu thereof provided that the surety bond shall be at least 25% more than the amount of cash bond.	None
Non-timber forest products except rattan, gums and resins, beeswax, gutta-percha, almaciga resin, and	PHP 0.20/unit of products measured but not less than PHP 250	5% of the value in terms of average forest charges	None	None	None



Resource Utilization/ Land Use / Activity	Application Fee	License / Permit Fee	Forest Charges	Performance Bonds	Service Fee
bamboo		of the products but not less than PHP 100.00			
Other Forest Products Licenses / Permits					
Firewood, Charcoal, Nipa, and daluru	Php 5.00/ha but not less than Php 25.00/application	5% of the value in terms of average forest charges of the products but not less than PHP 100.00	None	20% or the forest charges but not less than PHP 1,000.00	None
Rattan poles and splits	PHP 50.00 per 1,000 lineal meters	5% of the value in terms of average forest charges of the products but not less than PHP 100.00	PHP 5.50/kg	Twice the value of the forest charges for rattan provided the amount of bond shall not be less than PHP 10,000.00	None
Other non- timber forest products 1. Rattan (unsplit) 2. Bamboo 3. Almaciga resin 4. Other gums and resin 5. Beeswax 6. Gutta-percha	PHP 0.20/unit of product measurement but not less than PHP 250.00	5% of the value in terms of average forest charges of the products but not less than PHP 100.00	Please see rates below Php 1.50/kg Php 0.90/ kg Php 1.00/ kg Php 1.50/ kg	20% of (the market value but not less than PHP 1,000.00	None
Hunting/Collectin g Game and Other Wildlife Species(if allowed) (sparrows, weavers and similar sizes; quails, pigeons and other species of birds; monkey / other animals	PHP 20.00/ application	PHP 100.00	10% of actual market value	None	None
Forest Products Processing and Utilization					
Inspection of Forest Products	PHP 300.00/ application	None	None	None	None
Certificate of Registration as poles, piles, log	PHP 500.00/ application	PHP 400.00	None	None	None

Resource Utilization/ Land Use / Activity	Application Fee	License / Permit Fee	Forest Charges	Performance Bonds	Service Fee
and lumber dealers.					
Wood Processing Plants Permit to operate regular sawmill and mini-sawmill and resawmill Daily Rated Capacity <ul style="list-style-type: none"> Below 34 m³ 24 m³ – 47 m³ Above 47 m³ 	PHP 500.00/ application	PHP 750.00 PHP 900.00 PHP 1000.00	None	PHP 600.00/cu. m based on daily rated capacity but not less than PHP 10,000.00	None
Veneer/Plywood Plants and other wood-based panel plants Annual Log Requirement <ul style="list-style-type: none"> Below 4,000 m³ 4,000 - 7,999 m³ 8,000 - 11,999 m³ 12,000 - 15,999 m³ 16,000 - 19,999 m³ 20,000 - 29,999 m³ 30,000 - 39,999 m³ 40,000 - 49,999 m³ 50,000 - 99,999 m³ 100,000 m³ and above 	PHP 500.00/ application	PHP 1,400.00 PHP 1,800.00 PHP 2,500.00 PHP 2,800.00 PHP 3,400.00 PHP 3,950.00 PHP 4,500.00 PHP 5,650.00 PHP 7,000.00 PHP 8,500.00	None	None	None
Wood treating plants operated as independent units	PHP 500.00/ application	PHP 3,000.00	None	None	None
Rattan manufacturing /processing plant	PHP 500.00/ application	PHP 50,000 for every 10,000 authorized capitalization	None	PHP 3.00 for every 1,000 linear meters but not less than PHP 5,000.00	None



OFFICE OF THE LEGAL COUNSEL

14. Issuance of Certificate of No Pending Administrative Case in NPC

Clearance requested by Former NPC Officials and Employees

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Former NPC Officials & Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (OLC-LSD-006.F01)		Office of the Legal Counsel		
2. Copy of Service Records		NPC – Human Resources Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request form	1.1.Receive request form	None	15 Minutes	<i>Administrative Assistant</i>
	1.2.Endorse to assigned staff	None	1 Hours	<i>Department Manager/ Vice President – Legal Counsel</i>
	1.3.Prepare Certificate of No Pending Administrative Case in NPC	None	15 Minutes	<i>Administrative Assistant</i>
	1.4.Sign Certificate of No Pending Administrative Case in NPC	None	15 Minutes	<i>Department Manager</i>
	1.5.Transmit Certificate of No Pending Administrative Case in NPC to requesting former NPC employee	None	30 Minutes	<i>Administrative Assistant</i>
	Total	None	2 Hours & 15 Minutes	



15. Request for Documents Related to Official NPC Transactions / Activities

External customers request for documents from NPC for their reference.

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business / G2G – Government to Government		
Who may avail:		Concerned External Party / Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request				
2. Supporting documents related to the request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC with the supporting documents	1.1.Receive letter request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2.Evaluate request/ determine the issue/s and give appropriate instruction/s to the handling counsel/ assigned staff	None	2 Hours	<i>Department Manager/ Vice President – Legal Counsel</i>
	1.3.Review request/ check the supporting documents	None	6 Days	<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.4.Secure data/ information/docu ment in relation to the request	None		<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.5.Prepare letter reply to the requesting party/ agency with the requested documents	None		<i>Corporate Attorney A/B (Handling lawyer)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.Review the letter reply and affix signature to the letter	None	2 Hours	<i>Department Manager / Vice President – Legal Counsel</i>
	1.7.Release letter reply	None	1 Hour	<i>Records Management Officer B</i>
	Total	None	6 Days, 5 Hours & 15 Minutes	



16. Query from other Agency / Private Sector in Relation to Official NPC Transaction / Activities / Query from former NPC Official / Employee Regarding Money Claim

External customer inquiries in relation to certain issues that concern their agency/organization or personal concern.

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business/ G2G – Government to Government		
Who may avail:		Concerned External Party / Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request				
2. Supporting documents related to the request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC with the supporting documents	1.1.Receive letter request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2.Evaluate request/ determine the issue/s and give appropriate instruction/s to the handling counsel/ assigned staff	None	2 Hours	<i>Department Manager/ Vice President – Legal Counsel</i>
	1.3.Review request/ check the supporting documents	None	6 Days	<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.4.Secure data/ information/ document in relation to the request	None		<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.5.Prepare letter reply to the requesting party/ agency	None		<i>Corporate Attorney A/B (Handling lawyer)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.Review the letter reply and affix signature to the letter	None	2 Hours	<i>Department Manager / Vice President – Legal Counsel</i>
	1.7.Release letter reply	None	1 Hour	<i>Records Management Officer B</i>
	Total	None	6 Days, 5 Hours & 15 Minutes	



17. Request for Documents Related to Official NPC transactions / Activities (Involves Highly Technical / or Intricate Matter)

External customer request for documents that involved highly technical/intricate matter.

Office or Division:	Office of the Legal Counsel – Legal Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government			
Who may avail:	Concerned External Party / Agency / Former NPC Official / Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request				
2. Supporting documents related to the request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC with the supporting documents	1.1.Receive letter request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2.Evaluate request / determine the issue/s and give appropriate instruction/s to the handling counsel / assigned staff	None	2 Hours	<i>Department Manager/ Vice President – Legal Counsel</i>
	1.3.Review request / check the supporting documents / determine the issue/s involved	None	18 Days	<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.4.Secure data / information/ document in relation to the request from other Functional Group	None		<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.5.Prepare letter reply to the requesting party/ agency with the requested documents	None		<i>Corporate Attorney A/B (Handling lawyer)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.Review the letter reply and supporting documents and affix signature to the letter	None	1 Day	<i>Department Manager / Vice President – Legal Counsel</i>
	1.7.Release letter reply	None	2 Hours	<i>Records Management Officer B</i>
	Total	None	19 Days, 4 Hours & 15 Minutes	



18. Query from Other Agency / Private Section in Relation to Official NPC Transaction / Activity / Claims from Former NPC Official / Employee

External customer's inquiries in relation to official transaction and claims from NPC.

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen/G2B – Government to Business/ G2G – Government to Government		
Who may avail:		Concerned External Party / Agency / Former NPC Official / Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request				
2. Supporting documents related to the request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC with the supporting documents	1.1. Receive letter request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2. Evaluate request / determine the issue/s and give appropriate instruction/s to the handling counsel / assigned staff	None	2 Hours	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3. Review request / check the supporting documents / determine the issue/s involved	None	18 Days	<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.4. Secure data / information/ document in relation to the request from other Functional Group	None		<i>Corporate Attorney A/B (Handling lawyer)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Prepare letter reply to the requesting party / agency with the requested information	None		<i>Corporate Attorney A/B (Handling lawyer)</i>
	1.6. Review the letter reply and supporting documents and affix signature to the letter	None	1 Day	<i>Department Manager / Vice President – Legal Counsel</i>
	1.7. Release letter reply	None	2 Hours	<i>Records Management Officer B</i>
	Total	None	19 Days, 4 Hours & 15 Minutes	



ADMINISTRATION AND FINANCE GROUP

ADMINISTRATION

19. Issuance of Service Record

Issue requested copy of Individual Service Records

Office or Division:		Organization and Placement Division, Human Resources Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Former NPC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request with written authorization and copy of ID of former NPC employees to secure service record by representatives.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card (for retirees / former NPC employees) Request HR by signing in the log sheet.	1.1. Check database of Service Record if available; If not available, search / verify data from 201 file.	P50.00/ page (for financial claims)	15 Minutes	<i>HR Specialist</i>
	1.2. Prepare Service Record / Employees Certificate			
	1.3. Check details / entries and initials		5 Minutes	<i>HR Specialist</i>
	1.4. Review and Sign		5 Minutes	<i>Section Chief / Division Manager</i>
	Total	P50.00	25 Minutes	



20. Response to Letter-Request for Retrieval of Records/Documents

Provide the Requested Information/Data in compliance with the Freedom of Information (FOI) policy

Office or Division:	Central Records and Technical Documents Division (CRTDD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business / G2G – Government to Government			
Who may avail:	Various Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request				
2. FOI Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter-Request to CRTDD with accomplished/filled-out FOI Request Form	1. Evaluate the Letter-Request and reply	None	2 Days	Records Management Officer/Corporate Staff Analyst FOI Receiving Officer
	2. Check/verify the accomplished FOI Request Form			FOI Receiving Officer
	3. Sign the response letter and filled-out the Agency portion of the FOI Request Form			
	4. Release the reply Letter to the Requisitioner			Records Management Officer/Corporate Staff Analyst
Total		None	2 Days	



21. Retrieval of Records/Documents

Provide the Requested Information/Data in compliance with the Freedom of Information (FOI) policy

Office or Division:		Central Records and Technical Documents Division (CRTDD), General Services Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen / G2G – Government to Government		
Who may avail:		Retired NPC Officials and Employees, Other Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request with accomplished FOI Request Form 2. Accomplished Documents and Retrieval Request Form		CRTDD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish/ Fill-out the Documents and Retrieval Request Form and FOI Request Form	1.1. Receive the properly accomplished/ filled-out Documents and Retrieval Form and FOI Request Form 1.2. Verify authenticity of request and affix initials after validation of request. 1.3. Approved job request by affixing signature 1.4. Check/verify the availability of the requested documents and to determine the location of the same thru:	None	1 Day	<i>Records Management Officer B/Corporate Staff Analyst A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Hummingbird System – for digitized/ scanned documents using Docs Open by Hummingbird b. Computer Assisted Retrieval System – for microfilmed documents c. Technical Document Retrieval System – for technical documents i.e. plans/as-built drawings, environmental reports, contracts, etc. d. Manual Retrieval – hard copy documents filed at Central Records and Technical Documents Repository 1.5. Reproduce copy of the requested document/ record 1.6. Issue the requested document/ record 1.7. Acknowledge receipt of the requested document/ record			
	Total	None	1 Day	



22. Request for Processing Refund of Performance Bond for Asset Disposal

The Performance Bond is to guarantee that a contractor will perform its contractual obligations to the project owner. The contractor will refund the Performance Bond once their obligation on the contract has been fulfilled.

Office or Division:		Warehousing, Inventory and Asset Disposal Division (WIADD)		
Classification:		Simple		
Type of Transaction:		G2B or G2C		
Who may avail:		Awardee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request from the awardee (1 original copy) Original Official Receipt of Performance Bond (1 original copy) Letter of Award/Contract (1 xerox copy) Certificate of Completion (1 original copy) Gate Passes (1 original or xerox copy) 		<ul style="list-style-type: none"> Awardee NPC Cashier WIADD Concerned NPC Offices Concerned NPC Offices 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to WIADD to submit required documents.	1. Check completeness of attachments and prepare Disbursement Voucher 2. Forward to Disbursement Audit and Monitoring Division – controllers Department	None	1 Day	A.S. Dizon – MMS-A
	TOTAL		One (1) Day	



23. Issuance of Bid Forms

Issue Bid Documents to prospective Bidders

Office or Division:		Warehouse, Inventory Asset Disposal Division (WIADD), Logistics Department		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification Card 2. Authorization from company				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to WIADD	1.1. Verify valid ID and authorization	None	5 min	<i>Materials Management Specialist A</i>
	1.2. Prepare Payment Order	None	10 Minute	<i>Materials Management Specialist A</i>
2. Sign Payment Order and Proceed to Cashier	2.1. Issue payment order	Cost of Bid Form	1 Hours	<i>Materials Management Specialist A & Cashier</i>
3. Present Official Receipt	3.1. Photocopy Official Receipt	None	5 Minutes	<i>Materials Management Specialist A</i>
	3.2. Record purchase & issue Bid Form & Gate pass	None	5 Minutes	<i>Materials Management Specialist A</i>
	Total		1 Hours & 11 Minutes	



24. Issuance of Letter of Award

Issue Letter of Award to winning Bidders

Office or Division:	Warehouse, Inventory Asset Disposal Division (WIADD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card 2. Authorization from company				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Proceed to WIADD	1.1. Request for valid and authorization	None	1 Minute	<i>Materials Management Specialist A</i>
2. Received the Letter of Award	2.1. Ask Representative/ Awardee to acknowledge the receipt of the Letter of Award	None	2 Minutes	<i>Materials Management Specialist A</i>
	2.2. Remind the awardee/Rep. of the last Days of payment	None	1 Minute	<i>Materials Management Specialist A</i>
	Total	None	4 Minutes	



25. Issuance of the Release Order

Issue Release Order of Items Bidded out for Disposal

Office or Division:		Warehouse, Inventory Asset Disposal Division (WIADD), Logistics Department		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Supplier		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Copy of the Letter of Award				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Duration	PERSON RESPONSIBLE
1. Proceed to WIADD and present original Letter of Award & Cash or Check for payment	1.1. Prepare payment order and sign	None	5 Minutes	<i>Materials Management Specialist A</i>
2. Proceed to Cashier	2.1. Cashier accept payment	Amount indicate in the award	30 Minutes	<i>Cashier</i>
3. Present OR to WIADD	3.1. Xerox Official Receipt of payment	None	2 Minutes	<i>Materials Management Specialist A</i>
	3.2. Prepare Release Order & initial the same	None	30 Minutes	<i>Materials Management Specialist A & Division Manager</i>
	3.3. Approved Release Order	None	2 Hours	<i>Department Manager, Logistics Dept.</i>
4. Received Release Order	4.1. Issue approved release order & indicate date of receipt	None	3 Minutes	<i>Materials Management Specialist A</i>
	4.2. Advise Awardee of the number of Days for the withdrawal of awarded items & penalties in case of delay	None	2 Hours	<i>Materials Management Specialist A</i>
	Total		5 Hours & 10 Minutes	



26. Requisition & Issuance of Fuel at Head Office Gasoline Station

Requisition and Issuance of Fuel enables NPC Employees mobility to attend meetings, inspection of the project and carry out various work-related activities.

Office or Division:		Warehousing, Inventory and Asset Disposal Division (WIADD)		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		NPC Drivers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Approved Trip Ticket (1 xerox copy) Approved WRS for Fuel (3 original copies) 		<ul style="list-style-type: none"> TFMD or respective Cost Centers WIADD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Gas Station and submit Trip Ticket and WRS with Odometer Reading 2. Driver pumps fuel to his motor vehicle	1. Verify the authenticity of the WRS and Trip Ticket 2. Records the volume of fuel withdrawn in the WRS.	None	15 Mins	<i>D. T. Coronel Warehouseman II</i>
	TOTAL		15 minutes	



27. Requisition & Issuance of Common-Use Supplies and Equipment

Providing employees the Common-Use Supplies and Equipment plays a vital role in overall organizational efficiency and contributes to their productivity and job satisfaction.

Office or Division:	Warehousing, Inventory and Asset Disposal Division (WIADD)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Cost Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Encoded WRS in OWOS 		<ul style="list-style-type: none"> Respective Cost Centers 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Encodes the CSE needed in the OWOS.	1. Verify if requested CSE is listed in the PPMP of requesting Cost Center.	None	2 hrs	R. S. Olila – MMS-A
2. Proceed to HO Stockroom for the requested CSE	2. Prepare the requested CSE and Print Material Issue Voucher			
3. Sign the Material Issue Voucher	3. Issue the requested CSE using the printed MIV			
	TOTAL		Two (2) hours	



28. Inspection of Scrap/Unserviceable Assets for Disposal

The Inspection of Scrap/Unserviceable Assets for Disposal is integral to responsible asset management, legal compliance, and efficient resource utilization. It contributes to a transparent and accountable process while minimizing potential risk associated with improper disposal.

Office or Division:		Warehousing, Inventory and Asset Disposal Division (WIADD)		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		Cost Centers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Inventory and Inspection Report Report of Waste Materials 		<ul style="list-style-type: none"> Respective Cost Center 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify and segregate unserviceable assets for disposal and submit the approved I & I Report or Report of Waste Materials to WIADD	1. Schedule of Inspection and Appraisal of the reported unserviceable assets.	None	5 mins	A. A. Casimiro – MMS-A A. S. Dizon – MMS-A
	2. Conduct Inspection and Appraisal of the reported unserviceable assets.		5 days	
	Total		5 days and 5 minutes	



29. Sale/Issuance of Bid Documents

Documents issued by the Procuring Entity as the basis for Bids, furnishing all information necessary for a prospective bidder to prepare for the Goods, Infrastructure Projects and Consulting Services to be provided

Office or Division:		Bids and Contracts Services Division (BCSD)		
Classification:		Simple		
Type of Transaction:		External Transactions		
Who may avail:		Contractors/Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Company ID/Authorization Official Receipt 		<ul style="list-style-type: none"> Their own office NPC Cashier 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to BCSD Window 1 4. Fill-out the Bidder's Registry. 5. Proceed to the Cashier's Office for the payment. 6. Receive the Bid documents.	3. Ask the bidder/s on what particular project his/her company intends to participate in. 4. Instruct the bidder/s to fill-out corresponding forms and to proceed to Cashier's Office for payment. 5. Photocopy the Official Receipt and give the original to the bidder. 6. Issue the Bid Documents.	500K and Below Contracts— PhP 500.00 More than 500K up to 1M - PhP 1,000.00 More than 1M up to 5M - PhP 5,000.0 More than 5M up to 10M - PhP 10,000.00 More than 10M up to 50M - PhP 25,000.00 More than 50M up to 500M - PhP 50,000.00 More than 500M - PhP 75,000.00	45Mins	S.V.V.Nequinto Materials Management Specialist-A
	TOTAL		45 Minutes	



30. Refund of the Bid Security

Processing of Refund of Bid Security posted by Suppliers

Office or Division:		Bids and Contracts Services Division (BCSD)		
Classification:		Simple		
Type of Transaction:		External Transactions		
Who may avail:		Contractors/Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request from the bidder Original Official Receipt of the purchase of Bid Docs Certified Copy of PO/Contract/ Abstract of Bids 		BCSD, Logistics Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to BCSD Window 1	3. Prepare the Disbursement Voucher and attach all the required documents.	None	One (1) Day	S.V.V.Nequinto Materials Management Specialist-A
3. Submit the letter request and Original Official Receipt	4. Forward to Finance			
	TOTAL		One (1) Day	



31. Issuance of Notice of Award (NOA), Purchase Order (PO), Notice to Proceed (NTP) and its Attachments

Documents issued to Bidder with the Lowest Calculated Responsive Bid or Highest Related Responsive Bid

Office or Division:		Materials, Supplies and Services, Procurement Division (MSSPD), Logistics Department		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Contract Awardee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company ID 2. 1- Authorization from the Responsible Official/Employee		Contract Awardee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit fax/email of the NOA, PO/OPO/ Contract/ ATO and written authorization to sign/pick-up by the responsible official/ employee duly signed by the President/ Proprietor/Corporate Secretary/ Addressee of the NOA	1. Retrieve the original of the approved NOA, PO/Contract & NTP and validate the written authorization and the company ID presented by the authorized official/employee	None	25Minutes	C.P.Castro Materials Management Officer/ D.C.V.Asilom Logistics Management Officer-II
2. Acknowledge receipt of the original NOA, PO & NTP and related documents	2. Issue Original NOA, PO & NTP and related documents			
Total		None	25 Minutes	



32. Issuance of Notice of Award (NOA) for Contract

Documents required to Implement the Project

Office or Division:		Materials, Supplies and Services, Procurement Division (MSSPD), Logistics Department		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Contract Awardee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company ID 2. Authorization from the Responsible Official/Employee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present/submit fax/email of the NOA and the written authorization to sign/pick-up by the responsible official/employee duly signed by the President/Propriet or/ Corporate Secretary/ Addressee of the NOA	1. Retrieve the original copy of the approved Notice of Award (NOA) and validate the written authorization and the company ID presented by the authorized official/employee	None	25 Minutes	<i>C.P. Castro Materials Management Officer/ D.C.V.Asilom Logistics Management Officer II</i>
2. Acknowledge receipt of the original Notice of Award (NOA)	2. Issue Original Notice of Award (NOA) and related documents.			
Total		None	25 Minutes	



33. Issuance of Contract for Signature and Notary by Supplier/ Contractor

Documents required to Implement the Project

Office or Division:	Materials, Supplies and Services, Procurement Division (MSSPD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contract Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Company ID 4. 1- Authorization from the Responsible Official/Employee		Contract Awardee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit fax/email of the Notice to Pick-up Contract and the written authorization to sign/pick-up by the responsible official/employee duly signed by the President/Proprietor/ Corporate Secretary	1. Retrieve the 4 sets of Contract and validate the written authorization and the company ID presented by the authorized official/employee	None	35Minutes	<i>C.P. Castro Materials Management Officer/ D.C.V.Asilom Logistics Management Officer II</i>
2. Acknowledge receipt of the 4 setsof Contract for signature and notarization of Contractor/Supplier	2. Issue the 4 sets of Contract for signature and notarization of Contract Awardee			
	Total	None	35 Minutes	



34. Issuance of Approved Contract and Notice to Proceed (NTP) and Amendment to the Contracts

Documents required to Implement the Project

Office or Division:	Materials, Supplies and Services, Procurement Division (MSSPD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contract Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company ID 2. One (1) Authorization from the Responsible Official/Employee		Contract Awardee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the written authorization of the responsible official/employee duly signed by the President/ Proprietor/Corporate Secretary	1. Retrieve the approved Contract & NTP and validate the written authorization and the company ID presented by the authorized official/employee	None	35Minutes	CPCastro Materials Management Officer (MMO), DCVAsilom Logistics Management Officer (LMO)
2. Acknowledge receipt of the Contract and NTP and related documents	2. Issue the Contract and NTP			
	Total	None	35 Minutes	



FINANCE

35. Issuance of BIR Form No. 2307 (Certificate of Creditable Tax Withheld at Source Suppliers/Contractors/Consultants)

Percentage Tax Withheld from Suppliers/Contractors Claim.

Office or Division:	General and Property Tax Accounting Division (GPTAD)			
Classification:	Simple Transactions			
Type of Transaction:	Government to Businesses (G2B)			
Who may avail:	Suppliers/Contractors/Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Checks Prepared		General and Property Tax Accounting Division (GPTAD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for BIR Form No. 2307	Prepare and issue the requested BIR Form	"None"	3 days	Ms. Annelyn G. Marquez, Sr. Financial Specialist B



36. Payment of Corporate Obligations

Funding and preparation of check/Payment Instruction (PI) for payment of retirees/contractors/suppliers and other external customers claim.

Office or Division:	Fund Management Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B – Government to Business / G2G – Government to Government			
Who may avail:	Retirees/Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid IDs (Company ID or Government Issued ID e.g. Driver's License/ Passport/GSIS UMID Card) of Retiree/Contractor/Supplier				
2. Authorization/Special Power of Attorney and Valid IDs of claimant and authorized representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents e.g. a) Valid IDs (Company ID or Government Issued ID e.g. Driver's License/UMID Card/Passport) b) Authorization/ Special Power of Attorney (SPA) and Valid IDs (Company ID or Government Issued ID e.g. Driver's License/GSIS UMID Card) of claimant and authorized representative, if not the claimant	1.1. Verifies the documents presented and ensure that check payment is released to valid/ authorized claimant	None	15 Minutes	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2.</p> <p>Supplier/Contractor: Issue OR based on presented copy of check and DV and sign in the receipt portion of the DV</p> <p>Retiree: Sign in the receipt portion of the DV</p>	<p>2.1. Present copy of DV and check to claimant</p> <p>2.2. Verifies the accuracy of the amount on the issued OR vis-à-vis the check and approved DV. Require the claimant to sign the receipt portion of the DV</p> <p>2.3. Release check to claimant</p>	None	15 Minutes	Cashier
	Total	None	30 Minutes	



37. Clearance to Release UCME Fund for Payment of Subsidy Fee of New Power Producers (NPPs)

Preparation and issuance of clearance to release/pay from UCME Fund the subsidy fee claim of NPPs. This clearance is required in the audit of said claim.

Office or Division:	Fund Management Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	New Power Producer (NPP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum request for payment from the UCME Fund of NPP subsidy fee		Corporate Affairs Group (CAG)		
2. Copy of NPP Subsidy Fee DV		Corporate Affairs Group (CAG)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memorandum request for Clearance for payment from the UCME Fund of NPP subsidy Fee	1. Receive and evaluate request for clearance of funding from the UCME Fund	None	3 Days	<i>Sr. Financial Specialist B</i>
	2. Prepare Clearance for funding from the UCME Fund			<i>Sr. Financial Specialist B</i>
	3. Review and initial/sign clearance			<i>Sr. Financial Specialist A/FMD Manager/ Manager Treasury Department</i>
	4. Release Clearance			<i>Sr. Financial Specialist B</i>
2. Receive Clearance for UCME Funding				
Total		None	3 Days	



38. Issuance of Official Receipts (ORs)

Preparation and release of OR to power and non-power customers (contractors/suppliers/other external customers) as proof of their payment of goods or services to NPC.

Office or Division:	Fund Management Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G – Government to Government			
Who may avail:	Contractors/Suppliers/Other external customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment Order Form (POF)		Cashier		
2. Valid IDs (Company ID or Government Issued ID e.g. Driver's License/Passport/GSIS UMID Card)				
3. Cash/Check				
4. Authorization/Special Power of Attorney and Valid IDs of claimant and authorized representative		Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Over-the-Counter Transaction/s				
A. Power Collection				
<ul style="list-style-type: none"> Secure POF from the Cashier and fill-out the payor's portion 	<ul style="list-style-type: none"> Provide POF 	None	2 Minutes	Cashier
<ul style="list-style-type: none"> Present the POF to Power Receivable Accounting Division (PRAD) 	<ul style="list-style-type: none"> Fill-out the POF as to the details/ application of payment 		10 Minutes	Sr. Financial Analyst, PRAD
<ul style="list-style-type: none"> Present the filled-out POF from PRAD for power collection as basis for the issuance of OR together with the payment 	<ul style="list-style-type: none"> Verify details of payment based on filled POF Encode details of payment in the CMS and print OR Issue/release O 		10 Minutes	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Non-Power without DM <ul style="list-style-type: none"> Secure POF from the Cashier and fill-out as to payor, amount, check details (e.g. amount, check date & number, drawee bank) Present the filled-out POF together with the payment 	<ul style="list-style-type: none"> Provide POF 	None	2 Minutes	Cashier
	<ul style="list-style-type: none"> Upon receipt of filled-out POF, verify POF as to payment details Encode details of payment in the Cash Management System (CMS) and print OR. Issue/release OR 		10 Minutes	Cashier
C. Non-Power Payment with DM <ul style="list-style-type: none"> Secure POF from the Cashier and fill-out the payor's portion Present the POF to General Property Tax Accounting Division (GPTAD) Present the filled-out POF as basis for the issuance of OR together with the payment 	<ul style="list-style-type: none"> Provide POF 	None	2 Minutes	Cashier
	<ul style="list-style-type: none"> Fill-out the POF as to the details/ application of payment 		5 Minutes	Sr. Financial Analyst, PRAD
	<ul style="list-style-type: none"> Verify details of payment based on filled-out POF Encode details of payment in the CMS and print OR Issue/release OR 		10 Minutes	Cashier
	Total	None	51 Minutes	



39. Prompt Payor's Certificate

Authorizes an automatic deduction of discount from the monthly bills, issued upon request to a customer that has promptly paid its power bill and other charges

Office or Division:	Credit Management Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Power Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Automatic Prompt Payment Discount (APPD)		Power Customer/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for issuance of Certificate of Automatic Prompt Payment Discount (APPD)	1.1. Receive letter request from customer.	None	10 Minutes	<i>Sr. Financial Specialist B</i>
	1.2. Secure from PRAD the covered period of customer's payment performance from time of availment of discount to date of receipt of letter request		6 Hours	<i>Sr. Financial Specialist B</i>
	1.3. Evaluate customers request payment based on the payment performance provided by PRAD		1 Day	<i>Sr. Financial Specialist B</i>
	1.4. Review and approval of Certificate of APPD		1 Day	<i>Sr. Financial Specialist A/Division Manager/ Department Manager</i>
	1.5. Issue the duly signed Certificate of APPD to customer		30 Minutes	<i>Sr. Financial Specialist B</i>
	Total	None	2 Days 6 Hours & 40 Minutes	



40. Extension of Payment/Discount Period to Customers Affected by Calamities and Other Acts of Nature

Assist power customers located in areas officially declared as under the state of calamity. Certain concessions may be extended to customers during this time.

Office or Division:		Credit Management Division, Treasury Department		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business		
Who may avail:		Power Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Declaration of State of Calamity from Sangguniang Bayan/ Panlalawigan		Sangguniang Bayan or Sangguniang Panlalawigan		
2. Request letter for availment of extension of payment or discount period		Power Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for availment of extension of payment / discount period with supporting documents for approval.	1.1. Evaluate customer's request and supporting documents and prepare letter for approval / disapproval	None	1 Day	<i>Sr. Financial Specialist B</i>
	1.2. Review and signature of authorized approving authorities		1 Day	<i>Sr. Financial Specialist A/Division Manager/ Department Manager</i>
	1.3. Forward approved/ disapproved letter to customer		30 minutes	<i>Sr. Financial Specialist B</i>
	Total	None	2 Days and 30 Minutes	



41. Special Payment Arrangement

Allows the Customer to settle its outstanding account inclusive of interest on a staggered basis within a month.

Office or Division:		Credit Management Division, Treasury Department		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Power Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for availment of Special Payment Arrangements		Power Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for availment of Special Payment Arrangements (SPA) for approval	1.1. Evaluate customer's request and prepare amortization schedule	None	2 Days	<i>Sr. Financial Specialist B</i>
	1.2. Prepare letter indicating principal amount approved for SPA with corresponding interest, monthly amortization and repayment terms		1 Day	<i>Sr. Financial Specialist B</i>
	1.3. Review and approval of authorized approving authorities		3 Days	<i>Sr. Financial Specialist A/Division Manager/ Department Manager</i>
	1.4. Forward duly signed letter and SPA amortization schedule to client		30 Minutes	<i>Sr. Financial Specialist B</i>
	Total	None	6 days and 30 minutes	



42. Restructuring Power Accounts

Assist power customers experiencing financial difficulties especially those affected by calamities. The overdue accounts may be restructured to allow customers to gradually settle their arrearages with NPC.

Office or Division:	Credit Management Division, Treasury Department			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Power Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for availment of Restructuring of Power Account		Power Customer/ Client		
2. Certified true copy of existing franchise permit from NEA				
3. Certified true copy of audited financial statements for the last two (2) years duly stamped received by the BIR				
4. Proposed measures to be adopted to improve payment performance				
5. Projected cash flows covering the restructuring period together with the assumptions made for such projections				
6. Real Estate/Chattel Mortgage / Bank Guarantee / GSIS Surety Bond (Upon approval of MOA)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and supporting documents	1.1.Evaluate customer's request if in accordance with NPC's Credit and Collection Policy on Restructuring of Overdue Power Accounts If request is within the Policy on Restructuring of Accounts and acceptable to NPC, proceed to Step # 5	None	7 Days	Sr. Financial Specialist B



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2. If request is not within the Policy on Restructuring of Accounts and not acceptable to NPC, prepare a counter proposal on the schedule of amortization</p> <p>1.3. Review and approval of NPC's counter proposal</p>			<p><i>Sr. Financial Specialist B</i></p> <p><i>Sr. Financial Specialist A/ Division Manager/ Department Manager/ SDM Finance</i></p>
	<p>1.4. Prepare a notice of meeting to customer</p> <p>1.5. Review and approval of notice of meeting</p> <p>1.6. Send of Notice of Meeting to customer</p>	None	4 Days	<p><i>Sr. Financial Specialist B</i></p> <p><i>Div Manager</i></p> <p><i>Sr. Financial Specialist B</i></p>
<p>2. Negotiate in the meeting with NPC on the proposed restructuring schedule</p> <p>3. Approve and sign the Minutes of the Meeting prepared by NPC</p>	<p>2.1. Conduct meeting and negotiation with customer relative to NPC's counter proposal on customer's proposed restructuring</p> <p>2.2. Prepare Minutes of the Meeting</p> <p>3.1. Receive the customer-signed Minutes of the Meeting and route for approval of authorized signing authorities</p> <p>3.2. Review and approve the Minutes of the Meeting</p>			<p><i>Div/Dept Manager</i></p> <p><i>Sr. Financial Specialist B / Sr. Financial Specialist B</i></p> <p><i>Sr. Financial Specialist B</i></p> <p><i>Div/Dept Mgr</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3.Prepare MOA, monthly amortization schedule and memo to Management Committee 3.4.Review and approval of authorized signing authorities 3.5.Forward MOA to Legal Counsel for review and approval 3.6.Prepare presentation materials for Mancom 3.7.Receive from Mancom approval of the Restructuring Agreement 3.8. Forward copy of MOA to customer for signature and notarization (customer's portion	None	6 Days	<i>Sr. Financial Specialist B/Sr. Financial Specialist A</i> <i>Div/Dept Mgr SDM Finance</i> <i>Sr. Financial Specialist B</i> <i>Sr. Financial Specialist B</i> <i>Div/Dept Mgr SDM Finance</i> <i>Sr. Financial Specialist B</i>
4. Sign and transmit approved and notarized MOA with NPC on the restructuring of power account	4.1.Endorse the MOA for approval by NPC President 4.2.Approve MOA on the restructuring of power accounts 4.3. Forward to the Office of the Legal Counsel for notarization 4.4. Notarize approved MOA on restructuring (NPC portion) Transmit copy of MOA to customer and concerned groups	None	3 Days	<i>Vice President, Admin & Finance</i> <i>President & CEO</i> <i>Sr. Financial Specialist B</i> <i>Legal</i>
	Total	None	20 Days	



43. Payment of Foreign Loans & other Foreign Denominated Obligation

Debt Service

Office or Division:	Trade & Insurance Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Creditor/Supplier/Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account/Billing from creditor		Creditor/Supplier/Contractor		
2. Contract/Service Agreement		Proponent		
3. Audited & approved Disbursement Voucher		Proponent		
4. Quotation from bidder's banks		Bidder's banks		
5. Clearance of funds availability		Fund Mgt. Division (FMD)		
6. Approval from BSP to purchase & remit foreign currency		Bangko Sentral ng Pilipinas (BSP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue statement of account/billing	1.1 Receive statement of account/billing from creditor or audited & approved disbursement voucher from proponent; review the correctness of the amount billed, completeness of documents, indication of payee and account to be used to credit the payment	None	3 Days	Information Data Analyst/ Sr. Financial Specialist B
	1.3 Prepare and send letter request for quotation of forex requirement to participating banks via fax/e-mail			Sr. Financial Specialist A
	1.4 Approve & sign the request for quotation			Div. Manager



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Conduct bidding thru phone, determine/ evaluate the lowest rate offered among the bidder's banks and confirm the winning bidder			<i>Information Data Analyst/ Sr. Financial Specialist B/Sr. Financial Specialist A/ Div. Manager</i>
	1.6 Prepare Payment Instruction (PI) addressed to the depository bank for issuance of Manager's Check (MC) and to the Remitting Bank together with the following: a) Application to purchase foreign currency (BSP form) b) Certification to purchase foreign currency (BSP form)			<i>Sr. Financial Specialist A</i>
	1.7 Route PI together with the supporting documents to the authorized signatory depending on the limit of authority			<i>Div. Manager Dept. Manager Sr. Dept. Manager Vice President</i>
	1.8 Forward PI and supporting documents Disbursement Audit & Monitoring Division (DAMD) for pre-audit			<i>Information Data Analyst/Sr. Financial Specialist A/B</i>
	1.9 Forward PI to NPC depository bank for issuance of Manager's Check			<i>Information Data Analyst/Sr. Financial Specialist A/B</i>
	2.0 Release PI together with the supporting documents and the Manager's Check to Remitting Bank			<i>Information Data Analyst/Sr. Financial Specialist A/B</i>
	Total	None	3 Days	



44. Release/Refund of Cash Bond to Contractor/Supplier

Processing of Cash Bond Refund after Completion of Services Rendered

Office or Division:	Trade & Insurance Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Supplier / Contractor / Consultant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original letter request		Supplier/Contractor		
2. Original Official Receipt		Trade & Insurance Division		
3. Authenticated copy of the following:				
- Contract/Purchase Order		NPC-MSSPD		
- Certificate of Completion/ Acceptance		Proponent/End-user		
- Inspection and Receiving Report		Proponent/End-user		
- Certificate of no pending claim		Proponent/End-user		
- Copy of audited voucher reflecting the 10% retention money		Supplier/Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request together with the documentary requirements	1.1 Receive and review the completeness of the documentary requirements for refund of cash bond	None	3 Days	<i>Sr. Financial Specialist B</i>
	1.2 Prepare and Review Disbursement Voucher			<i>Sr. Financial Specialist B/ Sr. Financial Specialist A</i>
	1.3 Approve and sign Disbursement Voucher			<i>Div. Manager/ Dept. Manager</i>
	1.3 Forward/ endorse Disbursement Voucher to Disbursement Audit & Monitoring Division			<i>Information Data Analyst</i>
	Total	None	3 Days	



45. Issuance of Bond Certificate

Processing and Issuance of Bond Certificate Acceptability

Office or Division:	Trade & Insurance Division, Treasury Department			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Supplier / Contractor / Consultant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Bond and endorsement/amendment		Bonding company		
2. Original Official Receipt for the premium paid		Bonding company		
3. Copy of the following additional requirements:				
a) Performance Bond:				
- Contract/Purchase Order		NPC-MSSPD		
- Notice of Award		NPC-MSSPD		
b) Advance Payment Bond:				
- Contract/Purchase Order		NPC-MSSPD		
- Terms of Reference		NPC-MSSPD		
c) Retention Bond:				
- Contract/Purchase Order		NPC-MSSPD		
- Certificate of Completion/Acceptance		Proponent/End-user		
- Inspection and Receiving Report		Proponent/End-user		
d) Guarantee/Warranty Bond:				
- Contract/Purchase Order		NPC-MSSPD		
- Certificate of Completion/Acceptance		Proponent/End-user		
- Certificate of Final Acceptance		Proponent/End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original bond together with the documentary requirements a) Cash or Surety Bond	1.a.1 Receive original bond and supporting documents from supplier/contractor	None	1 Day	Information Data Analyst / Sr. Financial Specialist B

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.a.2 Review completeness of documentary requirements as to correctness of the amount, validity period, terms & conditions of the bond 1.a.3. Approve and sign Certificate of Bond Acceptability 1.a.4 Issue Certificate of Bond Acceptability <hr style="width: 30%; margin-left: auto; margin-right: auto;"/> Total	None	3 Days	<i>Sr. Financial Specialist B</i> <i>Div. Manager</i> <i>Information Data Analyst / Sr. Financial Specialist B</i>
b) Bank Guarantee or Irrevocable Standby Letter of Credit (LC)	1.b.1 Endorse original Bank Guarantee/LC to the Office of the Legal Counsel (OLC) for final review and approval 1.b.2 Receive comments/recommendations from OLC as to acceptability of the bond 1.b.3 Prepare and Review Certificate of Bond Acceptability 1.b.4 Approve and sign Certificate of Bond Acceptability	None	3 Days	<i>Sr. Financial Specialist B</i> <i>Information Data Analyst</i> <i>Sr. Financial Specialist B / Sr. Financial Specialist A</i> <i>Div. Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.b.5 Issue Certificate of Bond Acceptability			<i>Information Data Analyst / Sr. Financial Specialist B</i>
	<u>Total</u>	<u>None</u>	<u>3 Days</u>	
	Total	None	7 Days	



46. Issuance of Head Office Clearance Certificate to Supplier/ Contractor

To clear Suppliers/Contractors from any Accountability

Office or Division:	General and Property Tax Accounting Division (GPTAD)			
Classification:	Simple Transactions			
Type of Transaction:				
Who may avail:	Suppliers/Contractors/Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract between NPC and supplier Quitclaim and Affidavit Certificate of Completion and Acceptance Certificate of Final Acceptance Field Clearance		Project Implementor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Head Office Clearance	Prepare Head Office Clearance	"None"	3 days	Ms. Annelyn G. Marquez, Sr. Financial Specialist B



47. Issuance of Debit Memo

To bill/collect receivables from Suppliers/Contractors and other Non-Power Customers

Office or Division:	General and Property Tax Accounting Division (GPTAD), Controller’s Department	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Suppliers/Contractors/Consultants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For liquidated Damages:		
a. Letter request for issuance of Debit Memo (DM)		Disbursement Audit and Management Division (DAMD)
b. Photocopy of Disbursement Voucher (DV) wherein liquidated damages are deducted		
c. Computation of liquidated damages		
2. Power Shortfall/Fuel Shortfall		
a. Request for issuance of DM		Disbursement Audit and Management Division (DAMD)
b. Photocopy of DV wherein Shortfall is deducted		
c. Power Bill Computation		
d. Billing Statement with Invoice		
3. Calibration of Testing Instruments		
a. Statement of Charges		Power Engineering Services (PES)
b. Quotation for Calibration for test instruments		
4. Special Tree Cutting Permit		
a. Request for issuance of DM		Watershed Management Department
b. Assessment Form		
5. Rental of NPC Facilities		
a. Request for issuance of DM		Transportation and Facilities Management Division
b. Contract between NPC and suppliers		
c. Billing Statement		
6. Water and Electricity Consumption		
a. Request for issuance of DM		
b. Statement of Account (Manila Water/MERALCO)		
c. Bill Computation		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Penalty Incurred		Transportation and Facilities Management Division / Disbursement Audit and Management Division (DAMD) / Power Engineering Services (PES)		
a. Request for issuance of DM				
b. Photocopy of DV wherein liquidated damages are deducted				
c. Computation of Penalty incurred				
d. Request for issuance of DM				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Issuance of Debit Memo with corresponding documents	1.1. Preparation and Issuance of Debit Memo	None	2 Days	Sr. Financial Analyst
	1.2. Review/approve Debit Memo		1 Day	Section Chief/Div. Manager
	Total	None	3 Days	



48. Issuance of Debit Memo for Maintenance and Other Operating Expenses (MOOE)/ Administrative Fee/Personnel Services (PS) Related Claims of OMA Personnel (PSALM)

To bill/collect receivables from Power Sector Assets and Liabilities Management Corporation

Office or Division:	General and Property Tax Accounting Division (GPTAD)			
Classification:	Complex Transactions			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors/Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) For MOOE, based on Management and Operations Agreement – Corporate Operating Budget approved and signed by the President and CEO of NPC and PSALM.		Financial Planning, Budget and Program Review Department (FPBPRD) - Based on Approved Corporate Operating Budget.		
b) For Administrative Fee, based on Management and Operations Agreement – Corporate Operating Budget approved and signed by the President and CEO of NPC and PSALM.				
c) For PS Related Claims – based on Management and Operations Agreement – Corporate Operating Budget approved and signed by the President and CEO of NPC and PSALM.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Issuance of Debit Memo with corresponding documents	Preparation and Issuance of Debit Memo	“None”	7 days	Ms. Florina A. Manzano, Sr. Financial Specialist B



49. Refund of Security Deposit

Processing of refund for the amount deposited/advanced by power customers to the corporation as security for the payment of their obligations

Office or Division:	Power & Receivables Accounting Division (PRAD), Controller’s Department			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Power Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of Power Customers for the refund of Security Deposit		Power Customer		
2. Original copy of Official Receipt				
3. Copy of Contract for the Sale of Electricity/Power Supply Agreement reconciliation of power accounts				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request for the refund of Security Deposit	1.1. Verify reconciliation of Power Account Balances; if not reconciled, perform process of analysis and reconciliation of power accounts.	None	7 Days	Ryan G. Inson & Gladys Joy T. Baccay Sr. Financial Analysts
	1.2. Compute Interest Earned and the corresponding Tax of Security Deposit from the time it was posted up to the time of refund.			Hazel B. De Los Santos Sr. Financial Specialist A & B
	1.3. Review and approve the computed Interest Earned of Security Deposit.			Divina P. Salipot Division Manager Power & Receivable Accounting Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Prepare and forward the Disbursement Voucher to Disbursement & Audit Management Division for audit and payment by Treasury Department			
	Total	None	7 Days	



50. Issuance of Debit/Credit Memo

To bill/invoice (DM) or to discount (CM) the receivables from power customers.

Office or Division:	Power & Receivable Accounting Division (PRAD), Controller's Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Power Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Power Bill and Collection Report		Power & Receivable Accounting Division (PRAD)		
2. Statement of Account				
3. Updated Book Balance				
4. Contract of Lease Agreement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of Plant in Charge for the issuance of Debit/Credit Memo (DM/CM) for the power bill adjustment due to over/under billing	1.1 Check for the correctness/ of the computation and its attachments prior to issuance of DM/CM 1.2 Prepare DM/CM whichever is applicable for review and approval. 1.3 Issue/send the approved DM/CM to power customer	None	3 Days	Ryan G. Inson & Gladys Joy T. Baccay Sr. Financial Analysts Hazel B. De Los Santos Sr. Financial Specialist A Divina P. Salipot Division Manager Power & Receivable Accounting Division
2. Power Customer pays its outstanding/current power bill in full within the discount period.	2.1 Verify/check power customers full payment of outstanding balance within the discount period and compute for the 3% prompt payment discount (PPD)	None	3 Days	Ryan G. Inson & Gladys Joy T. Baccay Sr. Financial Analysts Hazel B. De Los Santos Sr. Financial Specialist A



	2.2 Prepare CM and book for review and approval. 2.3 Issue/send the approved CM to power customer.			<i>Divina P. Salipot</i> <i>Division Manager</i> Power & Receivable Accounting Division
3. Power Customer did not pay in full its outstanding account within the credit period.	3.1 Compute for the interest charges on overdue account at the end of the month. 3.2 Prepare DM and book for review and approval. 3.3 Issue/send the approved DM/CM to power customer	None	3 Days	<i>Ryan G. Inson & Gladys Joy T. Baccay</i> <i>Sr. Financial Analysts</i> <i>Hazel B. De Los Santos</i> <i>Sr. Financial Specialist A</i> <i>Divina P. Salipot</i> <i>Division Manager</i> Power & Receivable Accounting Division
4. A lease contract for the rental of power facilities was executed between NPC and Power Customer	4.1 Compute for the monthly rental due 4.2 Prepare DM and book for review and approval. 4.3 Issue/send the approved DM/CM to power customer	None	3 Days	<i>Ryan G. Inson & Gladys Joy T. Baccay</i> <i>Sr. Financial Analysts</i> <i>Hazel B. De Los Santos</i> <i>Sr. Financial Specialist A</i> <i>Divina P. Salipot</i> <i>Division Manager</i> Power & Receivable Accounting Division
	Total	None	12 Days	



RESOURCE MANAGEMENT SERVICE

51. Processing of Purchase Power Billing of Independent Power Producers (IPP)

Purchased Power Billing refers to the monthly power bills of Independent Power Producers (IPPs) for the energy generated and delivered to the National Power Corporation (NPC). NPC is responsible for the validation and processing of IPP Power Billing Documents up to submission to the Power Sector Assets and Liabilities Management (PSALM) for payment.

Preparation of Power Bill is one of the responsibilities assumed by the Office from PSALM by virtue of deputization agreement.

Office or Division:	Independent Power Producer Contracts Management (IPPCM) – Luzon/Visayas Division (LVD)			
Classification:	Complex Transaction			
Type of Transaction:	G2B – Government to Business			
Who may avail:	IPP Plant Operator (Remaining IPPs in Luzon/ Visayas owned by NPC until the end of the cooperation period under the EPIRA Law)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Bill/ Sales Invoice and supporting billing documents of IPPs		IPPCM-LVD, IPPCM Department, 2 nd Floor, Gabriel Y. Itchon Building, Senator Miriam P. Defensor-Santiago Avenue (formerly BIR Road) corner Quezon Avenue, Diliman, Quezon City 1100, Philippines		
9. Meter Reading Report Validated by NPC Representative				
10. Photograph Reading of Energy Meters				
11. Summary of Plant Operation Report				
12. Events & Incident Report				
13. NPC Billing Computation		Power Sector Assets & Liabilities Management (PSALM) Corporation, 24 th Floor Vertis North Corporate Center 1, Astra corner Lux Drives, Noth Avenue, 1105 Quezon City, Philippines		
14. Transmittal for Processing of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE



4. Submit Invoice Supporting Documents	IPP with			10 Minutes	Adelaida B. Oñate, Secretary D
		1.2 Received IPP Billing Invoice and supporting documents and forwarded to concerned account handler, Principal Engineer A and/or Principal Engineer B.		4 Days, 50 Minutes	Armando M. Legaspi, Principal Engineer A (PEA) Protacio A. Villason, PEA Rhoel C. Ramirez, PEA Reden A. Grajo, PEA Noel M. Germano, Principal Engineer B (PEB) Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
		1.3 Prepare validation of Power Purchase Billing			
		1.4 Check and validate IPPs Billing versus NPC Computation.			
		1.5 Stamp Invoices with "Approved for Processing".			
		1.6 Prepare checklist of attachment and routing slip. Attached Report Review Form.			



	1.7 Review billing computations. Approved invoices for processing.			Ma. Jasmin L. Vales, Division Manager
	1.8 Approved billing computation.			Dante M. Caraos, Department Manager
	1.9 Record Charges details and prepare transmittal letter of the NPC processed billing to PSALM.			Elena L. Acerden, Financial Specialist
	1.10 Endorsement to PSALM			Manuel Luis B. Plofino, Senior Department Manager
	Total	None	5 Days	



52. Conduct of Accuracy/Calibration Testing of Revenue Meters.

As per the Independent Power Producer's (IPP) Contracts, revenue meters are required to be test for accuracy/calibration to ensure the efficient reading of energy for all IPP plants.

Office or Division:	Independent Power Producer Contracts Management (IPPCM) – Luzon/Visayas Division (LVD)			
Classification:	Complex Transaction			
Type of Transaction:	G2B – Government to Business			
Who may avail:	IPP Plant Operator (Remaining IPPs in Luzon/ Visayas owned by NPC until the end of the cooperation period under the EPIRA Law)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Official Request Form or Letter-Request from IPPs.		IPPCM-LVD, IPPCM Department, 2 nd Floor, Gabriel Y. Itchon Building, Senator Miriam P. Defensor-Santiago Avenue (formerly BIR Road) corner Quezon Avenue, Diliman, Quezon City 1100, Philippines or IPPCM personnel's email address.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for schedule of meter accuracy test via letter or email	1.1 Received and log request of IPP Plant for meter accuracy test. Forward request to concerned account engineer handler/s by the Document Control Officer (DCO).	None	5 Minutes	Adelaida B. Oñate, Secretary D
	1.2 Prepare memo to External Service provider to facilitate the meter accuracy test.		1 Hour	Armando M. Legaspi, PEA Protacio A. Villason, PEA Rhoel C. Ramirez, PEA Reden A. Grajo, PEA



	1.3 Prepare travel documents and facilitate for approval.		2 Hours	Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
	1.4 Approve Travel Order		1 Hour	Ma. Jasmin L. Vales, Division Manager
	1.5 Travel to IPP location		1 Day	Armando M. Legaspi, PEA Protacio A. Villason, PEA
	1.6 Monitor and witness the conduct of meter accuracy test.		1 Day	Rhoel C. Ramirez, PEA
	1.7 Sign the test result		2 Hours	Reden A. Grajo, PEA Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
	Total	None	3 Days, 5 Hours, 5 Minutes	



53. Conduct of Performance Test/ Net Contracted Capacity (NCC) Test

The conduct of Performance Test/ Net Contracted Capacity Test is required per IPP Contracts. The test is being conducted annually to demonstrate the contracted capacity of power station or total maximum capacity for all IPPs in accordance with the provision of Power Purchased Agreement/ Energy Conversion Agreement.

Office or Division:		Independent Power Producer Contracts Management (IPPCM) – Luzon/Visayas Division (LVD)		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2B – Government to Business		
Who may avail:		IPP Plant Operator (Remaining IPPs in Luzon/ Visayas owned by NPC until the end of the cooperation period under the EPIRA Law)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Official Request Form or Formal Letter-Request		IPPCM-LVD, IPPCM Department, 2 nd Floor, Gabriel Y. Itchon Building, Senator Miriam P. Defensor-Santiago Avenue (formerly BIR Road) corner Quezon Avenue, Diliman, Quezon City 1100, Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit letter request for the conduct of testing on specified date	1.1 Received and log request of IPP Plant for performance test/ net contracted capacity test. Forward request to concerned account engineer handler/s by the Document Control Officer (DCO).		5 Minutes	Adelaida B. Oñate, Secretary D
	1.2 Coordinate request to System Operator (SO) for the confirmation of schedule testing.		1 Day	Armando M. Legaspi, PEA Protacio A. Villason, PEA



	1.3 Communicate with ESD-PES as to their availability.	None	1 Day	Rhoel C. Ramirez, PEA
	1.4 Prepare travel documents if ESD-PES is available and facilitate for approval.		1 Hour	Reden A. Grajo, PEA Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
	1.5 Approve Travel Order		1 Hour	Ma. Jasmin L. Vales, Division Manager
	1.6 Travel to IPP location		1 Day	Armando M. Legaspi, PEA
	1.7 Witness and participate in the conduct of performance test/ net contracted capacity test.		5 Days (max)	Protacio A. Villason, PEA Rhoel C. Ramirez, PEA Reden A. Grajo, PEA
	1.8 Counter signed raw data after the testing		4 Hours	Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
	1.9 Sign and approved certificate of the test issued by ESD-PES.		1 Hour	Manuel Luis B. Plofino, Senior Department Manager



	1.10 Issue certificate to IPP		1 Hour	Armando M. Legaspi, PEA Protacio A. Villason, PEA Rhoel C. Ramirez, PEA Reden A. Grajo, PEA Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
	1.11 File for reference		5 Minutes	Adelaida B. Oñate, Secretary D
	Total	None	8 Days, 8 Hours, 10 Minutes	



54. Monthly Revenue Meter Reading

The monthly revenue meter reading is conducted every 25th of the month. NPC personnel are required to witness the reading, which serves as the basis for calculating the energy generated to be used in the computation of Purchased Power Billing.

Office or Division:	Independent Power Producer Contracts Management (IPPCM) – Luzon/Visayas Division (LVD)			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business			
Who may avail:	IPP Plant Operator (Remaining IPPs in Luzon/ Visayas owned by NPC until the end of the cooperation period under the EPIRA Law)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NPC's Personnel's information who will conduct/ witness the meter reading		IPPCM-LVD, IPPCM Department, 2 nd Floor, Gabriel Y. Itchon Building, Senator Miriam P. Defensor-Santiago Avenue (formerly BIR Road) corner Quezon Avenue, Diliman, Quezon City 1100, Philippines or IPPCM personnel's email address.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email a request for the NPC's personnel information who will attend the conduct/witness of meter reading	1.1 Prepare reply for the NPC personnel who will attend the revenue meter reading.		1 Hour	Armando M. Legaspi, PEA Protacio A. Villason, PEA
	1.2 Prepare travel documents and facilitate for approval.		1 Hour	Rhoel C. Ramirez, PEA Reden A. Grajo, PEA Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB



	1.3 Approve Travel Order		1 Hour	Ma. Jasmin L. Vales, Division Manager
	1.4 Travel to IPP location		1 Day	Armando M. Legaspi, PEA
	1.5 Monitor and witness the conduct/witness of meter revenue meter reading.		1 Day	Protacio A. Villason, PEA Rhoel C. Ramirez, PEA
	1.6 Sign the meter reading report.		1 Hour	Reden A. Grajo, PEA Noel M. Germano, PEB Romelyn M. Lapuz, PEB Marlon J. Rodulfo, PEB Ralf Razzel P. Rea, PEB
	Total	None	2 Days, 4 Hours	



55. Bataan Nuclear Power Plant's (BNPP) Information, Education, and Communication (IEC) on Nuclear Energy and Plant Tour

IEC are conducted as part of BNPPs campaign to educate the public regarding nuclear energy and BNPP's history. It is divided into two activities, (1) brief presentation regarding Nuclear Energy, BNPP's history, and (2) plant tour/ walkthrough and discussion inside the plant facility.

Office or Division:	Bataan Nuclear Power Plant Preservation Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved & Conformed Condition and Waiver 2. Approved Gate Pass		Online transaction thru official emails: Jose G. Manalo - jgmanalo@napocor.gov.ph Ferdinand Christian M. Catapangan - fcmcatapangan@napocor.gov.ph Dominique Laurel D. Reyes - dldmreyes@napocor.gov.ph		
3. Official Receipt 4. Certificate of Attendance		BNPP Administration Building, Napot Point, Morong, Bataan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter thru the official emails with the following details: A. Purpose of the Visit & Date; B. List of participants (max of 100 pax)	1.1 Receive and review the letter request and verify the availability of the proposed date.	None	None	Jose G. Manalo, PEA Edita D. Sanchez, Section Chief
5. Submit the proof of approval for BNPP tour at BNPP main gate.	2.1 Inspection of Service Vehicles and Participants	None	10 Minutes	Francis Papagayo, Security Officer
6. Present the complete list of attendees at BNPP Admin Building	3.1 Issuance of Official Receipt	₱100/pax for students, ₱200/pax for non- students, Free of charge for Industry Partners and a minimum amount of ₱1,000 for a	5 Minutes	Edita D. Sanchez, Designated Special Collecting Officer



		group less than 5 non- students/ 10 students		
7. Proceed at the BNPP Admin Building's – Audio Visual Room	4.1 Technical Briefing on Nuclear Energy & facts about BNPP 4.2 Photo Ops at BNPP Complex	None	1 Hour 10 Minutes	Jose G. Manalo, PEA
8. Proceed inside BNPP Complex	5.1 Technical Tour and discussion inside BNPP Complex	None	1 Hour	Ferdinand Christian M. Catapangan, Environmental Management Specialist Dominique Laurel D. Reyes, Sr. Engineer Wilfredo P. Torres, Electrical Control Operator B Denis P. Seril, Electrical Control Operator B
9. Return to BNPP Admin Building to Fill up the CSR and ARTA Survey.	6.1 Issue the Certificate of Attendance	None	10 Minutes	Ferdinand Christian M. Catapangan, Environmental Management Specialist
	Total	Depends on the number of participants	2 Hours, 35 Minutes	



NATIONAL POWER CORPORATION

CENTRAL/HEAD OFFICE

INTERNAL SERVICES



OFFICE OF THE CORPORATE SECRETARY

1. Issuance of Authenticated/Certified Copies of Board Resolution

A Board Resolution is a primary document that embodies and contains the collective action or decision of the National Power Board. It also contains the major premises and considerations of the governing board in laying down a policy or in instituting a specific action or measure. It is an important documentary evidence used before administrative, judicial and quasi-judicial proceedings.

Office or Division:	Office of the Corporate Secretary/NP-Board			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office / Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form (DRRF)		Office of the Corporate Secretary, Head Office, 2 nd Floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Documents and Records Retrieval Form	1. Receive Filled-up form	None	2 Minutes	<i>Administrative Officer A</i>
	1.1 Approve / Deny Request		2 Minutes	<i>Corporate Secretary</i>
	1.2 Prepare Request		15 Minutes	<i>Administrative Officer A</i>
2. Signature on the Acknowledgement Receipt of Requesting Party on the Document Retrieval Form	2. Issue requested document	None	2 Minutes	<i>Administrative Officer A</i>
Total		None	20 Minutes	



2. Issuance of Corporate Secretary's Certificate for Matters already Approved by the NP Board

A Corporate Secretary's certificate is a document that is used as an attestation of the action undertaken or decision reached by the National Power Board. It is often issued as a substitute to a Board Resolution. Bearing the official seal of the Corporation, it is a legally binding document that is often used before administrative, judicial and quasi-judicial proceedings.

Internally, a Corporate Secretary's certificate serves as an official notice to and reference by the Management in processing and releasing claims and disbursement vouchers, filing of pleadings and implementing and executing a corporate strategy, plan or program.

Office or Division:		Office of the Corporate Secretary/NP-Board		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office / Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form (DRRF)		Office of the Corporate Secretary, Head Office, 2 nd Floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Documents and Records Retrieval	1.1.Receive Filled-up form	None	2 Minutes	<i>Administrative Officer A</i>
	1.2.Approve/ Deny Request		5 Minutes	<i>Corporate Secretary</i>
	1.3.Prepare Request		20 Minutes	<i>Corporate Secretary</i>
	1.4.For Notarization of the Jurat Portion		4 Hours	<i>Office of the Legal Counsel</i>
2. Signature on the Acknowledgement Receipt of Requesting Party on the Document Retrieval Form	2.1.Issue requested document	None	2 Minutes	<i>Administrative Officer A</i>
Total		None	1 Day	



CORPORATE AFFAIRS GROUP

3. Request for Posting on the Website

This ITSD Service is being provided to NPC Offices and other external agencies for information dissemination.

Office or Division:	Information and Technology Services Department (ITSD), Corporate Affairs Group			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of NPC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CAG-ITS-PM-007.F01 - Service Request Form- IS			ITSD Office, Ground Floor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and Submit the CAG-ITS-PM-007.F01 - Service Request Form to ITSD	1. Receive Filled-up form 1.1 Evaluate request 1.2 Approve / Deny Services *If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial. 1.3 Perform Requested Services 1.4 Inform the requisitioner of service	None	5 Minutes 10 Minutes	<i>IS/IT Specialist</i> <i>Department Manager</i> <i>IS/IT Specialist</i> <i>IS/IT Specialist/ Department Manager</i> <i>IS/IT Specialist / Department Manager</i>



	performed and provide CSR form for filling-up		1 Day 5 Minutes	
1. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.Receive the filled-up CSR form	None	10 Minutes	<i>Sr. IS/IT Specialist</i>
	Total	None	1 Day & 30 Minutes	



4. Request for Maintenance of Equipment and Peripherals

This ITSD Service is being provided to NPC Home Office personnel and officials to ensure that IT equipment and peripherals used in the performance of their duties and responsibilities are in good condition and are working properly.

Office or Division:		Information and Technology Services Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office / Employee / Offices of NPC Home Office		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CAG-ITS-PM-005.F01 - Service Request Form- IT			ITSD Office, Fourth Floor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and Submit the CAG-ITS-PM-005.F01 - Service Request Form to ITSD	1.1 Receive Filled-up form	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.2 Evaluate & Recommend repair/service		5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.3 Approve / Deny Services		5 Minutes	<i>Department Manager</i>
	*If Approve, Proceed With step number 1.4			
	*If Denied, return Request Form and Inform requisitioner of reason for denial.		5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.4 Perform Requested Services			
	1.5 Turn-over the services		20 Days	<i>Sr. IS/IT Specialist, IS/IT Specialist</i>



	performed and provide CSR form for filling-up		5 Minutes	<i>Sr. IS/IT Specialist</i>
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled-up CSR form	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	Total	None	20 Days & 30 Minutes	



	provide CSR form for filling-up		20 Days 5 Minutes	Chief IS/IT Specialist/ Sr. IS/IT Specialist, IS/IT Specialist Sr. IS/IT Specialist
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled-up CSR form	None	5 Minutes	IS/IT Specialist
	Total	None	21 Days & 25 Minutes	



6. Request for Analysis, Design, Development and Implementation of Information Systems

This ITSD Service is being provided to NPC Offices for automation of processes.

Office or Division:	Information and Technology Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office / Employee / Offices of NPC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CAG-ITS-PM-007.F01 - Service Request Form- IS			ITSD Office, Ground Floor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and Submit the CAG-ITS-PM-007.F01 - Service Request Form to ITSD	1.1 Receive Filled-up form	None	5 Minutes	Chief IS/IT Specialist/ Sr. IS/IT Specialist
	1.2 Evaluate & Recommend necessary coordination, analysis and data gathering		1 Day	Chief IS/IT Specialist/
	1.3 Approve / Deny Services *If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial.		5 Minutes	Department Manager
	1.4 Perform Requested Services		5 Minutes	Sr. IS/IT Specialist

	1.5 Turn-over the services performed and provide CSR form for filling-up		Service provision may take up to 3 months depending on the complexity of the request. 5 Minutes	Chief IS/IT Specialist, Sr. IS/IT Specialist, IS/IT Specialist Sr. IS/IT Specialist
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled-up CSR form	None	5 Minutes	Sr. IS/IT Specialist
	Total	None	> 20 Days	



7. Validation of New Power Providers and Qualified Third Parties for the UCME Subsidy Claims

To provide the necessary procedure for the computation/validation vis-à-vis invoices as claimed by New Power Providers (NPPs)/Qualified Third Parties (QTPs) in the payment of subsidy from the Universal Charge which generate and provide power and associated power delivery systems in the missionary areas of the National Power Corporation Small Power Utilities Group (NPC-SPUG).

To ensure timely, efficient, and orderly computation/validation of the payment of subsidy fees to such NPPs/QTPs.

Office or Division:	Billings & Settlement Division, Revenue Management Department	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business Entity; G2G – Government to Government	
Who may avail:	NPPs and QTPs, SPUG	
Checklist of Requirements		WHERE TO SECURE
First Claim		
• Power Supply Agreement		NPP
• ERC Order(s)		NPP
• UCME Subsidy Agreement		NPP
• QTP Service and Subsidy Contract		QTP
• Certificate of Compliance issued by ERC		NPP/QTP
• Environmental Certificate of Compliance issued by DENR		NPP/QTP
• Certificate of Endorsement by DOE		NPP/QTP
• Certificate of Commercial Operations/Provisional Authority to Operate		NPP/QTP
• Agreement with Fuel Supplier		NPP/QTP
• Certificate of Bank Account, if applicable		NPP/QTP
• DCE/Cost Center Number/Monitoring		NPC-Finance
• Name/signatory/designation of NPC-SPUG representative/witness		NPP/QTP/NPC-SPUG
First & Succeeding Claims		
• Disbursement voucher duly signed by respective SPUG signatories as per Manual of Approvals		NPC-SPUG/NPP/QTP
• Original Billing Invoice		NPP/QTP

<ul style="list-style-type: none"> • Certified True Copy of OR and vouchers as paid by Electric Cooperative to NPP • Electric bill and proof of collection of consumers (OR) • Picture of meter reading as witnesses by NPC-SPUG representative • Original Fuel Invoices and OR • Summary of Fuel Deliveries • Actual Fuel Cost Calculations • Fuel Inventory and Consumption Report • Certificate of Kilowatt-hour delivered • Clearance to Pay • EC's Dispatch Protocol • Additional Data, if applicable <ul style="list-style-type: none"> ✓ Report on Cumulative energy off-take (12 months) ✓ Certificate and computation of plant load-factor ✓ Consumer Price Index (Php and/or US)/FOREX of applicable billing period (reference/current) ✓ Signed MOPS ✓ Calculation of Dispatch Shortfall Penalty, if any. 		<p>NPP</p> <p>QTP</p> <p>NPP/QTP</p> <p>NPP/QTP</p> <p>NPP/QTP</p> <p>NPP/QTP</p> <p>Electric Cooperative/DU</p> <p>NPC-Finance</p> <p>NPP/Electric Cooperative</p> <p>NPC-SPUG/NPP</p> <p>NPC-SPUG/NPP</p> <p>NPP/QTP</p> <p>NPP/QTP</p> <p>Electric Cooperative/DU</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DV with subsidy billings and complete attachments/ date of receipt/signature in Box A2 by SPUG Area Offices to BSD.	1.1 Receive and stamp 'UCME FUNDED' on DV, log DV and endorse DV to BSD-Manager for validation of respective process owner.	None	10 Minutes	<i>Sr. Financial Analyst</i>
	1.2 Evaluation of documents/Validation of NPP/QTP UCME Subsidy claims/Preparation of Billing Computation and Memo Request	None	56 hours	<i>Corporate Staff Officer C/Marketing & Commercial Relations Officer/Corporate Staff Specialist B/Sr. Financial Analyst</i>
	1.3 Review/Approve and sign the Billing Computation and Memo Request	None	40 hours	<i>Manager, Billings & Settlement Division</i>



2. Submission of validated DV with complete attachments to DAMD-Finance	2.1 Forward of DV to DAMD for pre-audit	None	15 hours and 40 minutes	<i>Manager, Revenue Management Department</i>
			10 minutes	<i>Sr. Financial Analyst/Corporate Staff Specialist B</i>
3. Approval of Box C of DV	3.1 Receipt of audited DV for signature of OVP-CAG	None	8 hours	<i>Sr. Financial Specialist</i>
	3.2 Scanning of audited DV and all supporting documents after approval of VP-CAG	None		<i>Sr. Financial Specialist</i>
	3.3 Forward DV to DAMD for check preparation.	None		<i>Sr. Financial Specialist</i>
	Total	None	15 Days	



OFFICE OF THE LEGAL COUNSEL

7. Request for Issuance of Certificate of No Pending Administrative Case in NPC

The Legal Services Department issues Certificate of No Pending Administrative Case in NPC to employees requesting for clearance/certificate for whatever legal purpose it may serve.

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Officials & Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form (OLC-LSD-006.F01)			Office of the Legal Counsel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request form	1.1.Receive request form	None	15Minutes	<i>Administrative Assistant</i>
	1.2.Endorse to assigned staff	None	30 Minutes	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3.Prepare Certificate of No Pending Administrative Case in NPC	None	30 Minutes	<i>Corporate Staff Officer</i>
	1.4.Sign Certificate of No Pending Administrative Case in NPC	None	30 Minutes	<i>Department Manager</i>
	1.5.Transmit Certificate of No Pending Administrative Case in NPC to requesting NPC employee	None	1 Hour	<i>Administrative Assistant</i>
	Total	None	2 Hours & 45 Minutes	



8. Request for Issuance of NPC Head Office Clearance to Contractors and Suppliers

The Legal Services Department issues Head Office Clearance to Contractors and Suppliers to confirm that the contractors and suppliers have complied to the required certifications and affidavits in relation to their completed contracts with NPC.

Office or Division:	Office of the Legal Counsel – Legal Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other NPC Functional Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum / DTF request 2. Copies of pertinent supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum / DTF	1.1. Receive request form	None	15 Minutes	<i>Administrative Assistant</i>
	1.2. Endorse to assigned staff	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3. Review the contract, Certificate of NPC's Final Acceptance, Contractor's Affidavit and Contractor's Quitclaim and other supporting documents in relation to the completed project or delivered goods and services	None	20 Minutes	<i>Corporate Staff Officer</i>
	1.4. Affix initial on the NPC Head Office Clearance	None	10 Minutes	<i>Corporate Staff Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Affix initial / signature on the NPC Head Office Clearance	None	1 Hour	<i>Department Manager/ Vice President – Legal Counsel</i>
	1.6. Transmit the NPC Head Office Clearance to the requesting Functional Group	None	30 Minutes	<i>Administrative Assistant</i>
	Total	None	3 Hours & 15 Minutes	



9. Issuance of Legal Opinion

The Legal Services Department issues legal opinions or recommendations on matters involving watershed issues, SPUG-related matters, finance issues, formulation of energy contingency measures and other issues that involves the interest of NPC in accordance with existing laws, rules, and regulations.

Office or Division:	Office of the Legal Counsel – Legal Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other NPC Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo request 2. Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum request for legal opinion	1.1. Receive memorandum request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2. Evaluate request / determine the issue/s and give appropriate instruction to the handling counsel	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3. Review the request	None		<i>Corporate Attorney A/B</i>
	1.4. Study the issue/s and facts	None	6 Days	<i>Corporate Attorney A/B</i>
	1.5. Research on applicable laws, rules and jurisprudence	None		<i>Corporate Attorney A/B</i>
	1.6. Prepare the recommendation / opinion	None		<i>Corporate Attorney A/B</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review and concur with the recommendation and opinion	None	1 Hour	<i>Department Manager/ Vice President – Legal Counsel</i>
	1.7 Release the recommendation / opinion	None	1 Hour	<i>Administrative Assistant</i>
	Total	None	6 Days, 3 Hours & 15 Minutes	



10. Issuance of Legal Opinion

The Legal Services Department issues legal opinions or recommendations on matters involving watershed issues, SPUG-related matters, finance issues, formulation of energy contingency measures and other issues that involves the interest of NPC in accordance with existing laws, rules, and regulations.

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Other NPC Functional Groups		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo request 2. Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum request for legal opinion	1.1 Receive memorandum request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2 Evaluate request / determine the technical issue/s and give appropriate instruction/s to the handling counsel	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3 Review request	None	19 Days	<i>Corporate Attorney A/B</i>
	1.4 Study the technical issue and facts	None		<i>Corporate Attorney A/B</i>
	1.5 Research on applicable laws, rules and jurisprudence	None		<i>Corporate Attorney A/B</i>
	1.6 Prepare the recommendation / opinion	None		<i>Corporate Attorney A/B</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review and concur with the recommendation and opinion	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.8 Release the recommendation / opinion	None	1 Hour	<i>Administrative Assistant</i>
	Total	None	19 Days, 3 Hours & 15 Minutes	



11. Review of Contract

The Legal Services Department reviews all contracts entered into by NPC to protect its interest in accordance with existing laws, rules and regulations.

Office or Division:	Office of the Legal Counsel – Legal Services Department			
Classification:	Complex			
Type of Transaction:	Internal Services			
Who may avail:	Other NPC Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo request 2. Copy of contract 3. Other pertinent supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum request for review of contract	1.1 Receive memorandum request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2 Evaluate request	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3 Review the contract	None	2 Hours	<i>Corporate Attorney A/B</i>
	1.4 Determine if the terms and conditions are lawful and in accordance with law and agreement of parties	None		<i>Corporate Attorney A/B</i>
	1.5 Make necessary revisions and additional inputs, if necessary	None		<i>Corporate Attorney A/B</i>
	1.6 Prepare the recommendation / endorsement	None		<i>Corporate Attorney A/B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review and concur with the recommendation / endorsement	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.8 Release the recommendation / opinion	None	1 Hour	<i>Administrative Assistant</i>
	Total	None	5 Hours & 15 Minutes	



12. Review of Bond

The Legal Services Department reviews surety bond issued by an insurance company or a bank to contractors and suppliers of NPC to guarantee satisfactory completion and delivery of goods of a contractor and supplier to NPC.

Office or Division:	Office of the Legal Counsel – Legal Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other NPC Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo request 2. Copy of Bond 3. Copy of contract and other pertinent supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum request for review of bond	1.1 Receive memorandum request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2 Evaluate request	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3 Review the bond	None	30 Minutes	<i>Corporate Attorney A/B</i>
	1.4 Determine if the terms and conditions are lawful and in accordance to law and agreement of parties	None		<i>Corporate Attorney A/B</i>
	1.5 Make necessary revisions and additional inputs, if necessary	None		<i>Corporate Attorney A/B</i>
	1.6 Prepare the recommendation / endorsement	None		<i>Corporate Attorney A/B</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review and concur with the recommendation / endorsement	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.8 Release the recommendation / opinion	None	1 Hour	<i>Administrative Assistant</i>
	Total	None	3 Hours & 45 Minutes	



13. Filing of Court Case / Pleading and Prosecution / Defense of Civil, Criminal, Tax, Collection Cases and Administrative Case against NPC Employee

The Legal Services Department files court case against corporation or individual that are detrimental to the interest of NPC and defend the interest of NPC in case filed against NPC in accordance with existing laws, rules, and regulations.

Office or Division:		Office of the Legal Counsel – Legal Services Department		
Classification:		Highly technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Other NPC Functional Groups		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo request 2. Copy of pertinent supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum request for filing of case	1.1 Receive memorandum request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2 Evaluate the request and give appropriate instruction to the handling counsel	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3 Study the technical issue/s and facts	None	19 days	<i>Corporate Attorney A/B</i>
	1.4 Conduct meeting with requesting Functional Group to discuss the request, if necessary	None		<i>Corporate Attorney A/B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Conduct meeting with the Vice President – Legal Counsel to discuss the issue and possible course of action	None		<i>Corporate Attorney A/B</i>
	1.6 Research on applicable laws, rules and jurisprudence	None		<i>Corporate Attorney A/B</i>
	1.7 Prepare the complaint / pleading to be filed in court	None		<i>Corporate Attorney A/B</i>
	1.8 Review and concur with the complaint / pleading to be filed	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.9 File the complaint / pleading before the appropriate court	Filing fee as required by the court	5 Hours	<i>Administrative Assistant</i>
	Total		19 Days, 7 Hours & 15 Minutes	



14. Review and Filing of ERC Application

The Legal Services Department files NPC's application (rates application, GRAM and ICERA, availment of UCME, etc) before the Energy Regulatory Commission.

Office or Division:	Office of the Legal Counsel – Legal Services Department			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other NPC Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo request 2. Copy of application 3. Copy of pertinent supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit memorandum request for filing of application	1.1 Receive memorandum request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2 Evaluate the request and give appropriate instruction/s to the handling counsel	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.3 Study the technical issue/s and facts	None	19 days	<i>Corporate Attorney A/B</i>
	1.4 Conduct meeting with requesting Functional Group to discuss request, if necessary	None		<i>Corporate Attorney A/B</i>
	1.5 Conduct meeting with the Vice President – Legal Counsel to discuss the issue/s and possible course of action	None		<i>Corporate Attorney A/B/ Vice President – Legal Counsel / Department Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Research on applicable laws, rules and jurisprudence	None		<i>Corporate Attorney A/B</i>
	1.7 Review and finalize the application	None		<i>Corporate Attorney A/B</i>
	1.8 Review and concur with the prepared application	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.9 File the application before the ERC	None	5 Hours	<i>Administrative Assistant</i>
	Total	None	19 Days, 7 Hours & 15 Minutes	



15. Reporting of Quarterly Accomplishments

Quarterly Accomplishment Reports are submitted to the Corporate Affairs Group to monitor the quarterly accomplishments of the Office of the General Counsel in connection with the corporate targets approved by GCQ.

Office or Division:		Office of the Legal Counsel – Land & Land Rights Department		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Corporate Affairs Group/Concerned Departments/Functional Groups		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC-OLC	1.1 Receive request	None	15 Minutes	<i>Administrative Assistant</i>
	1.2 Route and forward request to VP-OLC	None	30 Minutes	<i>Administrative Assistant</i>
	1.3 Forward request to LLRD Manager	None	30 Minutes	<i>Vice President – Legal Counsel</i>
	1.4 Review request & assign to concerned staff	None	30 Minutes	<i>Manager, LLRD</i>
	1.5 Verify request, prepare necessary documents and prepare reply memo	None	3 Days	<i>Assigned personnel, for signature by Vice President – Legal Counsel / Department Manager</i>
	Total	None	3 Days, 1 Hour & 45 Minutes	



16. Issuance of Land Data/ Information/Documents which are Available on File

Issuance of copies of documents or data/information regarding NPC landholdings or properties affected by NPC projects is among the services provided by the Land and Land Rights Department as custodian of NPC's land titles and other documents of ownership of the landholdings.

Office or Division:	Office of the Legal Counsel – Land & Land Rights Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Departments/Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo Request pertaining to the property which needs information/document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC-OLC	1.1. Receive request	None	15 Minutes	<i>Receiving Personnel</i>
	1.2. Route and forward request to VP-OLC	None	30 Minutes	<i>Receiving Personnel</i>
	1.3. Forward request to LLRD Manager	None	30 Minutes	<i>Vice President-OLC</i>
	1.4. Review request & assign to concerned staff	None	30 Minutes	<i>LLRD Manager</i>
	1.5. Verify request, prepare necessary documents and prepare reply memo	None	3 Days	<i>Assigned personnel, for signature by Vice President-OLC or LLRD Manager</i>
	Total	None	3 Days, 1 Hour & 45 Minutes	



17. Issuance of Legal Opinion or Recommendation on Issues Involving NPC Real Properties

The Land and Land Rights Department issues legal opinions or recommendations on matters involving NPC Landholdings or properties affected by NPC projects in accordance with existing laws, rules, and regulations.

Office or Division:		Office of the Legal Counsel – Land & Land Rights Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Concerned Departments/Functional Groups		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo Request 2. Supporting Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC together with the supporting documents	1.1. Receive request	None	15 Minutes	<i>Receiving Personnel</i>
	1.2. Route and forward request to VP-OLC	None	30 Minutes	<i>Receiving Personnel</i>
	1.3. Forward request to LLRD Manager	None	30 Minutes	<i>Vice President-OLC</i>
	1.4. Review request & assign to concerned lawyer	None	30 Minutes	<i>LLRD Manager</i>
	1.5. Verify/validate request, check supporting documents	None	2 Days	<i>Assigned lawyer</i>
	1.6 Conduct research and verification of legal bases on the issue of concern	None	3 Days	<i>Assigned lawyer</i>
	1.7 Prepare reply or legal opinion/recommendation	None	2 Days	<i>Assigned lawyer, for signature by Vice President-OLC or LLRD Manager</i>
	Total	None	7 Days, 1 Hour and 45 Minutes	



18. Review of Contracts Involving NPC Properties

The Land and Land Rights Department reviews and/or issues recommendations on contracts forwarded to the Office of the Legal Counsel involving NPC landholdings or properties affected by NPC projects in accordance with existing laws, rules, and regulations.

Office or Division:	Land & Land Rights Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Departments/Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo Request				
2. Supporting Documents, Draft Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC together with the supporting documents and draft contract	1.1. Receive request/draft contract	None	15 Minutes	<i>Receiving Personnel</i>
	1.2. Route and forward documents to VP-OLC	None	30 Minutes	<i>Receiving Personnel</i>
	1.3. Forward documents to LLRD Manager	None	30 Minutes	<i>Vice President-OLC</i>
	1.4. Review request & assign to concerned lawyer	None	30 Minutes	<i>LLRD Manager</i>
	1.5. Verify/validate request, check supporting documents and draft contract	None	2 Days	<i>Assigned lawyer</i>
	1.6. Make necessary changes or revision to the draft contract	None	3 Days	<i>Assigned lawyer, with approval from Vice President-OLC and LLRD Manager</i>
	1.7. Prepare reply memo or recommendation regarding the approved contract revision	None	2 Days	<i>Assigned lawyer, for signature by VP-OLC or LLRD Manager</i>
	Total	None	7 Days, 1 Hour & 45 Minutes	



19. Verification and Survey of NPC Owned or Affected Property

The Survey and ROW Team of the OLC-Land and land Rights Department conducts survey and prepares survey or sketch plans of the landholdings owned by NPC or affected by the plants or facilities of NPC upon the request of other offices or departments.

Office or Division:	Office of the Legal Counsel – Land & Land Rights Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Departments/Functional Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo Request 2. Lot/site information/reference documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC together with the supporting documents	1.1. Receive request	None	15 Minutes	<i>Receiving Personnel</i>
	1.2. Route and forward request to VP-OLC	None	30 Minutes	<i>Receiving Personnel</i>
	1.3. Forward request to LLRD Manager	None	30 Minutes	<i>Vice President-OLC</i>
	1.4. Review request & assign to concerned staff	None	30 Minutes	<i>LLRD Manager</i>
	1.5. Determine survey to be conducted based on the survey request and verify completeness of the survey data submitted by the requesting party and secure additional necessary data from the concerned government agency or concerned dept.	None	3 Days	<i>Assigned personnel</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Coordinate with the requesting dept. and site personnel for the schedule of survey and assistance in identification of at least two corner monuments or reference/tie points that can be used during the conduct of survey	None	3 Days	<i>Assigned survey team personnel</i>
	1.7. Conduct actual ground survey (Verification / Relocation / Original / Segregation / Subdivision / Consolidation / Structural Survey, etc.) based on the need of the requesting dept.	None	7 Days	<i>Assigned survey team personnel</i>
	1.8. Process survey data and prepare sketch or survey plan	None	5 Days	<i>Assigned survey team personnel, with approval from VP-OLC and LLRD Manager</i>
	1.9. Prepare reply to requesting party	None	2 Days	<i>Assigned personnel, for signature by VP-OLC or LLRD Manager</i>
	Total	None	20 Days, 1 Hour & 45 Minutes	



20. Filing of Expropriation Case

The OLC-Land and Land Rights Department files the necessary complaints for expropriation for properties affected by the plants or facilities of NPC upon the request of concerned offices or departments implementing the project.

Office or Division:		Office of the Legal Counsel – Land & Land Rights Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Concerned Departments/Functional Groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo request				
2. Lot/site information/reference documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC together with the supporting documents	1.1. Receive request	None	15 Minutes	<i>Receiving Personnel</i>
	1.2. Route and forward request to VP-OLC	None	30 Minutes	<i>Receiving Personnel</i>
	1.3. Forward request to LLRD Manager	None	30 Minutes	<i>Vice President-OLC</i>
	1.4. Review request & assign to concerned lawyer/staff	None	30 Minutes	<i>LLRD Manager</i>
	1.5. Verify/validate request, check the documents submitted if complete and if incomplete, return to concerned department with list of lacking documents for their appropriate action	None	2 Days	<i>Assigned personnel, for signature by Vice President-OLC or LLRD Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Secure data/information/documents or update from requesting department and assess completeness/sufficiency of pre-filing documents	None	14 Days	<i>Assigned lawyer/personnel</i>
	1.7. Prepare Complaint for Expropriation if supporting documents are complete	None	2 Days	<i>Assigned lawyer, with signature/ approval by VP-OLC and LLRD Manager</i>
	1.8. Endorse/transmit Complaint to requesting department for filing in Court	Filing fee, with deposit of 100% value of land based on current BIR Zonal value, and replacement cost for improvements and damaged crops/ plants/ trees at current market values	2 Days	<i>Assigned personnel, for signature by VP-OLC or LLRD Manager</i>
	Total	Filing fee	20 Days, 1 Hour & 45 Minutes	



21. Filing of Case for Recovery of Possession or Ejectment of Illegal Occupants

The OLC-Land and Land Rights Department files the necessary complaints for recovery of possession or ejectment of illegal occupants in landholdings owned by NPC and properties affected by plants or facilities of NPC upon the request of concerned offices or departments.

Office or Division:		Office of the Legal Counsel – Land & Land Rights Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Concerned Departments/Functional Groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo request				
2. Lot/site information/reference documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/transmit request to NPC together with the supporting documents	1.1. Receive request	None	15 Minutes	<i>Receiving Personnel</i>
	1.2. Route and forward request to VP-OLC	None	30 Minutes	<i>Receiving Personnel</i>
	1.3. Forward request to LLRD Manager	None	30 Minutes	<i>VP-OLC</i>
	1.4. Review request & assign to concerned lawyer/staff	None	30 Minutes	<i>LLRD Manager</i>
	1.5. Verify/validate request, check the documents submitted if complete and if incomplete, return to concerned department with list of lacking documents for their appropriate action	None	2 Days	<i>Assigned personnel, for signature by VP-OLC or LLRD Manager</i>
	1.6. Secure data/information/ documents or update from requesting department and assess completeness/ sufficiency of pre-filing documents	None	14 Days	<i>Assigned lawyer/personnel</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Prepare corresponding Complaint supporting documents if complete are	None	2 Days	<i>Assigned lawyer, with signature/ approval by VP-OLC and LLRD Manager</i>
	1.8. Endorse/ transmit Complaint to requesting department for filing in Court	Filing fee	2 Days	<i>Assigned personnel, for signature by VP-OLC or LLRD Manager</i>
	Total	Filing fee	20 Days, 1 Hour & 45 Minutes	



ADMINISTRATION AND FINANCE GROUP

ADMINISTRATION

22. Retrieval of Records and Other Related Documents

Requests for procurement records and other pertinent documents required for payment purposes and as required by various cost centers.

Office or Division:	Materials, Supplies & Services Procurement Division (MSSPD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Proponent, Contract Implementing Unit, Bids and Awards Committee, Technical Working Group, Internal Audit Department, COA, Logistics and other NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) Copy of duly accomplished and signed Records Retrieval Form No. NPC-001.F07			Materials, Supplies, Services and Procurement Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and sign the "Requested by" portion indicating the date of request	1.1. Review the document being requested if available in MSSPD file (scan from Network Attached System-NAS) or at the MSSPD Document Control Room	None	5 Minutes	<i>JLNBOpalalic Logistics Management Officer (LMO)</i>
	1.2. Initial the request form available at MSSPD	None	3 Minutes	<i>CPCastro Materials Management Officer (MMO)</i>
	1.3. Sign the Approved/ Authorized by" portion of the form and indicate date of approval	None	5 Minutes	<i>MMLTrinanes Manager</i>
	1.4. Look for the Documents being requested	None	10 Minutes	<i>JLNBOpalalic Logistics Management Officer (LMO)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Reproduce or provide through email/USB depending on the type of copy being requested - - If document being requested is not yet scanned, the MSSPD personnel will look into the transactions being processed at the Document Control Room/Storage Area	None	30 Minutes	<i>JLNBOpalalic Logistics Management Officer (LMO)</i>
2. Acknowledge receipt of the document/s being requested	2.1 Issue the requested document	None	2 Minutes	<i>JLNBOpalalic Logistics Management Officer (LMO)</i>
3. Fill out the Customer Satisfaction Rating form	3.1 Receive the duly accomplished Customer Satisfaction Rating form	None	5 Minutes	<i>JLNBOpalalic Logistics Management Officer (LMO)</i>
	Total	None	1 Hour	



23. Disbursement Voucher Preparation

Voucher preparation for payment of claims for items delivered to the Warehousing, Inventory and Asset Disposal Division (WIADD) – Head Office

Office or Division:	Materials, Supplies & Services Procurement Division (MSSPD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Warehousing Inventory Asset Disposal Division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Original copy of Purchase Order (P. O.) 2. Original copy of Notice of Award (NOA) 3. Original copy of Notice To Proceed (NTP) 4. Original copy of Invoice 5. Original copy of Delivery Receipt 6. Original copy of Inspection and Receiving Report (IRR) 7. Original copy of Certificate of Acceptance 8. Original copy of Purchase Requisition (PR) 9. Certified true copy of Abstract of Canvass/ Quotation 10. Certified true copy of Certificate of Origin 11. Certified true copy of Warranty Certificate 12. Original copy of Certificate of Acceptable Performance Bond 13. Original copy of Certificate of Acceptable Guarantee Bond/Authority to Deduct 10% Retention Money 14. Certified true copy of Bid Documents including the TWG/BAC Reports and other related documents 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Receive documents for preparation of Disbursement Voucher for Head Office Deliveries	None	5 Minutes	<i>Administrative Assistant/ Materials Management Specialist/ Analyst, MSSPD</i>
	1.2 Review documents and assign to Materials Management Officer	None	5 Minutes	<i>Division Manager, MSSPD</i>
	1.3 Check completeness of attachments as per checklist using form No. AFG-LOG-008-F01, Checklist of Docs for	None	5 Minutes	<i>Materials Management Officer, MSSPD</i>



	DV			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Attach original copy of Purchase requisition	None	30 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</i>
	1.5 Prepare Disbursement Voucher for Head Office deliveries	None	1 Day	<i>Materials Management Specialist/ Analyst, MSSPD</i>
	1.6 Initial / Sign Box A2	None	1 Day	<i>Signatory per Manual of Approval</i>
	1.7 Forward DV to concerned Authority for signature of Box A1 Forward DV to Controllers Department for Audit	None	15 Minutes	<i>Administrative Assistant MSSPD</i>
	Total	None	2 Days & 1 Hour	



24. Amendment to Order of Fuel and Fuel-Related Contracts of Small Power Utilities Group (SPUG) Power plants and Barges

The Amendment to Order amends a contract to transfer/reallocate the unlifted volume/amount of the identified source power plant/s to meet the requirements of the recipient power plant/s to ensure its/their continuous operations.

Office or Division:	Fuel Contract Management Division (FCMD)			
Classification:	Complex			
Type of Transaction:	G2G - Internal Transactions			
Who may avail:	SPUG Concerned Department			
Checklist of Requirements		Where to Secure		
Request memo from the SPUG concerned Department with conforme of the SPUG Vice President		Operations Department / Office of the Vice President, SPUG		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit request memo with required attachments per Fuel Operations and Accounting Manual (FOAM)	1.1 Check the completeness of the required attached documents	None	30 mins	Jayson C. Uy - Fuel Management Specialist A
	1.2 Receive and encode in the Incoming Documents.	None	10 mins	Jayson C. Uy - Fuel Management Specialist A
	1.3 Evaluate the request.	None	20 mins	Teodoro A. Clemente, Jr. - Principal Engineer A



	1.4 Prepare the detailed computation of the volume for transfer/ reallocation and total contract cost.	None	4 hours	Jayson C. Uy - Fuel Management Specialist A
	1.5 Prepare a memorandum for the President and CEO's approval of the proposed AO and Letter to the concerned Supplier/ Contractor.	None	4 hours	Jayson C. Uy - Fuel Management Specialist A
	1.6 Compile all the required attachments.	None	30 mins	Jayson C. Uy - Fuel Management Specialist A
	1.7 Review the proposed AO	None	6 hours	Teodoro A. Clemente, Jr. - Principal Engineer A / Rejoyce R. Estigoy - Division Manager
	1.8 Route the proposed AO to the recommending authorities for signature.	None	10 mins	Jayson C. Uy - Fuel Management Specialist A
	1.9 Sign and endorse the proposed AO to the approving authority for signature.	None	3 days	Lorlina E. Bomediano - OIC, OVP-AFG / Rene B. Barruela - Vice President, SPUG Melchor P. Ridulme - Vice President, Office of the Legal Counsel (OLC)



	1.10 Sign and approve the proposed AO.	None	1 day	Fernando Martin Y. Roxas President & CEO
	1.11 Email the approved AO to the concerned Supplier/ Contractor.	None	20 mins	Jayson C. Uy - Fuel Management Specialist A
	TOTAL		7 Days	



25. Processing of Purchase Requisitions

The service pertains to the procurement of goods, services and consultancy requested requirement of the Corporation.

Office or Division:	Bids and Contracts Services Division (BCSD), Logistics Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Cost Centers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Requisitions 2. Certificate of Funds Availability / Certificate of Budget Inclusion, as applicable 3. Approved Procurement Plan, Project Procurement Management Plan (APP/PPMP) 4. Other documents as deemed necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Requisitions to Logistics Department for processing	1.1. Review/check/ evaluate the documents submitted by the requesting Cost Center/Functional Group.	None	45 Minutes	<i>Materials Management Specialist A</i>
	1.2. Forward to Department Manager, Logistics for assignment of Facilitator.		30 Minutes	<i>Materials Management Specialist A</i>
	1.3. Assigns buyer/facilitator who will handle the procurement process		2 Hours	<i>Department Manager</i>
	1.4. Initiates/facilitate the conduct of the procurement activity.			<i>Facilitator/Secretariat/ Technical Working Group/Bids and Awards Committee Secretariat</i>
	For Public Bidding: 1.5 Bids and Awards Committee (BAC) Meetings to		95 Days (in accordance with the	<i>Facilitator/Secretariat/ Technical Working Group/Bids and</i>



	review/deliberate on the ff:		provisions of	<i>Awards Committee Secretariat</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5.1 Conduct of Pre-Procurement by the Technical Working Group.</p> <p>1.5.2 Conduct of Pre-Bid Conference.</p> <p>1.5.3 Conduct of Bid Opening.</p> <p>1.5.4 Conduct of Post Qualification</p> <p>1.6. Turn-over transaction folder after successful bidding to Materials Supplies Services and Procurement Division for preparation of Notice of Award/Purchase Order/Contract</p>		<p>RA 9184 and its IRR)</p> <p>1 Day</p>	<i>Facilitator</i>
	Total	None	95 Days	



26. Issuance of Authorization to Drive NPC Vehicle

Issue Authorization to Driver Vehicle

Office or Division:	Transportation and Facilities Management Division (TFMD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Head Office-based Regular and Non-regular Driver positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form/Endorsement letter duly signed by the Applicant's Department Manager 2. 1x1 ID Picture 3. Written and Actual Driving Examination 4. Photocopy of Medical, Neuro Exam, Drug Test, Appointment/Contract, Professional Driver's License and Defensive Driving or TESDA NCII Certificate			TFMD-GSD Office, Ground Floor, Head Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to TFMD office and request for issuance of ADNV.	1.1.Receive Request for Issuance of ADNV.	None	5 Minutes	<i>Principal Engineer A (Safety)</i>
	1.2.Require new applicants to fill up Application for Issuance of New ADNV and have it endorsed by the applicant's Department Manager.	None	5 Minutes	<i>Principal Engineer A (Safety)</i>
	1.3.Require submission of documents	None	5 Minutes	<i>Principal Engineer A (Safety)</i>
2. Submit documents needed e.g. Appointment/ Contract, Professional Driver's License, Drug Test Result, Medical Test Result,	2.1 Review submitted documents.	None	10 Minutes	<i>Principal Engineer A (Safety)</i>
	2.2 Conduct and evaluate written and actual driving test.	None	2 Hours	<i>Principal Engineer A (Safety)</i>
	2.3 For those who passed the examination test, issue ADNV in	None	10 Minutes	<i>Principal Engineer A (Safety)</i>



Psychological	accordance with the			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Test Result and Seminar/ Training Certificate.	existing Circular/ Guidelines 2.4 Request Customer to Fill out Customer Satisfaction Rating on Issuance of ADNV	None	5 Minutes	<i>Principal Engineer A (Safety)</i>
3. Fill out Customer Satisfaction Rating Form	3.1 Update list of issued ADNV. 3.2 File generated documents.	None None	5 Minutes 15 Minutes	<i>Principal Engineer A (Safety)</i> <i>Principal Engineer A (Safety)</i>
	Total	None	3 Hours	



27. Vehicle Dispatching

Scheduling of Transport Vehicles for dispatch for various FG needs.

Office or Division:	Transportation and Facilities Management Division (TFMD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Head Office-based Regular and Non-regular Driver positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Vehicle Trip Ticket Request Form 2. Travel Order 3. Office Order			TFMD-GSD Office, Ground Floor, H.O.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved VTT with Travel Order or Office Order to Transportation Dispatching Office.	1.1 Review VTT request and check available vehicle and assign Driver-Mechanic	None	5 Minutes	<i>Albert D. Reodique – Section Chief</i>
	1.2 Assign VTT Reference Number and forward copy of VTT to assigned driver	None	1 Minute	<i>Albert D. Reodique – Section Chief</i>
2. Coordinate with Transportation Officer regarding assigned driver and other specific details of the travel.	2.1 Inform vehicle requisitioner of assigned driver and other details of the trip.	None	3 Minutes	<i>Albert D. Reodique – Section Chief</i>
	2.2 Provide transportation services on scheduled date/ time of travel.	None	Depends on destination	<i>Albert D. Reodique – Section Chief</i>
Total		None	9 Minutes	



28. Reservation of Head Office Facilities/Amenities of Contracted Hotels

Issue Scheduling of Reservation

Office or Division:	Transportation and Facilities Management Division (TFMD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Head Office-based Regular and Non-regular Driver positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Head Office Facilities Reservation and Billing Form 2. Authorization for Hotel Accommodation 3. Travel Order 4. Vehicle Trip Ticket Request Form			TFMD-GSD Office, Ground Floor, H.O. Travel Order Form disseminated to all Cost Centers. Form was circularized in order for all Cost Centers to have a copy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for accommodation on use of facility.	1.1 Receive request for accommodation on use of facility.	None	5 Minutes	<i>Administrative Officer A</i>
	1.2 Advice requesting party/paying guest to prepare letter of request addressed to VP, Administration and Finance.	None	5 Minutes	<i>Administrative Officer A</i>
	1.3 Check availability of dates requested for official functions and requires requisitioner to fill out, AFG-GSD-024.F01 – HOFRBF.	None	15 Minutes	<i>Administrative Officer A</i>
2. Secure copy of approved HOFRBF.	2.1 Provide guest with copy of approved AFG-GSD-024.F01 – HOFRBF.	None	5 Minutes	<i>Reservation Clerk</i>
	2.2 Inform and provide approved AFG-GSD-024.F01 – HOFRBF to Security Division and Security Guards on Duty at NPC Gate 2 Entrance.	None	5 Minutes	<i>Reservation Clerk</i>
	Total	None	35 Minutes	



29. Telephone Switchboard Operation

Operates telephone switchboard to assist incoming calls and be connected properly.

Office or Division:	Telecom and Security Services Division (TSSD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Place a call	1.1 Accept and engage incoming calls as indicated in the left side of switchboard console screen; 1.2 Ask calling party where call will be connected; 1.3 Key-in the desired extension number which appears on the right side of the console screen then press the transfer button to connect; and, 1.4 In any case the caller does not know the extension number to connect to, find it in the local directory and transfer call.	None	10 seconds	<i>Senior Communications-man, Technician/ Senior Technician, Telecommunication and Security Services Division</i>
	Total	None	10 Seconds	



30. Incoming/Outgoing Fax Message Handling

Proper receipt and dispatch of Faxed messages.

Office or Division:	Telecom and Security Services Division (TSSD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send fax messages	1.1 Evaluate and segregate junk faxed with official messages 1.2 Place personal and junk fax to respective paper bin 1.3 Log and record details of received message by indicating message title, date/time received, and details of addressee 1.4 Deliver messages to appropriate offices and personnel on designated time	None	30 Minutes	<i>Sr. Communications-man/Technician</i>
2. Fill-up job request form. Sender fills-up job request form by indicating message title, details and contact number of addressee. For official	2.1 Evaluate authenticity of message and details of addressee. Indicate control number and date received 2.2 Transmit message to addressee and generate confirmation stamp, to ensure	None		<i>Sr. Communications-man/Technician</i>



transaction,				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cost Center Head of requesting party sign transmittal form. For personal, sender signs the form. Attach message to be sent and submit to operator.	message has been sent successfully. File transmitted message for easy retrieval.			
	Total	None	30 Minutes	



31. Plant Security Audit

Plant Security Audit is conducted to ensure that NPC installations are compliant with the Security Systems, Protocols, and that the provisions of the Contract are properly implemented.

Office or Division:	Telecom and Security Services Division (TSSD), General Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Audit Notification	1.1. Notify the Manager of the Plant/Installation of the date of audit	NONE		<i>Bernardo C. Moran Division Manager Ruben E. Bagacay Acting Chief Security Officer</i>
	1.2. Conduct Pre-Audit conference			<i>Ruben E. Bagacay Acting Chief Security Officer Devaney M. Baraan Sr. Security Officer A</i>
	1.3. Conduct physical security audit/inspection			<i>Ruben E. Bagacay Acting Chief Security Officer Devaney M. Baraan Sr. Security Officer A</i>
	1.4. Conduct post-audit conference			<i>Ruben E. Bagacay Acting Chief Security Officer Devaney M. Baraan Sr. Security Officer A</i>
	1.5. Prepare security audit report			<i>Ruben E. Bagacay Acting Chief Security Officer Devaney M. Baraan Sr. Security Officer A</i>
	1.6. Prepare a letter for the Manager of the Plant/ Installation copy furnish FG			<i>Ruben E. Bagacay Acting Chief Security Officer</i>



Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Submit a report to the Vice President, Admin. and Finance for signature			<i>Bernardo C. Moran Division Manager</i>
	1.8. Receive the signed letter and all attachments			<i>Devaney M. Baraan Sr. Security Officer A</i>
	1.9. Number and record documents			<i>Devaney M. Baraan Sr. Security Officer A</i>
	1.10. Reproduce and distribute to all concerned.			<i>Devaney M. Baraan Sr. Security Officer A</i>



32. Turn-Over of Records/Documents

Records generated/created by various Cost Centers that are no longer needed in their respective areas are turned over to Central Records for safekeeping and/or disposal.

Office or Division:	Central Records and Technical Documents Division (CRTDD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 3 - Copies of Records Turn-Over/Inventory List Form			Form was circularized in order for all Cost Centers to have a copy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over the records/documents to CRTDD with accomplished Records Turn-Over/Inventory List Form	<p>1.1 Receive Peerless Box/es (PB/s) and issue temporary receiving copy of Records Turn-over/Inventory List Form (RTO/ILF) with notation "subject to verification".</p> <p>1.2 Verify the contents of the turned-over PB/s against the accomplished Records Turn-over/Inventory List Form.</p> <p>1.3 If the contents do not conform with the list (i.e. lacking documents), cancel by crossing out or drawing a line through the middle of the lacking listed document and write on its opposite side "NO PHYSICAL DOCUMENT".</p> <p>1.4 If the contents conform with the list, affix initial on the received portion of Records Turn-</p>	None	3 Days	<i>Records Management Officer/ Corporate Staff Analyst</i>



	over/Inventory List Form.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.5 Assign and indicate unique control number on all sides of each peerless box and on the verified accomplished Records Turn-over/Inventory List Form.</p> <p>1.6 Refer to the corporate turn-over records control list logbook in assigning the unique number.</p> <p>1.7 For every start of the year, the number of RTO/ILF for PB shall start at 001 (Ex. 2018-001).</p> <p>1.8 Record the unique control number in the control list logbook in custody of CRTDD personnel assigned at the Central Records Storage Area.</p> <p>1.9 Acknowledge receipt of the turned-over PB/s by signing and dating the accomplished Records Turn-over/Inventory List Form, return the duplicate copy to the originating office and place back the triplicate copy inside the peerless box.</p> <p>1.10 File the original copy of the acknowledged Records Turn-over/Inventory List Form.</p>			
	Total	None	3 Days	



33. Handling, Distribution and Filing of Administrative Issuances

All administrative issuances and processed for proper handling, distribution to various Cost Centers and filed for safekeeping.

Office or Division:	Central Records and Technical Documents Division (CRTDD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Administrative Issuances				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to CRTDD for distribution/ dissemination	1.1 Check category/ classification of Administrative Issuance (AI) 1.2 Stamp date and time and affix signature after validation of AI. 1.3 Assign control number to AI. 1.4 Log/record the numbered AI in the prescribed Forms. 1.5 Encode in the AI Tracking System and print. 1.6 Stamp the 2 nd page of the original copy with CRTDD receiving copy. 1.7 Determine the required number of copies for distribution to concerned personnel.	None	1 Day	<i>Records Management Officer/Corporate Staff Analyst</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.8 Scan original copy and email to all employees concerned.</p> <p>1.9 Attached Distribution Sheet to AI stamped with CRTDD's copy which contains the subject and date.</p> <p>1.10 Check legibility of the reproduced copies.</p> <p>1.11 Place the reproduced AIs in the designated tray for pick-up by courier.</p> <p>1.12 Distribute/ disseminate AI to concerned office/personnel.</p> <p>1.13 File the original and duplicate copies of AI together with the acknowledged distribution sheet to CRTDDs respective molar files/bound.</p>			
	Total	None	1 Day	



34. Receipt and Dispatch of Outgoing Communications

Outgoing communications are received by the Central Records for proper dispatch and delivery to offices concerned/addressee.

Office or Division:	Central Records and Technical Documents Division (CRTDD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 2 – Copies of Delivery/Pick Up Request Form			CRTDD-GSD Office, Ground Floor, Head Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to CRTDD for delivery with two (2) copies of filled-out Delivery/Pick-up Form	<p>1.1 Receive official communication/ letter together with two (2) copies of filled-out Delivery/ Pick-up Request Form.</p> <p>1.2 Check completeness of information such as name and address of the addressee indicated in the Delivery/Pick-up Request Form and casing/ packaging of communication (provided with envelope or any appropriate casing).</p> <p>1.3 Acknowledge the communication and provide sender with the duplicate copy of the Delivery/ Pick-up Request Form.</p>	None	1 Day	Joy Cameron C. Espineda/Info Data Analyst



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4 Process/mail received communications based on the following schedule:</p> <ul style="list-style-type: none"> ➤ Delivery is within the same day if received before 10:00 a.m. ➤ Delivery is on the next working day if received after 10:00 a.m. <p>1.5 Three (3) types of mailing</p> <ul style="list-style-type: none"> ➤ Registered Mail (RM) with Return Card (additional stamp is affixed to the card) ➤ Registered Mail without Registry Return Receipt (RRR) ➤ Registered Mail via Air mail <p>1.6 Weigh the communication/letter to determine amount of stamp (refer to Philippine Postal Corporation's prevailing rates for domestic and international mail i.e. Philippine Postal Administrative Order No. 15-01 dated 05 February 2015 and Philippine Postal International Mail Services).</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.7 Communications weighing more than 2 kg is classified as parcel and weighing is done at the Post Office. The Sender advances or initially shoulders the amount involved in the mailing of the parcel.</p> <p>1.8 Pick-up Registry Receipt (RR) from the Phil Post and stick/paste 1 RR each, opposite the copy furnished name/s indicated in the documents marked with asterisk (*) by the Office of the Legal Counsel. Reproduce these legal documents and attach to the Transmittal List of Mailing.</p> <p>1.9 Affix the appropriate/ exact amount of stamp on the front upper right portion of the envelope. Stamp the front lower right portion of the envelope with "Registered Mail" or "Registered Mail via Airmail", whichever is applicable.</p> <p>1.10 Prepare 2 copies of Transmittal List of Mailing and Certificate of Mailing for submission to Post Office.</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> ➤ 1 copy for the Postmaster concerned ➤ 1 copy for Chief Master Control Unit ➤ 1 copy for the Mailer (NPC-CRTDD) <p>1.11 Affix initial and forward to Section Chief, CRTDD for approval</p> <p>1.12 Place all communications in a designated tray upon approval of the certificate for mailing.</p> <p>1.13 Mail all the communications in the Post Office and provide copies of duly acknowledged Transmittal List of Mailing to Post Office personnel. Mails with requested RR by the sender should be fully acknowledged by the concerned Post Office personnel.</p> <p>1.14 Return and place the duly acknowledged receiving copy of Transmittal of Mailing in designated tray and furnish copy of RR received by Post Office personnel to sender.</p> <p>1.15 File the duly acknowledged receiving copy of Transmittal List of Mailing and Certificate of Mailing.</p>			
	Total	None	1 Day	



35. Receiving, Delivery and Filing of Incoming External Communications

All Incoming Communications/Records are received and properly stamped by the division for proper delivery to recipients and filing of necessary records copy.

Office or Division:		Central Records and Technical Documents Division (CRTDD), General Services Department		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to CRTDD for acknowledgment	1.1 Receive and acknowledge incoming communications/emails 1.2 Check and verify the nature of the communications/documents and addressee. 1.3 For personally delivered communications, refer the person who delivered the communication directly to addressee 1.4 For those acquired thru mail: 1.4.1 Personal mails – refer the person who delivered the communication directly to addressee.	None	1 Day	<i>Records Management Officer B/Corporate Staff Analyst</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1..4.2Confidential/ restricted mails of NPC officials – these are delivered personally to addressee/s by CRTDD courier.</p> <p>1.4.3For communication wherein the addressee is not specifically identified – forward same to immediate supervisor who will open, determine and indicated on the envelope the addressee in the corporation.</p> <p>1.5 Place the mails in the designated tray for delivery.</p> <p>1.6 Pick-up and deliver the communication to the addressee.</p> <p>1.7 Return and place the duly acknowledged receiving copy in the designated tray.</p> <p>1.8 File Records.</p>			
	Total	None	1 Day	



36. Reproduction Services

The Central Records render reproduction services and reproduce various records and technical documents needed by the different organizational units/offices of NPC.

Office or Division:	Central Records and Technical Documents Division (CRTDD), General Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Job Request Form			CRTDD-GSD Office, Ground Floor, Head Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to CRTDD for reproduction	1.1 Acknowledge properly accomplished Job Request Form with instructions at the back.	None	3 Days	<i>Armi Glenda I. Lanting/Records Management Officer B</i>
	1.2 Ensure completeness of records/documents.			
	1.3 Review authenticity of request. Affix initials after validation of request.			
	1.4 Approve job request by affixing signature.			<i>Rodrigo B. Nojadera/ Department Manager</i>
	1.5 Affix control number to the accomplished and approved Job Request form in accordance with Job request Numbering System.			<i>Armi Glenda I. Lanting/Records Management Officer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.6 Determine related requisites based on the nature of services requested, i.e. reproduction, scanning and finishing.</p> <p>1.7 Process job requested. Refer to reproduction of Whiteprint, Laserprint, Photocopy; for Scanning of Large Format and for Finishing i.e. Binding, folding, Trimming and Cutting/Padding.</p> <p>1.8 Accomplish the "Cost of Services" portion of job request in accordance with Approved Costing of Printing.</p> <p>1.9 Implement quality control actions on all completed jobs prior to release to the requesting party.</p> <p>1.9.1. Check completeness, orderliness, correctness of actual documents being reproduced.</p>			<i>Zenon C. Tayao/ Section Chief</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.10 Release/issue documents to requesting party/authorized representative.</p> <p>1.11 Have the requesting party acknowledge the reproduced documents by properly signing the "Acknowledgement" portion and "Released by" portion by CRTDD personnel.</p> <p>1.12 File records of completed jobs for reference and other related actions.</p>			<p><i>Armi Glenda I. Lanting/Records Management Officer B</i></p> <p><i>Requesting party</i></p> <p><i>Armi Glenda I. Lanting/Records Management Officer B</i></p>
	Total	None	3 Days	



37. Retrieval of Records/Documents

Records are retrieved upon request of offices or parties concerned. The Central Records provides easy retrieval of records kept in the Records Repository.

Office or Division:		Central Records and Technical Documents Division (CRTDD), General Services Department		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Documents and Retrieval Request Form			CRTDD-GSD Office, Ground Floor, Head Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish/Fill-out the Documents and Retrieval Request Form	1.1 Receive the properly accomplished/ filled-out Documents and Retrieval Form	None	1 Day	<i>Loline E. Fortus/ Records Management Officer B</i>
	1.2 Verify authenticity of request and affix initials after validation of request.			<i>Rodrigo B. Nojadera/ Department Manager</i>
	1.3 Approved job request by affixing signature			<i>Loline E. Fortus/ Records Management Officer B</i>
	1.4 Check/verify the availability of the requested documents and to determine the location of the same thru:			
	a. Computer Assisted Retrieval System – for microfilmed documents			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>c. Technical Document Retrieval System – for technical documents i.e. plans/as-built drawings, environmental reports, contracts, etc.</p> <p>d. Manual Retrieval – hard copy documents filed at Central Records and Technical Documents Repository</p> <p>1.5 Reproduce copy of the requested document/ record</p> <p>1.6 Issue the requested document/ record</p> <p>1.7 Acknowledge receipt of the requested document/ record</p>			<i>Requesting party</i>
	Total	None	1 Day	



38. Issuance of Service Record

Service Records are updated and are being issued to requesting parties by the Organization and Placement Division.

Office or Division:		Organization and Placement Division, Human Resources Department		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Officials & Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request with written authorization and copy of ID of former NPC employees to secure service record by representatives.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request HR by signing in the log sheet.	1.1. Check database of Service Record if available; If not available, search / verify data from 201 file.	None	15 Minutes	<i>HR Specialist</i>
	1.2 Prepare Service Record / Employees Certificate		5 Minutes	<i>HR Specialist</i>
	1.3 Check details / entries and initials		5 Minutes	<i>Section Chief / Division Manager</i>
	1.4 Review and Sign		5 Minutes	<i>Section Chief / Division Manager</i>
Total		None	30 Minutes	



39. In House Training Program

Approved Training Programs conducted by the Training and Development Division

Office or Division:	Training and Development Division (TDD), Human Resources Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Training Plan 2. Recommendation/Confirmation of Program Participants 3. Memorandum 4. Training Report			TDD-HRD Office, 3 rd Floor, NPC H.O Bldg., Diliman, Quezon City	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for conduct of training and/or inclusion of personnel to attend training/ seminar	1.1. Prepare and send memo to concerned Managers for the list and/or confirmation of possible participants	None	15 Minutes	<i>HR Specialist/ Analyst</i>
	1.2. Secure confirmation of list of participants		15 Minutes	<i>HR Specialist/ Analyst</i>
	1.3. Review and endorse training documents for approval		15 Minutes	<i>HR Analyst/ Division Manager</i>
	1.4. Route Training Documents (Routing Slip)		10 Minutes	<i>Secretary</i>
	1.5. Forward to VP-AFG for approval/signature		5 Minutes	<i>Secretary</i>
	1.6. Approve Training Documents (Office Order)		1 Day	<i>Vice-President, Administration and Finance Group</i>
	1.7. Transmit office order to CTRDD for numbering		5 Minutes	<i>Secretary</i>
	1.8. File copy of approved documents		5 Minutes	<i>Secretary</i>
	1.9. Reproduce copies of		30 Minutes	<i>HR</i>

	training materials			<i>Specialist/Analyst</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10. Finalize arrangements on training venue, food and other logistical support	None	25 Minutes	<i>HR Specialist/Analyst</i>
	1.11. Prepare training Certificates		30 Minutes	<i>HR Specialist/Analyst</i>
	1.12. Conduct training program		3 Days*	<i>HR Specialist/Analyst</i>
	1.13. Prepare training Report		1 Day	<i>HR Specialist/Analyst</i>
	1.14. File Training report and Attendance sheet		5 Minutes	<i>Secretary</i>
	Total	None	5 Days, 2 Hours & 30 Minutes	

*Note : The number of days for the conduct of training will vary depending on the kind of training.



FINANCE

40. Processing of Disbursement and Payment Instruction Vouchers

Processing of Disbursement Voucher of Claims

Group A

Office or Division:	Disbursement Audit and Monitoring Division, Controller's Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Proponents (Cost Center/Employee Concerned)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. CASH ADVANCES OTHER THAN FOR TRAVEL</p> <p>A. GRANTING OF CASH ADVANCES (CA)</p> <p>Common Requirements:</p> <ol style="list-style-type: none"> 1. Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) 2. Approved application for bond and/or Fidelity Bond for the year <p>A.1 Payroll fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses</p> <ol style="list-style-type: none"> 1. Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) 2. Approved application for bond and/or Fidelity Bond for the year 3. Payroll or list of payees indicating their net payments 4. Approval/authority or legal basis to pay any allowance/salaries/wages/fringe 	Proponent

<p>benefits</p> <p>A.2 Petty Cash Fund</p> <ol style="list-style-type: none"> 1. Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) 2. Approved application for bond and/or Fidelity Bond for the year 3. Approved estimates of petty expenses for one month 4. Copy of policy for maintaining PCF under the imprest system <p>2. PREPAYMENTS FOR TRAVEL</p> <p>A. LOCAL TRAVEL</p> <ol style="list-style-type: none"> 1. Travel Order/Office Order/Trip Ticket (for Drivers) 2. Itinerary of Travel with Computation of Estimated Expenses <p>B. FOREIGN TRAVEL</p> <ol style="list-style-type: none"> 1. Itinerary of Travel with Computation of Estimated Expenses 2. Travel Authority 3. Letter of invitation of host/sponsoring country/agency/organization (if applicable) 4. For plane fare, quotations of three travel agencies or its equivalent 5. Flight itinerary issued by the airline/ticketing office/travel agency 6. Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed. 7. Where applicable, authority from the DOE or Malacanang to claim representation expenses 8. Certification regarding Availment of 	
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<p>Clothing Allowance</p> <p>9. In case of seminars/trainings,</p> <ul style="list-style-type: none"> – Invitation addressed to the agency inviting participants – (issued by the foreign country) – Acceptance of the nominees as participants (issued by the foreign country) – Programme Agenda and Logistics Information <p>10. Document to show the dollar to peso exchange rate at the date of grant of cash advance</p> <p>3. SERVICES OF DAILY-PAID EMPLOYEES / RETAINERS / CADET ENGINEERS</p> <p>A. FIRST CLAIM</p> <ol style="list-style-type: none"> 1. Assumption to Duty (ATD) 2. Contract Agreement/Contract of Service 3. Daily Time Record / Time Sheet 4. Accomplishment Report /Daily Record of Travel (for drivers) 5. REWO (COS employees with excess work hours) 6. Travel Order/Trip Ticket- driver (for those on official travel) 7. Income Payees Sworn Declaration of Gross Receipts/Sales 8. Certificate of Satisfactory Performance (for cadet) <p>B. SUCCEEDING CLAIMS</p> <ol style="list-style-type: none"> 1. Contract Agreement /Contract of Service 2. Daily Time Record / Time Sheet 3. Accomplishment Report /Daily Record of Travel (for drivers) 4. REWO (COS employees with excess work hours) 5. Travel Order / Trip Ticket- driver (for those on official travel) 6. Certificate of Satisfactory 	
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<p>Performance (for cadet)</p> <p>4. OVERTIME (OT) PAY</p> <ol style="list-style-type: none"> 1. OT Computation Sheet 2. Approved Overtime Request / Trip Ticket (for drivers) 3. Accomplishment Report / Daily Record of Travel (for drivers) 4. Original & Certified photocopy of DTR / Time Sheet 5. Certification of CBD regarding CTO availment/non-availment <p>5. NIGHT SHIFT DIFFERENTIALS (NSD) FOR EMPLOYEES ON SHIFTING SCHEDULES</p> <ol style="list-style-type: none"> 1. Computation Sheet 2. Approved Shifting Schedule 3. Daily Time Record 4. Copy of Payslip <p>6. OT / NSD DIFFERENTIAL</p> <ol style="list-style-type: none"> 1. Computation Sheet 2. Notice of Salary Adjustment/Appointment 3. Audited copy of Disbursement Voucher/Payroll 4. Audited copy of DTR 5. Audited copy of Computation Sheet <p>7. RTA AS OIC/ACTING IN CAPACITY</p> <ol style="list-style-type: none"> 1. Office Order with indication of Entitlement to RTA 2. Certification of Satisfactory Performance 3. Certification on the Availment/Non-availment of NPC vehicle within 50km 4. 4. Notation by CBMD on the face of DV for Non Inclusion in the Payroll <p>8. SPECIAL COUNSEL ALLOWANCE</p> <ol style="list-style-type: none"> 1. Office Order/Travel Order 2. Letter of the OSG deputizing the claimant to appear in court as special counsel 	
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<p>3. Certificate of Appearance issued by the Office of the Clerk of Court</p> <p>1. Copy of GAA</p> <p>9. EXTRAORDINARY AND MISCELLANEOUS EXPENSE</p> <p>1. Official Receipts/Invoices</p> <p>2. Certification that expenses have been incurred for in relation to or by reasons of his position</p> <p>10. REIMBURSABLE EXPENSES OF BOARD MEMBERS</p> <p>1. Official Receipts: transportation, travel, communication and meal expenses</p> <p>2. Certification by the Board/Corporate Secretary</p> <p>11. BOARD MEMBERS ALLOWANCE (PER DIEM)</p> <p>1. Notice of Board Meetings</p> <p>2. Attendance Sheet</p> <p>3. Certification by the Board/Corporate Secretary</p> <p>12. INCENTIVE CASH AWARD</p> <p>1. Nomination from Peers and Superiors</p> <p>2. Minutes of approval by the committee concerned</p> <p>*Coursed thru HR</p> <p>13. MEDICAL EXPENSE</p> <p>1. Official Receipt/Invoice</p> <p>2. Physician's/Optician's Prescription</p> <p>3. Sworn Statement/Medical Certificate from Attending Physician/Dentist</p> <p>* Coursed thru CBD</p> <p>14. HAZARD DUTY PAY</p> <p>1. Certification from DOST, DOH, DND, PIVOCs</p> <p>2. Duly accomplished time record</p>	
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<p>of employees or travel report</p> <p>3. Copy of special order covering the assignment to hazardous/difficult areas</p> <p>4. Approved DTR/Service Report</p> <p>15. CULTURAL AND ATHLETIC ACTIVITIES</p> <p>A. Cultural Allowance</p> <p>1. Office Order</p> <p>2. Attendance Sheet (during practice and actual performance)</p> <p>3. Invitation from within and outside NPC</p> <p>4. Justification, if there are extra rehearsals/schedule of future performance</p> <p>5. Office Order for outside performance</p> <p>B. Sports Allowance</p> <p>1. Office Order</p> <p>2. Certificate of Attendance</p> <p>3. Official Receipt/Invoice in case of valid reimbursable expenses</p> <p>4. Printed Score Sheet (for Bowling)</p> <p>16. HONORARIA</p> <p>A. Internal Resource Speaker</p> <p>1. Office Order indicating entitlement to honorarium/allowance</p> <p>2. Certification from the HR on the completed hours rendered with computation</p> <p>B. Outside Resource Speaker</p> <p>1. Letter of Invitation /Office Order of Resource Person</p> <p>2. Certificate of Service rendered by resource Speaker</p> <p>3. Office Order of Participants</p> <p>4. Course Syllabus/Program Proposal</p> <p>17. MONETIZATION OF MORE THAN 10 DAYS LEAVE CREDITS</p> <p>1. Letter Request from Employee</p> <p>2. Leave Application</p>	
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<p>*Coursed thru CBD</p> <p>18.COMMUTATION OF VACATION AND SICK LEAVE</p> <ol style="list-style-type: none"> 1. Approved Leave Application 2. Clearance Certificate 3. Medical Certificate in case of sick leave exceeding five days <p>19.COMMUTATION OF MATERNITY LEAVE</p> <ol style="list-style-type: none"> 1. Approved Maternity Leave Application 2. Clearance Certificate 3. Marriage Contract (for first claim) 4. Latest Payslip showing income and deduction <p>*Coursed thru CBD</p> <p>20.SALARIES FOR SERVICES RENDERED FOR THE UNUSED PORTION OF MATERNITY LEAVE</p> <ol style="list-style-type: none"> 1. Time Card (Xerox copy) 2. Medical Certificate (on fitness to work) 3. Approved Maternity Leave <p>*Coursed thru CBD</p> <p>21.TERMINAL LEAVE</p> <ol style="list-style-type: none"> 1. Original copy of approved leave application 2. Authenticated Xerox copies of the following: <ol style="list-style-type: none"> 1. Leave Cards 2. Service Record 3. Latest Appointment 4. Death Certificate and Marriage Contract, if married and deceased 5. Special Power of Attorney, if payee is not the claimant 6. Certification from the Office of the General Counsel that claimant has no pending administrative case 	
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<ol style="list-style-type: none"> 7. Office Clearance – Head Office clearance form Head Office personnel and Head Office and Regional Clearance for personnel assigned in the region 8. Sworn Statement of Assets and Liabilities 9. Affidavit that applicant has no pending criminal case (RA 3019) 10. Fiscal's Clearance from the place of assignment and place of residence 11. Letter of Resignation and Notice of Acceptance, only for employees who resigned 12. Clearance from CSB and conditional grants 	
<p>22. RETIREMENT GRATUITY/BENEFITS</p> <ol style="list-style-type: none"> 1. Original copy of GSIS Retirement Gratuity Adjudication 2. Service Record 3. Latest Appointment 4. Latest Notice of Salary Adjustment 5. Certification from the Office of the Legal Counsel that claimant has no pending administrative case 6. Affidavit that applicant has no pending criminal case (RA 3019) 7. Sworn Statement of Assets and Liabilities 8. Office Clearance –Head Office clearance form Head Office personnel; Head Office and Regional/Field clearances form for Regional/Field Office Personnel 9. Ombudsman Clearance 10. Fiscal's Clearance from the place of assignment and place 	



<p>of residence</p> <p>11. Death Certificate and Marriage Contract, if married and deceased</p> <p>12. Special Power of Attorney, if payee is not the claimant</p> <p>23. SALARY OF DECEASED EMPLOYEE</p> <ol style="list-style-type: none"> 1. Death Certificate or Affidavit of the attending Physician 2. Marriage Certificate, or in its absence, affidavit of surviving spouse supported by affidavit of two disinterested parties having knowledge of marriage relationship 3. Evidence of survivorship besides widowed spouse, children, parents, brothers and other relatives. In case of incompetence of survivors, the fact should be stated and if guardianship, the appointment of the guardian should be submitted. 4. Clearance Certificate from money, property and legal accountabilities <p>24. REMITTANCES (BIR, HDMF, Coop, SLA, Provident Fund, GSIS, Philhealth, Pag-ibig)</p> <ol style="list-style-type: none"> 1. Summary of Payroll Deductions per FG 2. Computer Print-outs 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DV with complete attachments by proponent to DAMD	1.1 Receive DV and Assign Disbursement Control Number	None	10 Minutes	<i>Information Data Analyst</i>
	1.2 Pre-Audit/ Examination/ Indexing	None	8 Hours	<i>Sr/Financial Specialist/ Fiscal Examiner</i>
	1.3 Journalization/	None	4 Hours	<i>Financial Specialist/</i>



	Coding and Budget			<i>Sr/Financial Analyst</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review/Approval by Authorized Signatories (Boxes B1, B2 & Reviewed by)	None	1 Hour & 40 Minutes	<i>Section Chief/ Div. Manager/Department Manager/Sr. Department Manager/ Vice President</i>
	1.5 For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C)	None	2 Hours	<i>Authorized Signatory</i>
	1.6 Release DV	None	10 Minutes	<i>Information Data Analyst</i>
	Total	None	2 Days	



Group B

Office or Division:	Disbursement Audit and Monitoring Division, Controller's Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Proponents (Cost Center/Employee Concerned)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CASH ADVANCES OTHER THAN FOR TRAVEL A. REPLENISHMENT /LIQUIDATION OF CA A.1 Payroll fund for Salaries, Wages, Allowances, Honoraria & Other Similar Expenses 1. Report of Disbursement 2. Approved payrolls/vouchers duly acknowledged/signed by the payee/s 3. Approved daily time records (DTR's) or Certificate of Service 4. Approved application for leave 5. In case of payment of personnel under the "job order" status, duly verified/accepted accomplishment report 6. Official Receipt (OR) in case of refund for unclaimed salaries 7. Authority from the claimant and Identification documents, if claimed by person other than the payee A.2 Petty Cash Fund 1. Summary of Petty Cash Vouchers 2. Report of Disbursements 3. Petty Cash Replenishment Report 4. Approved purchase request with certificate of Emergency Purchase, if necessary 5. Bills, receipts, sales invoices 6. Certificate of inspection and acceptance 7. Report of Waste Materials in case of replacement/repair	Proponent

<ol style="list-style-type: none"> 8. Approved trip ticket, for gasoline expenses 9. Canvass from at least three suppliers for purchases involving P1,000 and above, except for purchases made while on official travel 10. Summary/Abstract of Canvass 11. Petty Cash Vouchers duly accomplished and signed 12. OR in case of refund 13. For Reimbursement of Toll Receipts (Toll Receipts and Trip Tickets) <p>2. LIQUIDATION OF PREPAYMENT FOR TRAVEL / REIMBURSEMENT</p> <p>A. LOCAL TRAVEL</p> <ol style="list-style-type: none"> 1. Travel Order / Office Order / Trip Ticket (for Drivers) / Revised or supplemental Travel /Office order or any proof supporting the change of schedule 2. Certificate of Appearance/ Attendance 3. Itinerary of Travel (Actual) 4. Certification of Availment / Non-Availment (Indicate the name of hotel availed) 5. Tickets, Boarding Passes, Official Receipts/ Acknowledgement Receipts/RERs 6. Certification of Expenses Not Requiring Receipts (For expenses P300.00 or less pursuant to COA Circular No. 2017-001 dated June 19, 2017) 7. Hotel room/lodging bills with official receipts in the case of official travel to places within 50km radius from the permanent official station 8. Certification of actual hotel/lodging accommodation expenses in excess of the accommodation component of the DTE but in no case shall the difference exceed 	
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<p>100% of such component of the prescribed DTE rate (for non-NPC accredited hotels)</p> <ol style="list-style-type: none"> 9. Certification that claim for expenses other than hotel and lodging accommodation is absolutely necessary in the performance of an assignment 10. Authority to Hire bancas, vehicles, etc. other than the ordinary means of transportation approved by Functional Head 11. Certificate of Travel Completion / Daily Vehicle Trip Report (for Drivers) 12. Copy of audited Prepayment Voucher with coding sheet 13. OR in case of refund of excess prepayment/cash advance <p>B. FOREIGN TRAVEL</p> <ol style="list-style-type: none"> 1. Itinerary of Travel with Computation of Estimated Expenses 2. Travel Authority 3. Letter of invitation of host/sponsoring country/agency/organization (if applicable) 4. For plane fare, quotations of three travel agencies or its equivalent 5. Flight itinerary issued by the airline/ticketing office/travel agency 6. Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed. 7. Where applicable, authority from the DOE or Malacañang to claim representation expenses 8. Certification regarding Availment of Clothing Allowance 9. In case of seminars/trainings, <ul style="list-style-type: none"> - Invitation addressed to the agency inviting participants (issued by the foreign country) 	
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<ul style="list-style-type: none"> - Acceptance of the nominees as participants (issued by the foreign country) - Programme Agenda and Logistics Information <p>10. Actual Itinerary of Travel</p> <p>11. Plane tickets, boarding pass, boat or bus tickets, official receipts</p> <p>12. For reimbursement of actual accommodation expenses in excess of the accommodation component of the DSA may be allowed:</p> <ul style="list-style-type: none"> - in no case shall the difference exceed thirty per cent (30%) of such component of the prescribed DSA rate - upon certification as absolutely necessary in the performance of an assignment - presentation of bills and receipts <p>13. Certificate of Travel Completed</p> <p>14. Certificate of appearance/ attendance for training/seminar/ participation</p> <p>15. Audited copies of Prepayment/ Cash Advance Voucher with coding sheet</p> <p>16. Document to show the dollar to peso exchange rate at the actual date of travel.</p> <p>17. Justification for cancelled trip but already granted CA</p> <p>18. OR in case of refund of excess cash advance.</p> <p>3. HONORARIA (Government Personnel involved in Government Procurement)</p> <ol style="list-style-type: none"> 1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria 2. Minutes of BAC Meeting 3. Notice of Award to the winning bidder of procurement activity being claimed procurement involves competitive bidding names of attendees to the BAC meeting 	
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<p>4. ANNUAL PHYSICAL EXAMINATION</p> <ol style="list-style-type: none"> 1. Bill of Statement/ Invoice 2. Purchase Requisition 3. Abstract of Canvass/ Survey 4. Purchase Order 5. List of Employees for Annual Physical Examination 6. Clinical Record or Medical Examination Report or List of Employees actually examined with corresponding laboratory test or kind of examination undertaken <p>5. UTILITY EXPENSES</p> <ol style="list-style-type: none"> 1. Statement of Account (SA)/Invoice/ Bill 2. Distribution of Cost Center charging <p>6. TELEPHONE/COMMUNICATION SERVICES</p> <ol style="list-style-type: none"> 1. Statement of Account (SA) / Bill / Invoice 2. Copy of telegrams/ telexes/ cablegrams sent/ received (Report of Usage) 3. Copy of Contract/ Agreement (for first claim only) <p>7. SUBSCRIPTIONS</p> <ol style="list-style-type: none"> 1. Statement of Account / Invoice 2. Approved Request for Subscription 3. Subscription Contract 4. Abstract of Quotation <p>8. ADVERTISING EXPENSES</p> <ol style="list-style-type: none"> 1. Statement of Account (SA) / Bill / Invoice 2. Approved Request for Advertisement 3. Advertising Contract 4. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio <p>9. LODGING HOUSES/HOTELS (ACCREDITED)</p> <ol style="list-style-type: none"> 1. Statement of Account/Invoice 2. Authorization for Hotel 	
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<p>Accommodation</p> <p>3. Travel Order/Office Order/Vehicle Trip Ticket (for drivers)</p> <p>4. Guest Folio that summarizes the charges</p> <p>5. Contract/Agreement</p> <p>10. OTHER HOTELS (NON-ACCREDITED)</p> <p>1. Statement of Account</p> <p>2. Office Order and Work Programs for holding seminar/ meeting</p> <p>3. List of official delegates and NPC participants</p> <p>4. Guest Folio that summarizes the charges</p> <p>11. NPC CANTEEN</p> <p>1. Order Slip</p> <p>2. Notice of Meeting / Office Order</p> <p>3. Attendance Sheet</p> <p>12. OUTSIDE CATERER</p> <p>1. Statement of Account/Invoice</p> <p>2. Letter of Agreement</p> <p>3. Office Order/Notice of Meeting</p> <p>4. Office Order/Attendance Sheet</p> <p>13. OFFICE SPACE RENTAL</p> <p>1. Bill/Invoice Contract</p> <p>2. Abstract of Canvass for first claim</p> <p>14. REFUND OF BID BOND</p> <p>1. Letter Request from Supplier</p> <p>2. OR for the payment of Bid Bond</p> <p>3. Certificate of Completion</p> <p>4. Copy of Gate Pass, if applicable</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DV with complete attachments by proponent to DAMD	1.1 Receive DV and Assign Disbursement Control Number	None	10 Minutes	<i>Information Data Analyst</i>
	1.2 Pre-Audit/ Examination/ Indexing	None	16 Hours	<i>Senior/Financial Specialist/ Fiscal Examiner</i>



	1.3 Journalization/ Coding and Budget	None	4 Hours	<i>Financial Specialist/ Senior/Financial Analyst</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review/Approval by Authorized Signatories (Boxes B1, B2 & Reviewed by)	None	1 Hour & 40 Minutes	<i>Section Chief/ Div. Manager/ Department Manager / Sr. Department Manager/ Vice President</i>
	1.5 For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C)	None	2 Hours	<i>Authorized Signatory</i>
	1.6 Release DV	None	10 Minutes	<i>Information Data Analyst</i>
	Total	None	3 Days	



Group C

Office or Division:	Disbursement Audit and Monitoring Division, Controller's Department
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Proponents (Cost Center/Employee Concerned)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FUEL FOR GENERATION A. Tank Truck Deliveries 1. Original Invoice 2. Valuation/Billing computation sheet 3. Product Quality Certificate (PQC) 4. Updated Tank Truck Calibration Certificate 5. Delivery Notes (optional) 6. Price-build Up 7. Fuel Order Request 8. Certificate of Acceptance (optional) 9. BIR Withdrawal Certificate 10. Fuel Supplier's Debit/Credit Notes (as applicable) 11. Fuel Oil Receiving Report (FORR) 12. NPC Debit memo (as applicable) B. Tanker/Barge Deliveries 1. Original Invoice 2. Product Quality Certificate (PQC) 3. Delivery Notes 4. Price-build Up 5. Fuel Oil Receiving Report (FORR) 6. Certificate of Acceptance (optional) 7. BIR Withdrawal Certificate 8. Bill of Lading or Cargo Outturn Certificate 9. Cargo Intake Certificate 10. Volume computation sheet 11. Tanker/Barge sealing Plan 12. Cargo Statement after Loading 13. Cargo Statement before Discharge 14. Statement of Facts 15. On Board Quantity 16. Residual on Board 17. Fuel Supplier's Debit/Credit Note (as applicable)	Proponent

<p>C. Pipeline Transfer</p> <ol style="list-style-type: none"> 1. Original Invoice 2. Product Quality Certificate 3. Price build up 4. Fuel Order Request 5. Fuel Oil Receiving Report (FORR) 6. BIR Withdrawal Certificate 7. Cargo Outturn Certificate (COC) 8. Cargo Intake Certificate (CIC) 9. Volume Computation Sheet 10. Suppliers Gauge Ticket 11. Suppliers Stock Transfer Report 12. Fuel Supplier's Debit/Credit Note (as applicable) <p>2. SUPPLIES, MATERIALS AND EQUIPMENT PURCHASED THRU PURCHASE ORDER</p> <p>A. ALL MODES OF PURCHASES</p> <ol style="list-style-type: none"> 1. Purchase Order 2. Purchase Requisition 3. Inspection & Receiving Report 4. Certificate of Acceptance 5. Invoice 6. Delivery Receipt 7. Certificate of Warranty (if applicable) 8. Test Analysis (if applicable) 9. Abstract of Bids & Evaluation of Bids, Technical. Evaluation 10. Notice of Award 11. Notice to Proceed 12. Terms of Reference 13. TWG-BAC Post Qua & Technical Evaluation Report Recommendation 14. Supplier's Quotation 15. Request for Quotation (if applicable) 16. Advertisement (PhilGEPS) 17. Certificate of Origin/ Insurance (if applicable) <p>B. EMERGENCY PURCHASE</p> <ol style="list-style-type: none"> 1. Purchase Order 2. Purchase Requisition 3. Inspection & Receiving Report 	
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<ol style="list-style-type: none"> 4. Certificate of Acceptance 5. Sales Invoice/Official Receipt 6. Delivery Receipt (if applicable) 7. Canvass of Prices (3 Suppliers) 8. Justification of Emergency Purchase <p>C. PURCHASE THRU EXCLUSIVE DISTRIBUTOR</p> <ol style="list-style-type: none"> 1. Purchase Order 2. Purchase Requisition 3. Inspection & Receiving Report 4. Certificate of Acceptance 5. Invoice 6. Delivery Receipt 7. Certificate of Warranty (if applicable) 8. Test Analysis (if applicable) 9. Abstract of Bids & Evaluation of Bids, Technical Evaluation 10. Certificate of Exclusive Distributorship 11. Certificate that there are no sub-dealers selling at lower prices and that no suitable substitute is available <p>D. PUBLIC BIDDING</p> <ol style="list-style-type: none"> 1. Purchase Order 2. Purchase Requisition 3. Inspection & Receiving Report 4. Certificate of Acceptance 5. Invoice 6. Delivery Receipt 7. Certificate of Warranty (if applicable) 8. Test Analysis (if applicable) 9. Abstract of Bids & Evaluation of Bids, Technical Evaluation 10. Notice of Award 11. Notice to Proceed 12. Terms of Reference 13. TWG-BAC Post Qua & Technical Evaluation Report Recommendation 14. Supplier's Quotation 15. Request for Quotation (if applicable) 16. Advertisement (PhilGEPS) 	
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<p>17. Certificate of Origin/ Insurance (if applicable)</p> <p>18. Certificate of Acceptable Performance Bond issued by TID</p> <p>19. Result of Bid Opening/LCB Report</p> <p>20. Bidding Documents</p> <p>21. Bank Guarantee or Authority to Deduct 1% Retention Money (if applicable)</p> <p>E. IN CASE OF ITEMS INTENDED FOR PLANTS/ SUBSTATIONS</p> <p>1. Purchase Order</p> <p>2. Purchase Requisition</p> <p>3. Inspection & Receiving Report</p> <p>4. Certificate of Acceptance</p> <p>5. Invoice</p> <p>6. Delivery Receipt</p> <p>7. Certificate of Warranty (if applicable)</p> <p>8. Test Analysis (if applicable)</p> <p>9. Abstract of Bids & Evaluation of Bids, Technical Evaluation</p> <p>10. Transshipment and Receiving Report (TRR)</p> <p>3. CLAIMS FOR REPAIRS</p> <p>1. Job Order/Purchase Order</p> <p>2. Purchase Requisition</p> <p>3. Certificate of Acceptance</p> <p>4. Invoice</p> <p>5. Delivery Receipt</p> <p>6. Certificate of Warranty</p> <p>7. Test Analysis/report (if applicable)</p> <p>8. Abstract of Bids</p> <p>9. Waste Material Report</p> <p>10. Certificate that the damage is due to fair wear & tear and not due to negligence</p> <p>11. Guaranty of the Repairman</p> <p>12. Pre-Repair/Post Repair Inspection Report</p> <p>4. GENSET RENTAL</p> <p>I. FIRST BILLING (Mobilization)</p> <p>1. Contract of Agreement with documents comprising the contract (for 1st claim only)</p>	
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<ol style="list-style-type: none"> 2. Notice of award/Notice to proceed 3. Performance bond 4. Billing statement of lessor in letter form/Invoice 5. Billing Computation Sheet approved by NPC 6. Purchase Requisition 7. Test/Acceptance Report 8. Certificate of Mobilization duly signed by authorized NPC Official 9. Environment Compliance Certificate (ECC) from DENR 10. Certificate of Funds Availability 11. COC issued by ERC or proof of filing from ERC 12. Permit to Operate <p>II. SUCCEEDING BILLING</p> <ol style="list-style-type: none"> 1. Billing statement of lessor in letter form/invoice 2. Billing Computation Sheet approved by NPC 3. Certification/report by authorized NPC official re: fuel guaranteed utilization and guaranteed fuel gas emission per contract verified by both parties 4. Result of Operation/Power Bill computation by NPC 5. Meter Reading w/ Picture 6. Monthly Utilization Summary/Breakdown Report 7. Oil-Based Fuel Price Build-up Report for billing period (optional) <p>III.FINAL BILLING</p> <ol style="list-style-type: none"> 1. Billing statement of lessor in letter form/invoice 2. Billing Computation Sheet approved by NPC 3. Certification/report by authorized NPC official re: fuel guaranteed utilization and guaranteed fuel gas emission per contract verified by both parties 4. Result of Operation/Power Bill computation by NPC 5. Meter Reading w/ Picture 6. Monthly Utilization Summary/Breakdown Report 	
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<p>7. Oil-Based Fuel Price Build-up Report for billing period (optional)</p> <p>8. Certificate of Completion and Acceptance</p> <p>9. Head Office/Field Office Clearance</p> <p>10. Contractor's Affidavit</p> <p>11. Affidavit of Quitclaim</p> <p>12. Certificate of Demobilization issued by authorized NPC Official</p> <p>5. HAULING/ FORWARDING</p> <p>1. Statement of Account or Invoice</p> <p>2. Abstract of Bids (certified true copy)</p> <p>3. Contract of Agreement with documents comprising the contract (for 1st claim only)</p> <p>4. Bill of Lading</p> <p>5. Fuel Oil Receiving Report (FORR) with Certificate of Acceptance</p> <p>6. Performance Bond (if required)</p> <p>7. Hauler's Delivery Receipts</p> <p>8. Fuel Supplier's copy of Invoices and Delivery Notes/Receipts</p> <p>6. BROKERAGE</p> <p>1. Statement of Account</p> <p>2. Abstract of Canvass</p> <p>3. Letter of Agreement</p> <p>4. Delivery Instruction</p> <p>5. Copy of Airway Bill or Bill of Lading</p> <p>6. Copy of Import Entry Declaration/ Consumption Entry</p> <p>7. Copy of Commercial Invoice</p> <p>8. Copy of Special Permit to Transfer</p> <p>9. Status of NPC cargoes for release if with storage charges</p> <p>10. Release Certificate</p> <p>11. Delivery Receipts</p> <p>12. Official Receipts (ORs) for refundable charges</p> <p>7. JANITORIAL/ MAINTENANCE SERVICE CONTRACTORS</p> <p>I. FIRST CLAIM</p> <p>1. Contract</p> <p>2. Statement of Account or</p> <p>3. Time Cards</p>	
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<ol style="list-style-type: none"> 4. BGD Attendance Computation 5. BGD Billing for Suppliers and 6. Signed Payroll 7. Daily Attendance Monitoring 8. Performance Bond 9. Specifications to determine the 10. Certificate of Bank Deposit <p>II. SUCCEEDING CLAIMS</p> <ol style="list-style-type: none"> 1. Invoice or Statement of Accounts 2. Timecards 3. BGD Attendance Sheet 4. Signed Payroll 5. BGD Billing for Supplies and Materials <p>III. LAST CLAIM</p> <ol style="list-style-type: none"> 1. Original Copy of Invoice or 2. Timecards 3. BGD Attendance Computation 4. BGD Billing for Supplies and 5. Signed Payroll 6. Contractor's Clearance <p>8. SECURITY AGENCY SERVICES</p> <ol style="list-style-type: none"> 1. Security Service Contract (for first claim) 2. Statement of Account/ Billing 3. Daily Time Records 4. Guard Detail 5. SSS Quarterly Collection List (SSS Form R-3) containing the names of all agency employees/ guards and the amount of contributions remitted in their behalf 6. Paid Up payroll 7. Performance Bond duly authenticated by RMD 8. Summary of Guards 9. Sworn Statement by the agency certifying the payment of salaries and wages and benefits to its guards in accordance with the rates specified under government statutory rates 10. Copy of the duly machine validated SSS Contribution Payment Return to be attached for the month immediately preceding the claim 11. Copy of the Special Bank Receipt for 	
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<p>the month immediately preceding after a month</p> <p>9. MAINTENANCE SERVICES ON COMPUTERS/ UNINTERRUPTIBLE POWER SUPPLY/ ELEVATORS AND AIRCONDITIONING UNITS</p> <p>I. FIRST CLAIM</p> <ol style="list-style-type: none"> 1. Maintenance Services Contract 2. Statement of Accounts/ Billing 3. Service Reports duly 4. Certification from the respective 5. Performance Bond duly <p>II. SUCCEEDING CLAIMS</p> <ol style="list-style-type: none"> 1. Invoice 2. Service Reports 3. Certification from the respective Cost Center Heads that services have been rendered for the period <p>10. COPYING MACHINE RENTALS</p> <ol style="list-style-type: none"> 1. Statement of Account 2. Contract 3. Debit Memo 4. Meter Reading 5. Copier's Tax Certificate 6. Distribution of Charges 7. Abstract of Bids <p>11. HIRED VEHICLES</p> <ol style="list-style-type: none"> 1. Invoice/ Statement of Account 2. Contract 3. Purchase Requisition 4. Abstract of Canvass 5. Approved request to hire motor 6. Certification that there is no 7. Approved Vehicle Trip Tickets 8. Copy of OR/ Certificate of 9. Certificate of No Downtime due <p>12. DEBT SERVICING</p> <ol style="list-style-type: none"> 1. Creditor's billing/ Invoice/ 2. CB Approval 3. Abstract of Bids 4. Loan Agreement 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DV with complete attachments by proponent to DAMD	1.1 Receive DV and Assign Disbursement Control Number	None	10 Minutes	<i>Information Data Analyst</i>
	1.2 PreAudit/ Examination/ Indexing	None	28 Hours	<i>Senior/Financial Specialist/ Fiscal Examiner</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Journalization/ Coding and Budget	None	16 Hours	<i>Financial Specialist/ Senior/Financial Analyst</i>
	1.4 Review/Approval by Authorized Signatories (Boxes B1, B2 & Reviewed by)	None	1 Hour & 40 Minutes	<i>Section Chief/ Div. Manager/ Department Manager/ Sr. Department Manager/ Vice President</i>
	1.5 For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C)	None	2 Hours	<i>Authorized Signatory</i>
	1.6. Release DV	None	10 Minutes	<i>Information Data Analyst</i>
	Total	None	6 Days	



Group D

Office or Division:	Disbursement Audit and Monitoring Division, Controller's Department
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Proponents (Cost Center/Employee Concerned)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. GOODS & INFRASTRUCTURE CONTRACTS</p> <p>A. ADVANCE PAYMENT</p> <ol style="list-style-type: none"> 1. Letter Request from Contractor/ Supplier 2. Advance Payment Bond <ol style="list-style-type: none"> a. For Infrastructure Contracts: Contractor's Letter of Credit/Bank Guarantee or a Surety Bond and Certification from NPC b. For Goods Contracts: Supplier's Letter of Credit /Bank Guarantee and Certification from NPC 3. Transmittal Letter furnishing the Copy of Contract and Documents to COA 4. Contract or Agreement including "Annex A" - Breakdown of Prices (Bill of Quantities of Infrastructure Contract/Schedule of Requirements of Goods Contract) 5. Portion of the Bid Documents - General Conditions of the Contract regarding the grant of Advance Payment 6. Performance Security/Bond and Certification from NPC 7. Purchase Requisition (PR) 8. Notice to Proceed (NTP) 9. Work Order (WO) for the Contract <p>B. FIRST/SUCCEEDING PAYMENT</p> <ol style="list-style-type: none"> 1. Letter Request from Contractor/ Supplier (Include Invoice for Goods Contracts) 2. Statement of Work Accomplished (Progress Billing Computation Sheet) 3. Portion of the Bid Documents - General Conditions of the Contract 	Proponent

<p>regarding Terms of Payment</p> <p>Additional Requirements (As Applicable)</p> <ol style="list-style-type: none"> 1. Agreed Bar Chart for Goods Contract or Agreed Bar Chart/ PERT-CPM for Infrastructure Contract 2. Pictures with labels (before, during and after construction) of items of work especially the embedded items. 3. Contractor's Affidavit regarding Purchase of Labor and Materials for Infrastructure Contract 4. Test Results 5. For Goods/Equipment supplied: <ul style="list-style-type: none"> - Delivery Receipt/s (DR) - Inspection Report/s (IR) - Warranty Certificate - Bill of Lading - Supplier's Factory Test/ Inspection Report - Certificate of Origin 6. Audited previous Billing/s Disbursement Voucher/s 7. Variation Order/Additional/ Extra Work/Change Order/ Amendment of Contract <ul style="list-style-type: none"> - Approved Variation Order/ Additional/Extra Work/Change Order/Amendment of Contract - Approved Detailed Computation - Approved Reversion of Funds (if necessary) - Approved Supplemental Work Order (if necessary) 8. Suspension/Resumption of Work <ul style="list-style-type: none"> - Approved Suspension of Works - Approved Work Resumption - Revised Bar Chart/ PERT-CPM for Infrastructure Contract 9. Extension of Contract Time for Infrastructure /Amendment to Order/Contract for Goods <ul style="list-style-type: none"> - Approved Variation Order/ Change Order/Amendment to Order/Contract - Revised Bar Chart/ PERT-CPM for Infrastructure Contract 	
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<ul style="list-style-type: none"> - Amendment of Performance Bond and Certification from NPC 10. Liquidated Damages (LD) Computation Sheet <p>C. FINAL PAYMENT</p> <ol style="list-style-type: none"> 1. Letter Request from Contractor/ Supplier (Include Invoice for Goods Contracts) 2. Statement of Work Accomplished ((Final Billing Computation Sheet)) 3. Certificate of Project Completion/ Certificate of Acceptance/Complete Delivery 4. Affidavit of Quit Claim <p>Additional Requirements (As Applicable)</p> <ol style="list-style-type: none"> 1. Pictures with labels (before, during and after construction) of items of work especially the embedded items. 2. Contractor's Affidavit regarding Purchase of Labor and Materials for Infrastructure Contract 3. Test Results 4. Joint Final Inspection Report Close Out 5. As-built Drawings 6. Audited previous Billings Disbursement Vouchers 7. Head Office Clearance (Money/ Property Accountabilities) 8. Field Office Clearance (Money/ Property Accountabilities) 9. For Goods/Equipment supplied: <ul style="list-style-type: none"> - Delivery Receipt/s (DR) - Inspection Report/s (IR) - Warranty Certificate - Bill of Lading - Supplier's Factory Test/ Inspection Report - Certificate of Origin 10. Certificate of Conduct of Training by the Contractor/ Supplier 11. Variation Order/Additional/ Extra Work/Change Order/ Amendment of Contract <ul style="list-style-type: none"> - Approved Variation Order/ 	
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<p>Additional/Extra Work/</p> <ul style="list-style-type: none"> - Approved Detailed Computation - Approved Reversion of Funds (if necessary) - Approved Supplemental Work Order (if necessary) <p>12. Suspension/Resumption of Work</p> <ul style="list-style-type: none"> - Approval of the Suspension - Work Resumption - Revised Bar Chart/PERT-CPM for Infrastructure Contract <p>13. Extension of Contract Time for Infrastructure /Amendment to Order/Contract for Goods</p> <ul style="list-style-type: none"> - Approved Variation Order/ Change Order/Amendment to Order/Contract - Revised Bar Chart/ PERT-CPM for Infrastructure Contract - Amendment of Performance Bond and Certification from NPC <p>14. Liquidated Damages (LD) Computation Sheet</p> <p>D. RELEASE OF RETENTION MONEY</p> <p>1. Letter Request from Contractor/ Supplier</p> <p>2. Paid Disbursement Vouchers reflecting the Retention Money</p> <p>3. If Retention Money is claimed:</p> <p>3.1 Before Final Acceptance:</p> <ul style="list-style-type: none"> - Certificate of Project Completion/Certificate of Acceptance/ Complete Delivery - Guarantee Bond valid for two (2) years and Certification from NPC - Retention Bond valid for one (1) year and Certification from NPC <p>3.2 After Final Acceptance:</p> <ul style="list-style-type: none"> - Certificate of Project Completion/Certificate of Acceptance/ Complete Delivery - Certificate of Final Acceptance - Guarantee Bond valid for one (1) year and Certification from NPC 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DV with complete attachments by proponent to DAMD	1.1 Receive DV and Assign Disbursement Control Number	None	10 Minutes	<i>Information Data Analyst</i>
	1.2 PreAudit/ Examination/ Indexing	None	33 Hours	<i>Senior/Financial Specialist/ Fiscal Examiner</i>
	1.3 Journalization/ Coding and Budget	None	16 Hours	<i>Financial Specialist/ Senior/Financial Analyst</i>
	1.4 Review/Approval by Authorized Signatories (Boxes B1, B2 & Reviewed by)	None	4 Hours & 40 Minutes	<i>Section Chief/ Div. Manager/ Department Manager/ Sr. Department Manager/ Vice President</i>
	1.5 For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C)	None	2 Hours	<i>Authorized Signatory</i>
	1.6. Release DV	None	10 Minutes	<i>Information Data Analyst</i>
	Total	None	7 Days	



Group E

Office or Division:	Disbursement Audit and Monitoring Division, Controller's Department
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Proponents (Cost Center/Employee Concerned)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. GOODS & INFRASTRUCTURE 1 CONSULTANCY SERVICES</p> <p>A. ADVANCE PAYMENT/MOBILIZATION</p> <ol style="list-style-type: none"> 1. Contract including all documents comprising the contract 2. Contract Project Specifications if entitled to mobilization expenses/advance payment 3. Board Resolution awarding the contract to the consulting agency/contractor 4. Notice of Award 5. Notice to Proceed 6. Certificate of mobilization duly signed by an authorized NPC Official 7. Performance Bond/Surety Bond equivalent to the amount of mobilization expense/advance payment being claimed and which is duly authenticated and noted by NAPOCOR's Risk Management Department <p>B. FIRST PAYMENT/PROGRESS BILLING</p> <ol style="list-style-type: none"> 1. Monthly Progress Report 2. Summary of man-months rendered comparing with the man-month schedule with daily attendance report (approved by 3. Invoices/ Receipts 4. Purchases to be reimbursed must be supported with: <ol style="list-style-type: none"> 4.1. Purchase Requisition (PR) 4.2. Purchase Order (PO) for all items over P200.00 (if bought by Consultant, ORs and 	Proponent

- 4.3. Abstract of Canvass from at least three suppliers, if NPC purchases
- 4.4. Property Accountability Report (PAR) for all non-consumable items (optional)
- 4.5. Receiving and Inspection Report/ Acceptance Report
- 4.6. Daily Vehicle Trip Report and Daily Vehicle Mileage Report (for gasoline reimbursement)

Additional Requirements if NPC pays for the wages of the consultant's driver:

1. Driver's Daily Time Record (DTR)
2. Daily Vehicle Trip Report
3. Report of Waste Materials (for replaced spare parts)
4. Pre-/Post Inspection Report (for repairs)

C. FINAL PROGRESS BILLING

1. Invoice/ Statement of Account
2. Quit Claim
3. Field Clearance
4. Home Office Clearance
5. Certificate of Final Acceptance of the project/ consultancy services duly signed by the Manager of the project
6. Final Report

D. PRICE ESCALATION

1. Request for price escalation duly approved by authorized NPC Official
2. Invoice/Statement of Account/Request for Payment
3. Computation Sheet with accompanying formula for escalation
4. Authenticated copies of past claims being escalated

2. RIGHT OF WAY

A. PAYMENT OF LAND THROUGH SALE

I. REGISTERED LAND

1. NP Board Resolution authorizing purchase of the land
2. Land Title and Tax Declaration – in

<p>the name of NPC – transferred to NPC</p> <ol style="list-style-type: none"> 3. Deed of Absolute Sale (registered with the Register of Deeds) 4. Affidavit of Non-Tenancy 5. Sketch plan for registered/unregistered land 6. Tax Clearance/ Realty Tax payments/ Capital Gains Tax Payment/ DSF 7. Basis of value or computation 8. Parcellary survey, if the land is partially affected 9. Extrajudicial settlement with deed of absolute sale if case owner is deceased 10. Certificate of Funds Availability <p>II. UNREGISTERED LAND</p> <ol style="list-style-type: none"> 1. NP Board Resolution authorizing purchase of the land 2. Land Title and Tax Declaration – in the name of NPC – transferred to NPC 3. Deed of Absolute Sale (registered with the Register of Deeds) 4. Affidavit of Non-Tenancy 5. Sketch plan for registered/unregistered land 6. Tax Clearance/ Realty Tax payments/ Capital Gains Tax Payment/ DSF 7. Basis of value or computation 8. Parcellary survey, if the land is partially affected 9. Extrajudicial settlement with deed of absolute sale if case owner is deceased 10. Certificate of Funds Availability 11. Affidavit of ownership 12. Affidavit of two (2) adjoining Landowners 13. Claimant's Surety Bond for unregistered land exceeding P50,000.00 14. Deed of Sale of Unregistered Land <p>B. PAYMENT OF LAND THROUGH</p>	
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<p>COURT DECISION</p> <ol style="list-style-type: none"> 1. NP Board Resolution authorizing purchase of the land 2. Land Title and Tax Declaration – in the name of NPC – transferred to NPC 3. Deed of Absolute Sale (registered with the Register of Deeds) 4. Affidavit of Non-Tenancy 5. Sketch plan for registered/unregistered land 6. Tax Clearance/ Realty Tax payments/ Capital Gains Tax Payment/ DSF 7. Basis of value or computation 8. Parcellary survey, if the land is partially affected 9. Extrajudicial settlement with deed of absolute sale if case owner is deceased 10. Certificate of Funds Availability 11. Court Decision 12. Various correspondences that came from the Office of the General Counsel and <p>C. DISMANTLING, TRANSFER AND RECONSTRUCTION OF HOUSE OR BUILDING – RESIDENTS</p> <ol style="list-style-type: none"> 1. Declaration of ownership and voluntary undertaking 2. Cost estimate of the house and building 3. Sketched and pictures of the Location plan 4. Landowner's Quitclaim, if structure is owned by another person 5. Tax declaration of house or building and the lot where same is erected (duplicate/ original) / Barangay 7. Clearance from the mortgagee, if applicable 8. Certificate of Funds Availability 9. Abstract of Canvass (Cost of Materials) 10. Physical Inventory Report of Structures Prepared and Certified to by the representatives of NPC, COA and the claimant 	
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11. Joint affidavit of two (2) adjoining landowners or barangay officials attesting to the authenticity of ownership of house/ structures
12. ROW Grant
13. Tax Clearance Certificate issued by Municipal Treasurer on Real Estate Taxes

D. PAYMENT OF IMPROVEMENTS – OWNER

I. REGISTERED LAND

1. Report on the count of improvements
2. Breakdown of total amount due
3. Sketch of the TL ROW showing the total areas affected
4. Certification of Actual Erection of Tower/ Woodpole (if lot is to be erected with Tower/ Woodpole)
5. Landowner's Quitclaim, if claimant is a tenant
6. Clearance from the mortgagee, if any
7. ROW Grant – notarized
8. TCTC and Tax Declaration
9. Schedule of Values (PAC/ CAC)
10. Extrajudicial settlement with contract to sell in case the owner is deceased
11. Special Power of Attorney in case a third party is authorized by claimant
12. Masterlist of affected claimants
13. Certificate of Funds Availability
14. Three (3) pictures

II. UNREGISTERED LAND

1. Report on the count of improvements
2. Breakdown of total amount due
3. Sketch of the TL ROW showing the total areas affected
4. Certification of Actual Erection of Tower/
5. Landowner's Quitclaim, if claimant is a tenant
6. Clearance from the mortgage, if



<p>any</p> <ol style="list-style-type: none"> 7. ROW Grant – notarized 8. TCTC and Tax Declaration 9. Schedule of Values (PAC/ CAC) 10. Extrajudicial settlement with contract to sell in case the owner is deceased 11. Special Power of Attorney in case a third party is authorized by claimant 12. Masterlist of affected claimants 13. Certificate of Funds Availability 14. Three (3) pictures 15. Affidavit of Ownership of Land and improvements 16. Joint affidavit of two adjoining landowners or two Barangay Officials attesting to or substantiating the claim <p>E. EASEMENT/ OCCUPANCY FEES FOR TOWER POLES AND GUYWIRES</p> <p>I. REGISTERED LAND</p> <ol style="list-style-type: none"> 1. ROW Grant (must be registered with the Registrar of Deeds) 2. Breakdown of total amount due 3. ROW Sketch Plan 4. Certification of Actual Erection of Tower/ Woodpole (if lot is to be erected with Tower/ Woodpole) 5. Tax declaration and/ or title 6. Affidavit of Ownership 7. Affidavit of Claimant other than landowner 8. Certificate of Fund Availability (CFA) 9. Three (3) pictures <p>II. UNREGISTERED LAND</p> <ol style="list-style-type: none"> 1. ROW Grant (must be registered with the Registrar of Deeds) 2. Breakdown of total amount due 3. ROW Sketch Plan 4. Certification of Actual Erection of Tower/ 5. Tax declaration and/ or title 6. Affidavit of Ownership 	
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<p>7. Affidavit of Claimant other than landowner</p> <p>8. Certificate of Fund Availability (CFA)</p> <p>9. Three (3) pictures</p> <p>10. Affidavit of Ownership</p> <p>11. Joint Affidavit of two (2) adjoining landowners</p> <p>F. ADDITIONAL DAMAGED IMPROVEMENTS</p> <p>1. Certification or statement on the voucher explaining existence of additional improvements for payment</p> <p>2. Report on the count of improvements which have not been included in the tax declaration and which have been checked by COA representative/ NPC ROW inspector</p> <p>3. ROW Grant with sketch showing the total areas affected</p> <p>4. Sales of improvements notarized</p> <p>5. Pertinent documents in the original claims for improvements, as necessary</p> <p>G. HAZARDOUS CLAIMS</p> <p>1. Certification of Funds Availability (CFA)</p> <p>2. Lineman's Foot Patrol Report</p> <p>3. Report on the count of improvements</p> <p>4. Sale of improvements</p> <p>5. Previous supporting papers (report on the count of improvements/ ROW grant and tax declaration)</p> <p>6. Sketch Plan</p> <p>H. FINANCIAL ASSISTANCE TO DISPLACED TENANTS</p> <p>1. Amount of financial assistance to be given as determined by the NPC in consultation with the appropriate government agencies (computation of municipal agricultural officer)</p> <p>2. Certification issued by the Municipal Agrarian Reform Office</p> <p>3. Income tax Returns for the last three years and/ or Community Tax</p>	
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<p>Certificate to support the computation of average gross income for three years</p>				
<p>3. FINANCIAL ASSISTANCE TO LOCAL GOVERNMENT UNITS (LGU)</p> <ol style="list-style-type: none"> 1. In addition to the requirements on typical disbursements such as infrastructure projects and procurement of goods and services, whichever is 2. Multi-sectoral MOA between DENR, LGUs, NPC & DOE 3. Memorandum of Agreement between NPC and LGU 4. DOE approval of the grant of financial assistance 5. Board Resolution, if any 6. Pertinent communications between NPC and LGU, etc. 7. Computation Sheets, if applicable 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission of DV with complete attachments by proponent to DAMD	1.1. Receive DV and Assign Disbursement Control Number	None	10 Minutes	<i>Information Data Analyst</i>
	1.2. PreAudit/ Examination/ Indexing	None	41 Hours	<i>Senior/Financial Specialist/ Fiscal Examiner</i>
	1.3. Journalization/ Coding and Budget	None	16 Hours	<i>Financial Specialist/ Senior/Financial Analyst</i>
	1.4. Review/Approval by Authorized Signatories (Boxes B1, B2 & Reviewed by)	None	4 Hours & 40 Minutes	<i>Section Chief/ Div. Manager/ Department Manager/ Sr. Department Manager/ Vice President</i>
	1.5. For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C)	None	2 Hours	<i>Authorized Signatory</i>
	1.6. Release DV	None	10 Minutes	<i>Information Data Analyst</i>
	Total	None	8 Days	



Group F

Office or Division:	Disbursement Audit and Monitoring Division, Controller's Department
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Proponents (Cost Center/Employee Concerned)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>UCME Subsidy Fee</p> <ol style="list-style-type: none"> 1. Power Supply Agreement (first billing) 2. ERC Order/s (first billing or billing adjustment) 3. UCME Subsidy Agreement (first billing) 4. Disbursement Voucher duly signed by respective SPUG signatories as per Manual of Approvals 5. Original Billing Invoice 6. Supporting Invoice 7. Certificate of Compliance (COC) (first billing) 8. Environmental Compliance Certificate (ECC) (first billing) 9. Certificate of Commercial Operation (first billing) 10. Picture of the Meter Reading as witnessed by NPC-SPUG Representative 11. Clearance to Pay 12. Agreement with Fuel Supplier (first billing or change of fuel supplier) 13. Original Fuel Invoices and Official Receipts for fuel reimbursement 14. Summary of Fuel Deliveries 15. Actual Fuel Cost Calculations 16. Fuel Inventory and Consumption Report 17. Certificate of kilowatt delivered 18. Certified True Copy of OR and Voucher as payment of COOP to NPP 19. Report on Cumulative Energy Offtake 20. Certificate of monthly load factor (as applicable) 	Proponent



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submission of DV with complete attachments by proponent to DAMD	1.1. Receive DV and Assign Disbursement Control Number	None	10 Minutes	<i>Information Data Analyst</i>
	1.2. Pre-Audit/ Examination/ Indexing	None	97 Hours	<i>Senior/Financial Specialist/ Fiscal Examiner</i>
	1.3. Journalization/ Coding and Budget	None	16 Hours	<i>Financial Specialist/ Senior/Financial Analyst</i>
	1.4. Review/Approval by Authorized Signatories (Boxes B1, B2 & Reviewed by)	None	4 Hours & 40 Minutes	<i>Section Chief/ Div. Manager/ Department Manager/Sr. Department Manager/ Vice President</i>
	1.5. For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C)	None	2 Hours	<i>Authorized Signatory</i>
	1.6. Release DV	None	10 Minutes	<i>Information Data Analyst</i>
	Total	None	15 Days	



41. Filing/Reporting and Documentation of Insurance Claim

Processing of Requests for Insurance Claims

Office or Division:	Trade & Insurance Division (TID), Treasury Department
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	NPC Proponent/End-user
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Loss incident/accident report 2. Copy of documents as may be required by the adjuster such as, but not limited to the following: <ol style="list-style-type: none"> a) Industrial All Risks (IAR): <ol style="list-style-type: none"> 1. Description of damaged item/property 2. Actual proof of repair/replacement 3. Photograph b) Marine Hull (MH) & Protection & Indemnity (P&I): <ol style="list-style-type: none"> 1. Marine Protest 2. Certificate of Ownership 3. Certificate of Philippine Registry 4. Cargo Ship Safety Certificate c) Marine Cargo (MC): <ol style="list-style-type: none"> 1. Bill of Lading 2. Commercial Invoice d) Motor Vehicle (MV): <ol style="list-style-type: none"> 1. Police Report 2. Certificate of Registration & OR 3. Driver's License & OR 4. Letter of Authority 5. Repair Estimate 6. Satisfaction Repair e) Comprehensive General Liability (CGL): <ol style="list-style-type: none"> 1. Statement of Hospital Bill 2. Summary of Expenses 3. Charge Invoice & Official Receipt f) Money Securities & Payroll Robbery (MSPR) and Scheduled Property Floater (SPF): <ol style="list-style-type: none"> 1. Affidavit 2. Voucher 3. Other documents to establish amount of money involved 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send loss incident/accident report and basic documentary requirements	1.1 Receive loss incident/ accident report from concerned group	None	15 Minutes	<i>Information Data Analyst / Sr. Financial Specialist B</i>
	1.2 Review details/nature/ cause of the loss if this is included in the perils insured against		4 Hours	<i>Sr. Financial Specialist B / Sr. Financial Specialist A</i>
	1.3 Validate and check the policy coverage of the damaged property if estimated amount of loss falls within the policy deductible, loss is not reported to GSIS. If the amount of loss exceeds the policy deductible, loss is reported to GSIS		1 Day	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
	1.4 Prepare, review and send report/notice of loss to GSIS and request for the immediate attendance of an adjuster		2 Days	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
	1.5 Prepare and send memo to concerned group and request for submission of insurance claims documents as required by the adjuster, together with the Sworn Statement in Proof of Loss, Non-waiver Agreement & Loss Subrogation Receipt to be filled-up & signed by the cost center head		1 Day	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



2. Fill-out, sign and send the Sworn Statement in Proof of Loss, Non-waiver Agreement and Loss Subrogation Receipt together with the additional documents as required by the adjuster	2.1 Transmit all the documentary requirements to the adjuster for final evaluation & approval by the GSIS		2 Hours	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
	2.2 Receive, review and endorse to concerned group the offer of settlement from GSIS for acceptance/ approval as to compensability of the amount being claimed		1 Day	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
	2.3 Transmit to GSIS the acceptance/approval of settlement offer by the concerned group to enable the GSIS to proceed with the processing and issuance of settlement check		30 Minutes	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
	2.4 Prepare Authorization Letter to NPC-Cashier to pick-up and receive the settlement check from GSIS and NPC-Cashier to issue a corresponding Official Receipt to GSIS as proof of payment of settlement claim, copy furnished TID and concerned group for file and reference.		15 Minutes	<i>Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager</i>
	Total	None	7 Days	



42. Issuance of Official Receipts (ORs)

Preparation and release of OR to employees as proof of payment for the settlement of their obligations (Debit Memo (DM)/liquidation of cash advances & others) to NPC.

Office or Division:	Fund Management Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR)		Cashier		
2. Valid IDs (Company ID or Government Issued ID e.g. Driver's License/Passport/GSIS UMID Card)		Claimant		
3. Payment Order Form (POF)		Cashier		
4. Cash/Check		NPC Employee		
5. Authorization/Special Power of Attorney and Valid IDs of claimant and authorized representative		Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Over-the-Counter Transaction/s				
1. Non-Power without DM				
1. Secure POF from the Cashier and fill-out as to payor, amount, check details (e.g. amount, check date & number, drawee bank)	1.1. Provide Payment Order Form	None	2 Minutes	Cashier
2. Present the filled-out POF together with the payment	2.1. Upon receipt of filled-out POF, verify POF as to payment details 2.2. Encode details of payment in the Cash Management System (CMS) and print OR. 2.3. Issue/release		10 Minutes	Cashier



	OR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Non-Power Payment with DM				
1. Secure POF from the Cashier and fill-out the payor's portion	1.1 Provide POF	None	2 Minutes	Cashier
2. Present the POF to General Property Tax Accounting Division (GPTAD)	2.1. Fill-out the POF as to the details/ application of payment		5 Minutes	Sr. Financial Analyst, PRAD
	2.2 Verify details of payment based on filled-out POF		10 Minutes	Cashier
	2.3. Encode details of payment in the CMS and print OR			
3. Present the filled-out POF as basis for the issuance of OR together with the payment	3.1. Issue/release OR			
	Total	None	29 Minutes	



43. Payment of Corporate Obligations

Funding and preparation of check/Payment Instruction (PI) for payment of employee's claims i.e. payroll/overtime/night shift differential, cash advance/reimbursement of travel.

Office or Division:		Fund Management Division, Treasury Department		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government (G2G)		
Who may avail:		NPC Employees, Other NPC Cost Centers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Audited and Approved Disbursement Voucher (DV)		Disbursement Audit and Monitoring Division (DAMD)		
2. Valid IDs (Company ID or Government Issued ID e.g. Driver's License/Passport/GSIS UMID Card)				
3. Authorization/Special Power of Attorney and Valid IDs of claimant and authorized representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Payment				
	1. Receive audited and approved Disbursement Voucher (DV) from Disbursement and Audit Management Division	None	30 Minutes	<i>Sr. Financial Analyst</i>
	2. Check DV as to completeness of signatories and determine/indicate in the DV the funding source		4 Hours	<i>Sr. Financial Specialist B</i>
	3. Prepare check by encoding the details in Cash Management System (CMS). Print, initial and route check to authorized signatories.		2 Days	<i>Cashier</i>
	4. Sign and counter sign check		30 Minutes	<i>Finance Authorized Signatories per Manual of Approvals (MOA)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents e.g. -Valid IDs (Company ID or Government Issued ID e.g. Driver's License/UMID Card/Passport) -Authorization/Special Power of Attorney (SPA) and Valid IDs (Company ID or Government Issued ID e.g. Driver's License/GSIS UMID Card) of claimant and authorized representative, if not the claimant	1.1 Verify the documents presented to ensure that check payment is released to valid/authorized claimant		30 Minutes	Cashier
2. Sign in the receipt portion of the DV and receive check	2.1 Present DV to claimant and require claimant to sign in the receipt portion of the DV 2.2 Check signature of claimant in the receipt portion of the DV 2.3 Release check to claimant		10 Minutes 15 Minutes 15 Minutes	Cashier
	Total	None	2 Days, 6 Hours & 10 Minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment thru Payment Instruction (PI)				
a. Salaries Submit request for PI preparation for payment of salary	1. Receive and log request for PI preparation for payment of salary, log and forward to Sr. Financial Specialist B 2. Identify funding source of salary, prepare PI and route to authorized signatory. Forward to DAMD for audit. 3. Audit Plan route to authorized signatory. Return to Fund Management Division audited and approved PI	None	30 Minutes	<i>Sr. Financial Analyst</i>
			4 Hours	<i>Sr. Financial Specialist B/Authorized signatory (Treasury Department)</i>
			2 Days	<i>Sr. Fiscal Examiner/ Authorized Signatory/ Information Data Analyst (Disbursement & Audit Monitoring Division)</i>
	4. Receive audited and approved PI and forward to bank for crediting to individual employee's account.	None	2 Hours	<i>Sr. Financial Specialist B</i>
	Total	None	2 Days, 6 Hours & 30 Minutes	
b. Other Personnel Services Benefits Disbursement and Audit Management Division (DAMD) forward audited	1. Receive and log audited and approved Payment Instruction Voucher (PIV) 2. Identify funding source and prepare PI and route to authorized signatory. Forward to DAMD for audit.		30 Minutes	<i>Sr. Financial Analyst</i>
			4 Hours	<i>Sr. Financial Specialist B/Authorized signatory (Treasury Department)</i>



and approved Payment Instruction Voucher (PIV)	3. Audit PI and route to authorized signatory. Return to Fund Management Division		2 Days	<i>Sr. Fiscal Examiner/ Authorized Signatory/ Information Data Analyst (Disbursement & Audit Monitoring Division)</i>
	4. Receive audited and approved PI and forward to bank for crediting to individual employee's account		30 Minutes	<i>Sr. Financial Specialist B</i>
c. Others - Replenishment of Working Fund (WF)/Statutory Remittances Submit request for replenishment of WF/Statutory Remittances	Total	None	2 Days & 7 Hours	
	1. Receive and log letter request for fund transfer. Forward to Sr. Financial Specialist B.		30 Minutes	<i>Sr. Financial Analyst/ Authorized Signatory</i>
	2. Evaluate request together with the supporting documents, identify funding source and prepare PI. Route to authorized signatory and forward to DAMD for audit.		4 Hours	<i>Sr. Financial Specialist B/Sr. Financial Analyst/Treasury Department</i>
	3. Audit PI and route to authorized signatory.		2 Days	<i>Sr. Fiscal Examiner/ Authorized Signatory (Controllers Dept.) Information Data Analyst</i>
	4. Receive audited and approved PI and forward to bank for crediting to the bank account of the		3 Days	<i>Sr. Financial Specialist B</i>



<p>- Tax Payment thru the BIR E-Payment Facility</p> <p>DAMD forward audited and approved PIV covering tax payment and GPTAD provide copy of E-filed Tax</p>	<p>requesting Plant/Office</p> <ol style="list-style-type: none"> 1. Receive and log audited and approved PIV from DAMD 2. Prepare PI for payment of tax to BIR 3. Audit PI and route to authorized signatory. Return to Fund Management Division 4. Receive audited and approved PI and effect payment using the BIR E-Payment Facility 	<p>None</p>	<p>3 Days</p>	<p><i>Sr. Financial Analyst</i></p> <p><i>Sr. Financial Specialist B</i></p> <p><i>Sr. Fiscal Examiner/ Controllers Dept. Authorized Signatory (Controllers Dept.) Information Data Analyst</i></p> <p><i>Sr. Financial Specialist B</i></p>
<p>- NPP (New Power Provider)</p> <p>DAMD forward audited and approved NPP PIV</p>	<ol style="list-style-type: none"> 1. Receive and log audited and approved PIV from DAMD 2. Prepare PI for payment to NPP and forward to DAMD for audit. 3. Audit PI and route to authorized signatory. Return to Fund Management Division. 4. Forward audited and approved PI to bank to effect transfer of payment to NPP 	<p>None</p>		<p><i>Sr. Financial Analyst</i></p> <p><i>Sr. Financial Specialist B</i></p> <p><i>Sr. Fiscal Examiner/ Controllers Dept. Authorized Signatory (Controllers Dept.) Information Data Analyst</i></p> <p><i>Sr. Financial Specialist B</i></p>



	Total	None	8 Days, 4 Hours & 30 Minutes	
d. Cash Payment				
1. Claimant/s provide copy of audited and approved Cash Voucher/s (CV)	1.1 Receive audited and approved Cash Voucher (CV) and prepare summary list of Cash Disbursement Vouchers for payment 1.2 Prepare Special Cash Advance (SCA) DV covering the total disbursement for payment with supporting documents for signature of authorized signatory. 1.3 Audit DV and route to authorized signatory 1.4 Receive audited and approved SCA DV and prepare check for signature of authorized signatory 1.5 Encash check	None	3 Days	<i>Cashier</i> <i>Cashier/Treasurer Authorized Signatory</i> <i>Sr. Fiscal Examiner/ Controller's Authorized Signatory</i> <i>Cashier/Treasurer Authorized Signatory</i> <i>Cashier</i> <i>Cashier</i>
2. Submit audited and approved CV/s and receive cash payment	2.1 Receive audited and approved CVs from claimant with duly signed encashment slip and pay claimant/authorized			



	<p>representative upon presentation of valid ID/authorization</p> <p>2.2 Require claimant to sign in the "Receive portion of the CV." Stamp paid the CV and supporting documents.</p> <hr/> <p>Total</p>	<hr/> <p>None</p>	<hr/> <p>3 Days</p>	<p><i>Cashier</i></p>
<p>e. Petty Cash</p> <p>1. Obtain copy of Petty Cash Voucher (PCV) request</p> <p>2. Submit Cost Center signed PCV request</p> <p>3. Receive Cash</p>	<p>1. Provide PCV</p> <p>2. Receive and evaluate PCV request</p> <p>3. Review, approve/sign the PCV</p> <p>4. Receive approve PCV and release cash to requisitioner/cost center or authorized representative equivalent to the approved amount of PCV.</p> <hr/> <p>Total</p>	<p>None</p> <hr/> <p>None</p>	<p>3 Days</p> <hr/> <p>3 Days</p>	<p><i>Cashier</i></p> <p><i>Sr. Financial Specialist B</i></p> <p><i>Sr. Financial Specialist A/ FMD Manager/ Treasury Manager</i></p> <p><i>Cashier</i></p>



44. Head Office Clearance of Employees

Determination of the amount of employee's cash accountability as to existing petty cash and outstanding receivables/cash advances and disallowances and indicating the same in the clearance.

Office or Division:		Fund Management Division, Treasury Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		NPC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Head Office Clearance Form duly accomplished (Item no. 12) with duly signed Deed of Undertaking		Human Resource Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly filled-out HO Clearance Form with item 12 processed and signed together with the duly signed Deed of Undertaking	1. Receive HO Clearance. Verify if concerned employee is with or without outstanding petty cash. If with outstanding petty cash indicate "amount" and if without outstanding cash advance indicate "none" in item 10.	None	3 Days	Cashier
	2. Receive HO Clearance with processed item 10 by the Cashier. Verify and indicate in item 17 of the clearance for any Outstanding Receivables/Cash Advances and Disallowances and initial.			Sr. Financial Specialist B
	3. Initial and sign in Item Nos. 10 and 17.			Sr. Financial Specialist A/ FMD Manager/ Treasury Manager
	4. Release HO Clearance			Sr. Financial Specialist B



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive processed HO Clearance				
	Total	None	3 Days	



45. Evaluation and Grant/Increase of Working Fund (WF) and Revolving Fund (RF)

Evaluation of the amount of working fund, revolving to be granted to Cashiers and Special Disbursing Officers (SDOs).

Office or Division:	Fund Management Division, Treasury Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Cashiers/Special Disbursing Officer (SDO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo request for grant of initial/increase of WF/RF		Concerned SPUG Area/Cost Center		
2. Estimate/projected expenses for six months of the concerned SPUG Area/Cost Center (for initial grant)		Concerned SPUG Area/Cost Center		
3. Actual expenses for the last six months of the concerned SPUG Area/Cost Center (for increase)		Concerned SPUG Area/Cost Center		
4. Fidelity Bond		Bureau of the Treasury (BTr)		
5. Bank Certification of Bank Account Name and Number		Bank		
6. Office Order of SDO		Concerned SPUG Area/Cost Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for WF/RF with complete supporting documents	1. Receive and log memo request for grant or increase in WF/RF with complete supporting documents and forward to FMD Manager for assignment.	None	7 days	<i>Sr. Financial Analyst</i>
	2. Assign to Sr. Financial Specialist A/B			<i>Sr. Financial Specialist B</i>
	3. Evaluate request for WF/RF. Prepare letter approving request and initial.			<i>Sr. Financial Specialist A</i>
	4. Review, initial and recommend approval.			<i>FMD Manager/ Treasury Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Sign and approve request. 6. Prepare DV for the grant/increase of WF/RD with supporting documents (i.e. approved memo request, Cashier/SDO Fidelity bond and bank certification) for initial/signature of authorized signatory 7. Audit DV and route to authorized signatory. Forward audited and approved DV to FMD 8. Receive audited and approved WF/RF DV, prepare check and route to authorized signatory 9. For WF - Deposit check to claimant 10. For RF – Release check to claimant			<i>Sr. Financial Specialist B</i> <i>Authorized signatory - Sr. Financial Specialist A/FMD Manager/Treasury Manager</i> <i>Sr. Fiscal Examiner/ Controller's Authorized Signatory Data Info Analyst</i> <i>Cashier/ Treasury Dept. Authorized Signatory</i> <i>Cashier</i>
	Total	None	7 Days	



46. Evaluation and Grant Special Cash Advance (SCA)

Evaluation of the amount of special cash advance to be granted to Cashiers and Special Disbursing Officers (SDOs).

Office or Division:	Fund Management Division, Treasury Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Cashiers/Special Disbursing Officer (SDO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed summary of expenses, certified copy of audited and approved DVs, bank certification, fidelity bond, liquidation of previous SCA (grant SCA)		Cashier/SDO		
2. Fidelity Bond		Bureau of the Treasury (BTr)		
3. Bank Certification of Bank Account Name and Number		Bank		
4. Office Order of SDO		Concerned SPUG Area/Cost Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for SCA with complete supporting documents	1. Receive and log letter request for grant of SCA with complete supporting documents and forward to FMD Manager for assignment.	None	7 Days	<i>Sr. Financial Analyst</i>
	2. Assign to Sr. Financial Specialist A/B			<i>Sr. Financial Specialist A/B</i>
	3. Evaluate request for SCA. Prepare letter approving request and initial.			<i>Sr. Financial Specialist A/B</i>
	4. Review, initial and recommend approval.			<i>Sr. Financial Specialist A/B</i>
	5. Sign and approve request.			<i>FMD Manager/ Treasury Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6. Prepare DV for the grant of SCA for initial/signature of authorized signatory</p> <p>7. Audit DV and route to authorized signatory. Forward audited and approved DV to FMD</p> <p>8. Receive audited and approved SCA, prepare check and route to authorized signatory</p> <p>9. Release check to claimant</p>			<p><i>Sr. Financial Specialist B</i></p> <p><i>Authorized signatory - Sr. Financial Specialist A/FMD Manager/ Treasury Manager</i></p> <p><i>Sr. Fiscal Examiner/ Controller's Authorized Signatory Data Info Analyst</i></p> <p><i>Cashier/ Treasury Dept. Authorized Signatory</i></p> <p><i>Cashier</i></p>
	Total	None	14 Days	



47. Issuance of Certificate of Budgetary Inclusion (CBI)

Budget Certification issued to cover the budget requirement/s of the ensuing year/s subject to the approval of the General Appropriations Act (GAA).

Office or Division:		Financial Planning, Budget and Program Review Department (FPBPRD)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Various NPC End-users		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In any of the following documents requiring CBI <ul style="list-style-type: none"> ➤ Purchase Requisition (PR) / Complete Staff Work (CSW) ➤ Contract / Purchase Order (PO) ➤ General Voucher ➤ Job Order (JO) / Work Order (WO) 		End-users		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document/s for issuance of CBI to FPBPRD Staff concerned	1.1 Fill out the CBI Action Form and Indicate / specify the following: <ul style="list-style-type: none"> 1.1.1. Charging Monitoring Center (OMA or NON-OMA); 1.1.2. Period Covered / Contract Duration; and 1.1.3. Budget Requirement for each budget year 	None	10 Minutes	<i>Sr. Financial Specialist / Analyst</i>
	1.2 Conduct cursory review of the duly accomplished CBI Action Form vis-à-vis the document/s presented	None	15 Minutes	<i>Sr. Financial Specialist / Analyst</i>
	1.3 Evaluate / validate the request and prepare the CBI <ul style="list-style-type: none"> - If found not in order, return the 	None	180 Minutes	<i>Sr. Financial Specialist / Analyst</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transactions to end-user together with the CBI Action Form indicating the reason for non-issuance of CBI			
	1.4 Sign / approve CBI	None	10 Minutes	<i>Division Manager</i>
	1.5 Issue / transmit CBI to: a. Head Office based Cost Centers – DAMD b. Field Office - Respective OVP Representative	None	5 Minutes	<i>Sr. Financial Analyst</i>
	Total	None	3 Hours & 40 Minutes	



48. Deployment of Marine Surveyor for inspection of Power Barge and Tugboat prior to Towing

Facilitate Request for Towing Services from Insurer

Office or Division:	Trade & Insurance Division (TID), Treasury Department			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NPC-Other Functional Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from the proponent		NPC-Concerned group/proponent		
2. Approved towing schedule		NPC-Concerned group/proponent		
3. Technical Data of power barge & tugboat		NPC-Concerned group/proponent		
4. Voyage and Towage plan		NPC-Concerned group/proponent		
5. Statutory Certificates for Tugboat No. 1		MARINA office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/ towing schedule approved by the VP-SPUG	1.1 Coordinate with the head/area manager to ensure that all statutory certificates, permits and licenses are valid and on board the vessel prior to towing 1.2 Request area/head for the Towage & Voyage Plans including Technical Specification of the power barge and tugboat for submission to GSIS/marine surveyor	None	7 Days	Corporate Specialist A / Division Manager
2. Submit the following required documents: a) Towage Plan b) Voyage Plan c) Technical Specification of power barge &	2.1 Review, determine completeness of required documents and submit to GSIS. Request for the presence of marine surveyor to perform the following prior to actual towing: a) Pre-towage inspection of the			



tugboat				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	power barge & tugboat b) Issuance of the Certificates of towage approval for barge and tugboat prior to actual towing	None	7 Days	
3. Notify TID of the actual schedule/ date of towing of the barge	If there are changes in the towing schedule: 3.1 Inform GSIS and the reinsurer of the actual schedule/ date of towing and closely monitor safe passage and arrival of the barge and tugboat to the point of destination			<i>Corporate Specialist A / Division Manager / Department Manager</i>
	Total	None	14 Days	



49. Letter of Authority (LOA) to Repair Damaged Vehicle

Evaluation and transmittal to the proponent of LOA to the repair shop to repair the damaged vehicle

Office or Division:		Trade & Insurance Division (TID), Treasury Department		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail:		NPC-Other Functional Group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Motor Vehicle Accident Report		Proponent/Concerned Group		
2.Cost Estimate from Repair Shop		Repair Shop		
3.Letter of Authority (LOA)		Government System Insurance Service (GSIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Motor Vehicle accident report and documentary requirements of the damaged vehicle	1.1 Review, validate, examine the documents submitted. Prepare Motor Vehicle Accident Report Form and submit to GSIS together with the documentary requirements and request for the immediate attendance of the adjuster	None	7 Days	Sr. Financial Specialist B/ Sr. Financial Specialist A/ Div. Manager
	1.2 Coordinate with GSIS and the assigned adjuster on the result of the evaluation/ inspection			
	1.3 Prepare, review and sign memo to the concerned group for submission of additional required documents including the cost estimate for the repair of the damaged MV			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit to TID the cost estimate from the repair shop together with the additional documents required	2.1 Review, validate the documents received and forward to GSIS for evaluation 2.2 Review, evaluate GSIS Letter of Authority (LOA) for the shop to repair the damaged vehicle 2.3 Transmit the LOA to the concerned group for acceptance			<i>Sr. Financial Specialist B/ Sr. Financial Specialist A/ Div. Manager</i>
3. Accept and sign the LOA, if in order, submit LOA to the repair shop, copy furnished TID	3.1 If LOA is acceptable to the proponent, receive the signed LOA and monitor repair of the vehicle If the LOA from the GSIS is not acceptable to the proponent			<i>Sr. Financial Specialist B/ Sr. Financial Specialist A/ Div. Manager</i>
4. Submit additional documents to support for the re-evaluation of claim	4.1 Submit to GSIS the additional documents and request for the re-evaluation of the amount claimed 4.2 Receive the revised LOA from the GSIS and transmit to the proponent			<i>Sr. Financial Specialist B/ Sr. Financial Specialist A/ Div. Manager</i>
5. Accept and sign the LOA and submit to the repair shop to proceed with the repair of the damaged vehicle	5.1 Monitor repair of the vehicle until completion			<i>Sr. Financial Specialist B</i>
	Total	None	7 Days	



POWER ENGINEERING SERVICES

50. Preparation of Initial Environmental Examination Checklist and filing of Environmental Compliance Certificate (ECC) application to DENR

The Environmental Compliance Certificate (ECC) refers to the document which is issued by the Environmental Management Bureau (EMB) of the Department of Environment and Natural Resources (DENR) which certifies that the proponent has complied with the requirements of PD 1586, or the Philippine Environmental Impact Statement System, and that the proposed project will not cause significant negative impacts to the environment.

Office or Division:	Environmental Impact Assessment and Licensing Division (EIALD), Environmental Management Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC-SPUG, NPC Head and Satellite Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Site development plan/vicinity map 2. Equipment Layout 3. Proof of authority over the project site 4. Zoning Certification/ Certification on compatibility with land use 5. SEP Clearance for Palawan Projects 6. Project Description/Plant profile (existing plants with additional gensets/fuel oil storage tank/ waste oil tank)			- DDD/SPUG - DDD/SPUG - OLC/PMD/SPUG - Municipal Planning and Development Office SPUG - Palawan Council for Sustainable Development - SPUG	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to EIALD the necessary documents	1.1.Acknowledge receipt of documents	None	5 Minutes	<i>Corporate Planning Analyst A</i>
	1.2.Endorse to Project-in- Charge	None	30 Minutes	<i>EIALD Manager</i>
	1.3.Secure/review/ consolidate the required data/ documents	None	10 Days	<i>Project-in-Charge</i>
	1.4.Create ECC on-line account through EMB website	None	2 Hours	<i>Project-in-Charge</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5.Input project data/information/ IEE Checklist into the ECC on-line application system	None	4 Hours	<i>Project-in-Charge</i>
	1.6.Download forms and checklist of requirements; Fill-out forms	None	10 Days	<i>Project-in-Charge</i>
	1.7.Review/revise/ approve ECC application documents	None	8 Days	<i>Project-in-Charge</i>
	1.8.Submit finalized ECC application documents on-line	None	4 Days	<i>Project-in-Charge</i>
	1.9.Pay application fee through bank transaction	None	1 Hour	<i>Project-in-Charge</i>
	1.10. Transmit Certificate of Completion/ Acceptance (COCA) to client Acknowledge receipt of COCA	None	15 Minutes	<i>Project-in-Charge</i>
2. Fill-out COCA and submit to EIALD Office		None	5 Minutes	<i>Corporate Planning Analyst A</i>
	Total	None	30 Days	



51. Preparation of Terms of Reference (TOR), Bid Documents for Capacity Additions, New Areas, DG Sets Lease/ Rental Contracts, Transmission Lines/Distribution Lines, Substations/Switching Stations, Diesel Power Plant Hybridization, Plant Betterment, Purchase Requisition and Work Orders, and Engineering Studies.

A core process of the Design and Development Department (DDD), the Bidding Documents are used as bases in specifying requirements for infrastructure, goods and services and consulting services. Bid/Tender Documents collectively refer to documents that contain all information necessary for a prospective bidder to prepare a bid in accordance with the Government Procurement laws. Engineering Studies, on the other hand, is a comprehensive study being conducted for a project to determine its technical and/or economic and financial viability. ES serves as bases of management in its decision to implement a project or an undertaking.

Office or Division:	Design and Development Department, Power Engineering Services			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Small Power Utilities Group/Mindanao Generation/Dams Management/Watershed/Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from Functional Head				
2. Work Plan based on the approved Missionary Electrification Plan (MEP)		Requesting Parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request preparation of TOR/ Bid Documents addressed to the Vice President, Power Engineering Services	1.1 Determine project scope and assign Lead Group for the Work Package	None	4 Hours	<i>Department Manager, Design and Development Department (DDD)</i>
	1.2 Kick-off meeting		4 Hours	<i>Principal Engineer A – Lead Group</i>
	1.3 Preparation and Approval of Work Plan, Work Package sheet, Cost Estimate and Letter of Clarification		4 Hours	<i>Principal Engineer A-Lead Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Perform Requested Activity i. Data Gathering /Research ii. Preparation of Bid Drawings iii. Preparation of Technical specifications iv. Preparation of Technical Data Sheets v.Preparation of Bid Price Schedule/Bill of Quantities (BOQ) vi. Preparation of Commercial Provisions and Bidding Forms vii. Preparation of Approved Budget/Cost Estimate 1.5 Conduct Work Package Completion Meeting and Preparation of Work Package Completion Report, CSR/COCA and Letter of Transmittal to Customer 1.6 Review, Finalization and Approval of Bid Docs 1.7 Transmittal to Customer		Depending on the scope of work*	<i>Principal Engineer A/B/C and Sr Engineer (Assigned DDD personnel -working team)</i>
			4 Hours	<i>Principal Engineer A-Lead Group</i>
			8 Hours	<i>Department Manager, DDD</i>
			30 Minutes	<i>Document Control Officer, DDD</i>
	Total	None	3 Months* plus 3 Days & 30 Minutes	

Note : * Depending on the scope of work, approximately 3 months.



52. Plant Performance Testing, Monitoring and Evaluation of IPP Power Generating Plants as per Contract Guarantee Requirement

The Performance and Efficiency testing of IPP plants is performed every anniversary date of the IPP plants to demonstrate its capability as described in the IPP Contract.

Office or Division:	Plant Efficiency Management Services Division (PEMSD), Energy Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	IPPCM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request of Plant Performance Test from IPPCM approved by the Grid owner.			PEMSD, 3 rd Floor, NPC H.O.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For HYDRO PLANTS				
1. Send request letter specifying the Grid approved test dates	1.1.Acknowledge request of Hydro Plant Capacity Test and coordinate with the IPPCM	None	10 Minutes	<i>Div. Manager / Principal Engineer A PEMS</i>
	1.2.Prepare travel documents		8 Hours	<i>Div. Manager / PEMS Engineers PEMS</i>
	1.3.Gather data at site		8 Hours per unit	<i>PEMS Engineers PEMS</i>
	1.4.Report Generation		3 Days per unit	<i>Div. Managers / PEMS Engineers PEMS</i>
2. Send request letter specifying the Grid approved test dates	2.1.Acknowledge request of Hydro Efficiency Test and coordinate with the IPPCM	None	10 Minutes	<i>Div. Manager / Principal Engineer A PEMS</i>
	2.2.Prepare travel documents		8 Hours	<i>PEMS Engineers PEMS</i>
	2.3.Gather data at site		8 Hours per unit	<i>PEMS Engineers PEMS</i>
	2.4.Report Generation		3 Days per unit	<i>Div. Managers / PEMS Engineers PEMS</i>
	Total	None	10 Days & 20 Minutes per	



			unit	
For THERMAL PLANTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Send request letter specifying the Grid approved test dates	3.1.Acknowledge request of Thermal Plant Capacity Test and coordinate with the IPPCM	none	10 Minutes	<i>Div. Manager / Principal Engineer A PEMSD</i>
	3.2.Prepare travel documents		8 Hours	<i>PEMSD Engineers PEMSD</i>
	3.3.Gather data at site		6 Hours per unit	<i>PEMSD Engineers PEMSD</i>
	3.4.Report Generation		3 Days per unit	<i>Div. Managers / PEMSD Engineers PEMSD</i>
4. Send request letter specifying the Grid approved test dates	4.1.Acknowledge request of Heat Rate Test and coordinate with the IPPCM	none	10 Minutes	<i>Div. Manager / Principal Engineer A PEMSD</i>
	4.2.Prepare travel documents		8 Hours	<i>PEMSD Engineers PEMSD</i>
	4.3.Gather data at site		6 Hours per unit	<i>PEMSD Engineers PEMSD</i>
	4.4.Report Generation		10 Days per unit	<i>Div. Managers / PEMSD Engineers PEMSD</i>
	Total	None	16 Days, 4 Hours & 20 Minutes per unit	



53. Plant Performance Measurement, Monitoring and Audit of Agus-Pulangi HEP

The Plant Performance Measurement, Monitoring and Audit of Agus -Pulangi Hydro Plants is conducted every semester to determine the compliance of the Mindanao Generation Plants with respect to the commitment of each plant to deliver.

Office or Division:		Plant Efficiency Management Services Division (PEMSD), Energy Services Department		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		PSALM		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of Audit from PEMSD			PEMSD, 3 rd Floor, NPC H.O.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge the Notice of Audit	1.1.Prepare Notice of Audit and send to concern plant and PSALM	None	1 Day	<i>Div. Manager / Principal Engineer B</i>
	1.2.Dispatch Auditor/ Entrance Meeting		1 Day	<i>Div. Manager</i>
	1.3.Gather data / documents		1 Day	<i>PEMSD Engineers</i>
	1.4.Plant Walkdown / Inspection		1 Day	<i>PEMSD Engineers</i>
	1.5.Finalization and presentation of audit results		1 Day	<i>PEMSD Engineers</i>
	Total		5 Days	



54. Witness the Ancillary Test of Mindanao Generation Plants

Ancillary Certification Test of Mindanao Generation plants is conducted every year to certify the capability of the plants to deliver ancillary services to the Grid.

Office or Division:	Plant Efficiency Management Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Mindanao Generation Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Schedule of yearly testing from NGCP				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge Notice of Testing	1.1.Prepare Notice of Test	None	10 Minutes	<i>Div. Manager / Principal Engineer A</i>
	1.2.Prepare travel documents		8 Hours	<i>PEMSD Engineers</i>
	1.3.Entrance Meeting at site		4 Hours	<i>PEMSD Engineers</i>
	1.4.Gather data at site		24 Hours	<i>PEMSD Engineers</i>
	1.5.Exit Meeting / Finalization of Report		4 Hours	<i>PEMSD Engineers</i>
	Total	None	40 Hours	



55. Heat Rate and Plant and Losses Test of SPUG Plants

The tests intended for SPUG plants to evaluate the current status of SPUG generating units as compared to its previous test records.

Office or Division:	Plant Efficiency Management Services Division (PEMSD), Energy Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Small Power Utility Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request of Test from SPUG				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request of test	1.1 Acknowledge request and agree with client on the schedule of testing	None	4 Hours	<i>Division Manager</i>
	1.2 Gather previous data from SPUG/Prepare travel documents		16 Minutes	<i>PEMSD Engineers</i>
	1.3 Gather data at site		6 Hours	<i>PEMSD Engineers</i>
	1.4 Report Generation		3 Days per unit	<i>PEMSD Engineers</i>
	Total	None	4 Days & 2 Hours per unit	

56. Review/Evaluation of Engineering Documents (Procedures and Material Test Reports)

This process is performed to ensure that the various contractor/supplier-prepared test procedures (e.g. Factory Acceptance Test Procedure, Site Acceptance Test Procedure, Non-Destructive Test Procedure) and construction materials test reports (e.g. cement, aggregates, reinforcing steel bars, and concrete samples), prior to their applications in the project, should adequately address the project's technical and operational/performance requirements as stipulated in the Project Terms of Reference (TOR) and in the applicable Standards.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department (QASD/ESD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Management Department, Design and Development Department, Dams Management Department, Watershed Management Department, Admin & Finance, Power Engineering Services, and Small Power Utilities Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Contractor/Supplier-Prepared Test Procedure			Contractor/Supplier	
2. Material Test Reports				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit to ESD Manager the Engineering Documents (e.g. Factory Acceptance Test Procedure, Site Acceptance Test Procedure, Material Test Reports)	1.1.Receive & assess the transmitted engineering document	None	20 Minutes	Division Manager / QASD
	1.2.Assign & discuss with the reviewer about the test procedure and agree on the timeline		40 Minutes	Division Manager / Principal Engineer A / QASD
	1.3.Acquire the pertinent information from applicable references such as TOR, Standards and NPC-approved Brochures, and AFC Drawings		7 Hours	QA Engineer / QASD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Review the engineering document		2 Days	QA Engineer / QASD
	1.5. Prepare report thru EPDR		1 Day	QA Engineer / QASD
	1.6. Review/discuss report & prepare transmittal memo		7 Hours	Principal Engineer A / QASD
	1.7. Review report and forward to ESD Manager for final approval		1 Hour	Division Manager / QASD
	Total	None	4 Days	

57. Review/Approval of Project Test Procedure

This process is performed to ensure that the various contractor-prepared test procedures prior to their applications in the project adequately address the project's technical and operational/performance requirements as stipulated in the Project Terms of Reference (TOR) and in the applicable Standards. Such test procedures subject for review and approval are the Factory Acceptance Tests, Site Acceptance Tests, Tests & Commissioning and other QC Tests & Inspections namely; Nondestructive Tests, Hydrostatic Tests, Leak Tests, Weight Load Tests, etc.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Implementing Group (PIG) – PMD, DMD, WMD, A&F & SPUG			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Contractor Prepared Test Procedure			Contractor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit to ESD Manager the Contractor-Prepared Test Procedure	1.1. Receive & assess Test Procedure	None	20 Minutes	<i>Division Manager</i>
	1.2. Assign & discuss with the reviewer about the test procedure and agree on the timeline		40 Minutes	<i>Principal Engineer A</i>
	1.3. Acquire the pertinent information from applicable references such as TOR, Standards and NPC-Approved Brochures, AFC Drawings, Internet, etc.		7 Hours	<i>QA Engineer</i>
	1.4. Review test procedure		4 Days	<i>QA Engineer</i>
	1.5. Prepare report thru EPDR		1 Day	<i>QA Engineer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Review/discuss report& prepare transmittal memo		7 Hours	<i>Principal Engineer A</i>
	1.7. Review report and forward to ESD Manager for final approval		1 Hour	<i>Division Manager</i>
	Total	None	7 Days	

58. Witnessing of the Factory Acceptance Test (FAT) of NPC Projects

This process is conducted to verify that the Factory Acceptance Tests, whether carried out physically at the manufacturer's facility or remotely witnessed online, are in accordance with the NPC-Approved Test Procedure. The aim is to confirm that the results obtained adhere to NPC Specifications prior to the delivery of the equipment to the project sites.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department (QASD/ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Management Department, Design and Development Department, Dams Management Department, Admin & Finance, Power Engineering Services, and Small Power Utilities Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Agreed Schedule of Tests and Test Plan			Contractor/Supplier	
2. Approved Factory Acceptance Test Procedure				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Test to ESD Manager thru memo or DTF	1.1.Receive and assess Test Plan and send memo confirming QA attendance to test	None	1 Hour	Division Manager / QASD
	1.2.Assign QA Team, discuss Test Plan & agree on the timeline		2 Hours	Principal Engineer A / QASD
	1.3.Prepare Travel Documents		1 Hour <i>(if to be witnessed physically)</i>	QA Team / QASD
	1.4.Coordinate/ meet with PMD to discuss test details such as test group, and needed resources		2 Hours	QA Team / QASD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Prepare Test Checklists		2 Hours	QA Team / QASD
	1.6. Conduct witnessing of Factory Tests		7 Days (including travel time if witnessed physically)	QA Team / QASD
	1.7. Prepare the FAT report		2 Days	QA Team / QASD
	1.8. Review/discuss report		5 Hours	Principal Engineer A / QASD
	1.9. Review report and forward to ESD Manager for final approval		3 Hours	Division Manager / QASD
	Total	None	11 Days	

59. Conduct the Inspection and Witnessing of Testing and Commissioning of Newly-Completed Projects

This process is performed prior to the issuance of Certificate of Project Completion and it aims to determine the extent of conformities of the project implementations to the NPC Specifications as stipulated in the Terms of Reference in the aspects of workmanships, quality, completeness, and intended performance. It involves the participations of the Project Implementing Group, Project-End User and the contractor/supplier.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department (QASD/ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Management Department, Design and Development Department, Dams Management Department, Admin & Finance, Power Engineering Services, and Small Power Utilities Group			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Agreed Schedule of Tests/Inspection and Approved Test Plan			Contractor/Supplier	
2. Approved Drawings and Brochures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Test to ESD Manager thru memo or DTF	1.1.Receive and assess Test Plan/Inspection request and send memo confirming QA attendance to the activity	None	1 Hour	Division Manager / QASD
	1.2.Assign QA Team, discuss Test Plan & agree on the timeline		2 Hours	Principal Engineer A / QSAD
	1.3.Prepare Travel Documents		1 Hour	QA Team / QASD
	1.4.Obtain project’s information from TOR and prepare inspection checklists		2 Hours	QA Team / QASD



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Coordinate/ meet with PMD to discuss test details such as test group, and the required test conditions and needed resources		2 Hours	QA Team / QASD
	1.6. Prepare Test Checklists		1 Day	QA Team / QASD
	1.7. Lead the project inspection and witnessing of tests at site		7 Days (including travel time)	QA Team / QASD
	1.8. Prepare report thru PIR		2 Days	QA Team / QASD
	1.9. Review/discuss report		6 Hours	Principal Engineer A / QASD
	1.10. Review report and forward to ESD Manager for final approval		2 Hours	Division Manager / QASD
	Total	None	12 Days	



60. Conduct of Operations, Maintenance, and Safety Audit for SPUG Plants (part of the Plant Technical Assessment)

This process is a mandate from the Quality Assurance Program (QAP) Manual with objectives of determining the present condition of operations, maintenance, and safety of SPUG Plants. The aim is to identify opportunities for improvements in the areas of the SPUG Plant's efficiency, reliability, and safety along with the conduct of Condition Monitoring and Plant Heat Rate Tests.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department (QASD/ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Small Power Utilities Group / Power Engineering Services / or other groups from NPC.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Reply Memo from SPUG of their Priority Plants to be subjected for Plant Technical Assessment			SPUG	
2. ESD Work Plan for Plant Technical Assessment			ESD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVP-SPUG Reply Memo of their priority SPUG Plants for Plant Technical Assessment	1.1. Create Audit Team, discuss audit aspects, and agree on the timeline	None	1 Hour & 30 Minutes	ESD Manager / QASD
	1.2. Prepare Audit Checklist		4 Hours	Operations, Maintenance, and Safety (OM&S) Audit Team / QASD
	1.3. Prepare memo notification to the concerned SPUG group/plant		30 Minutes	Division Manager / QASD
	1.4. Prepare Travel Documents		1 Hour	OM&S Audit Team/QASD
	1.5. Conduct the Operations, Maintenance, and Safety Audit		5 Days (including travel)	OM&S Audit Team / QASD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Prepare the Operations, Maintenance, and Safety Audit Report	None	5 Days	OM&S Audit Team / QASD
	1.7. Consolidate the Plant Technical Assessment Report and discuss the recommendations		10 Days (processing time depends on the completion of the other group's reports)	PTA Consolidated Team Lead / ESD
	1.8. Review report and forward to ESD Manager for final approval		1 Day	Division Managers / ESD
	1.9. Transmit the PTA report to the concerned SPUG Plant		1 Hour	PTA Consolidate Team Lead / ESD
	Total	None	21 days	

Note: Conduct of Operations, Maintenance, and Safety Audit of SPUG Plants (qualified for multi-stage processing) as the end to end processes are consist of services from other ESD divisions.



61. Calibration of Measuring & Monitoring Equipment (M&ME) Services

Calibration of power plant instrumentation and electrical panel meters for the purpose of accurate and reliable monitoring and control; Calibration of measuring and test equipment of power generating plants and other functional groups.

Office or Division:		Testing & Metrology Services Division, Energy Services Department (TMSD-ESD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SPUG Plants/Offices, Mindanao Generation Plants/Offices, other Functional Groups & other Departments of PES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submission of measuring instruments or equipment to be calibrated/ tested including necessary accessories such as power cables, batteries, adapters, connectors, charges, etc.		Office requesting for calibration		
Measuring Instrument Instructions/Operation manual		Office requesting for calibration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	1.1. Evaluate if service request can be done.	None	30 Minutes	<i>Principal Engineer C/ Principal Engineer B TMSD-ESD</i>
2. Proceed to the ESD Laboratory and submit instrument/s and its accessories subject for calibration.	2.1 Inspect the physical condition and operability of the instrument/s delivered and reject instruments due to malfunctioning or incomplete accessories.	None	10 Minutes (This is the average time spent to inspect and validate one instrument.)	<i>Senior Technician/ Principal Engineer C TMSD-ESD</i>
	2.2 Generate two (2) copies (One copy for the customer and One copy of the laboratory) of Turn-over Receipt (TOR)	None	5 Minutes	<i>Senior Technician/ Principal Engineer C TMSD-ESD</i>
3. Review and	3.1 Review TOR,	None	10 Minutes	<i>Senior Technician/</i>

sign the content of the TOR that were generated by the receiving personnel.	affix signature and give one copy to the customer. 3.2 Put tag or label on the instrument for calibration and store at the designated area		10 Minutes	<i>Principal Engineer C</i> TMSD-ESD <i>Senior Technician/</i> <i>Principal Engineer C</i> TMSD-ESD
4. None	4.1 Conduct calibration. Queueing System (First In, First Out) 4.2 Prepare calibration report/s & certificate/s 4.3 Review the reports and certificates 4.4 Review and approved the calibration report/s and certificate/s and endorsed to ESD Manager for final approval 4.5 Transmit the Calibration report/s and certificate/s to the customers	None	10 Days 4 Days 2 Hours 2 Hours 10 Minutes	<i>Senior Technician/</i> <i>Principal Engineer C</i> TMSD-ESD <i>Principal Engineer C/</i> <i>Principal Engineer B</i> TMSD-ESD <i>Principal Engineer A</i> TMSD-ESD <i>Division Manager</i> TMSD-ESD <i>ESD Staff</i> ESD
5. Return to ESD Laboratory to claim the calibrated instrument/s	5.1 Generate five (5) copies (One copy for the customer, One copy for the laboratory, One copy for Security, One copy for Motor pool Guard on Duty and One	None	5 Minutes	<i>Senior Technician/</i> <i>Principal Engineer C</i> TMSD-ESD



	copy for the NPC Gate Guard on Duty) of TOR and Gate Pass			
6. Inspect the instruments and sign the TOR and Gate Pass	6.1 Affix signature in the TOR and Gate pass 6.2 Process the Gate Pass 6.3 Released the instrument/s to the Customer	None	30 Minutes	<i>Senior Technician/ Principal Engineer C TMSD-ESD</i>
7. Customer fills out Customer Satisfaction Survey Form when necessary	7.1 Let the customer fill out the Customer Satisfaction Survey Form 7.2 Collect and file the Customer Satisfaction Survey Form	None	5 Minutes	<i>Senior Technician/ Principal Engineer C TMSD-ESD</i>
8. Present to the NPC Gate Guard on duty the Gate Pass	8.1 Check the Gate Pass and items to be taken out	None	5 Minutes	<i>Guard on Duty NPC</i>
	Total	None	14 Days, 6 Hours	



62. Calibration of Measuring & Monitoring Equipment (M&ME) Services – (Complex Instruments with Several Function)

Calibration of power plant instrumentation and electrical panel meters for the purpose of accurate and reliable monitoring and control; Calibration of measuring and test equipment of power generating plants and other functional groups

Office or Division:		Testing & Metrology Services Division, Energy Services Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SPUG Plants/Offices, Mindanao Generation Plants/Offices, other Functional Groups & other Departments of PES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for quotation.	1.1. Evaluate if service request can be done.	None	10 Minutes	<i>Principal Engineer C</i>
2. Bring instrument/s to ESD laboratory for calibration.	2.1 Calibrate instrument/s.	None	7 Days	<i>Senior Technician/ Principal Engineer C</i>
	2.2 Submit instrument calibration report/s & certificate/s to the customer.		5 Days	<i>Principal Engineer C</i>
	Total	None	12 Days & 10 Minutes	



63. Condition Monitoring Services

(Testing and Analysis: Thermal Scanning, Dissolved-Gas Analysis (DGA), Lube Oil (LO) Testing, Battery Testing, Partial Discharge (PD) Testing & Vibration Testing)

The process of monitoring a parameter of condition in machinery, in order to identify a significant change which is indicative of a developing fault, the objective of which is to raise the operational reliability of the plant through the elimination of its weak points and deficiencies.

Office or Division:		Testing & Metrology Services Division, Energy Services Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SPUG Plants, Mindanao Generation Plants/Offices, other Functional Groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for testing.	1. Evaluate if service request can be done.	None	10 Minutes	<i>Principal Engineer A/ Principal Engineer B TMSD-ESD</i>
2. Schedule the test.	2.1 Conduct testing/ data acquisition at site/plant.	None	7 Days	<i>Senior Technician/ Principal Engineer C/ Principal Engineer B TMSD-ESD</i>
	2.2 Prepare/ Submit "Condition Monitoring Report" or Test/s Result/s to the Customer.	None	12 Days	<i>(For Test Results): Senior Technician/ Principal Engineer C/ Principal Engineer B TMSD-ESD (For Condition Monitoring Report): Principal Engineer A TMSD-ESD</i>
	Total	None	19 Days & 10 Minutes	



64. Project/Contract Implementation

Carrying out the activities with the aim of delivering the outputs, monitoring progress and achieve the end results of the project.

Office or Division:		Project Management Department, Power Engineering Services		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Power Engineering Services and Small Power Utilities Group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and other pertinent documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit letter request for project/ contract implementation to PES	1.1. Receive request	None	1 Minute	Secretary, Office of the Vice President, PES
	1.2. Endorse concerned implementing group/cluster to	None	30 Minutes	Vice President, PES Department Manager, PMD
	1.3. Review request/ scope	None	7 Days	Implementing Group/Cluster, PMD
	1.4. Project Implementation	None	Within contract duration	Department Manager, PMD Implementing Group/Cluster, PMD
	1.4.1. Project Monitoring	None	Within contract duration	Implementing Group/Cluster, PMD
	1.4.2 Report Preparation	None	3 Days	Implementing Group/Cluster, PMD
	1.4.3 Billing/Claims (Processing and endorsement to Finance)	None	9 Days	Department Manager, PMD Implementing Group/Cluster, PMD PCAD
	1.4.4 Conduct of Joint Final Inspection/ Test & Commissioning/ Site Acceptance Test	None	20 Days	Implementing Group/Cluster, PMD Quality Assurance and Safety Division, ESD SPUG



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4.5 Issuance of approved Certificate of Project Completion/Acceptance/Complete Delivery	None	20 Days	Vice President, PES Vice President, SPUG Department Manager, PMD Implementing Group/Cluster, PMD Quality Assurance and Safety Division, ESD SPUG
	1.4.6 Project Turn Over to End-User	None	3 Days	Vice President, PES Department Manager, PMD Implementing Group/Cluster, PMD
	1.4.7 Submission of Project Close-Out Report	None	3 Months after project completion	Implementing Group/Cluster, PMD
	Total	None	171 Days	

Note: Project/Contract implementation timeline depends on the scope of work.



65. Request for Conduct of Engineering Survey and Investigation Works for Power Generation, Transmission and Substation Projects

Engineering Survey is undertaken to determine the proposed Transmission Line route or boundaries of various facilities; Investigation Works is undertaken to determine the elevation of the ground (Topography)

Office or Division:	Engineering Resource Services Division (ERSD), Project Management Department (PMD)				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Design Development Department, Environmental Management Department, Project Management Department, Corporate Affairs Group and Office of the Legal Counsel				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter request					
2. Copies of pertinent supporting documents					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Transmit letter request and pertinent documents	1.1 Receive letter request	None	1 Minute	Secretary D, OM-PMD	
	1.2 Endorse to concerned group (ERSD)	None	30 Minutes	Department Manager, PMD	
	1.3 Review and evaluate technical concern of request	None	1 Hour	Division Manager, ERSD Principal Engineer, ERSD	
	1.4 Prepare Travel Order and Work Package Sheet	None	30 Minutes	Senior Clerk, ERSD	
	1.5 Sign Travel Order and Work Package Sheet	None	1 Hour	Vice President, PES / Department Manager, PMD	
	1.6 Perform requested services/activity	None	Depending on the scope of work	ERSD Survey Team	
	1.7 Prepare survey output/report	None	6 Hours	ERSD Survey Team	
	1.8 Approval of survey	None	20 Minutes	Division Manager.	



	output/report			<i>ERSD / Department Manager, PMD</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Transmittal of survey output/report to requesting Functional Group	None	1 Minute	<i>Assigned Staff</i>
	Total	None		

Note: Total depending on the scope of work
Project/Contract implementation timeline depends on the scope of work.



66. Request for Conduct of Geological and Geotechnical Survey and Investigation Works for Power Development/Expansion Projects

Geological and Geotechnical Survey and Investigation Works is undertaken to assess the integrity of the ground such as geo-hazard and ground water exploration

Office or Division:		Engineering Resource Services Division, Project Management Department			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who may avail:		Design Development Department, Environmental Management Department, Project Management Department, Corporate Affairs Group and Office of the Legal Counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter request					
2. Copies of pertinent supporting documents					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Transmit letter request and pertinent documents	1.1 Receive letter request	None	1 Minute	Secretary D, OM-PMD	
	1.2 Endorse to concerned group (ERSD)	None	30 Minutes	Department Manager, PMD	
	1.3 Review and evaluate technical concern of request	None	1 Hour	Division Manager, ERSD Principal Engineer, ERSD	
	1.4 Prepare Travel Order and Work Package Sheet	None	30 Minutes	Senior Clerk, ERSD	
	1.5 Sign Travel Order and Work Package Sheet	None	1 Hour	Vice President, PES Department Manager, PMD	
	1.6 Perform requested services/activity	None	Depending on the scope of work	Principal Geologist, ESRD	
	1.7 Prepare geological/geotechnical output/report	None	6 Hours	Principal Geologist, ERSR	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Approval of geological/geotechnical output/report	None	20 Minutes	<i>Division Manager, ERSD Department Manager, PMD</i>
	1.9 Transmittal of geological/geotechnical output/report to requesting Functional Group	None	1 Minute	<i>Senior Clerk, ERSD</i>
	Total	None		

Note: Total depending on the scope of work
Project/Contract implementation process depending on the scope of work.



NATIONAL POWER CORPORATION

REGIONAL/FIELD OFFICE

EXTERNAL SERVICES



SMALL POWER UTILITIES GROUP (LUZON/VISAYAS/MINDANAO OPERATIONS)

1. Issuance of Tender/Bid Documents

Documents issued by the Procuring Entity as the basis for Bids, furnishing all information necessary for a prospective bidder to prepare for the Goods, Infrastructure Projects and Consulting Services to be provided

Office or Division:		SPUG-Luzon, Visayas and Mindanao - Administration and Finance Division		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Suppliers / Contractors / Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid IDs (Company ID or Government Issued ID e.g. Driver's License/Passport/GSIS UMID Card)		Concerned Company / Government Offices (Employer / LTO, PRC, DFA, GSIS, PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Procurement Section, Admin. & Finance Division and secure bid documents	1.1. Verify the authenticity of the supplier's identification card, the purchase requisition (PR) number of the requirement he is interested to bid.	None	5 Minutes	BAC Secretariat/MMS C (AFD) <u>LOD:</u> C. D. Pelejo (Minuyan) T. M. Condeza (MQNL0D) <u>VOD:</u> E. P. Conejos G. F. D. Cuarto <u>MOD:</u> J. C. Montulo (Zamboanga City) D. B. Daodaoang (Davao City)
	1.2. Issue order of payment form to supplier for payment at the Cashier	None	5 Minutes	BAC Secretariat/MMS C (AFD) <u>LOD:</u> C. D. Pelejo (Minuyan) T. M. Condeza (MQNL0D) <u>VOD:</u> E. P. Conejos G. F. DCuarto



				<u>MOD:</u> J. C. Montulo <i>(Zamboanga City)</i> D. B. Daodaoang <i>(Davao City)</i>
2. Pay at the Cashier cost of tender/bid documents	2.1. Receive payment and issue Official Receipt (OR)	500K and Below - PhP 500.00 More than 500K up to 1M - PhP 1,000.00 (Per RA 9184)	10 Minutes	Cashier (AFD) <u>LOD:</u> M. R. G. Morales W. I. V. Rogacion <u>VOD:</u> M. E. C. Opo <u>MOD:</u> E. L. Labaro <i>(Zamboanga City)</i> S. J. H. Dacula <i>(Davao City)</i>
3. Present and give copy of the Official Receipt	3.1. Retain photocopy of OR and issue Bid Documents to Supplier/ Contractor	None	5 Minutes	BAC Secretariat/MMS C (AFD) <u>LOD:</u> C. D. Pelejo <u>VOD:</u> E. P. Conejos G. F. D. Cuarto <u>MOD:</u> J. C. Montulo <i>(Zamboanga City)</i> D. B. Daodaoang <i>(Davao City)</i>
	Total		25 Minutes	



2. Issuance of Certificate of Acceptable Performance Bond

Performance Bond posted by Supplier to assure delivery of items/services within the prescribed delivery period

Office or Division:		SPUG Luzon, Visayas and Mindanao Administrative and Finance Division		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Suppliers / Contractors / Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original NPC Official Receipt (as proof of payment for cash/ MC paid at the Cashier		Cashier		
2. Copy of Notice of Award		Procurement Office		
3. Surety Bond		Accredited NPC Insurance Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original Official Receipt of Cash Bond	1.1. Issue Certificate of Acceptable Performance Bond (for Cash Bond)	None	10 Minutes	Cashier (AFD) <u>LOD:</u> M. R. G. Morales W. I. V. Rogacion <u>VOD:</u> M. E. C. Opo M. C. V. Majomot <u>MOD:</u> E. L. Labaro (Zamboanga City) S. J. H. Dacula (Davao City)
2. For Surety Bond of duly authorized accredited Bonding Company	2.1 Review the Surety Bond as to the acceptability and accuracy of the amount based on the PO/Contract amount. 2.2. Prepare and issue the Certificate of Acceptable Performance Bond.	Standard rate of the bidding documents based on required fees	30 Minutes	Section Chief, Finance (AFD) <u>LOD:</u> R. M. Bullos <u>VOD:</u> C. D. Revilles <u>MOD:</u> M. L. Tomarong
Total			40 Minutes	



3. Issuance of Purchase Order/Contract

Documents issued to Bidder with the Lowest Calculated Responsive Bid or Highest Related Responsive Bid

Office or Division:	SPUG Luzon, Visayas and Mindanao Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid IDs (Company Issued ID or Government Issued ID e.g. Driver's License/Passport/GSIS UMID Card)		Concerned Company / Government Offices (Employer / LTO, PRC, DFA, GSIS, PSA)		
2. Authorization Letter		Concerned Employer of the Authorized Representative		
3. Performance Bond		Concerned Supplier/Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and inform the Procurement-Administration Section that he/she is the winning bidder or his/her authorized representative.	1.1. Issue the Notice of Award (NOA),	None	10 Minutes	Materials Management Specialist B/C (AFD) <u>LOD:</u> E. J. E. Manay (Minuyan) T. M. Condeza (MQNL0D) H. B. Presado (BOD) <u>VOD:</u> E. P. Conejos G. F. DCuarto <u>MOD:</u> J. C. Montulo (Zamboanga City) D. B. Daodaoang (Davao City)
	1.2 For Purchase Order/Contracts with no performance security requirement	None	10 Minutes	Materials Management Specialist B/C (AFD) <u>LOD:</u> E. J. E. Manay



	1.3 Issue Purchase Order/Contract and Notice to Proceed (NTP)			(Minuyan) T. M. Condeza (MQNLOD) <u>VOD:</u> E. P. Conejos G. F. Dcuarto <u>MOD:</u> J. C. Montulo (Zamboanga City) D. B. Daodaoang (Davao City)
2 Present Certificate of Acceptable Performance Security to MMS B/C, if applicable	2.1 For Purchase Order/Contracts with performance security requirement -Issue the Purchase Order/Contract and Notice to Proceed after receipt of acceptable performance bond	None	20 Minutes	Materials Management Specialist B/C (AFD) <u>LOD:</u> E. J. E. Manay (Minuyan) T. M. Condeza (MQNLOD) <u>VOD:</u> E. P. Conejos G. F. D. Cuarto <u>MOD:</u> J. C. Montulo (Zamboanga City) D. B. Daodaoang (Davao City)
	Total	None	40 Minutes	



4. Audit of Disbursement Vouchers

Verification of disbursement vouchers/claims on the basis of supporting documents appearing complete and proper, as summarized in the NPC checklist and basic documentary requirements indicated/stated under the contract in accordance with government auditing standards, rules and guidelines.

Office or Division:	SPUG Luzon, Visayas and Mindanao Administration and Finance Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business/G2G – Government to Government			
Who may avail:	Contractors/Suppliers and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invoice/Billing Statement 2. Delivery Receipt 3. Contract/Purchase Order (PO) 4. Performance Bond (If applicable) 5. Purchase Requisition (PR) 6. IRR 7. Certificate of Acceptance 8. Certificate of Origin (If any) 9. FORR 10. Other required documents stated in Contract/PO/PR		Concerned Supplier/Contractor Concerned Supplier/Contractor Concerned Supplier/Contractor Concerned Supplier/Contractor MMS-C Property Officer End-User Plant Head Concerned Supplier/Contractor MMS-C VDL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Disbursement Vouchers with complete supporting documents and signatories	1.1. Assign disbursement control number	None	5 Minutes	Sr Clerk (AFD) <u>LOD:</u> B. C. Alquiza (Minuyan) M. I. D. Andaya (MQNLOD) M. A. L. Mallorca (BOD) E. M. De Castro (MROD) L. A. Aballa (POD) M. G. Caduan (POD) <u>VOD:</u> A.Y. Maquinano <u>MOD:</u> M. A. R. Callejo (Zamboanga City)



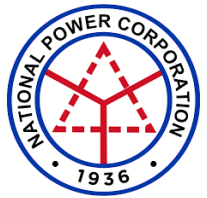
				C. C. Condinato (Davao City)
	1.2. Verify and examine the disbursement voucher as to validity, propriety, reasonableness of claims including the required signatories and completeness of supporting documents	None	4 Days	Sr. Fiscal Examiner (AFD) <u>LOD:</u> B. D. L. Delacruz (Minuyan) E. C. Sarmiento (Minuyan) E. R. Sandoval (Minuyan) S. M. Francisco (BOD) S. L. A. Bacalla (MROD) M. D. G.R. Gonzales (POD) <u>VOD:</u> M. A. B. Derecho B. N. Lara <u>MOD:</u> F. B. Satorre (Zamboanga City) M. L. Tomarong (Davao City)
	1.3. Index/post all verified/audited claims to the respective index cards for reference and control purposes	None	10 Minutes	Sr. Fiscal Examiner (AFD) <u>LOD:</u> B. D. L. Delacruz (Minuyan) E. C. Sarmiento (Minuyan) E. R. Sandoval (Minuyan) S. M. Francisco (BOD) S. L. A. Bacalla (MROD) M. D. G.R. Gonzales (POD) <u>VOD:</u> M. A. B. Derecho B. N. Lara <u>MOD:</u> F. B. Satorre



				(Zamboanga City) M. L. Tomarong (Davao City)
	1.4. Journalize accounting entries	None	15 Minutes	Financial Specialist/Sr. Financial Analyst (AFD) <u>LOD:</u> D. C. Delinea (Minuyan) M. V. Leyson (BOD) E. M. De Castro (MROD) L. A. Aballa (POD) <u>VOD:</u> K. M. O. Pacul <u>MOD:</u> S. D. Monera
	1.5. Certificate of Funds Availability	None	10 Minutes	Section Chief- Finance / Financial Specialist/Sr. Financial Analyst (AFD) <u>LOD:</u> D. C. Delinea (Minuyan) R. M. Bullos (Minuyan) M. V. Leyson (BOD) E. M. De Castro (MROD) L. A. Aballa (POD) <u>VOD:</u> C. D. Reviles J. U. Manarang <u>MOD:</u> M. L. Tomarong (Zamboanga City) A. E. Oga (Davao City)



	1.6. Review/validate the transaction coding sheet, proper charging are correct and affix signature/initials in Box B1, B2	None	30 Minutes	Section Chief-Finance/Financial Specialist (AFD) <u>LOD:</u> D. C. Delinea (Minuyan) R. M. Bullos (Minuyan) M. V. Leyson (BOD) E. M. De Castro (MROD) L. A. Aballa (POD) <u>VOD:</u> C. D. Reviles J. U. Manarang K. M. O. Pacul <u>MOD:</u> M. L. Tomarong (Zamboanga City) A. E. Oga (Davao City)
	1.7. Signature of Box C	None	2 Hours	Division Manager: <u>LOD:</u> D. D. Bacarse (MQNLOD) A. B. Beo (BOD) R. M. Umban (MROD) F. B. Barrios (POD) <u>VOD:</u> E. P. Villegas (EVOD) P. B. Guyot (WVOD) R. D. Dumasis (VMTSD) L. T. Tan (AFD) <u>MOD:</u> C. D. Isahac (WMOD) R. U. Fullido (EMOD)



				M. M. Pactoranan (AFD) Department Manager: E. T. Tatel (LOD) T. T. Diacor (VOD) Y. H. Darayan (MOD)
	Total	None	5 Days, 3 Hours & 10 minutes	



5. Release and Issuance of Checks

Issuance of Checks are made for payment to private individuals, suppliers, contractors and other business entities for goods delivered or services rendered.

Office or Division:	SPUG Luzon, Visayas and Mindanao Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business/G2G – Government to Government			
Who may avail:	Suppliers, Contractors/Suppliers, Private Individuals and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal Claimant:				
1. Company Issued Identification Card (Supplier/Contractor) or any Government Issued Identification Card (for private individual)		Employer, BIR, Post Office, DFA, SSS, GSIS, HDMF, LTO, PRC		
2. Collection Receipt/Official Receipt/Acknowledgement Receipt		Company/Payee		
3. Audited and Approved Disbursement Voucher		Cashier		
Additional requirements if claimed by Representative:				
4. Notarized Special Power of Attorney/Authorization Letter		Person being represented		
5. Marriage Contract/Birth Certificate (1 photocopy)		NSO		
6. Company Issued Identification Card (Supplier/Contractor) or any Government Issued Identification Card (for private individual)		Employer, BIR, Post Office, DFA, SSS, GSIS, HDMF, LTO, PRC		
7. Collection Receipt/Official Receipt/Acknowledgement Receipt		Company/Payee		
8. Audited and Approved Disbursement Voucher		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents (e.g. company identification card, authority to pick-up payment)	1. Verify the documents presented to ensure that check payment is released to valid/authorized claimant	None	5 Minutes	Cashier (AFD) <u>LOD:</u> M. R. G. Morales (Minuyan) W. I. V. Rogacion (Minuyan) V. Q. Velez (BOD) C. M. D. Vergara



				(MROD) M. J. L. Fernandez (POD) <u>VOD:</u> M. E. C. Opo M. C. V. Majomot <u>MOD:</u> E. L. Labaro (Zamboanga City) S. J. H. Dacula (Dava City)
2. .Receive check payment and issues Official Receipt	2.1. Verify the accuracy of the amount on the approved DV vis-à-vis the check 2.2. Have the DV signed by the claimant on the receipt portion, verify issued OR with check details and release the check	None	10 Minutes	Cashier (AFD) <u>LOD:</u> M. R. G. Morales (Minuyan) W. I. V. Rogacion (Minuyan) V. Q. Velez (BOD) C. M. D. Vergara (MROD) M. J. L. Fernandez (POD) <u>VOD:</u> M. E. C. Opo M. C. V. Majomot <u>MOD:</u> E. L. Labaro (Zamboanga City) S. J. H. Dacula (Dava City)
	Total	None	15 Minutes	



6. Power Extension

Local Government Units (LGU) where NPC plants is providing power is requesting for extension of service beyond the normal operating Hours. (Special Occasion)

Office or Division:		SPUG Luzon, Visayas and Mindanao Operations		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Mini Grid/Community Household Consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved LGU Resolution / letter		Concerned LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / mail Resolution/letter to LOD/VOD/MOD office, seven (7) working days prior to implementation of the request	1.1.Check validity & content of request	None	3 Minutes	Principal Engineer C, Technical Staff <u>LOD:</u> J. A. Ricacho (MQNLOD) J. L. Gillego (BOD) C. D. Metrio (MROD) A. R. Zabala (POD) <u>VOD:</u> A. D. Buslon (WVOD) M.R. P. Mongcopa (EVOD) <u>MOD:</u> R. B. Urbiztondo (EMOD) L. J. P. Garcia (WMOD)
	1.2.Evaluation of power extension	None	10 Minutes	Principal Engineer C, Technical Staff <u>LOD:</u> J. A. Ricacho (MQNLOD) J. L. Gillego (BOD) C. D. Metrio (MROD)



				A. R. Zabala (POD) <u>VOD:</u> A. D. Buslon (WVOD) M.R. P. Mongcopa (EVOD) <u>MOD:</u> R. B. Urbiztondo (EMOD) L. J. P. Garcia (WMOD)
	1.3. Approve the request	None	10 Minutes	Endorsement: Division Manager <u>LOD:</u> D.D. Bacarse (MQNLOD) A. B. Beo (BOD) F. B. Barrios (POD) R. M. Umban (MROD) <u>VOD:</u> E. P. Villegas (EVOD) P. B. Guyot (WVOD) <u>MOD:</u> C. D. Isahac (WMOD) R. U. Fullido (EMOD) Approval: Department Manager <u>LOD:</u> E. T. Tatel <u>VOD:</u> T. T. Diacor <u>MOD:</u> Y. H. Darayan
	1.4. Send to the	None	3 Days	Principal Engineer



	concerned plant			C, Technical Staff <u>LOD:</u> J. A. Ricacho (MQNLOD) J. L. Gillego (BOD) C. D. Metrio (MROD) A. R. Zabala (POD) <u>VOD:</u> A. D. Buslon (WVOD) M.R. P. Mongcopa (EVOD) <u>MOD:</u> R. B. Urbiztondo (EMOD) L. J. P. Garcia (WMOD)
	Total	None	3 Days & 23 Minutes	



7. Reconnection

Restoration of electric service which has been disconnected due to non-payment of power bills.

Office or Division:		SPUG Luzon, Visayas and Mindanao Operations		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Mini Grid Household Consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Paid Overdue Power Bills/Arrears		SPUG Designated Special Collection Officer		
2. Reconnection Order Form		Concerned SPUG Operations Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay/settle previous unpaid power bills and arrears at the Mini-Grid Satellite/Collection Office	1.1 Receive payment from residential customer and issue Official Receipt	Amount of unpaid power bills/arrears	10 minutes	Designated Special Collection Officer <u>LOD:</u> I. R. Plasos (MQNLOD) S. J. Cangas (MQNLOD) A. V. Castillo, Jr (BOD) M. A. M. Cabarles (BOD) <u>VOD:</u> J. J. DCalosor (Catbalogan Mini-Grid) J. D. Pondang (Almagro Mini-Grid) R. B. Gumalo (Sto. Niño Mini-Grid) J. S. Mongcopa (Negros-Panay Mini-Grid) <u>MOD:</u> F. A. Adjap (Tabuan Lasa DPPs) H. S. A. Musa (5 IB DPPs)
	1.2 Issue reconnection order form	None	5 minutes	Operations Division Manager <u>LOD:</u>



				D.D. Barcase (MQNLOD) A.B. Beo (BOD) F. B. Barrios (POD) <u>VOD:</u> E. P. Villegas (EVOD) P. B. Guyot (WVOD) <u>MOD:</u> C. D. Isahac (WMOD)
2. Present the official receipt and reconnection order form to the plant	2.1 Check the official receipt and approved reconnection order form	None	1 hour	Plant Head <u>LOD:</u> A. S. Uy (Maconacon DPP) B. P. Pallogan (Balatubat & Minabel DPPs) M. T. Bacolod (Chico, Peña, Ginawayan & Nabuctot DPPs) F. B. Bellas (PRES Mini-Grid) J. S. Estrada (San Pascual-Burias, Claveria DPPs) <u>VOD:</u> J. J. DCalosor (Catbalogan Mini-Grid) J. D. Pondang (Almagro Mini-Grid) R. B. Gumalo (Sto. Niño Mini-Grid) J. S. Mongcopa (Negros-Panay Mini-Grid) <u>MOD:</u> F. A. Adjap (Tabuan Lasa DPPs) H. S. A. Musa



				(5 IB DPPs)
	2.2 Schedule and coordinate the reconnection, once every month	none	1 hour	Plant Head <u>LOD:</u> (A. S. Uy <i>(Maconacon DPP)</i> B. P. Pallogan <i>(Balatubat & Minabel DPPs)</i> M. T. Bacolod <i>(Chico, Peña, Ginawayan & Nabuctot DPPs)</i> F. B. Bellas <i>(PRES Mini-Grid)</i> J. S. Estrada <i>(San Pascual-Burias, Claveria DPPs)</i> <u>VOD:</u> J. J. J. DCalosor <i>(Catbalogan Mini-Grid)</i> J. D. Pondang <i>(Almagro Mini-Grid)</i> R. B. Gumalo <i>(Sto. Niño Mini-Grid)</i> J. S. Mongcopa <i>(Negros-Panay Mini-Grid)</i> <u>MOD:</u> F. A. Adjap <i>(Tabuan Lasa DPPs)</i> H. S. A. Musa <i>(5 IB DPPs)</i>
	2.3 Reconnect the service drop wire	None	1 hour	Plant Operator/ Lineman <u>LOD:</u> <i>LGU as per MOA</i> <u>VOD:</u> G. M. Pedrosa <i>(Biasong DPP)</i> R. L. Sampayan <i>(Costa Rica DPP)</i> I. D. Gahuman <i>(Kerikite DPP)</i> M. A. Palajos <i>(Lunang DPP)</i>



				V. B. Ortilano <i>(Cabungaan DPP)</i> C. T. Brion, Jr. <i>(Ilijan DPP)</i> B. B. Sabordo <i>(Libucan DPP)</i> J. M. M. Pondang <i>(Takut DPP)</i> M. J. B. Rosales <i>(Bagongon DPP)</i> A. O. Del Rosario <i>(Cinco Rama DPP)</i> D. E. Loza <i>(Batbatan DPP)</i> J. G. Sumbing <i>(Batbatan DPP)</i> B. N. Bernadas <i>(Guiwanon DPP)</i> R. T. Lozana <i>(Guiwanon DPP)</i> I. R. A. Panilag <i>(Sibolo DPP)</i> C. E. B. Amagan <i>(Sibolo DPP)</i> <u>MOD:</u> F. M. Rico <i>(5IB DPPs)</i> M. J. Bejerano <i>(5IB DPPs)</i> A. P. Gaganaocruz <i>(5IB DPPs)</i> A. P. Fernandez <i>(5IB DPPs)</i> J. Tijamo <i>(5IB DPPs)</i> O. Gaganaocruz <i>(Tabuan Lasa DPPs)</i> R.F. DelaCruz <i>(Tabuan Lasa DPPs)</i>
	Total	None	3 hours & 15 Minutes	



8. New Connection

Application of Household Consumers for new electric line connection for Mini Grid Service Area

Office or Division:		SPUG Luzon, Visayas and Mindanao Operations		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Mini Grid Household Consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled application form		SPUG Designated Special Collection Officer		
2. Electrical Lay-out		Barangay Electrician		
3. Vicinity map		Concerned applicant		
4. 2 X 2 ID Picture		Concerned applicant		
5. Kwhr Meter and House Wiring Materials		Concerned applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled application form with requirements (2, 3 & 4)	1.1. Check the validity of the application form, vicinity map & electrical lay-out	None	2 Days	Plant Head <u>LOD:</u> (A. S. Uy <i>(Maconacon DPP)</i> B. P. Pallogan <i>(Balatubat & Minabel DPPs)</i> M. T. Bacolod <i>(Chico, Peña, Ginawayan & Nabuctot DPPs)</i> F. B. Bellas <i>(PRES Mini-Grid)</i> C. S. Lumagas <i>(Buris MG Cluster 1)</i> J. S. Estrada <i>(San Pascual-Burias, Claveria DPPs)</i> <u>VOD:</u> J J. J. DCalosor <i>(Catbalogan Mini-Grid)</i> J. D. Pondang <i>(Almagro Mini-Grid)</i> R. B. Gumalo <i>(Sto. Niño Mini-Grid)</i> J. S. Mongcopa <i>(Negros-Panay Mini-Grid)</i>
	1.2. If found in order, sign the approved portion of application form	None		



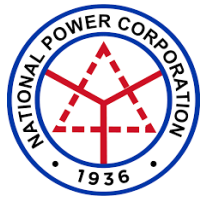
				<u>MOD:</u> F. A. Adjap <i>(Tabuan Lasa DPPs)</i> H. S. A. Musa <i>(5 IB DPPs)</i>
2. Submit the approved application form and the kwhr meter at collection office (Plant Office)	2.1. Check the completeness of the application form and requirements	None	5 Minutes	Plant Head <u>LOD:</u> A. S. Uy <i>(Maconacon DPP)</i> B. P. Pallogan <i>(Balatubat & Minabel DPPs)</i> M. T. Bacolod <i>(Chico, Peña, Ginawayan & Nabuctot DPPs)</i> F. B. Bellas <i>(PRES Mini-Grid)</i> C. S. Lumagas <i>(Buris MG Cluster 1)</i> J. S. Estrada <i>(San Pascual-Burias, Claveria DPPs)</i> <u>VOD:</u> J. J. J. DCalosor <i>(Catbalogan Mini-Grid)</i> J. D. Pondang <i>(Almagro Mini-Grid)</i> R. B. Gumalo <i>(Sto. Niño Mini-Grid)</i> J. S. Mongcopa <i>(Negros-Panay Mini-Grid)</i> <u>MOD:</u> F. A. Adjap <i>(Tabuan Lasa DPPs)</i> H. S. A. Musa <i>(5 IB DPPs)</i>
	2.2 Prepare connection order form	None	2 Minutes	Plant Head <u>LOD:</u> A. S. Uy <i>(Maconacon DPP)</i> B. P. Pallogan <i>(Balatubat & Minabel DPPs)</i> M. T. Bacolod



					<p>(Chico, Peña, Ginawayan & Nabuctot DPPs) F. B. Bellas (PRES Mini-Grid) C. S. Lumagas (Buris MG Cluster 1) J. S. Estrada (San Pascual-Burias, Claveria DPPs)</p> <p><u>VOD:</u> J J. J. DCalosor (Catbalogan Mini-Grid) J. D. Pondang (Almagro Mini-Grid) R. B. Gumalo (Sto. Niño Mini-Grid) J. S. Mongcopa (Negros-Panay Mini-Grid)</p> <p><u>MOD:</u> F. A. Adjap (Tabuan Lasa DPPs) H. S. A. Musa (5 IB DPPs)</p>
	2.3 connection form	Issue order	None	2 Minutes	<p>Operations Division Manager</p> <p><u>LOD:</u> D. D. Barcarse (MQNLOD) A. B. Beo (BOD) F. B. Barrios (POD)</p> <p><u>VOD:</u> E. P. Villegas (EVOD) P. B. Guyot (WVOD)</p> <p><u>MOD:</u> C. D. Isahac (WMOD)</p>
	2.4 Schedule and coordinate	the	None	1 hour	<p>Plant Head</p>



	connection			<p><u>LOD:</u> A. S. Uy (Maconacon DPP) B. P. Pallogan (Balatubat & Minabel DPPs) M. T. Bacolod (Chico, Peña, Ginawayan & Nabuctot DPPs) F. B. Bellas (PRES Mini-Grid) C. S. Lumagas (Buris MG Cluster 1) J. S. Estrada (San Pascual-Burias, Claveria DPPs)</p> <p><u>VOD:</u> J. J. D. Calosor J. D. Pondang R. B. Gumalo J. S. Mongcopa</p> <p><u>MOD:</u> F. A. Adjap (Tabuan Lasa DPPs) H. S. A. Musa (5 IB DPPs)</p>
	2.5 Commence connection of the service drop wire and installation of kwhr Meter	None	1 Day	<p>Plant Operator / Lineman</p> <p><u>LOD:</u> LGU as per MOA</p> <p><u>VOD:</u> G. M. Pedrosa (Biasong DPP) R. L. Sampayan (Costa Rica DPP) I. D. Gahuman (Kerikite DPP) M. A. Palajos (Lunang DPP) V. B. Ortilano (Cabungaan DPP) C. T. Brion, Jr. (Ilijan DPP) B. B. Sabordo (Libucan DPP)</p>



				J. M. M. Pondang <i>(Takut DPP)</i> M. J. B. Rosales <i>(Bagongon DPP)</i> A. O. Del Rosario <i>(Cinco Rama DPP)</i> D. E. Loza <i>(Batbatan DPP)</i> J. G. Sumbing <i>(Batbatan DPP)</i> B. N. Bernadas <i>(Guiwanon DPP)</i> R. T. Lozana <i>(Guiwanon DPP)</i> I. R. A. Panilag <i>(Sibolo DPP)</i> C. E. B. Amagan <i>(Sibolo DPP)</i> <u>MOD:</u> F. M. Rico <i>(5IB DPPs)</i> M. J. Bejerano <i>(5IB DPPs)</i> A. P. Gaganaocruz <i>(5IB DPPs)</i> A. P. Fernandez <i>(5IB DPPs)</i> J. Tijamo <i>(5IB DPPs)</i> O. Gaganaocruz <i>(Tabuan Lasa DPPs)</i> R.F. DelaCruz <i>(Tabuan Lasa DPPs)</i>
	Total	None	3 Days, 1 Hour & 9 Minutes	



09. Issuance of Official Receipt

Official Receipts are issued for payments received from private individuals, suppliers and contractors for sale of bid documents, posting of performance bonds and payment of other receivables.

Office or Division:		SPUG Luzon, Visayas and Mindanao Operations		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business/G2C – Government to Citizen		
Who may avail:		Suppliers, Contractors, Private Individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment Order		Procurement Office		
2. Cash, Cashier's Check, Manager's Check		Cashier / Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document as basis for payment	1.1. Check the document presented and compute payable amount	Bid Documents: Max. Cost of ABC Bid Docs Up to 500K : 500.00 >500 upto1M:1,000.00 >1M upto5M: 5,000.00 Performance Bond: 5% of Total Contract Price for Goods and Consulting Services 10% of Total Contract Price for Infrastructure Projects Debit Memo: Actual amount indicated on the debit memo	10 minutes	For Procurement related transactions: Materials Management Specialist C (AFD) <u>LOD:</u> E. J. E. Manay (Minuyan) T. M. Condeza (MQNLOD) <u>VOD:</u> E. P. Conejos G. F. D. Cuarto <u>MOD:</u> J. C. Montulo (Zmboanga City) D. B. Daodaoang (Davao City) For Other Receivables: Financial Specialist (AFD) <u>LOD:</u> P. C. ELineses



				<u>VOD:</u> C. D. Rivilles <u>MOD:</u> S. D. Monera
2. Fill-out Payment Order Form and sign	2.1. Indicate the Debtor/Creditor No. (DCE) and sign the Payment Order	None	5 Minutes	For Other Receivables: Financial Specialist (AFD) <u>LOD:</u> R. M. Bullos <u>VOD:</u> C. D. Rivilles <u>MOD:</u> M. L. Tomarong
3. Present Payment Order Form and pay to Cashier	3.1. Accept payment and issue Official Receipt	Amount indicated on the Payment Order	2 Minutes	Cashier C (AFD) <u>LOD:</u> M. R. G. Morales (Minuyan) W. I. V. Rogacion (Minuyan) V. Q. Velez (BOD) C. M. D. Vergara (MROD) M. J. L. Fernandez (POD) <u>VOD:</u> M. E. C. Opo <u>MOD:</u> E. L. Labaro (Zamboanga City) S. J. H. Dacula (Davao City)
	Total		17 Minutes	

Note: Fees is in accordance with RA 9184



MINDANAO GENERATIONS GROUP

10. Conduct Meter Accuracy Test

Witnessing the conduct of Meter Accuracy Test is an Inherent Function of the office to ensure that Information/Data from Meter Reading are Real and Accurate.

Office or Division:	IPP Contracts Management – Office of the Vice President, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Energy Development Corporation / STEAG SPI			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request from IPP Plant address to Office of the Vice President, National Power Corporation – Mindanao Generation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for schedule of meter accuracy test	1.1 Receive letter request, log-in and forward to Division Manager	None	5 Minutes	<i>Service Provider (Employee)</i>
	1.2 Prepare travel documents and facilitate approval	None	1 Hour	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.3 Approve Travel Order	None	2 Hours	<i>Division Manager</i>
	1.4 Travel to IPP location	None	1 Day	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.5 Witness the conduct of test	None	1 Day	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.6 Sign test results	None	4 Hours	<i>Principal Engineer A and/or Principal Engineer B</i>
	Total	None	2 Days, 7 Hours & 5 Minutes	



11. Conduct Annual Guarantee Test

The conduct of Annual Guarantee Test (Heat Rate and Capacity Test) is required per Contract with STEAG.

Office or Division:	IPP Contracts Management – Office of the Vice President, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	STEAG SPI			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request from IPP Plant address to IPP Contracts Management – Office of the Vice President, National Power Corporation – Mindanao Generation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the conduct of testing on specified date	1.1 Receive letter request, log-in and forward to Division Manager	None	5 Minutes	<i>Service Provider (Employee)</i>
	1.2 Communicate with ESD-PES and CMTSD as to their availability	None	1 Day	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.3 Prepare travel documents if ESD-PES and CMTSD are available and facilitate for approval	None	2 Hours	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.4 Approve Travel Order	None	1 Day	<i>Division Manager</i>
	1.5 Travel to IPP location	None	1 Day	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.6 Opening meeting	None	4 Hours	<i>Division Manager, Principal Engineer A and/or Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Proceed the conduct test of measuring instruments	None	3 Days	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.8 Conduct of Annual Guarantee Test. Unit Load Testing	None	2 Days (for 2 Units)	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.9 Close out meeting and validation of initial result	None	4 Hours	<i>Division Manager, Principal Engineer A and/or Principal Engineer B</i>
	Total	None	9 Days, 2 Hours & 5 Minutes	



12. Preparation / Computation of Power Bill

Preparation of Power Bill is one of the Responsibilities Assumed by the Office from PSALM by Virtue of Deputization Agreement.

Office or Division:	IPP Contracts Management – Office of the Vice President, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	STEAG SPI or Energy Development Corporation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Invoice Supported with Price Indices from IPP Plants			IPP Contracts Management (IPPCM)– Office of the Vice President, National Power Corporation – Mindanao Generation	
2. Meter Reading Report with Pictures			IPPCM, Mindanao Generation	
3. Summary of Operation Per Plant			IPPCM, Mindanao Generation	
4. NGCP Load Adjustment Notice			IPPCM, Mindanao Generation	
5. PSALM Daily Generation Schedule			IPPCM, Mindanao Generation	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IPP Invoice with Supporting Documents	1.1 Receive IPP Invoice and Supporting Documents and forward to Principal Engineer A and/or Principal Engineer B	None	5 Minutes	<i>Service Provider (Employee)</i>
	1.2 Prepare validation of Power Purchase Billing	None	1 Day	<i>Principal Engineer A and/or Principal Engineer B</i>
	1.3 Check and Review validated Power Purchase Billing	None	1 Day	<i>Principal Engineer A</i>
	1.4 Review and Sign Power Purchase Billing	None	1 Day	<i>Division Manager</i>
	1.5 Record Energy Charges Details and prepare transmittal letter for PSALM	None	1 Day	<i>Financial Specialist</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Sign Transmittal Letter for PSALM	None	1 Day	<i>Vice President, Mindanao Generation</i>
	1.7 Transmit to PSALM	None	4 Hours	<i>Financial Specialist</i>
	Total	None	5 Days, 4 Hours & 5 Minutes	



13. Issuance of Contractor's/Supplier's ID

Issuance of Identification Document is necessary to Identify and Monitor entry and Exit of Contractors/Suppliers and their Employees doing business within the Corporation.

Office or Division:	Safety and Security Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor's/Supplier's, including their Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authorization Letter indicating list of Company representatives including the proprietor for issuance of ID			Company/Proprietor	
2. Official Receipt (payment for ID Card)			Finance Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out application for issuance of Supplier's / Contractor's ID	1.1 Receive filled-out form, Authorization letter, Official Receipt and forward to Chief Security Officer.	None	5 Minutes	<i>Data Controller/ Encoder/ Service Provider</i>
	1.2 Evaluate application for Issuance of NPC Supplier's/ Contractor's ID and forward to Data Controller/Encoder/ Service Provider for ID Card preparation, if evaluation is favorable. • If favorable, proceed to 1.3 • If not favorable, return application documents to requesting party	None	15 Minutes	<i>Chief Security Officer</i>
	1.3 Prepare ID Card and forward to CMO-Logistics for signature.	None	30 Minutes	<i>Data Controller/ Encoder / Service Provider</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receive signed ID Card from Logistics and forward to CSO for review and initial.	None	10 Minutes	<i>Data Controller/ Encoder / Service Provider</i>
	1.5 Review, initial ID Card and forward to SSD Manager for approval	None	10 Minutes	<i>Chief Security Officer</i>
	1.6 Approve issuance of ID Card and forward to Data Controller/ Encoder/Service Provider for release.	None	4 Hours	<i>Division Manager</i>
	1.7 Record ID Card in the logbook for supplier's /contractor's signature.	None	30 Minutes	<i>Data Controller/ Encoder / Service Provider</i>
2. Sign logbook for ID Card release.	2.1.Receive logbook and release ID Card.	None	5 Minutes	<i>Data Controller/ Encoder / Service Provider</i>
	Total	None	5 Hours & 45 Minutes	



14. Issuance of Vehicle Sticker

Issuance of Sticker (Vehicle) to contractors'/Suppliers'/Power Customers/Janitorial/ Security Guards/Local Government Units regularly doing business with NPC, Mindanao Generation.

Office or Division:	Safety and Security Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business/G2C – Government to Citizen			
Who may avail:	Contractors/Suppliers, Power Customers, Janitorial, Security Guards, Local Government Unit (LGUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (OR) and Certificate of Registration (CR)			Land Transportation Office	
2. Vehicle Deed of Sale			Transacting Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out application for issuance of NPC Vehicle Sticker Pass.	1.1 Receive filled-out form, Vehicle Official Receipt and Certificate of Registration and forward to Chief Security Officer for review and evaluation.	None	5 Minutes	<i>Data Controller/ Encoder / Service Provider</i>
	1.2 Evaluate and recommend action on the application for Issuance of NPC Vehicle Sticker Pass and forward to Division Manager. • If favorable, proceed to 1.3 • If not favorable, return application documents to requesting party	None	15 Minutes	<i>Chief Security Officer</i>
	1.3 Sign/approve application and return to Data Controller/ Encoder/Service Provider for processing.	None	15 Minutes	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Issue request payment slip with complete entries for issuance of Payment Instruction Form (PIF) and advise client to proceed to Accounting, Budget and Disbursement Control Section (ABDC).	None	5 Minutes	<i>Data Controller/ Encoder / Service Provider</i>
2. Submit request payment slip to Sr. Financial Analyst.	2.1. Issue PIF and advise client to proceed to Cashier for payment.	None	10 Minutes	<i>Sr. Financial Analyst</i>
3. Pay the required amount.	3.1. Receive payment and issue OR.	P100.00	10 Minutes	<i>Cashier B</i>
4. Proceed to SSD Office and present OR for issuance of Vehicle Sticker Pass.	4.1. Issue and place NPC Sticker to designated front location of the vehicle.	None	1 Hour	<i>Data Controller/ Encoder / Service Provider</i>
	Total	100.00	2 Hours	



15. Facilitate Various Request from AFP/PNP, LGUS, SAC and BIN

Request assistance for Mindanao Generation to provide Personnel, Equipment and other support requirements.

Office or Division:		Safety and Security Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		AFP, PNP, Station Advisory Council (SAC), Barangay Intelligence Network (BIN) and Local Government Unit (LGUs)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request.	1.1.Receive, log-in letter request and forward to Division Manager.	None	10 Minutes	<i>Data Controller/ Encoder/ Service Provider</i>
	1.2.Evaluate request and coordinate to concerned office for appropriate action.	None	1 Day	<i>Division Manager</i>
	1.3.Prepare reply/action regarding the request.	None	2 Hours	<i>Concerned Office</i>
	Total	None	1 Day, 2 Hours & 10 Minutes	



16. Safety/Security Permit

Issuance of Safety/Security permit authorizing Suppliers and Contractors in implementing their Project within Mindanao Generation Vicinity/Facility in compliance to occupational Safety and Health standards.

Office or Division:	Safety and Security Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of Award (NOA)			Suppliers/Contractors/Logistics Division	
2. Notice to Proceed (NTP)			Suppliers/Contractors/Logistics Division	
3. Purchase Order (PO)			Suppliers/Contractors/Logistics Division	
4. PSALM Security Permit			PSALM Security Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements NOA, NTP and PO for safety and security orientation	1.1.Receive and check documents before issuing Safety / Security Permit Form to the client.	None	5 Minutes	<i>Data Controller/ Encoder/ Service Provider</i>
2. Fill-out and submit the Safety / Security Form	2.1 Receive and check Safety/Security Form.	None	5 Minutes	<i>Principal Engineer A / Chief Security Officer or Safety Officer</i>
	2.2 Conduct Safety/Security orientation, sign and forward Safety/Security form to Division Manager.	None	1 Hour	<i>Chief Security Officer or Safety Officer</i>
	2.3 Approve the Safety and Security permit and return to Data Controller/Encoder / Service Provider	None	15 Minutes	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Provide Safety/Security permit number. Issue approved Safety/Security permit to Supplier/Contractor and advise to proceed to PSALM Security Office for issuance of security permit.	None	10 Minutes	<i>Data Controller/ Encoder/ Service Provider</i>
	Total	None	1 Hour & 35 Minutes	



17. Receiving of Goods, Processing & Payment of Suppliers'/ Contractors' Claims Covered by Purchase Order (Materials and Services)

Processing and Payment of Suppliers'/Contractors' Claims.

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sales/Charge Invoice (Goods) 2. Issued Purchase Order (PO) 3. Delivery Receipt 4. Notice of Award (If applicable) 5. Notice to Proceed (If applicable) 6. Certificate of Origin (Imported items) 7. Bureau of Custom/Packing List (Imported items) 8. Bill of Lading (Imported items) 9. Certificate of Warranty and after sales support from the manufacturer and Local supplier 10. Pictures with date (Newspaper) for PO amounting to PhP200,000.00 and above 11. Other required documents as stated in the PO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver goods/ items to Mindanao Generation Central Warehouse and submit required documents.	1.1 Check completeness of the above required documents	None	30 Minutes	Property Officer A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check/Inspect goods/items as to quantity & physical condition	None	2 Hours	<i>Property Officer A</i>
	1.3 Receive goods/items, acknowledge copies of Delivery Receipt and Sales/Charge Invoice	None	25 Minutes	<i>Property Officer A</i>
	1.4 Inspect and evaluate item based on Technical Specification as stated on Purchase Order	None	4 Hours	<i>Deputized Quality Assurance Officer</i>
	1.5 Prepare Inspection and Receiving Report (IRR) and forward to deputized Quality Assurance (QA) Officer	None	1 Day	<i>Property Officer A</i>
	1.6 Prepare COA Annex Form A	None	15 Minutes	<i>Property Officer A</i>
	1.7 Prepare Quality Control Inspection Report (QCIR) and perform:	None	3 Hours	<i>Deputized Quality Assurance Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Sign IRR and forward to Section Chief Warehousing, Inventory and Assets Disposal Section (WIADS) (proceed to 1.8 & 1.9)	None	1 Day	<i>Deputized Quality Assurance Officer</i>
	b) Forward prepared QCIR to Logistics Manager (proceed to 1.10)	None	30 Minutes	<i>Deputized Quality Assurance Officer</i>
	1.8 Review and initial IRR	None	1 Hours	<i>Section Chief, WIADS, Logistics Division</i>
	1.9 Sign IRR and return to Property Officer A	None	1 Hours	<i>Logistics Division Manager</i>
	1.10 Approve QCIR and forward to concerned End-user	None	1 Day	<i>Logistics Division Manager</i>
	1.11 Confirm and sign QCIR and return to deputized QA Officer	None	30 Minutes	<i>Concerned End-user</i>
	1.12 Submit signed IRR and other supporting documents to Finance Division	None	4 Hours	<i>Property Officer A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.14 Sign Box A1	None	1 Day	<i>Requisitioning Cost Center Head</i>
	1.15 Sign Box A2	None	1 Day	<i>Section Chief, Procurement Services Section / Logistics Division Manager / Department Manager, AFD</i>
	1.16 Pre-audit	None	4 Days	<i>Sr. Financial Specialist B</i>
	1.17 Certify Fund	None	4 Hours	<i>Sr. Financial Specialist B / Section Chief ABCD/ Finance Division Manager</i>
	1.18 s Availability and sign Box B1 & B2			
	1.19 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.20 Pre-audit Review	None	2 Days	<i>Sr. Financial Specialist B / Section Chief ABCD /Finance Division Manager</i>
	1.21 Approve DV/Sign Box C	None	1 Day	<i>Concerned Division / Department Manager / Vice President</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.22 Retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	4 Hours	<i>Data Controller/Encoder</i>
	1.23 Receive Disbursement Voucher	None	30 Minutes	<i>Cashier C</i>
	1.24 Validate Disbursement Vouchers for signature-supporting documents	None	30 Minutes	<i>Cashier C</i>
	1.25 Assign/Prepare Check	None	4 Hours	<i>Cashier C</i>
	1.26 Record in Check Register Book	None	5 Hours	<i>Cashier C</i>
	1.27 Review /Sign Checks based on MOA	None	1 Day	<i>Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President</i>
	1.28 Receive Signed Checks	None	10 Minutes	<i>Cashier B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/ Official Receipt	None	20 Minutes	Cashier B
	2.2 Release Check	None	20 Minutes	Cashier B
	Total	None	20 Days	

Note: Assuming Funding is already provided by PSALM



18. Processing & Payment of Contractors' / Suppliers' Claims Covered by Contract Up to 10 Million Pesos

Processing and Payment of Contractors' / Suppliers' Claims for Mobilization (CAPEX-Infrastructure).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for mobilization approved by Vice President			Contractors/Suppliers	
2. Original copy of approved contract			Contractors/Suppliers	
3. Original Notice of Award			Contractors/Suppliers	
4. Original Notice to Proceed			Contractors/Suppliers	
5. Performance Bond Certification			Contracts Management Office, Logistics Div.	
6. Surety Bond Certification			Contracts Management Office, Logistics Div.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request for mobilization and other required documents to concerned Cost Center	1.1 Receive approved request for mobilization and other required documents	None	1 Day	<i>Concerned Cost Center</i>
	1.2 Forward documents to Finance Division	None	4 Hours	<i>Concerned Cost Center</i>
	1.3 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.4 Sign Box A1	None	1 Day	<i>Department Manager Concerned</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Sign Box A2	None	1 Day	<i>Division Manager Concerned</i>
	1.6 Pre-Audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.7 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.8 Review Pre-Audited Disbursement Voucher	None	4 Hours	<i>Section Chief, ABDC / Finance Manager</i>
	1.9 Initial/Sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B/ Section Chief, ABDC / Finance Manager</i>
	1.10 Sign Box C	None	1 Day	<i>Vice President</i>
	1.11 Forward approved Disbursement Voucher to Finance Division	None	1 Hour	<i>Secretary C</i>
	1.12 Receive approved DV, retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	4 Hours	<i>Data Controller/Encoder</i>
	1.13 Receive approved Disbursement Voucher	None	30 Minutes	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.14 Check completeness of signatures of approved Disbursement Vouchers	None	30 Minutes	Cashier C
	1.15 Assign/Prepare Check	None	4 Hours	Cashier C
	1.16 Record in Check Register Book	None	5 Hours	Cashier C
	1.17 Review /Sign Checks based on MOA	None	1 Day	Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President
	1.18 Receive Signed Checks	None	20 Minutes	Cashier B
2. Supplier to issue Official Receipt and receive check, sign cashier's check register book and disbursement voucher	a. Validate Collection/ Official Receipt	None	20 Minutes	Cashier B
	b. Release Check	None	20 Minutes	Cashier B
Total		None	16 Days	

Note: Assuming Funding is already provided by PSALM



19. Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure Projects) - First Billing

Processing and payment of Contractors'/Suppliers' Claims for First Billing (CAPEX).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/ Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors/Suppliers		
2. Original copy of approved Contract		Contractors/Suppliers		
3. Original Notice of Award		Contractors/Suppliers		
4. Original Notice to Proceed		Contractors/Suppliers		
5. Performance Bond Certification		Contractors/Suppliers		
6. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors/Suppliers		
7. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors/Suppliers		
8. Pictures of accomplishment claimed		Contractors/Suppliers		
9. Inspection report by project inspector to be noted by concerned Manager		End-user concerned		
10. Certification by Contract Management Office that original bidding documents were forwarded to COA		Contract Management Office, Logistics Division		
11. Bidding Documents		End-user concerned		
12. Job Order / Work Order no.		Finance - Budget		
13. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Contractors/Suppliers/Contract Management Office, Logistics Division		
14. Copy of audited DV of mobilization (if applicable)		Contractors/Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Charge Invoice/Billing Statement and other required documents to concerned Cost Center	1.1 Receive Charge Invoice/Billing Statement and other required documents for First Billing	None	1 Day	Concerned Cost Center



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Forward documents to Finance Division	None	4 Hours	<i>Concerned Cost Center</i>
	1.3 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.4 Sign Box A1	None	1 Day	<i>Division Manager / Department Manager Concerned</i>
	1.5 Sign Box A2	None	1 Day	<i>Division Manager Concerned</i>
	1.6 Pre-audit	None	5 Days	<i>Sr. Financial Splst B</i>
	1.7 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.8 Review Pre-Audited Disbursement Voucher	None	4 Hours	<i>Section Chief, ABDC / Finance Manager</i>
	1.9 Initial/Sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Splst B / Section Chief, ABDC / Finance Manager</i>
	1.10 Sign Box C	None	1 Day	<i>Vice President</i>
	1.11 Forward approved Disbursement Voucher to Finance Division	None	1 Hours	<i>Secretary C</i>
	1.12 Receive approved DV, retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	4 Hours	<i>Data Controller/Encoder</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Receive approved Disbursement Voucher	None	30 Minutes	Cashier C
	1.14 Check completeness of signatures of approved Disbursement Vouchers	None	30 Minutes	Cashier C
	1.15 Assign/Prepare Check	None	4 Hours	Cashier C
	1.16 Record in Check Register Book	None	5 Hours	Cashier C
	1.17 Review /Sign Checks based on MOA	None	1 Day	Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President
	1.18 Receive Signed Checks	None	20 Minutes	Cashier B
2. Supplier to issue Official Receipt and receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/Official Receipt	None	20 Minutes	Cashier B
	2.2 Release Check	None	20 Minutes	Cashier B
Total		None	16 Days	



20. Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure Projects) - Progress Billing

Processing and payment of Contractors'/Suppliers' Claims for Progress Billing (CAPEX).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors/Suppliers		
2. Photocopy of approved Contract		Contractors/Suppliers		
3. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors/Suppliers		
4. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors/Suppliers		
5. Pictures of accomplishment report to be validated by Technical/End-user concerned		Contractors/Suppliers/End-user Concerned		
6. Inspection report by project inspector to be noted by concerned Manager		Contract Management Office, Logistics Division		
7. Job Order / Work Order no.		End-user concerned		
8. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Finance Treasury Section		
9. Copy of audited DV of mobilization and previous billings		Contractors/Suppliers		
10. Supplemental Agreement, Change Orders, Extra works orders as necessary		Contractors/Suppliers/End-user concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Charge Invoice/Billing Statement and other required documents to concerned Cost Center	1.1 Receive Charge Invoice/Billing Statement and other required documents for First Billing	None	1 Day	Concerned Cost Center
	1.2 Forward documents to Finance Division	None	4 Hours	Concerned Cost Center



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.4 Sign Box A1	None	1 Day	<i>Division Manager / Department Manager Concerned</i>
	1.5 Sign Box A2	None	1 Day	<i>Division Manager Concerned</i>
	1.6 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.7 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.8 Review Pre-Audited Disbursement Voucher	None	4 Hours	<i>Section Chief ABDC/ Finance Manager</i>
	1.9 Initial/Sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B/Section Chief ABDC/ Finance Manager</i>
	1.10 Sign Box C	None	1 Day	<i>Department Manager / Vice President</i>
	1.11 Forward approved Disbursement Voucher to Finance Division	None	1 Hours	<i>Secretary D/C</i>
	1.12 Receive approved DV, retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	4 Hours	<i>Data Controller/Encoder</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Receive approved Disbursement Voucher	None	30 Minutes	Cashier C
	1.14 Check completeness of signatures of approved Disbursement Vouchers	None	30 Minutes	Cashier C
	1.15 Assign/Prepare Check	None	4 Hours	Cashier C
	1.16 Record in Check Register Book	None	5 Hours	Cashier C
	1.17 Review /Sign Checks based on MOA	None	1 Day	Section Chief, Treasury/ Finance Division Manager / Administration and Finance Manager / Vice President
	1.18 Receive Signed Checks	None	20 Minutes	Cashier B
2. Supplier to issue Official Receipt and receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/Official Receipt	None	20 Minutes	Cashier B
	2.2 Release Check	None	20 Minutes	Cashier B
	Total	None	16 Days	



21. Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure Projects) – Final Billing

Processing and payment of Contractors'/Suppliers' Claims for Final Billing (CAPEX).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user			Contractors/Suppliers	
2. Photocopy of approved Contract			Contractors/Suppliers	
3. Project Work Accomplishment approved by Vice President (as of a given date)			Contractors/Suppliers	
4. Affidavit of Payment for Labor, Materials and Statutory Obligation			Contractors/Suppliers	
5. Pictures of accomplishment report to be validated by Technical/End-user concerned			Contractors/Suppliers/End-user Concerned	
6. Inspection report by project inspector to be noted by concerned Manager			Contract Management Office, Logistics Division	
7. Job Order / Work Order no.			End-user concerned	
8. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention			Finance - Budget	
9. Copy of audited DV of mobilization and previous billings			Contractors/Suppliers	
10. Supplemental Agreement, Change Orders, Extra Works Orders as necessary			Contractors/Suppliers/End-user concerned	
11. Certificate of Completion			End-user concerned	
12. Clearance Certificate			Contractors/Suppliers	
13. Notarized quit claim			Contractors/Suppliers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Charge Invoice/Billing Statement and other required documents to concerned Cost Center	1.1 Receive Charge Invoice/Billing Statement and other required documents for First Billing	None	1 Day	Concerned Cost Center
	1.2 Forward documents to Finance Division	None	4 Hours	Concerned Cost Center



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.4 Sign Box A1	None	1 Day	<i>Department Manager Concerned</i>
	1.5 Sign Box A2	None	1 Day	<i>Division Manager Concerned</i>
	1.6 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.7 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.8 Review Pre-Audited Disbursement Voucher	None	4 Hours	<i>Section Chief, ABDC /Finance Manager</i>
	1.9 Initial/Sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B/Section Chief ABDC/ Finance Manager</i>
	1.10 Sign Box C	None	1 Day	<i>Vice President</i>
	1.11 Forward approved Disbursement Voucher to Finance Division	None	1 Hours	<i>Secretary C</i>
	1.12 Receive approved DV, retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	4 Hours	<i>Data Controller/ Encoder</i>
	1.13 Receive approved Disbursement Voucher	None	30 Minutes	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.14 Check completeness of signatures of approved Disbursement Vouchers	None	30 Minutes	Cashier C
	1.15 Assign/Prepare Check	None	4 Hours	Cashier C
	1.16 Record in Check Register Book	None	5 Hours	Cashier C
	1.17 Review /Sign Checks based on MOA	None	1 Day	Section Chief, Treasury/ Finance Division Manager / Administration and Finance Manager / Vice President
	1.18 Receive Signed Checks	None	20 Minutes	Cashier B
2. Supplier to issue Official Receipt and receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/Official Receipt	None	20 Minutes	Cashier B
	2.2 Release Check	None	20 Minutes	Cashier B
	Total	None	16 Days	



22. Processing and Payment of Suppliers'/Contractors' Claims for Refund of Retention for Materials and Services

Processing and payment of Suppliers'/Contractors' Claims for refund of retention for Materials and Services (through Purchase Order).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved letter request from supplier/contractor			Suppliers/Contractors	
2. Purchase Order (PO) / Inspection Receiving Report (IRR)			Suppliers/Contractors / Logistics Division	
3. Approved Disbursement Voucher (DV)			Suppliers/Contractors	
4. Certification from End-user that delivered items were free from defects			Suppliers/Contractors	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request and other required supporting documents to concerned Cost Center	1.1 Receive approved letter request and other required supporting documents	None	20 Minutes	<i>Concerned Cost Center</i>
	1.2 Evaluate and validate letter request	None	4 Hours	<i>Concerned Cost Center</i>
	1.3 Prepare and facilitate approval of certification that delivered items were free from defects	None	1 Day	<i>Concerned Cost Center</i>
	1.4 Forward documents to Finance Division	None	4 Hours	<i>Concerned Cost Center</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.6 Sign Box A1	None	1 Day	<i>Department Manager Concerned</i>
	1.7 Pre-audit	None	4 Days	<i>Sr. Financial Specialist B</i>
	1.8 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.9 Review Pre-Audited Disbursement Voucher	None	2 Days	<i>Section Chief, ABDC /Finance Manager</i>
	1.10 Initial/Sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B/Section Chief ABDC/ Finance Manager</i>
	1.11 Sign Box C	None	1 Day	<i>Vice President</i>
	1.12 Forward approved Disbursement Voucher to Finance Division	None	30 Minutes	<i>Secretary C</i>
	1.13 Receive approved DV, retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	30 Minutes	<i>Data Controller/Encoder</i>
	1.14 Receive approved Disbursement Voucher	None	4 Hours	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.15 Check completeness of signatures of approved Disbursement Vouchers	None	5 Hours	Cashier C
	1.16 Assign/Prepare Check	None	1 Day	Cashier C
	1.17 Record in Check Register Book	None	20 Minutes	Cashier C
	1.18 Review /Sign Checks based on MOA	None	20 Minutes	Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President
	1.19 Receive Signed Checks	None	20 Minutes	Cashier B
2. Supplier to issue Official Receipt and receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/Official Receipt	None	20 Minutes	Cashier B
	2.2 Release Check	None	20 Minutes	Cashier B
	Total	None	15 Days & 4 Hours	

*Assuming Funding is already provided by PSALM



23. Processing and Payment of Contractors'/Suppliers' Claims for Refund of Retention for Infrastructure

Processing and payment of Contractors'/Suppliers' Claims for refund of retention for Infrastructure (through contract).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved by Vice President letter request from contractor			Contractors/Suppliers	
2. Certification warranty bond for liability defect for the period of one year			Contractors/Suppliers/Contract Management Office, Logistics Division	
3. Previous Audited Vouchers			Contractors/Suppliers	
4. Clearance Certificate			Contractors/Suppliers	
5. Certificate of Final Acceptance			End-user	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request and other required supporting documents to concerned Cost Center	1.1 Receive approved letter request and other required supporting documents	None	20 Minutes	<i>Concerned Cost Center</i>
	1.2 Evaluate and validate letter request	None	4 Hours	<i>Concerned Cost Center</i>
	1.3 Prepare certificate of final acceptance	None	1 Day	<i>Concerned Cost Center</i>
	1.4 Forward documents to Finance Division	None	4 Hours	<i>Concerned Cost Center</i>
	1.5 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.6 Sign Box A1	None	1 Day	<i>Department Manager Concerned</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Pre-audit	None	4 Days	<i>Sr. Financial Specialist B</i>
	1.8 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.9 Review Pre-Audited Disbursement Voucher	None	2 Days	<i>Section Chief, ABDC /Finance Manager</i>
	1.10 Initial/Sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B /Section Chief ABDC/ Finance Manager</i>
	1.11 Sign Box C	None	1 Day	<i>Vice President</i>
	1.12 Forward approved Disbursement Voucher to Finance Division	None	30 Minutes	<i>Secretary C</i>
	1.13 Receive approved DV, retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	30 Minutes	<i>Data Controller/ Encoder</i>
	1.14 Receive approved Disbursement Voucher	None	4 Hours	<i>Cashier C</i>
	1.15 Check completeness of signatures of approved Disbursement Vouchers	None	5 Hours	<i>Cashier C</i>
	1.16 Assign/Prepare Check	None	1 Day	<i>Cashier C</i>
	1.17 Record in Check Register Book	None	20 Minutes	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.18 Review /Sign Checks based on MOA	None	20 Minutes	<i>Section Chief, Treasury/ Finance Division Manager /Administration and Finance Manager / Vice President</i>
	1.19 Receive Signed Checks	None	20 Minutes	<i>Cashier B</i>
2. Supplier to issue Official Receipt and receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/Official Receipt	None	20 Minutes	<i>Cashier B</i>
	2.2 Release Check	None	20 Minutes	<i>Cashier B</i>
	Total	None	15 Days & 4 Hours	

*Assuming Funding is already provided by PSALM



24. Processing of Suppliers'/Contractors' Claims Covered by Purchase Order (Above 1 Million Up To 10 Million Pesos)

Processing and Payment of Suppliers'/Contractors' Claims received from Agus and Pulangi IV Plant Complexes.

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sales/Charge Invoice (Goods)			Suppliers / Contractors	
2. Issued Purchase Order (PO)			Suppliers / Contractors	
3. Delivery Receipt			Suppliers / Contractors	
4. Notice of Award (If applicable)			Suppliers / Contractors	
5. Notice to Proceed (If applicable)			Suppliers / Contractors	
6. Certificate of Origin (Imported items)			Suppliers / Contractors	
7. Bureau of Custom/Packing List (Imported items)			Suppliers / Contractors	
8. Bill of Lading (Imported items)			Suppliers / Contractors	
9. Certificate of Warranty and after sales support from the manufacturer and Local supplier			Suppliers / Contractors	
10. Pictures with date (Newspaper) for PO amounting to PhP200,000.00 and above			Suppliers / Contractors	
11. Other required documents as stated in the PO			Suppliers / Contractors	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive audited DV and other required supporting documents from Agus/Pulangi Plant and forward to Section Chief, Procurement Services Section	None	15 Minutes	<i>Information Assistant /</i>
	2. Initial Box A2 and forward to Logistics Division Manager	None	2 Hours	<i>Section Chief, Procurement Services Section</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Sign Box A2	None	2 Hours	<i>Logistics Division Manager</i>
	4. Forward to Finance Division	None	20 Minutes	<i>Information Assistant I</i>
	5. Initial/signed Box B1 and B2	None	5 Hours	<i>Sr. Financial Specialist B / Section Chief ABDC/ Finance Division Manager</i>
	6. Pre-audit Review	None	1 Day	<i>Section Chief ABDC/ Finance Division Manager</i>
	7. Approve DV/Sign Box C	None	1 Day	<i>Vice President</i>
	8. Forward approved Disbursement Voucher to Finance Division	None	1 Hours	<i>Secretary C</i>
	9. Retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	2 Hours	<i>Data Controller/ Encoder</i>
	10. Receive Disbursement Voucher	None	15 Minutes	<i>Cashier C</i>
	11. Validate Disbursement Vouchers for signature-supporting documents	None	15 Minutes	<i>Cashier C</i>
	12. Assign/Prepare Check	None	2 Hours	<i>Cashier C</i>
	13. Record in Check Register Book	None	2 Hours	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	14. Review /Sign Checks based on MOA	None	1 Day	<i>Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President</i>
	15. Receive Signed Checks	None	10 Minutes	<i>Cashier B</i>
1. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	1.1 Validate Collection/Official Receipt	None	20 Minutes	<i>Cashier B</i>
	1.2 Release Check	None	15 Minutes	<i>Cashier B</i>
	Total	None	5 Days, 1 Hours & 50 Minutes	

*Assuming Funding is already provided by PSALM



25. Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (For Mobilization)

Processing and Payment of Contractors'/Suppliers Claims received from Agus and Pulangi IV Plant Complexes.

Office or Division:	Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for mobilization approved by Vice President			Contractors/Suppliers	
2. Original copy of approved contract			Contractors/Suppliers	
3. Original Notice of Award			Contractors/Suppliers	
4. Original Notice to Proceed			Contractors/Suppliers	
5. Performance Bond Certification			Contracts Mgmt Office, Logistics Div.	
6. Surety Bond Certification			Contracts Mgmt Office, Logistics Div.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive audited DV and other required supporting documents from Agus/Pulangi Plant and forward to Sr. Financial Specialist B	None	15 Minutes	<i>Information Assistant I</i>
	2. Initial/signed Box B1 and B2	None	5 Hours	<i>Sr. Financial Specialist B / Section Chief ABDC/ Finance Division Manager</i>
	3. Pre-audit Review	None	1 Day	<i>Section Chief ABDC/ Finance Division Manager</i>
	4. Approve DV/Sign Box C	None	1 Day	<i>Vice President</i>
	5. Forward approved Disbursement Voucher to Finance Divisio	None	1 Hours	<i>Secretary C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	2 Hours	<i>Data Controller/ Encoder</i>
	7. Receive Disbursement Voucher	None	15 Minutes	<i>Cashier C</i>
	8. Validate Disbursement Vouchers for signature-supporting documents	None	15 Minutes	<i>Cashier C</i>
	9. Assign/Prepare Check	None	2 Hours	<i>Cashier C</i>
	10. Record in Check Register Book	None	2 Hours	<i>Cashier C</i>
	11. Review /Sign Checks based on MOA	None	1 Day	<i>Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President</i>
	12. Receive Signed Checks	None	10 Minutes	<i>Cashier B</i>
1. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	1.1 Validate Collection/Official Receipt	None	20 Minutes	<i>Cashier B</i>
	1.2 Release Check	None	15 Minutes	<i>Cashier B</i>
	Total	None	4 Days, 5 Hours & 30 Minutes	

*Assuming Funding is already provided by PSALM



26. Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (First Billing)

Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure) received from Agus and Pulangi IV Plant Complexes.

Office or Division:	Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors/Suppliers		
2. Original copy of approved Contract		Contractors/Suppliers		
3. Original Notice of Award		Contractors/Suppliers		
4. Original Notice to Proceed		Contractors/Suppliers		
5. Performance Bond Certification		Contractors/Suppliers		
6. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors/Suppliers		
7. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors/Suppliers		
8. Pictures of accomplishment claimed		End-user concerned		
9. Inspection report by project inspector to be noted by concerned Manager		Contract Management Office, Logistics Division		
10. Certification by Contract Management Office that original bidding documents were forwarded to COA		End-user concerned		
11. Bidding Documents		Finance - Budget		
12. Job Order / Work Order no.		Contractors/Suppliers/Contract Management Office, Logistics Division		
13. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Contractors/Suppliers		
14. Copy of audited DV of mobilization (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive audited DV and other required supporting documents from Agus/Pulangi Plant and forward to Sr. Financial Specialist B	None	15 Minutes	Information Assistant I
	2.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Initial/signed Box B1 and B2	None	5 Hours	<i>Sr. Financial Specialist B / Section Chief ABDC/Finance Division Manager</i>
	4. Pre-audit Review	None	1 Day	<i>Section Chief ABDC/ Finance Division Manager</i>
	5. Approve DV/Sign Box C	None	1 Day	<i>Vice President</i>
	6. Forward approved Disbursement Voucher to Finance Division	None	1 Hours	<i>Secretary C</i>
	7. Retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	2 Hours	<i>Data Controller/ Encoder</i>
	8. Receive Disbursement Voucher	None	15 Minutes	<i>Cashier C</i>
	9. Validate Disbursement Vouchers for signature-supporting documents	None	15 Minutes	<i>Cashier C</i>
	10. Assign/Prepare Check	None	2 Hours	<i>Cashier C</i>
	11. Record in Check Register Book	None	2 Hours	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12. Review /Sign Checks based on MOA	None	1 Day	<i>Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President</i>
	13. Receive Signed Checks	None	10 Minutes	<i>Cashier B</i>
1. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	1.1 Validate Collection/Official Receipt 1.2 Release Check	None None	20 Minutes 15 Minutes	<i>Cashier B</i> <i>Cashier B</i>
	Total	None	4 Days, 5 Hours & 30 Minutes	

*Assuming Funding is already provided by PSALM



27. Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (Progress Billing)

Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure) received from Agus and Pulangi IV Plant Complexes.

Office or Division:	Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors/Suppliers		
2. Photocopy of approved Contract		Contractors/Suppliers		
3. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors/Suppliers		
4. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors/Suppliers		
5. Pictures of accomplishment report to be validated by Technical/End-user concerned		Contractors/Suppliers/End-user Concerned		
6. Inspection report by project inspector to be noted by concerned Manager		Contract Management Office, Logistics Division		
7. Job Order / Work Order no.		End-user concerned		
8. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Finance - Budget		
9. Copy of audited DV of mobilization and previous billings		Contractors/Suppliers		
10. Supplemental Agreement, Change Orders, Extra works orders as necessary		Contractors/Suppliers/End-user concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive audited DV and other required supporting documents from Agus/Pulangi Plant and forward to Sr. Financial Specialist B	None	15 Minutes	Information Assistant I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Initial/signed Box B1 and B2	None	5 Hours	<i>Sr. Financial Specialist B/ Section Chief ABDC/ Finance Division Manager</i>
	3. Pre-audit Review	None	1 Day	<i>Section Chief ABDC/ Finance Division Manager</i>
	4. Approve DV/Sign Box C	None	1 Day	<i>Vice President</i>
	5. Forward approved Disbursement Voucher to Finance Division	None	1 Hours	<i>Secretary C</i>
	6. Retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	2 Hours	<i>Data Controller/Encoder</i>
	7. Receive Disbursement Voucher	None	15 Minutes	<i>Cashier C</i>
	8. Validate Disbursement Vouchers for signature-supporting documents	None	15 Minutes	<i>Cashier C</i>
	9. Assign/Prepare Check	None	2 Hours	<i>Cashier C</i>
	10. Record in Check Register Book	None	2 Hours	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	11. Review /Sign Checks based on MOA	None	1 Day	<i>Section Chief, Treasury/ Finance Division Manager/ Administration and Finance Manager / Vice President</i>
	12. Receive Signed Checks	None	10 Minutes	<i>Cashier B</i>
1. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	1.1 Validate Collection/Official Receipt	None	20 Minutes	<i>Cashier B</i>
	1.2 Release Check	None	15 Minutes	<i>Cashier B</i>
	Total	None	4 Days, 5 Hours & 30 Minutes	

*Assuming Funding is already provided by PSALM



28. Processing of Contractors'/Suppliers' Claims Covered by Contract Above 1 Million Up to 10 Million Pesos (Final Billing)

Processing and Payment of Contractors'/Suppliers' Claims (Infrastructure) received from Agus and Pulangi IV Plant Complexes.

Office or Division:	Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors/Suppliers		
2. Photocopy of approved Contract		Contractors/Suppliers		
3. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors/Suppliers		
4. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors/Suppliers		
5. Pictures of accomplishment report to be validated by Technical/End-user concerned		Contractors/Suppliers/End-user Concerned		
6. Inspection report by project inspector to be noted by concerned Manager		Contract Management Office, Logistics Division		
7. Job Order / Work Order no.		End-user concerned		
8. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Finance - Budget		
9. Copy of audited DV of mobilization and previous billings		Contractors/Suppliers		
10. Supplemental Agreement, Change Orders, Extra Works Orders as necessary		Contractors/Suppliers/End-user concerned		
11. Certificate of Completion		End-user concerned		
12. Clearance Certificate		Contractors/Suppliers		
13. Notarized quit claim		Contractors/Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive audited DV and other required supporting documents from Agus/Pulangi Plant and forward to Sr. Financial Specialist B	None	15 Minutes	Information Assistant I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Initial/signed Box B1 and B2	None	5 Hours	<i>Sr. Financial Specialist B / Section Chief ABDC/ Finance Division Manager</i>
	3. Pre-audit Review	None	1 Day	<i>Section Chief ABDC/ Finance Division Manager</i>
	4. Approve DV/Sign Box C	None	1 Day	<i>Vice President</i>
	5. Forward approved Disbursement Voucher to Finance Division	None	1 Hour	<i>Secretary C</i>
	6. Retain scanned copy of DV, coding sheet and other supporting documents and forward original DV with all supporting documents to Cashier	None	2 Hours	<i>Data Controller/ Encoder</i>
	7. Receive Disbursement Voucher	None	15 Minutes	<i>Cashier C</i>
	8. Validate Disbursement Vouchers for signature-supporting documents	None	15 Minutes	<i>Cashier C</i>
	9. Assign/Prepare Check	None	2 Hours	<i>Cashier C</i>
	10. Record in Check Register Book	None	2 Hours	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	11. Review /Sign Checks based on MOA	None	1 Day	<i>Section Chief, Treasury/ Finance Division Manager/Administrati on and Finance Manager / Vice President</i>
	12. Receive Signed Checks	None	10 Minutes	<i>Cashier B</i>
1.Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	1.1 Validate Collection/Official Receipt	None	20 Minutes	<i>Cashier B</i>
	1.2 Release Check	None	15 Minutes	<i>Cashier B</i>
	Total	None	4 Days, 5 Hours & 30 Minutes	

*Assuming Funding is already provided by PSALM



29. Receiving of Goods, Processing of Suppliers'/ Contractors' Claims (Goods Above 10 Million Pesos)

Processing and Payment of Suppliers'/Contractors' Claims for Procurement transaction of Headquarters Offices of Mindanao Generation (OVP, OPD, CDD, AFD & CMTSD).

Office or Division:	Logistics Division, Finance Division, Administration and Finance Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sales/Charge Invoice (Goods)		Suppliers/Contractors		
2. Issued Purchase Order (PO)		Suppliers/Contractors		
3. Delivery Receipt		Suppliers/Contractors		
4. Notice of Award		Suppliers/Contractors		
5. Notice to Proceed		Suppliers/Contractors		
6. Certificate of Origin (Imported Items)		Suppliers/Contractors		
7. Bureau of Custom/Packing List (Imported Items)		Suppliers/Contractors		
8. Bill of Lading (Imported Items)		Suppliers/Contractors		
9. Certificate of Warranty and after sales support from the manufacturer and Local supplier		Suppliers/Contractors		
10. Pictures with date (Newspaper)		Suppliers/Contractors		
11. Other required documents as stated in the PO		Suppliers/Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver goods/items to Mindanao Generation Central Warehouse and submit required documents.	1.1 Check completeness of the above required documents	None	30 Minutes	<i>Property Officer A</i>
	1.2 Check/Inspect goods/items as to quantity & physical condition	None	2 Hours	<i>Property Officer A</i>
	1.3 Receive goods/items, acknowledge copies of Delivery Receipt and Sales/Charge Invoice	None	25 Minutes	<i>Property Officer A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Inspect and evaluate item based on Technical Specification as stated on Purchase Order	None	4 Hours	<i>Deputized Quality Assurance Officer</i>
	1.5 Prepare Inspection and Receiving Report (IRR) and forward to deputized Quality Assurance (QA) Officer	None	1 Day	<i>Property Officer A</i>
	1.6 Prepare COA Annex Form A	None	15 Minutes	<i>Property Officer A</i>
	1.7 Prepare Quality Control Inspection Report (QCIR) and perform:	None	3 Hours	<i>Deputized Quality Assurance Officer</i>
	a) Sign IRR and forward to Section Chief Warehousing, Inventory and Assets Disposal Section (WIADS) (proceed to 1.8 & 1.9)	None	1 Day	<i>Deputized Quality Assurance Officer</i>
	b) Forward prepared QCIR to concerned Division Manager (proceed to 1.10)	None	30 Minutes	<i>Deputized Quality Assurance Officer</i>
	1.8 Review and initial IRR	None	1 Hours	<i>Section Chief, WIADS, Logistics Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Sign IRR and return to Property Officer A	None	1 Hour	<i>Logistics Division Manager</i>
	1.10 Approve QCIR and return back to Property Officer A	None	1 Day	<i>Concerned Division Manager</i>
	1.11 Submit signed IRR and other supporting documents to Finance Division	None	4 Hours	<i>Property Officer A</i>
	1.12 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Sr. Financial Analyst</i>
	1.13 Sign Box A1	None	1 Day	<i>Requisitioning Cost Center Head</i>
	1.14 Pre-audit	None	4 Days	<i>Sr. Financial Specialist B</i>
	1.15 Initial/sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B/ Section Chief ABDC/ Finance Division Manager</i>
	1.16 Encoding (DVS)	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.17 Pre-audit Review	None	2 Days	<i>Section Chief ABDC / Finance Division Manager</i>
	1.18 Approve DV/Sign Box C	None	1 Day	<i>Vice President</i>
	1.19 Forward DV to Finance Division	None	30 Minutes	<i>Secretary C, OVP</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.20 Receive DV and forward to Data Controller/ Encoder	None	30 Minutes	<i>Information Assistant I</i>
	1.21 Retain scanned copy of DV, coding sheet and other supporting documents and forward to Information Assistant I	None	4 Hours	<i>Data Controller/ Encoder</i>
	1.22 Forward to Head Office Logistics Department for signature of Box A2 and payment	None	10 Minutes	<i>Information Assistant I</i>
	Total	None	16 Days, 5 Hours & 50 Minutes	



30. Service Record and Employment Certification

The Service Record and Employment Certification are issued to NPC Retirees and Former NPC Employees needing these documents and based on their request.

Office or Division:		Human Resource & Administration Division, Administration & Finance Department, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		NPC Retirees, Former NPC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Documents and Records Retrieval Form			Human Resource (HR) & Employee Relations Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Documents and Records Retrieval Form and submit to HR Specialist	1.1 Verify if the requested documents/records are on file. *If requested document is Employment Certification, proceed to 4.1	None	30 Minutes	<i>Human Resource Specialist</i>
	1.2 Prepare payment slip, if requested file is Service Record for Financial Claim. • If requested file is Service Record not for Financial claim (proceed to 4.1)	None	5 Minutes	<i>Human Resource Specialist</i>
	1.3 Give the payment slip and advise Client to proceed to Accounting, Budget and Disbursement Control (ABDC) Section.	None	5 Minutes	<i>Human Resource Specialist</i>
2. Proceed to ABDC Section and present payment slip	2.1. Fill out payment order. Give it to the Client and advise to proceed to Cashier for payment.	None	30 Minutes	<i>Sr. Financial Analyst</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay to Cashier	3.1. Issue Official Receipt.	PHP50.00 / page	15 Minutes	<i>Cashier B</i>
4. Present Official Receipt to HR Specialist	4.1 Prepare Service Record / Certificate of Employment and initial	None	15 Minutes	<i>HR Specialist</i>
	4.2 Check details/entries and initial	None	10 Minutes	<i>Section Chief, HR & Employee Relations Section</i>
	4.3 Review, sign and return to HR	None	10 Minutes	<i>Division Manager, HR and Admin Div.</i>
	4.4 Release Service Record / Employment Certificate	None	10 Minutes	<i>Human Resource Specialist</i>
5. Receive Service Record / Employment Certificate				
	Total	50.00	2 Hours & 10 Minutes	



31. Receipt of Application

Applications pertaining to the vacant positions posted at the NPC Website, CSC Website, and other publication platforms on various job opportunities.

Office or Division:	Human Resource & Administration Division, Administration & Finance Department, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Interested Applicant			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter			Applicant	
2. Notarized and fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CSC Form No.12, Revised 2017) and Work Experience Sheet (WES) which can be downloaded at www.csc.gov.ph			Applicant	
3. Performance Rating in the last rating period (if applicable)			Applicant	
4. Certificate of Eligibility authenticated by CSC, Report of Rating (for RA 1080) and valid Professional License authenticated by PRC			Applicant	
5. Official Transcript of Records			Applicant	
6. Updated Service Records and / or Certificate of Employment (past and present employer, if any)			Applicant	
7. Certificate of Relevant Trainings/ Seminars, attended, if any			Applicant	
<ul style="list-style-type: none"> Must be submitted in two (2) sets 				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and other required documents through: a. Email b. Mail via local Courier	1.1 Receive applications through: a. Email b. Mail Via Local Courier c. Actual Submission	None	2 Days 15 Minutes 15 Minutes	<i>Division Manager/ Section Chief/ Human Resource Specialist/ Information Assistant I</i>
	1.2 Prepare reply to applicant acknowledging receipt of application:	None		<i>Division Manager/ Section Chief/ Human Resource Specialist</i>
	1.3			

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
c. Actual/ Personal Submission	a. Thru Email		2 Days	
	b. Acknowledgment Letter via Local Courier		2 Days	
*If submission is through email, hard copies in two (2) sets must be furnished or verification purposes	c. Copy of Application stamped 'Received' with corresponding date		2 Days	
	*Subject to the availability of Email Address provided in the application, acknowledgment letter will be sent through Email			
	1.3 Sign Reply Letter	None	1 Hour	<i>Division Manager</i>
	1.4 Send Reply Letter	None	30 Minutes	<i>Sr. Communications-man</i>
	Total	None	2 Days 1 Hours & 45 Minutes	



32. Purchase of Bidding Documents and Issuance of Official Receipt

Issuance of Bidding Documents to interested Bidders for the Procurement of Goods and Services, and Procurement of Infrastructure Projects.

Office or Division:	Logistics and Finance Division, Administration & Finance Department, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid PhilGEPS Certificate (Platinum Membership) (1 Photocopy)			PhilGEPS	
2. Letter of Authorization (If Applicable)			Company/owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to Procurement Services Section / Contracts Management Office;	1.1 Check completeness of documents. If complete, Issue request form with complete entries for issuance of OR to Finance	None	5 Minutes	<i>Materials Management Specialist</i>
	1.2 Advise concerned suppliers/contractors to proceed to Accounting Section.	None	5 Minutes	<i>Materials Management Specialist</i>
2. Submit request form to Accounting.	2.1. Fill-out payment order form. Give it to the concerned supplier and advise to proceed to Cashier for payment.	None	30 Minutes	<i>Sr. Financial Analyst</i>
3. Pay to Cashier	3.1. Issue Official Receipt.	500K & below=P500; >500K to 1M=P1K; >1M to 3M=P5K; >5M to 7M=P7K; >7M to 10M=P10K	30 Minutes	<i>Cashier B</i>
4. Receive Official Receipt and Proceed to Logistics Division	4.1. Issue Bidding Documents	None	30 Minutes	<i>Materials Management Specialist</i>
	Total		1 Hours & 40 Minutes	



33. Purchase of Bidding Documents and Issuance of Official Receipt (OR) for Asset Disposal

Issuance of Bidding Documents to interested Bidder/s for the Disposal of unserviceable Assets.

Office or Division:		Logistics Division, Administration & Finance Department, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Contractors/Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Tax Clearance Certificate (1 Photocopy)			Bureau of Internal Revenue (BIR)	
Latest Income Tax Return (ITR) (1 Photocopy)			Bureau of Internal Revenue (BIR)	
DENR Certificate (Oil Transporter/Treater) (1 Photocopy) (If Applicable)			Department of Environment and Natural Resources (DENR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to Property Officer B for the issuance of the request form.	1.1 Check completeness of documents. If complete, Issue request form with complete entries for issuance of OR to Finance	None	5 Minutes	<i>Property Officer B</i>
	1.2 Advise concerned Bidder to proceed to Accounting Section.	None	5 Minutes	<i>Property Officer B</i>
2. Submit request form to accounting.	2.1. Fill-out payment order form. Give it to the concerned Bidder and advice to proceed to Cashier for payment.	None	30 Minutes	<i>Sr. Financial Analyst</i>
3. Pay to Cashier	3.1. Issue Official Receipt	P500.00	30 Minutes	<i>Cashier B</i>
4. Present Official Receipt to Property Officer B for issuance of Bid Documents.	4.1. Release bid documents	None	30 Minutes	<i>Property Officer B</i>
Total		P500.00	1 Hours & 40 Minutes	



34. Approval of Accomplishment Report

Approval of Accomplishment Report of Internal Cash Generation (ICG) Project and other Infrastructure/SVP Related Project.

Office or Division:		Community Development Department, Mindanao Generation		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of Award			Contractors	
2. Notice to Proceed			Contractors	
3. Contract including Annexes			Contractors	
4. Accomplishment Report			Contractors	
5. Letter-Request for Ocular Inspection			Contractors	
6. Pictures of Accomplishment Claimed			Contractors / End-user concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive the require documents, log-in and forward to Department Manager	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Provide instruction to Division Manager / Concerned personnel and return documents to Administrative Services Assistant B	None	4 Hours	<i>Department Manager</i>
	1.3 Forward documents to Division Manager / concerned personnel	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.4 Assess the instructions and forward documents to Monitoring Section with instructions to evaluate and/or act on instructions	None	4 Hours	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Evaluate and/or act on instructions and forward to Principal Engineer C for field validation of the accomplishment report submitted by contractor	None	1 Hour	<i>Principal Engineer A</i>
	1.6 Evaluate and check the completeness of submitted documents and/or act on instructions <ul style="list-style-type: none"> • Field Validation on the actual accomplishment of the project • Preparation of Inspection Report • Preparation of Detailed Computation Sheet and forward to Principal Engineer B 	None	7 Days	<i>Principal Engineer C, Senior Engineer and Engineer II</i>
	1.7 Review and initial the Inspection Report, Detailed Computation Sheet and Accomplishment Report and forward to Principal Engineer A	None	4 Hours	<i>Principal Engineer B</i>
	1.8 Review and sign the Inspection Report, Detailed Computation Sheet and Accomplishment Report and forward to Division Manager	None	4 Hours	<i>Principal Engineer A</i>
	1.9 Review, sign the Inspection Report and Accomplishment Report and forward to Information Assistant A	None	4 Hours	<i>Division Manager, PDPDEMD</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10 Log-in and forward to Department Manager	None	10 Minutes	<i>Information Assistant I</i>
	1.11 Sign the Recommending Approval and forward to Administrative Services Assistant B	None	4 Hours	<i>Department Manager</i>
	1.12 Log-out and forward documents to the OVP for approval of Accomplishment Report	None	20 Minutes	<i>Administrative Services Assistant B</i>
	1.13 Log-in and forward to VP	None	10 Minutes	<i>Secretary C</i>
	1.14 Sign the Accomplishment Report and forward to Secretary	None	2 Days	<i>Vice President, MinGen</i>
	1.15 Log-out and forward to Administrative Services Assistant A, CDD	None	20 Minutes	<i>Secretary C</i>
	1.16 Log-in and inform client/contractor of the approved accomplishment report	None	1 Hour	<i>Administrative Services Assistant B</i>
2. Sign the logbook for the receipt of the documents	2.1. Receive the logbook and give the documents	None	5 Minutes	<i>Administrative Services Assistant B</i>
3. Receive the documents				
	Total	None	12 Days, 3 Hours & 20 Minutes	



35. Concern of Local Government Unit (LGU)

Preparation of reply to concern Local Government Unit (LGU) requesting specific project.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Local Government Unit (LGU)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. LGUs Letter 2. LGUs SP/SB Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1.1 Receive the LGU's Letter, log-in and forward to Department Manager	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Provide instruction to concerned personnel and return the LGU's Letter to Administrative Services Assistant B	None	4 Hours	<i>Department Manager</i>
	1.3 Forward LGU's Letter to Division Manager/ Corporate Staff Officer C	None	5 Minutes	<i>Administrative Services Assistant</i>
	1.4 Assess the instructions and forward LGU's Letter to concerned personnel with instructions to evaluate and/or act on instructions of the request	None	3 Hours	<i>Division Manager/ Corporate Staff Officer C</i>
	1.5 Conduct field evaluation and/or facilitate instruction and prepare letter reply to concerned LGU and forward to Division Manager/ Corporate Staff Officer C	None	10 Days	<i>Principal Engineer A/ ComRel D</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Evaluate, check, initial the reply letter and forward to Administrative Services Assistant B	None	4 Hours	<i>Division Manager/ Corporate Staff Officer C</i>
	1.7 Forward the reply letter to Department Manager	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.8 Sign/Initial the reply letter and forward to Administrative Services Assistant B	None	4 Hours	<i>Department Manager</i>
	1.9 Log-out the reply letter and forward to Secretary C, OVP	None	15 Minutes	<i>Administrative Services Assistant B</i>
	1.10 Receive the reply letter, Log-in and forward to VP	None	10 Minutes	<i>Secretary C (OVP)</i>
	1.11 Sign the reply letter and forward to Secretary C	None	2 Days	<i>Vice President, MinGen</i>
	1.12 Log-out and forward to Administrative Services Assistant B (CDD)	None	10 Minutes	<i>Secretary C (OVP)</i>
	1.13 Receive, log-in and mail the reply letter to concern LGU	None	1 Day	<i>Administrative Services Assistant B (CDD)</i>
	Total	None	15 Days	



36. Site Inspection Certificate

Issuance of Site Inspection Certificate for interested Bidder.

Office or Division:	Community Development Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Company/Construction services Identification			Contractor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Contractors/ Suppliers to visit and request for Site Inspection	1.1 Conduct of actual site inspection with the help of the concerned requisitioning cost center	None	2 days	<i>Division Manager</i>
	1.2 Preparation / typing of the certificate of site inspection	None	10 Minutes	<i>Administrative Assistant A</i>
	1.3 Approval of the Certificate of Site Inspection	None	10 Minutes	<i>Department Manager or its Authorized Representative</i>
	1.4 Release certificate of site inspection	None	10 Minutes	<i>Administrative Assistant A</i>
2. Receive certificate of site inspection				
	Total	None	2 days & 30 Minutes	



37. Receiving of Goods

Receiving of Goods from Suppliers' of purchased Materials/Items/Equipment.

Office or Division:	Office of the Department Manager – CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order (PO) (Original Copy)		Buyer / Materials Management Officer A		
2. Charge Sales Invoice or Billing Statement & Delivery Receipt (Original copy)		Suppliers		
3. Warranty and after Sales Service Certificates (If Applicable)		Suppliers		
4. Operating Manual (Hard / Soft copy) (If Applicable)		Suppliers		
5. Importation Documents as reflected in Purchase Order (If Applicable)		Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver goods/ materials/ items/equipment to CMTSD Warehouse.	1.1 Check completeness of the above required documents;	None	15 Minutes	Property Officer A
	1.2 Check/Inspect goods/materials/items/ equipment as to quantity & physical condition;	None	1 Hours & 30 Minutes	Property Officer A
	1.3 Receive goods/ materials/ items/ equipment;	None	10 Minutes	Property Officer A
	1.4 Acknowledge receipts	None	5 Minutes	Property Officer A
Total		None	2 Hours	



38. Facilitating Payment Process

Facilitating payment process (starts from Receiving of Goods until Generation of PAR/CME).

Office or Division:	Office of The Department Manager – CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order (PO) (Original copy)		Buyer / Materials Management Officer A		
2. Charge Sales Invoice or Billing Statement & Delivery Receipt (Original copy)		Contractors/Suppliers		
3. Warranty and after Sales Service Certificates (If Applicable)		Contractors/Suppliers		
4. Operating Manual (Hard / Soft copy) (If Applicable)		Contractors/Suppliers		
5. Importation Documents as reflected in Purchase Order (If Applicable)		Contractors/Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Suppliers have delivered the procured goods	1.1Conduct verification of the presented delivery documents such as copy of the Original PO, Delivery Receipt, Charge Invoice and other pertinent documents specified in the PO.	None	5 Minutes	Property Officer A
	1.2.Conduct of inspection of the delivered goods with respect to the specification, accessories if any and the quantity of item/s delivered. Prepare Quality Control Inspection Report (QCIR) for	None	1 Hour	Designated QA inspector



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval by the concerned cost center head.			
	1.3 Prepare IRR and consolidate documents submitted and reproduced number of copies as required by finance. Process the documents for approval	None	1 Hour	<i>Property Officer A</i>
	1.4 Approve IRR	None	4 Hours	<i>Department Manager</i>
	1.5 Forward IRR to Property Officer A	None	15 Minutes	<i>Secretary D</i>
	1.6 Submit IRR and other required documents to Finance Division for processing and payment of claim	None	4 Hours	<i>Property Officer A</i>
	Total	None	10 Hours & 20 Minutes	



39. The Accuracy Testing of Billing Meters Installed

Witnessing on the Accuracy Testing of Billing Meters installed at the NGCP Substation/Switchyard.

Office or Division:		Technical Services Division – CMTSD, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		National Grid Corporation of the Philippines (NGCP)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter	1.1. Receive/acknowledge, log and forward to Department Manager the letter request.	None	5 Minutes	Secretary D
	1.2. Endorse letter to concerned Division for appropriate action.	None	30 Minutes	Department Manager
	1.3. Prepare reply informing NGCP the availability of the TSD personnel on the scheduled testing and forward to Department Manager for review and/or approval.	None	30 Minutes	Division Manager, TSD
	1.4. Review / Approval / signing of the reply letter and forward to secretary for document transmission.	None	4 Hours	Department Manager
	1.5. Receive, log and transmit document.	None	5 Minutes	Secretary D
	1.6. Prepare work assignment, trip ticket and other pertinent documents for approval.	None	15 Minutes	Relay/Meter Section Head



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Conduct witnessing activity of Accuracy Testing of Billing Meters.	None	1 Day	<i>Power Metering Group</i>
	1.8. Prepare Observation Report and Recommendation for review and submission to the Office of the Vice President for Mindanao Generation, copy furnish to IPPCM office.	None	2 Hours	<i>Relay/Meter Section Head and Division Manager</i>
	1.9. Review and Approval of the Report and forward to Secretary for transmission.	None	4 Hours	<i>Department Manager</i>
	1.10. Receive, log and transmit approved report to Office of the Vice President for Mindanao Generation.	None	10 Minutes	<i>Secretary D</i>
	Total	None	2 Days, 3 Hours & 35 Minutes	



40. Service Record and Employment Certification

The Service Record and Employment Certification are issued to NPC Retirees and former NPC Employees needing these documents and based on their request.

Office or Division:		Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		NPC Retirees, Former NPC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-out Request Form			HR & Employee Relations Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Request Form	1.1 Verify if the requested data / documents are on file. • If requested document is Employment Certification, proceed to 4.1	None	30 Minutes	<i>Human Resource Specialist</i>
	1.2 Prepare payment slip, if requested file is Service Record for Financial Claim. • If requested file is not for Financial claim, proceed to 4.1	None	5 Minutes	<i>Human Resource Specialist</i>
	1.3 Give the payment slip and advise Client to proceed to Finance Section.	None	5 Minutes	<i>Human Resource Specialist</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Finance Section and present payment slip	2.1. Fill out payment order. Give it to the Client and advise to proceed to Cashier for payment.	None	15 Minutes	<i>Sr. Accountant</i>
3. Pay to Cashier	3.1. Issue Official Receipt.	P50.00 / page	15 Minutes	<i>Cashier C</i>
4. Present Official Receipt to HR Specialist	4.1 Prepare Service Record / Certificate of Employment	None	15 Minutes	<i>Human Resource Specialist</i>
	4.2 Check detail and initial	None	10 Minutes	<i>Section Chief, HR/Administration</i>
	4.3 Review, sign and return to HR Specialist	None	10 Minutes	<i>Division Manager, Administration & Finance</i>
	4.4 Release Service Record / Employment Certificate	None	10 Minutes	<i>Human Resource Specialist</i>
5. Receive Service Record / Employment Certificate				
	Total	P50.00	1 Hours & 55 Minutes	



41. Receiving of Goods, Processing & Payment of Suppliers' Claims (Materials Amounting to 1 Million Pesos & Below)

Processing and Payment of Suppliers' Claims.

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sales/Charge Invoice (Goods)			Suppliers	
2. Issued Purchase Order (PO)			Suppliers	
3. Delivery Receipt			Suppliers	
4. Notice of Award (If applicable)			Suppliers	
5. Notice to Proceed (If applicable)			Suppliers	
6. Certificate of Origin (Imported Items)			Suppliers	
7. Bureau of Custom/Packing List (Imported Items)			Suppliers	
8. Bill of Lading (Imported Items)			Suppliers	
9. Certificate of Warranty and after sales support from the manufacturer and Local supplier			Suppliers	
10. Pictures with date (Newspaper) for PO amounting to Php200,000.00 and above			Suppliers	
11. Other required documents as stated in the PO			Suppliers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver goods/items to Plant Warehouse.	1.1. Check completeness of the above required documents	None	30 Minutes	Property Officer A
	1.2 Check/Inspect goods/items as to quantity & physical condition	None	2 Hours	Property Officer A
	1.3 Receive goods/items, acknowledge copies of Delivery Receipt and Sales/Charge Invoice	None	25 Minutes	Property Officer A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Inspect and evaluate item based on Technical Specification as stated on Purchase Order	None	1 Day	<i>Principal Engineer B (QA/Safety)</i>
	1.5 Prepare Inspection and Receiving Report (IRR) and forward to Principal Engineer B (QA/Safety)	None	4 Hours	<i>Property Officer A</i>
	1.6 Prepare COA Annex Form A	None	15 Minutes	<i>Property Officer A</i>
	1.7 Prepare Inspection Report (IR) and perform:	None	3 Hours	<i>Principal Engineer B (QA/Safety)</i>
	a) Sign IRR and forward to Section Chief HR /Administration (proceed to 1.8 & 1.9)	None	1 Day	<i>Principal Engineer B (QA/Safety)</i>
	b) Forward prepared Inspection Report to PTSD Manager (proceed to 1.10)	None	30 Minutes	<i>Principal Engineer B (QA/Safety)</i>
	1.8 Review and initial IRR	None	1 Hour	<i>Section Chief, HR/Administration</i>
	1.9 Sign IRR and return to Property Officer A	None	1 Hour	<i>Administration and Finance Services Division Manager</i>
	1.10 Approve Inspection Report and forward to concerned End-user	None	1 Day	<i>Plant Technical Services Division (PTSD) Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Confirm and sign Inspection Report and return to PE B (QA/Safety)	None	30 Minutes	<i>Concerned End-user</i>
	1.12 Submit signed IRR and other supporting documents to Corporate Bookkeeper	None	4 Hours	<i>Property Officer A</i>
	1.13 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Corporate Bookkeeper / Sr. Financial Analyst</i>
	1.14 Sign Box A1	None	1 Day	<i>Concerned Division Manager</i>
	1.15 Sign Box A2	None	1 Day	<i>Section Chief, HR/Admin</i>
	1.16 Pre-audit	None	5 Days	<i>Sr. Financial Splst B</i>
	1.17 Certify Funds Availability and sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Splst B</i>
	1.18 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.19 Pre-audit Review	None	2 Days	<i>Section Chief, Finance</i>
	1.20 Approve DV/Sign Box C	None	1 Day	<i>Plant Manager</i>
	1.21 Detach file copy of DV/Photocopy of supporting documents and forward DV with all supporting documents to Cashier	None	4 Hours	<i>Corporate Bookkeeper / Sr. Financial Analyst</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.22 Receive log-out Disbursement Voucher	None	30 Minutes	Cashier C
	1.23 Validate Disbursement Vouchers for completeness of signature and supporting documents	None	30 Minutes	Cashier C
	1.24 Assign/Prepare Check	None	30 Minutes	Cashier C
	1.25 Record in Check Register Book	None	40 Minutes	Cashier C
	1.26 Review, Sign/Counter sign checks based on MOA	None	1 Day	Administration and Finance Division Manager & Plant Manager
	1.27 Receive Signed Checks	None	10 Minutes	Cashier C
2. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	1.1 Validate Collection/Official Receipt	None	15 Minutes	Cashier C
	1.2 Release Check	None	15 Minutes	Cashier C
	Total	None	20 Days	

*Assuming Funding is already provided by PSALM



42. Processing and Payment of Services, Suppliers / Contractors Claims (Amounting to 1 Million Pesos & Below)

Processing and Payment of Suppliers'/Contractors' Claims.

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers / Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Charge Invoice /Billing Statement with signature from the concerned End-user	Suppliers / Contractors		
2.	Issued Purchase Order (PO)	Suppliers / Contractors		
3.	Delivery Receipt (If applicable)	Suppliers / Contractors		
4.	Notice of Award (If applicable)	Suppliers / Contractors		
5.	Notice to Proceed (If applicable)	Suppliers / Contractors		
6.	Certificate of Origin (Imported Items) (If applicable)	Suppliers / Contractors		
7.	Bureau of Custom/Packing List (Imported Items) (If applicable)	Suppliers / Contractors		
8.	Bill of Lading (Imported Items) (If applicable)	Suppliers / Contractors		
9.	Certificate of Warranty and after sales support from the manufacturer and Local supplier (If applicable)	Suppliers / Contractors		
10.	Pictures (Before, during and after) with date	Suppliers / Contractors		
11.	Other required documents as stated in the PO	Suppliers / Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Billing Statement / Charge Invoice with supporting documents required to Property Officer A	1.1 Check completeness of the above required documents and notify concerned End-user to submit Certificate of Completion	None	30 Minutes	Property Officer A
	1.2 Prepare and submit signed certificate of Completion / Acceptance to Property Officer A	None	2 Days	Concerned End-user



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receive signed Certificate of Completion / acceptance	None	5 Minutes	<i>Property Officer A</i>
	1.4 Prepare COA Annex Form A	None	30 Minutes	<i>Property Officer A</i>
	1.5 Submit Certificate of Completion / acceptance and other required supporting documents to Finance for Voucher preparation.	None	1 Day	<i>Property Officer A</i>
	1.6 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Corporate Bookkeeper/ Sr. Financial Analyst / Data Controller/ Encoder</i>
	1.7 Sign Box A1	None	1 Day	<i>Concerned Division Manager</i>
	1.8 Sign Box A2	None	1 Day	<i>Section Chief, HR/Admin</i>
	1.9 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.10 Certify Funds Availability and sign Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.11 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.12 Pre-audit Review	None	2 Days	<i>Section Chief, Finance</i>
	1.13 Approve DV/Sign Box C	None	1 Day	<i>Plant Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.14 Detach file copy of DV/Photocopy of supporting documents and forward DV with all supporting documents to Cashier	None	4 Hours	<i>Corporate Bookkeeper</i>
	1.15 Receive log-out Disbursement Voucher	None	30 Minutes	<i>Cashier C</i>
	1.16 Validate Disbursement Vouchers for signature-supporting documents	None	30 Minutes	<i>Cashier C</i>
	1.17 Assign/Prepare Check	None	45 Minutes	<i>Cashier C</i>
	1.18 Record in Check Register Book	None	40 Minutes	<i>Cashier C</i>
	1.19 Review, Sign/Counter sign checks based on MOA	None	1 Day	<i>Administration and Finance Division Manager & Plant Manager</i>
	1.20 Receive Signed Checks	None	10 Minutes	<i>Cashier C</i>
2. Supplier to issue Collection/ Official Receipt and Receive check, sign cashier's check register book and disbursement voucher	2.1 Validate Collection/Official Receipt	None	15 Minutes	<i>Cashier C</i>
	2.2 Release Check	None	15 Minutes	<i>Cashier C</i>
	Total	None	18 Days & 10 Minutes	

*Assuming Funding is already provided by PSALM



43. Receiving of Goods, Processing of Suppliers' Claims (Materials Above 1 Million Up to 10 Million Pesos)

Processing and Payment of Suppliers' Claims.

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sales/Charge Invoice (Goods)			Suppliers	
2. Issued Purchase Order (PO)			Suppliers	
3. Delivery Receipt			Suppliers	
4. Notice of Award			Suppliers	
5. Notice to Proceed			Suppliers	
6. Certificate of Origin (Imported Items)			Suppliers	
7. Bureau of Custom/Packing List (Imported Items)			Suppliers	
8. Bill of Lading (Imported Items)			Suppliers	
9. Certificate of Warranty and after sales support from the manufacturer and Local supplier			Suppliers	
10. Pictures with date (Newspaper)			Suppliers	
11. Other required documents as stated in the PO			Suppliers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver goods/items to Plant Warehouse.	1.1 Check completeness of the above required documents	None	30 Minutes	Property Officer A
	1.2 Check/Inspect goods/items as to quantity & physical condition	None	2 Hours	Property Officer A
	1.3 Receive goods/items, acknowledge copies of Delivery Receipt and Sales/Charge Invoice	None	25 Minutes	Property Officer A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Inspect and evaluate item based on Technical Specification as stated on Purchase Order	None	1 Day	<i>Principal Engineer B (QA/Safety)</i>
	1.5 Prepare Inspection and Receiving Report (IRR) and forward to Principal Engineer B (QA/Safety)	None	4 Hours	<i>Property Officer A</i>
	1.6 Prepare COA Annex Form A	None	15 Minutes	<i>Property Officer A</i>
	1.7 Prepare Inspection Report (IR) and perform:	None	3 Hours	<i>Principal Engineer B (QA/Safety)</i>
	a) Sign IRR and forward to Section Chief HR / Administration (proceed to 1.8 & 1.9)	None	1 Day	<i>Principal Engineer B (QA/Safety)</i>
	b) Forward prepared Inspection Report to PTSD Manager (proceed to 1.10)	None	30 Minutes	<i>Principal Engineer B (QA/Safety)</i>
	1.8 Review and initial IRR	None	1 Hour	<i>Section Chief, HR/Administration</i>
	1.9 Sign IRR and return to Property Officer A	None	1 Hour	<i>Administration and Finance Services Division Manager</i>
	1.10 Approve Inspection Report and forward to concerned End-	None	1 Day	<i>Plant Technical Services Division (PTSD) Manager</i>



	user			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Confirm and sign Inspection Report and return to PE B (QA/Safety)	None	30 Minutes	<i>Concerned End-user</i>
	1.12 Submit signed IRR and other supporting documents to Corporate Bookkeeper / Sr. Financial Analyst / Data Controller / Encoder	None	4 Hours	<i>Property Officer A</i>
	1.13 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Corporate Bookkeeper / Sr. Financial Analyst</i>
	1.14 Sign Box A1	None	1 Day	<i>Plant Manager</i>
	1.15 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.16 Initial Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.17 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.18 Forward to Logistics Division Manager for initial/signature of Box A2	None	4 Hours	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller Encoder</i>
	Total	None	14 Days, 5 Hours & 10 Minutes	



44. Receiving of Goods, Processing of Suppliers' Claims (Materials Above 10 Million Pesos)

Processing and Payment of Suppliers' Claims.

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sales/Charge Invoice (Goods)		Suppliers		
2. Issued Purchase Order (PO)		Suppliers		
3. Delivery Receipt		Suppliers		
4. Notice of Award		Suppliers		
5. Notice to Proceed		Suppliers		
6. Certificate of Origin (Imported Items)		Suppliers		
7. Bureau of Custom/Packing List (Imported Items)		Suppliers		
8. Bill of Lading (Imported Items)		Suppliers		
9. Certificate of Warranty and after sales support from the manufacturer and Local supplier		Suppliers		
10. Pictures with date (Newspaper)		Suppliers		
11. Other required documents as stated in the PO		Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver goods/items to Plant Warehouse.	1.1 Check completeness of the above required documents	None	30 Minutes	Property Officer A
	1.2 Check/Inspect goods/items as to quantity & physical condition	None	2 Hours	Property Officer A
	1.3 Receive goods/items, acknowledge copies of Delivery Receipt and Sales/Charge Invoice	None	25 Minutes	Property Officer A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Inspect and evaluate item based on Technical Specification as stated on Purchase Order	None	1 Day	<i>Principal Engineer B (QA/Safety)</i>
	1.5 Prepare Inspection and Receiving Report (IRR) and forward to Principal Engineer B (QA/Safety)	None	4 Hours	<i>Property Officer A</i>
	1.6 Prepare COA Annex Form A	None	15 Minutes	<i>Property Officer A</i>
	1.7 Prepare Inspection Report (IR) and perform:	None	3 Hours	<i>Principal Engineer B (QA/Safety)</i>
	a) Sign IRR and forward to Section Chief HR / Administration (proceed to 1.8 & 1.9)	None	1 Day	<i>Principal Engineer B (QA/Safety)</i>
	b)Forward prepared Inspection Report to PTSD Manager (proceed to 1.10)	None	30 Minutes	<i>Principal Engineer B (QA/Safety)</i>
	1.8 Review and initial IRR	None	1 Hour	<i>Section Chief, HR/Administration</i>
	1.9 Sign IRR and return to Property Officer A	None	1 Hour	<i>Administration and Finance Services Division Manager</i>
	1.10 Approve Inspection Report and forward to concerned End-user	None	1 Day	<i>Plant Technical Services Division (PTSD) Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Confirm and sign Inspection Report and return to PE B (QA/Safety)	None	30 Minutes	<i>Concerned End-user</i>
	1.12 Submit signed IRR and other supporting documents to Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder	None	4 Hours	<i>Property Officer A</i>
	1.13 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder</i>
	1.14 Sign Box A1	None	1 Day	<i>Plant Manager</i>
	1.15 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.16 Initial Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.17 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.18 Forward to Finance Division for initial/signature of Box B1, B2 & Box C	None	4 Hours	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller Encoder</i>
	Total	None	14 Days, 5 Hours & 10 Minutes	



45. Processing and Payment of Contractors' Claims (Infrastructure Projects) - Mobilization

Processing and Payment of Contractors' Claims for Mobilization (CAPEX).

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for mobilization approved by Vice President			Contractors	
2. Original copy of approved contract			Contractors	
3. Original Notice of Award			Contractors	
4. Original Notice to Proceed			Contractors	
5. Performance Bond Certification			Contracts Management Office, Logistics Div.	
6. Surety Bond Certification			Contracts Management Office, Logistics Div.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request for mobilization and other required documents	1.1 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder
		None	1 Day	Plant Manager
	1.2 Sign Box A1	None	1 Day	Project/Division Manager Concerned
	1.3 Sign Box A2	None	5 Days	Sr. Financial Specialist B
	1.4 Pre-audit	None	4 Hours	Sr. Financial Specialist B
	1.5 Initial Box B1 & B2	None	4 Hours	Sr. Accountant
	1.6 Encoding (DVS)	None	4 Hours	Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder
	1.7 Detach file copy of DV/Photocopy of supporting documents and forward DV to Finance Division	None	4 Hours	Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder
	Total	None	10 Days & 4 Hours	



46. Processing and Payment of Contractors' Claims (Infrastructure Projects) – First Billing

Processing and payment of Contractors' Claims for First Billing (CAPEX).

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors		
2. Original copy of approved Contract		Contractors		
3. Original Notice of Award		Contractors		
4. Original Notice to Proceed		Contractors		
5. Performance Bond Certification		Contractors		
6. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors		
7. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors		
8. Pictures of accomplishment claimed		End-user concerned		
9. Inspection report by project inspector to be noted by concerned Manager		Contract Management Office, Logistics Division		
10. Certification by Contract Management Office that original bidding documents were forwarded to COA		End-user concerned		
11. Bidding Documents		Finance - Budget		
12. Job Order / Work Order no.		Contractors / Contract Management Office, Logistics Division		
13. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Contractors		
14. Copy of audited DV of mobilization (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Charge Invoice/Billing Statement and other required documents to Finance Section	1.1 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder
	1.2 Sign Box A1	None	1 Day	Plant Manager



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Sign Box A2	None	1 Day	<i>Project/Division Manager Concerned</i>
	1.4 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.5 Initial Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.6 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.7 Detach file copy of DV/Photocopy of supporting documents and forward DV to Finance Division	None	4 Hours	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder</i>
	Total	None	10 Days & 4 Hours	



47. Processing and Payment of Contractors' Claims (Infrastructure Projects) – Progress Billing

Processing and payment of Contractors' Claims for Progress Billing (CAPEX).

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors		
2. Photocopy of approved Contract		Contractors		
3. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors		
4. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors		
5. Pictures of accomplishment report to be validated by Technical/End-user concerned		Contractors / End-user Concerned		
6. Inspection report by project inspector to be noted by concerned Manager		Contract Management Office, Logistics Division		
7. Job Order / Work Order no.		End-user concerned		
8. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Finance - Budget		
9. Copy of audited DV of mobilization and previous billings		Contractors		
10. Supplemental Agreement, Change Orders, Extra works orders as necessary		Contractors / End-user concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Charge Invoice/Billing Statement and other required documents to Finance Section	1.1 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder
	1.2 Sign Box A1	None	1 Day	Plant Manager
	1.3 Sign Box A2	None	1 Day	Project/Division Manager Concerned
	1.4 Pre-audit	None	5 Days	Sr. Financial Specialist B



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Initial Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.6 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.7 Detach file copy of DV/Photocopy of supporting documents and forward DV to Finance Division	None	4 Hours	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder</i>
	Total	None	10 Days & 4 Hours	



48. Processing and Payment of Contractors' Claims (Infrastructure Projects) – Final Billing

Processing and payment of Contractors' Claims for Final Billing (CAPEX).

Office or Division:	Administration and Finance Services Division (Agus 1&2 HPPC, Agus 4&5 HPPC, Agus 6&7 HPPC & Pulangi IV HPPC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill / Invoices / Statement of account acknowledged by the concerned End-user		Contractors		
2. Photocopy of approved Contract		Contractors		
3. Project Work Accomplishment approved by Vice President (as of a given date)		Contractors		
4. Affidavit of Payment for Labor, Materials and Statutory Obligation		Contractors / End-user Concerned		
5. Pictures of accomplishment report to be validated by Technical/End-user concerned		Contract Management Office, Logistics Division		
6. Inspection report by project inspector to be noted by concerned Manager		End-user concerned		
7. Job Order / Work Order no.		Finance - Budget		
8. Bank Guarantee or Surety Bond Certification (for liability defects) in lieu of 10% Retention		Contractors		
9. Copy of audited DV of mobilization and previous billings		Contractors / End-user concerned		
10. Supplemental Agreement, Change Orders, Extra Works Orders as necessary		End-user concerned		
11. Certificate of Completion		Contractors		
12. Clearance Certificate		Contractors		
13. Notarized quit claim				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Charge Invoice/Billing Statement and other required documents to Finance Section	1.1 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	2 Days	Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder
	1.2 Sign Box A1	None	1 Day	Plant Manager



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Sign Box A2	None	1 Day	<i>Project/Division Manager Concerned</i>
	1.4 Pre-audit	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.5 Initial Box B1 & B2	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.6 Encoding (DVS)	None	4 Hours	<i>Sr. Accountant</i>
	1.7 Detach file copy of DV/Photocopy of supporting documents and forward DV to Finance Division	None	4 Hours	<i>Corporate Bookkeeper /Sr. Financial Analyst / Data Controller/ Encoder</i>
	Total	None	10 Days & 4 Hours	



49. Sustainable Livelihood Program

One of the programs of the Office is to provide Livelihood for Farmers/Stakeholders to protect Lake Lanao Watershed.

Office or Division:	Watershed Management Division-Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers / Stakeholders of Lake Lanao Watershed			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent			WMD – Mindanao Generation	
2. Proof of Ownership (One Hectare with Tax Declaration)			Assessor's Office	
3. Certification from Barangay Chairman			Barangay Chairman	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Letter of Intent (LOI) and submit it to avail the sustainable livelihood projects under Universal Charge – Environmental Charge (UC-EC)	1.1 Receive, log-in the LOI and forward it to Section Chief for evaluation.	None	10 Minutes	<i>Information Assistant I</i>
	1.2 Evaluate the LOI and the attached Barangay Certificate as well as the Proof of Ownership before forwarding to Division Manager for review and approval.	None	1 Day	<i>Section Chief</i>
	1.3 Review and sign / approve the LOI <ul style="list-style-type: none"> If the LOI is disapproved, return it to Section Chief to prepare letter address to the farmer informing for the disapproval. If the LOI is approved, return it to Section Chief for appropriate action. 	None	4 Hours	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Conduct Survey, Mapping and Planning	None	2 Days	Section Chief, Senior Watershed Management Specialist, Forrester
	1.5 Notify the farmer of the result of survey mapping to qualify / attend the incoming training	None	1 Day	Senior Watershed Management Specialist
2. Attend Training	2.1 Prepare Training Modules	None	1 Day	Community Relation Officer
	2.2 Conduct training	None	1 Day	Section Chief/ Community Relation Officer
3. Signing of Family Approach Contract (FAC)	3.1 Prepare FAC / Memorandum of Agreement	None	1 Day	Senior Watershed Management Specialist
	3.2 Signing of the contract	None	2 Days	Division Manager / Department Manager / Vice President, Mindanao Generation
	3.3 Prepare notice to Proceed to implement the project	None	4 Hours	Senior Watershed Management Specialist
4. Receive Notice to Proceed				
	Total	None	10 Days & 10 Minutes	



50. Mindanao Generation Operations Data

The daily status of Plant performance and operation is furnished to concerned Government Agencies per request.

Office or Division:	Office of the Manager – Operation Planning Department, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NEDA, DOE, PSA and Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official communications 2. Approval of the Vice President			Office of the Vice President	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request operations data	1.1 Receive communications and endorse to the Vice President for approval.	None	1 Hour	<i>Corporate Staff Officer C</i>
	1.2 Approve request and endorse to Department Manager for appropriate action.	None	2 Hours	<i>Vice President, Mindanao Generation</i>
	1.3 Forward request to Operation Planning Department.	None	10 Minutes	<i>Secretary D</i>
	1.4 Receive request and forward to Department Manager.	None	5 Minutes	<i>Data Controller/ Encoder</i>
	1.5 Evaluate and assign employee to act on the report.	None	2 Hours	<i>Department Manager</i>
	1.6 Consolidate data and create report.	None	1 Day	<i>Corporate Staff Officer C</i>
	1.7 Submit report to OPD Department Manager for initial.	None	5 Minutes	<i>Data Controller/ Encoder</i>
	1.8 Initial the report.	None	1 Hour	<i>Department Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Forward the report to Mindanao Generation Vice President for approval.	None	10 Minutes	<i>Data Controller/ Encoder</i>
	1.10 Approve the report.	None	1 Day	<i>Vice President, Mindanao Generation</i>
	1.11 Scan and email approved documents.	None	30 Minutes	<i>Corporate Staff Officer C</i>
1. Acknowledge receipt of emailed documents.	2.1 Archive communications for reference.	None	15 Minutes	<i>Corporate Staff Officer C</i>
	Total	None	2 Days, 7 Hours & 15 Minutes	



NATIONAL POWER CORPORATION

REGIONAL/FIELD OFFICE

INTERNAL SERVICES



SMALL POWER UTILITIES GROUP

1. Corrective Maintenance

Implementation of corrective maintenance as per approved request.

Office or Division:	Maintenance & Technical Services Division (SPUG Luzon, Visayas and Mindanao)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SPUG Operations Division Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Corrective Maintenance Job Request Form (Revised) 2. Spot Report Form (Revised) 3. Other requirements: a. History of the unit b. Last PMS conducted c. Last corrective maintenance conducted d. Photocopy of log sheets for five (5) days prior to incident e. Root Cause Analysis f. Confirmation of availability of spare parts for replacement			Concerned Plant-In-Charge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly filled- out Spot Report form (revised)		None	1 Hour	Shift-In-Charge LOD: <i>J. J. Mendoza</i> <i>E.O. Rosas, JR.</i> <i>R.A. A. Cabuco</i> <i>W.A. C. Ballon</i> <i>J.S. Galicianao</i> <i>B. P. Pallogan</i> <i>N. M. Delos Santos</i> <i>A. S. Uy</i> <i>N. D. Palalay</i> <i>D.A. H. Delicano</i> <i>N. M. Molina</i> <i>R. A. Ibay</i> <i>O. G. Herrera</i> <i>B. A. Abellana</i> <i>H.S. Año</i> <i>J. A. Yleaña</i> <i>C. L. Castasus</i> <i>R. P. So</i> <i>J. J. M. Adora</i> <i>J.R. A. Cuyos</i>



				<p> <i>J.M. Mortel (OIC)</i> <i>E.W. G. Francisco</i> <i>C. F. Añonuevo, JR.</i> <i>J. C. W. Bauson</i> <i>R. L. B. Dilay</i> <i>I. F. Famorcan</i> <i>G. I. Sumondong, SR.</i> <i>J. Q. Cacal</i> <i>V. C. Virgo</i> <i>M. S. Otic</i> <i>A. K. J. Berueda</i> <i>S. A. Cabrera</i> <i>L. J. B. Abaa</i> <i>E. B. Jardin</i> <i>K. F. M. Acoy</i> <i>G. L. Talbo</i> <i>F.G. D. Baaco</i> <i>F. B. Manuel</i> <i>R. S. Andriano</i> <i>J. T. Valledor</i> <i>A. U. Dalonos, JR</i> <i>J.A. Bumanglag</i> <i>R.C. B. Garcia</i> <i>M.A. A. Baguinbin</i> <i>J.C.O. Calingao</i> <i>A. U. Dalonos JR.</i> <i>C. S. Damalerio</i> <i>C. O. Plagata</i> <i>J. G. Paduga</i> <i>J.R. C. Cacal</i> <i>F. G. D. Baaco</i> <i>J.R. C. Cacal</i> <i>R. J. A. Namuco</i> <i>L. C. Libarra</i> <i>C. T. Llorca</i> <i>R. I. S. Octa</i> <i>L. T. Panti</i> <i>B.L L. Ricacho</i> <i>A. L. T. Barba</i> <i>M.E. M. Sarmiento</i> <i>S. T. Barba</i> <i>E. R. Reyes</i> <i>Q.V. Gorospe, III</i> <i>J. S. Estrada</i> <i>M. T. Bacolod</i> <i>A. V. C. Torrevillas</i> <i>J. V. DelaCruz</i> <i>R. E. Tamar</i> <i>F. B. Bellas, JR.</i> <i>R. A. Arguelles</i> </p>
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				<p>VOD:</p> <p>GPRellita</p> <p>GLEsquilon</p> <p>JP Sumalinog</p> <p>RBGumalo</p> <p>VNLanas</p> <p>JCFaunillan</p> <p>GGNaquines, Jr.</p> <p>JDPondang</p> <p>JJD Calosor</p> <p>FR Bongcac</p> <p>RA Marigomen</p> <p>RACayao</p> <p>JRDAbalo</p> <p>JSMongcopa</p> <p>MJOpo, Jr</p> <p>TSuarez</p> <p>PBRoble Jr.</p> <p>BADCortes</p> <p>MOD:</p> <p>FMGonzales</p> <p>MLCastroverde</p> <p>JLAngelo</p> <p>EPNaquimen</p> <p>JCCansancio</p> <p>JADuhig</p> <p>NMArcena</p> <p>RPMacuno</p> <p>AMHasinon</p> <p>HSAMusa</p> <p>RMBrique</p> <p>RBMorales</p> <p>JIPSerrano</p> <p>JBJEAbdurahman</p> <p>FAADjap</p> <p>JTHagonoy</p> <p>RSDahum</p> <p>AHMLim</p> <p>DBEmul</p> <p>JMMariano</p> <p>KAOyong</p> <p>RDSobrevega</p> <p>FIJadjulie</p> <p>JNLahaman</p> <p>JRCabaccangSr.</p> <p>PMQuiñones</p> <p>EIAidani</p> <p>FTDingle</p> <p>AASerrano</p> <p>ETRabosa</p>
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				<i>JBGonzalo ABCalonsag JTAsakil DTJo AAAAsa EMSaavedra JRManolong YHIbba</i>
2. Properly filled- out Service Request Form (SRF)/Corrective Maintenance Job Request (CMJR) and submission		None	1 Hour	Plant-In-Charge <i>LOD:</i> <i>J. J. Mendoza E.O. Rosas, JR. R.A. A. Cabuco W.A. C. Ballon J.S. Galicianao B. P. Pallogan N. M. Delos Santos A. S. Uy N. D. Palalay D.A. H. Delicano N. M. Molina R. A. Ibay O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G. I. Sumondong, SR. J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda S. A. Cabrera L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano</i>



				<p> <i>J. T. Valledor</i> <i>A. U. Dalonos, JR</i> <i>J.A. Bumanglag</i> <i>R.C. B. Garcia</i> <i>M.A. A. Baguinbin</i> <i>J.C.O. Calingao</i> <i>A. U. Dalonos JR.</i> <i>C. S. Damalerio</i> <i>C. O. Plagata</i> <i>J. G. Paduga</i> <i>J.R. C. Cacal</i> <i>F. G. D. Baaco</i> <i>J.R. C. Cacal</i> <i>R. J. A. Namuco</i> <i>L. C. Libarra</i> <i>C. T. Llorca</i> <i>R. I. S. Octa</i> <i>L. T. Panti</i> <i>B.L L. Ricacho</i> <i>A. L. T. Barba</i> <i>M.E. M. Sarmiento</i> <i>S. T. Barba</i> <i>E. R. Reyes</i> <i>Q.V. Gorospe, III</i> <i>J. S. Estrada</i> <i>M. T. Bacolod</i> <i>A. V. C. Torrevillas</i> <i>J. V. DelaCruz</i> <i>R. E. Tamar</i> <i>F. B. Bellas, JR.</i> <i>R. A. Arguelles</i> </p> <p> VOD: <i>GPRellita</i> <i>GLEsquilon</i> <i>JP Sumalinog</i> <i>RBGumalo</i> <i>VNLanas</i> <i>JCFaunillan</i> <i>GGNaquines, Jr.</i> <i>JDPondang</i> <i>JJD Calosor</i> <i>FR Bongcac</i> <i>RA Marigomen</i> <i>RACayao</i> <i>JRDAbalo</i> <i>JSMongcopa</i> <i>MJOpo, Jr</i> <i>TSuarez</i> <i>PBRoble Jr.</i> <i>BADCortes</i> </p>
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				MOD: FMGonzales MLCastroverde JLAngelo EPNaquimen JCCansancio JADuhig NMArcena RPMacuno AMHasinon HSAMusa RMBrique RBMorales JIPSerrano JBJEAbdurahman FAADjap JTHagonoy RSDahum AHMLim DBEmul JMMariano KAOyong RDSobrevega FIJadjulie JNLahaman JRCabaccangSr. PMQuiñones EIAidani FTDingle AASerrano ETRabosa JBGonzalo ABCalonsag JTAsakil DTJo AAAAsa EMSaavedra JRManolong YHIbba
3. Submit the Job Request, Spot Report and Other requirements		None	Within 24 Hours	Plant-in-Charge LOD: J. J. Mendoza E.O. Rosas, JR. R.A. A. Cabuco W.A. C. Ballon J.S. Galicianao B. P. Pallogan N. M. Delos Santos A. S. Uy N. D. Palalay D.A. H. Delicano



				N. M. Molina R. A. Ibay O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G.I. Sumondong, SR. J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda S. A. Cabrera L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano J. T. Valledor A. U. Dalonos, JR J.A. Bumanglag R.C. B. Garcia M.A. A. Baguinbin J.C.O. Calingao A. U. Dalonos JR. C. S. Damalerio C. O. Plagata J. G. Paduga J.R. C. Cacal F. G. D. Baaco J.R. C. Cacal R. J. A. Namuco L. C. Libarra C. T. Llorca R. I. S. Octa L. T. Pantí B.L L. Ricacho A. L. T. Barba M.E. M. Sarmiento
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				<p> <i>S. T. Barba</i> <i>E. R. Reyes</i> <i>Q.V. Gorospe, III</i> <i>J. S. Estrada</i> <i>M. T. Bacolod</i> <i>A. V. C. Torrevillas</i> <i>J. V. DelaCruz</i> <i>R. E. Tamar</i> <i>F. B. Bellas, JR.</i> <i>R. A. Arguelles</i> </p> <p> VOD: <i>GPRellita</i> <i>GLEsquilon</i> <i>JP Sumalinog</i> <i>RBGumalo</i> <i>VNLanas</i> <i>JCFaunillan</i> <i>GGNaquines, Jr.</i> <i>JDPondang</i> <i>JJD Calosor</i> <i>FR Bongcac</i> <i>RA Marigomen</i> <i>RACayao</i> <i>JRDAbalo</i> <i>JSMongcopa</i> <i>MJOpo, Jr TSuarez</i> <i>PBRoble Jr.</i> <i>BADCortes</i> </p> <p> MOD: <i>FMGonzales</i> <i>MLCastroverde</i> <i>JLAngelo</i> <i>EPNaquimen</i> <i>JCCansancio</i> <i>JADuhig</i> <i>NMArcena</i> <i>RPMacuno</i> <i>AMHasinon</i> <i>HSAMusa</i> <i>RMBrique</i> <i>RBMorales</i> <i>JIPSerrano</i> <i>JBJEAbdurahman</i> <i>FAADjap</i> <i>JTHagonoy</i> <i>RSDahum</i> <i>AHMLim</i> <i>DBEmul</i> <i>JMMariano</i> <i>KAOyong</i> </p>
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				<i>RDSobrevega</i> <i>FIJadJulie</i> <i>JNLahaman</i> <i>JRCabaccangSr.</i> <i>PMQuiñones</i> <i>EIAidani</i> <i>FTDingle</i> <i>AASerrano</i> <i>ETRabosa</i> <i>JBGonzalo</i> <i>ABCalonsag</i> <i>JTAsakil</i> <i>DTJo</i> <i>AAAsa</i> <i>EMSaavedra</i> <i>JRManolong</i> <i>YHIbba</i>
	3.1 Receive/check and verify the information	None	5 Minutes	Result Engineer <i>LOD:</i> <i>JARicacho</i> <i>JLGillego</i> <i>CDMetrio</i> <i>ARZabala</i> <i>VOD:</i> <i>ADBuslon</i> <i>MRPMongcopa</i> <i>MOD:</i> <i>LJPGarcia</i> <i>RLUrbiztondo</i>
	3.2 Discuss with the Plant in Charge regarding the plant trouble and availability of all materials and equipment needed	None	1 Hour	Division Managers Result Engineer/PIC <i>LOD:</i> <i>ABBeo</i> <i>DDBarcarse</i> <i>RMUmban</i> <i>FBBarrios</i> <i>RSGuanio</i> <i>JLGillego</i> <i>JARicacho</i> <i>CDMetrio</i> <i>ARZabala</i> <i>J. J. Mendoza</i> <i>E. O. Rosas, JR.</i> <i>R.A. A. Cabuco</i> <i>W.A. C. Ballon</i> <i>J.S. Galicianao</i> <i>B. P. Pallogan</i> <i>N. M. Delos Santos</i>



				A. S. Uy N. D. Palalay D.A. H. Delicano N. M. Molina R. A. Ibay O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G.I.Sumondong, SR. J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda S. A. Cabrera L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano J. T. Valledor A. U. Dalonos, JR J.A. Bumanglag R.C. B. Garcia M.A. A. Baguinbin J.C.O. Calingao A. U. Dalonos JR. C. S. Damalerio C. O. Plagata J. G. Paduga J.R. C. Cacal F. G. D. Baaco J.R. C. Cacal R. J. A. Namuco L. C. Libarra C. T. Llorca R. I. S. Octa L. T. Panti
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				<i>B.L L. Ricacho</i> <i>A. L. T. Barba</i> <i>M.E. M. Sarmiento</i> <i>S. T. Barba</i> <i>E. R. Reyes</i> <i>Q.V. Gorospe, III</i> <i>J. S. Estrada</i> <i>M. T. Bacolod</i> <i>A. V. C. Torrevillas</i> <i>J. V. DelaCruz</i> <i>R. E. Tamar</i> <i>F. B. Bellas, JR.</i> <i>R. A. Arguelles</i> VOD: <i>ADBuslon</i> <i>MRPMongcopa</i> <i>PBGuyot</i> <i>EPVillegas</i> MOD: <i>LJPGarcia</i> <i>CDIsahac</i> <i>RLUrbiztondo</i> <i>RUFullido</i>
	3.3 Acknowledge the Job Request and endorse Request to Technical Services Division	None	10 Minutes	Division Manager LOD: <i>ABBeo</i> <i>DDBarcarse</i> <i>RMUmban</i> <i>FBBarrrios</i>
	3.4 Schedule target date/dispatching of maintenance personnel	None	1 Hour	VOD: <i>PBGuyot</i> <i>EPVillegas</i> MOD: <i>CDIsahac</i> <i>RUFullido</i>
			Depends on the scope of work	Principal Engineer A/Division Manager LOD: <i>RTCaayao</i> <i>RQCayetano</i> <i>NREspino</i> <i>EGZarate</i> <i>RSGuanio</i> VOD:



	3.5 Actual Corrective Maintenance Schedule Activity	None		<i>RDDumasis</i> <i>VBacompañado</i> <i>WNCSanchez</i> <i>MOD:</i> <i>ATNazario</i> <i>JCTimbang</i> <i>GBAbisana</i> Maintenance Team <i>LOD:</i> G.T. Sta Cruz II RR Villafranca F.A.N. Flores R.C.R. Alipio L.U. De Guzman jr J.V..Fernandez R.B Otero <i>VOD:</i> FMCerdeña VBacompañado WNCSanchez DGJudilla ATEscoro <i>MOD:</i> <i>GLDegamo</i> <i>GDAbucejo</i> <i>EBRubio</i> <i>JBSanchez</i> <i>JBEleuterio, Jr.</i> <i>BMBaakal</i> <i>ACDifuntorum, Jr.</i> <i>RAMarzan</i>
	Total	None	1 day 4 Hours & 15 Minutes	



2. Preventive Maintenance

Implementation of preventive maintenance as per approved request.

Office or Division:	Maintenance & Technical Services (SPUG Luzon, Visayas and Mindanao)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SPUG Luzon, Visayas, Mindanao Operations Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Preventive Maintenance Job Request Form 2. Confirmation of Spare Parts Availability			Concerned Plant-In-Charge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly filled-up Service Request Form (SRF)/Preventive Maintenance Job Request (PMJR)		None	1 Hour	Plant-In-Charge LOD: J. J. Mendoza E.O. Rosas, JR. R.A. A. Cabuco W.A. C. Ballon J.S. Galicianao B. P. Pallogan N. M. Delos Santos A. S. Uy N. D. Palalay D.A. H. Delicano N. M. Molina R. A. Ibay O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G. I. Sumondong, SR. J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda



				S. A. Cabrera L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano J. T. Valledor A. U. Dalonos, JR J.A. Bumanglag R.C. B. Garcia M.A. A. Baguinbin J.C.O. Calingao A. U. Dalonos JR. C. S. Damalerio C. O. Plagata J. G. Paduga J.R. C. Cacal F. G. D. Baaco J.R. C. Cacal R. J. A. Namuco L. C. Libarra C. T. Llorca R. I. S. Octa L. T. Panti B.L L. Ricacho A. L. T. Barba M.E. M. Sarmiento S. T. Barba E. R. Reyes Q.V. Gorospe, III J. S. Estrada M. T. Bacolod A. V. C. Torrevillas J. V. DelaCruz R. E. Tamar F. B. Bellas, JR. R. A. Arguelles VOD: GPRelita GLEsquilon JP Sumalinog RBGumalo VNLanas JCFaunillan GGNaquines, Jr. JDPondang JJD Calosor FR Bongcac RA Marigomen RACayao
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				<p> <i>JRDAbalo</i> <i>JSMongcopa</i> <i>MJOpo,Jr TSuarez</i> <i>PBRobleJr.</i> <i>BADCortes</i> </p> <p> MOD: <i>FMGonzales</i> <i>MLCastroverde</i> <i>JLAngelo</i> <i>EPNaquimen</i> <i>JCCansancio</i> <i>JADuhig</i> <i>NMArcena</i> <i>RPMacuno</i> <i>AMHasinon</i> <i>HSAMusa</i> <i>RMBrique</i> <i>RBMorales</i> <i>JIPSerrano</i> <i>JBJEAbdurahman</i> <i>FAADjap</i> <i>JTHagonoy</i> <i>RSDahum</i> <i>AHMLim</i> <i>DBEmul</i> <i>JMMariano</i> <i>KAOyong</i> <i>RDSobrevega</i> <i>FIJadjulie</i> <i>JNLahaman</i> <i>JRCabaccangSr.</i> <i>PMQuiñones</i> <i>EIAidani</i> <i>FTDingle</i> <i>AASerrano</i> <i>ETRabosa</i> <i>JBGonzalo</i> <i>ABCalonsag</i> <i>JTAsakil</i> <i>DTJo</i> <i>AAAsa</i> <i>EMSaavedra</i> <i>JRManolong</i> <i>YHIbba</i> </p>
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2. Submit the Job Request	a. Receive/check and verify the information	None	5 Minutes	<i>Result Engineer</i> LOD: J.L. Gillego C.D. Metrio J.U. Ricacho A.R. Zabala VOD: ADBuslon MRPMongcopa MOD: LJPGarcia RLURbiztondo
	b. Discuss with the Plant in Charge regarding the schedule and availability of all materials and equipment needed		1 Hour	<i>Result Engineer/PE-A/Division Manager</i> LOD: J.L. Gillego C.D. Metrio J.U. Ricacho A.R. Zabala ABBeo DDBarcarse RMUmban FBBarrios RMUmban RSGuanio RTCaayao RQCayetano NREspino EGZarate VOD: ADBuslon PBGuyot MRPMongcopa EPVillegas MOD: LJPGarcia CDisahac RLURbiztondo RUFullido
	c. Acknowledge the Job		10 Mins	<i>Result Engineer/Division Manager</i>



	Request and endorse the request to Technical Services Division			<p>LOD: J.L. Gillego C.D. Metrio J.U. Ricacho A.R. Zabala A.B. Beo D.D. Barcarse R.M. Umban F.B. Barrios</p> <p>VOD: ADBuslon PBGuyot MRPMongcopa EPVillegas</p> <p>MOD: LJPGarcia CDIsahac RLUrbiztondo RUFullido</p>
	d. Schedule target date/dispatchin g of maintenance personnel		1 Hour	<p>Division Manager/Principal Engineer A</p> <p>LOD: ABBeo DDBarcarse RMUmban FBBarrios RSGuanio RTCaayao RQCayetano NREspino EGZarate</p> <p>VOD: RDDumasis VBAcompanado WCSanchez</p> <p>MOD: ATNazario FBAbisana JCTimbang</p>
			18 days	<p>MTS Personnel and Plant</p>



	e. Actual PMS Activity		<p>Note: Depending on the type of PMS (minor, intermediate, major) and engine brand and capacity</p>	<p>Personnel LOD:</p> <p><i>J. J. Mendoza</i> <i>E.O. Rosas, JR.</i> <i>R.A. A. Cabuco</i> <i>W.A. C. Ballon</i> <i>J.S. Galicianao</i> <i>B. P. Pallogan</i> <i>N. M. Delos Santos</i> <i>A. S. Uy</i> <i>N. D. Palalay</i> <i>D.A. H. Delicano</i> <i>N. M. Molina</i> <i>R. A. Ibay</i> <i>O. G. Herrera</i> <i>B. A. Abellana</i> <i>H.S. Año</i> <i>J. A. Yleaña</i> <i>C. L. Castasus</i> <i>R. P. So</i> <i>J. J. M. Adora</i> <i>J.R. A. Cuyos</i> <i>J.M. Mortel (OIC)</i> <i>E.W. G. Francisco</i> <i>C. F. Añonuevo, JR.</i> <i>J. C. W. Bauson</i> <i>R. L. B. Dilay</i> <i>I. F. Famorcan</i> <i>G. I. Sumondong, SR.</i> <i>J. Q. Cacal</i> <i>V. C. Virgo</i> <i>M. S. Otic</i> <i>A. K. J. Berueda</i> <i>S. A. Cabrera</i> <i>L. J. B. Abaa</i> <i>E. B. Jardin</i> <i>K. F. M. Acoy</i> <i>G. L. Talbo</i> <i>F.G. D. Baaco</i> <i>F. B. Manuel</i> <i>R. S. Andriano</i> <i>J. T. Valledor</i> <i>A. U. Dalonos, JR</i> <i>J.A. Bumanglag</i> <i>R.C. B. Garcia</i> <i>M.A. A. Baguinbin</i> <i>J.C.O. Calingao</i> <i>A. U. Dalonos JR.</i> <i>C. S. Damalerio</i> <i>C. O. Plagata</i></p>
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				<p> <i>J. G. Paduga</i> <i>J.R. C. Cacal</i> <i>F. G. D. Baaco</i> <i>J.R. C. Cacal</i> <i>R. J. A. Namuco</i> <i>L. C. Libarra</i> <i>C. T. Llorca</i> <i>R. I. S. Octa</i> <i>L. T. Panti</i> <i>B.L L. Ricacho</i> <i>A. L. T. Barba</i> <i>M.E. M. Sarmiento</i> <i>S. T. Barba</i> <i>E. R. Reyes</i> <i>Q.V. Gorospe, III</i> <i>J. S. Estrada</i> <i>M. T. Bacolod</i> <i>A. V. C. Torrevillas</i> <i>J. V. DelaCruz</i> <i>R. E. Tamar</i> <i>F. B. Bellas, JR.</i> <i>R. A. Arguelles</i> <i>G.T. Sta Cruz II</i> <i>RR Villafranca</i> <i>F.A.N. Flores</i> <i>R.C.R. Alipio</i> <i>L.U. De Guzman jr</i> <i>J.V..Fernandez</i> <i>R.B Otero</i> </p> <p> VOD: <i>FM Cerdena</i> <i>JCCuizon, Jr</i> <i>EJMDumadag</i> <i>JATamiroy</i> <i>DCApolinar</i> <i>JJLMalazarte</i> <i>ISDelCastillo</i> <i>GPRellita</i> <i>GLEsquilon</i> <i>JPSumalinog</i> <i>RBGumalo</i> <i>VNLanas</i> <i>JCFaunillan</i> <i>GGNaquines, Jr.</i> <i>JDPondang</i> <i>JJD Calosor</i> <i>FR Bongcac</i> <i>RA Marigomen</i> <i>RACayao</i> <i>JRDAbalo</i> <i>JSMongcopa</i> </p>
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				<p> <i>MJOpo, Jr.</i> <i>ATSuarez</i> <i>PBRoble Jr.</i> <i>BADCortes</i> </p> <p> <i>MOD:</i> <i>(MTS)</i> <i>GLDegamo</i> <i>GDAbucejo</i> <i>EBRubio</i> <i>JBSanchez</i> <i>JBEleuterio, Jr.</i> <i>BMBaakal</i> <i>ACDifuntorum, Jr.</i> <i>RAMarzan</i> <i>(Plant Personnel)</i> <i>FMGonzales</i> <i>MLCastroverde</i> <i>JLAngelo</i> <i>EPNaquimen</i> <i>JCCansancio</i> <i>JADuhig</i> <i>NMArcena</i> <i>RPMacuno</i> <i>AMHasinon</i> <i>HSAMusa</i> <i>RMBrique</i> <i>RBMorales</i> <i>JIPSerrano</i> <i>JBJEAbdurahman</i> <i>FAADjap</i> <i>JTHagonoy</i> <i>RSDahum</i> <i>AHMLim</i> <i>DBEmul</i> <i>JMMariano</i> <i>KA Oyong</i> <i>RDSobrevega</i> <i>FIJadjulie</i> <i>JNLahaman</i> <i>JRCabaccangSr.</i> <i>PMQuiñones</i> <i>EIAidani</i> <i>FTDingle</i> <i>AASerrano</i> <i>ETRabosa</i> <i>JBGonzalo</i> <i>ABCalonsag</i> <i>JTAsakil</i> <i>DTJo</i> <i>AAAsa</i> <i>EMSaavedra</i> </p>
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				JRManolong YHlbbba
	Total	None	18 Days, 3 Hours & 15 Minutes	



3. Warehousing

Implementation of warehousing activities as per approved request.

Office or Division:		SPUG Luzon/Visayas/Mindanao – Workshop Maintenance & Technical Services Division (WMTSD) SPUG Visayas/Mindanao – Administration and Finance Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SPUG-Luzon/Visayas/Mindanao Operations Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Warehouse Requisition Slip Form 2. Confirmation of Spare Parts Availability			Concerned Plant-In-Charge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly filled-up Warehouse Requisition Slip (WRS) form		None	1 Hour	Plant-In-Charge/Division Manager/PEA LOD: J. J. Mendoza E.O. Rosas, JR. R.A. A. Cabuco W.A. C. Ballon J.S. Galicianao B. P. Pallogan N. M. Delos Santos A. S. Uy N. D. Palalay D.A. H. Delicano N. M. Molina R. A. Ibay O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G. I. Sumondong, SR.



				J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda S. A. Cabrera L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano J. T. Valledor A. U. Dalonos, JR J.A. Bumanglag R.C. B. Garcia M.A. A. Baguinbin J.C.O. Calingao A. U. Dalonos JR. C. S. Damalerio C. O. Plagata J. G. Paduga J.R. C. Cacal F. G. D. Baaco J.R. C. Cacal R. J. A. Namuco L. C. Libarra C. T. Llorca R. I. S. Octa L. T. Panti B.L L. Ricacho A. L. T. Barba M.E. M. Sarmiento S. T. Barba E. R. Reyes Q.V. Gorospe, III J. S. Estrada M. T. Bacolod A. V. C. Torrevillas J. V. DelaCruz R. E. Tamar F. B. Bellas, JR. R. A. Arguelles A.B. Beo D.D. Barcarse R.M. Umban F.B. Barrios R.S. Guanio R.T. Caayao R.Q. Cayetano N.R. Espino E.G. Zarate
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				<p><i>VOD:</i> <i>GPRellita</i> <i>GLEsquilon</i> <i>JPSumalinog</i> <i>RBGumalo</i> <i>VNLanas</i> <i>JCFaunillan</i> <i>GGNaquines, Jr</i> <i>JDPondang</i> <i>JJDCalosor</i> <i>FRBongcac</i> <i>RAMarigomen</i> <i>RACayao</i> <i>JRDAbalo</i> <i>JSMongcopa</i> <i>MJOpo, Jr.</i> <i>ATSuarez</i> <i>PBRoble Jr.</i> <i>BADCortes</i></p> <p><i>MOD:</i> <i>FMGonzales</i> <i>MLCastroverde</i> <i>JLAngelo</i> <i>EPNaquimen</i> <i>JCCansancio</i> <i>JADuhig</i> <i>NMArcena</i> <i>RPMacuno</i></p>
2. Submit signed/approved WRS	2.1 Receive approved WRS	None	5 minutes	<p>Property Officer <i>LOD:</i> <i>ARDPresillas</i></p> <p><i>VOD:</i> <i>RBGanados</i> <i>RRBantang</i></p> <p><i>MOD:</i> <i>SVCahilog</i> <i>WJSabaddin</i></p>
	2.2 Issuance of materials	None	1 Hour	<p>Property Officer <i>LOD:</i> <i>ARDPresillas</i></p> <p><i>VOD:</i> <i>RBGanados</i> <i>RRBantang</i></p>



				<i>MOD:</i> <i>SVCahilog</i> <i>WJSabaddin</i>
	2.2 Prepare MIV or Material Transfer Invoice (MTI), as applicable and record withdrawal/ update Warehouse Material Control Card (WMCC)	None	1 Hour	Property Officer <i>LOD:</i> <i>ARDPresillas</i> <i>VOD:</i> <i>RBGanados</i> <i>RRBantang</i> <i>MOD:</i> <i>SVCahilog</i> <i>WJSabaddin</i>
	2.3 Issue gate pass and Release Items	None	2 Hours (Maximum)	Property Officer/PEA/Division Manager <i>LOD:</i> <i>ARDPresillas</i> <i>E.G Zarate</i> <i>R.S. Guanio</i> <i>VOD:</i> <i>RBGanados</i> <i>RRBantang</i> <i>MOD:</i> <i>SVCahilog</i> <i>WJSabaddin</i>
	Total		5 Hours & 5 Minutes	



4. Workshop and Rewinding

Implementation of workshop and rewinding activities as per approved request.

Office or Division:	SPUG LUZON – Workshop Maintenance & Technical Services Division (WMTSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SPUG-Luzon Operations Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Service Request Form (SRF) / Corrective Maintenance Job Request / Memo Request			Concerned Plant-In-Charge	
2. Confirmation of Spare Parts Availability				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Properly filled-up SRF/Memo Request/CMJR		None	1 Hour	Concerned Plant-in-Charge LOD: J. J. Mendoza E.O. Rosas, JR. R.A. A. Cabuco W.A. C. Ballon J.S. Galicianao B. P. Pallogan N. M. Delos Santos A. S. Uy N. D. Palalay D.A. H. Delicano N. M. Molina R. A. Ibay O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G. I. Sumondong, SR. J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda S. A. Cabrera



				<i>L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano J. T. Valledor A. U. Dalonos, JR J.A. Bumanglag R.C. B. Garcia M.A. A. Baguinbin J.C.O. Calingao A. U. Dalonos JR. C. S. Damalerio C. O. Plagata J. G. Paduga J.R. C. Cacal F. G. D. Baaco J.R. C. Cacal R. J. A. Namuco L. C. Libarra C. T. Llorca R. I. S. Octa L. T. Pantí B.L L. Ricacho A. L. T. Barba M.E. M. Sarmiento S. T. Barba E. R. Reyes Q.V. Gorospe, III J. S. Estrada M. T. Bacolod A. V. C. Torrevillas J. V. DelaCruz R. E. Tamar F. B. Bellas, JR. R. A. Arguelles</i>
2. Submit the Job / Fabricated Parts Request		None		Concerned Plant-in-Charge LOD: <i>J. J. Mendoza E.O. Rosas, JR. R.A. A. Cabuco W.A. C. Ballon J.S. Galicianao B. P. Pallogan N. M. Delos Santos A. S. Uy N. D. Palalay D.A. H. Delicano N. M. Molina R. A. Ibay</i>



				O. G. Herrera B. A. Abellana H.S. Año J. A. Yleaña C. L. Castasus R. P. So J. J. M. Adora J.R. A. Cuyos J.M. Mortel (OIC) E.W. G. Francisco C. F. Añonuevo, JR. J. C. W. Bauson R. L. B. Dilay I. F. Famorcan G. I. Sumondong, SR. J. Q. Cacal V. C. Virgo M. S. Otic A. K. J. Berueda S. A. Cabrera L. J. B. Abaa E. B. Jardin K. F. M. Acoy G. L. Talbo F.G. D. Baaco F. B. Manuel R. S. Andriano J. T. Valledor A. U. Dalonos, JR J.A. Bumanglag R.C. B. Garcia M.A. A. Baguinbin J.C.O. Calingao A. U. Dalonos JR. C. S. Damalerio C. O. Plagata J. G. Paduga J.R. C. Cacal F. G. D. Baaco J.R. C. Cacal R. J. A. Namuco L. C. Libarra C. T. Llorca R. I. S. Octa L. T. Pantí B.L L. Ricacho A. L. T. Barba M.E. M. Sarmiento S. T. Barba E. R. Reyes Q.V. Gorospe, III J. S. Estrada M. T. Bacolod A. V. C. Torrevillas J. V. DelaCruz R. E. Tamar F. B. Bellas, JR.
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				<i>R. A. Arguelles</i>
	2.1 Receive/check and verify the information	None	10 Minutes	Result Engineer/Division Manager <i>J.L. Gillego</i> <i>C.D. Metrio</i> <i>A.R. Zabala</i> <i>J.U. Recacho</i> <i>A.B.Beo</i> <i>D.D.Barcarase</i> <i>R.M.Umban</i> <i>F.B.Barrios</i>
	2.2 Acknowledge and endorse the memo/CMJR request to Technical Services Division	None	10 Minutes	Result Engineer/Division Manager <i>A.B.Beo</i> <i>D.D.Barcarase</i> <i>R.M.Umban</i> <i>F.B.Barrios</i> <i>R.S. Guanio</i> <i>J.L. Gillego</i> <i>C.D. Metrio</i> <i>A.R. Zabala</i> <i>J.U. Recacho</i>
	2.1 Coordination and Actual Rewinding Activities	None	Depends on the capacity of the generator Simple – 7 days Complex – 15 days	Division Manager/PEA/ Foreman /Senior Technician <i>R. S Guanio</i> <i>R.R.T. Caayao</i> <i>E.G. Zarate</i> <i>R.R. Villafranca</i> <i>J.L.I. Templanza</i>
	2.2Actual Fabricating Activities	None		Foreman/ Welder/ Machinist <i>R.F. Ombao</i> <i>J. B. Malicse</i>
	Total	None	15 Days, 1 Hour & 20 Minutes	



MINDANAO GENERATION

5. Reportorial Compliance to Various Offices

Monthly/Quarterly/Semestral/Yearly reports of ER 1-94 and ICG Projects are being provided to concerned office based on the request.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Finance Division, Security and Services Division and other offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			Concerned Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1.1 Receive letter request, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Principal Engineer B for appropriate action.	None	1 Day	<i>Department Manager</i>
	1.3 Request data for ER 1-94 and ICG Projects from Corporate Staff Officer C and Senior Engineer.	None	4 Hours	<i>Principal Engineer B</i>
	1.4 Prepare the requested data and forward to Principal Engineer B.	None	2 days	<i>Corporate Staff Officer C (ER 1-94 Projects) Senior Engineer (ICG Projects)</i>
	1.5 Prepare consolidated report for ER 1-94 & ICG Projects and forward to Department Manager.	None	1 day	<i>Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review and approve the requested report and forward to Administrative Assistant I.	None	1 day	<i>Department Manager, CDD</i>
	1.7 Log-out/ Forward to the concerned office	None	15 Minutes	<i>Administrative Services Assistant B</i>
2. Receive consolidated report, confirm receipt through DTS and sign log sheet.	2.1 Receive signed log sheet	None	5 Minutes	<i>Administrative Services Assistant B</i>
	Total	None	5 Days, 4 Hours & 25 Minutes	



6. Review the Terms of Reference (TOR) (Plans, Design, Program of Works and other related documents) of MinGen Infrastructure Projects

Review the TOR (Plans, Design, Program of Works and other related documents) of Mindanao Generation Infrastructure Projects from Plants and other offices upon request.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Plants and other offices of Mindanao Generation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter/Memo Request			Concerned Offices	
2. TOR (Plans, Design, Program of Works and other related documents)			Concerned Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter/ Request and other supporting documents	1.1 Receive letter request, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Division Manager	None	1 Day	<i>Department Manager</i>
	1.3 Initial review the completeness and appropriateness of the TOR and other supporting documents and forward to concerned employees.	None	2 Days	<i>Division Manager</i>
	1.4 Review the completeness and appropriateness of the TOR and other supporting documents and forward to Division Manager. Then, follow Agency Actions 2.2 to 2.7	None	5 Days	<i>Principal Engineer A Principal Architect A Principal Engineer B Principal Engineer C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* If TOR and other supporting documents are not appropriate, then inform and return to the concerned proponent.			
2. Submit lacking documents	2.1 Receive and review the revised TOR and other supporting documents and forward to Division Manager.	None	5 Days	Principal Engineer A Principal Architect A Principal Engineer B Principal Engineer C
	2.2 Receive and review the TOR and other supporting documents and forward to Department Manager.	None	2 Days	Division Manager
	2.3 Recommend the TOR and other supporting documents and forward to Vice President, Mindanao Generation.	None	1 Day	Department Manager
	2.4 Log-out and forward TOR and other supporting documents to the Office of the Vice President.	None	10 Minutes	Administrative Services Assistant B
	2.5 Receive TOR and other supporting documents.	None	10 Minutes	Secretary C
	2.6 Approve TOR and other supporting documents and forward to Secretary C.	None	3 Days	Vice President, Mindanao Generation
	2.7			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Log-out TOR and other supporting documents and forward to concerned office.	None	10 Minutes	Secretary C
	Total	None	19 Days & 35 Minutes	



7. Prepare Terms of Reference (TOR) (Plans, Design, Program of Works and other related documents) of MinGen Infrastructure Projects

Prepare of TOR (Plans, Design, Program of Works and other related documents) of Mindanao Generation Infrastructure Projects upon request.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Plants and other offices of Mindanao Generation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			Concerned Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter/ Memo Request	1.1 Receive letter/ memo request, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Division Manager	None	4 Hours	<i>Department Manager</i>
	1.3 Facilitate the instruction/ endorsement and/or assign personnel for the preparation of TOR and other supporting documents and forward to concerned employees.	None	4 Hours	<i>Division Manager</i>
	1.4 Prepare TOR and other supporting documents and forward to Division Manager.	None	15 Days	<i>Principal Engineer A Principal Architect A Principal Engineer B Principal Engineer C</i>
	1.5 Review TOR and other supporting documents and forward to Department Manager.	None	1 Day	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Recommend TOR and other supporting documents and forward to Vice President, Mindanao Generation.	None	4 Hours	<i>Department Manager</i>
	1.7 Log-out and forward TOR and other supporting documents to the Office of the Vice President.	None	15 Minutes	<i>Administrative Services Assistant B</i>
	1.8 Receive TOR and other supporting documents.	None	5 Minutes	<i>Secretary C</i>
	1.9 Approve TOR and other supporting documents and forward to Secretary C.	None	2 Days	<i>Vice President, Mindanao Generation</i>
	1.10 Log-out TOR and other supporting documents and forward to concerned office.	None	15 Minutes	<i>Secretary C</i>
2. Receive TOR and other supporting documents	2.1. Receive signed log sheet	None	5 Minutes	<i>Administrative Services Assistant B</i>
	Total	None	19 Days, 4 Hours & 45 Minutes	



8. Site Investigation and Preparation of Plans & Design Drawing of MinGen Infrastructure Projects (Complex Projects)

Request to conduct site investigation and prepare plans and design drawing of Mindanao Generation Infrastructure Projects from Plants and other offices of Mindanao Generation upon request.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Plants and other offices of Mindanao Generation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			Concerned Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter / Memo Request	1.1 Receive letter/memo request, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Division Manager	None	3 Hours	<i>Department Manager</i>
	1.3 Facilitate the instruction/ endorsement and/or assign personnel to conduct site investigation, preparation of plans and design drawings	None	3 Hours	<i>Division Manager</i>
	1.4 Conduct site investigation, preparation of plans and design drawings	None	16 Days	<i>Principal Engineer A /Principal Architect A/ Principal Engineer B/Principal Engineer C/ Draftsman (ICH)</i>
	1.5 Review plans and design drawings and forward to Department Manager	None	4 Hours	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Recommend plans and design drawings for approval to the office of the Vice President, Mindanao Generation	None	4 Hours	<i>Department Manager</i>
		None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.7 Log-out plans and design drawing and forward to the office of the Vice President	None	10 Minutes	<i>Secretary C</i>
	1.8 Receive plans and design drawings for approval	None	2 Days	<i>Vice President, Mindanao Generation</i>
	1.9 Approve plans and design drawings and forward to Secretary C.	None	15 Minutes	<i>Secretary C</i>
	1.10 Log-out plans and design drawing and forward to Administrative Services Assistant B, CDD	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.11 Receive approved plans and design drawings	None	1 Hour	<i>Administrative Services Assistant B</i>
	1.12 Forward to concerned requesting office			
2. Receive plans and design drawings	Receive signed log sheet	None	10 Minutes	<i>Secretary C, requesting office</i>
	Total	None	20 Days	



9. Cost Estimation, Preparation & Consolidation of Other Supporting Documents of MinGen Infrastructure Projects (Complex Projects)

Cost Estimation and Preparation and Consolidation of other related documents of Mindanao Generation Infrastructure Projects (Complex Projects)

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Plants and other offices of Mindanao Generation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Plans and Drawing Design		Architectural Section, PDPDEMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit plans and drawing design	1.1 Receive plans and drawing design and forward to Department Manager for instructions	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate documents submitted and endorse to Division Manager	None	4 Hours	<i>Department Manager</i>
	1.3 Facilitate the instruction/ endorsement and/or assign personnel to prepare cost estimate and other related bidding documents	None	4 Hours	<i>Division Manager</i>
	1.4 Prepare cost estimate and other related bidding documents and submit to Principal Engineer B.	None	15 Days	<i>Principal Engineer A Principal Engineer C Senior Engineer</i>
	1.5 Consolidate cost estimates and other bidding documents and forward to Division Manager.	None	5 Hours	<i>Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review cost estimates and other bidding documents and forward to Department Manager.	None	5 Hours	<i>Division Manager</i>
	1.7 Recommend cost estimates & other bidding documents and forward to Vice President, Mindanao Generation for approval.	None	5 Hours	<i>Department Manager</i>
	1.8 Log-out cost estimate and other bidding documents and forward to the office of the Vice President	None	15 Minutes	<i>Administrative Services Assistant B</i>
	1.9 Receive cost estimate and other bidding documents.	None	10 Minutes	<i>Secretary C</i>
	1.10 Approve cost estimate and other bidding documents and forward to Secretary C.	None	2 Days	<i>Vice President, Mindanao Generation</i>
	1.11 Log-out approved cost estimate and forward to Administrative Services Assistant B, CDD	None	10 Minutes	<i>Secretary C</i>
	1.12 Receive approved cost estimate and other bidding documents and forward to requesting office	None	10 Minutes	<i>Administrative Services Assistant B</i>
	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON



CLIENT STEPS		PAID	TIME	RESPONSIBLE
2. Receive cost estimate and other bidding documents and sign log sheet	Receive signed log sheet	None	10 Minutes	Secretary C, requesting office
	Total	None	20 Days	



10. Technical Assistance for the Monitoring of Mindanao Generation Infrastructure Project

Technical assistance for the monitoring of on-going Mindanao Generation Infrastructure Project as per request of Plants and other offices of Mindanao Generation.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Plants and other offices of Mindanao Generation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter/Memo Request 2. Approved Contract with Annex "A" 3. Approved Bar Chart 4. Approved Technical Specifications			Concerned Offices Concerned Offices Concerned Offices Concerned Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/memo request together with other requirements	1.1 Receive letter/memo request, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Division Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Facilitate the instruction/endorsement and/or assign Principal Engineer A to prepare letter/memo	None	4 Hours	<i>Division Manager</i>
	1.4 Prepare letter/memo for assigned personnel concern and forward to Division Manager.	None	1 Day	<i>Principal Engineer A</i>
	1.5 Recommend letter/memo forward to Department Manager	None	4 Hours	<i>Division Manager</i>
	1.6 Approve letter/memo and forward to Administrative	None	4 Hours	<i>Department Manager</i>



	Services Assistant B.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Log-out and forward letter/memo to concerned employee and office.	None	30 Minutes	<i>Administrative Services Assistant B</i>
2. Receive letter/memo and sign log sheet.	Receive signed log sheet	None	5 Minutes	<i>Administrative Services Assistant B</i>
	Total	None	3 Days & 40 Minutes	



11. Updates Mindanao Generation Finance on Accrued Quarterly ER 1-94 Funds for Distribution to Hosts Communities/LGUs

Updates Mindanao Generation Finance on accrued quarterly ER 1-94 fund in accordance with new Department Circular of Department of Energy (DoE).

Office or Division:		Community Development Department, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Finance Division, Mindanao Generation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Quarterly Accrued Financial Benefits (AFB)			Concerned Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward AFB	1.1 Receive AFB, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Corporate Staff Officer C	None	1 Day	<i>Department Manager</i>
	1.3 Prepare the requested data and forward to Department Manager.	None	4 Days	<i>Corporate Staff Officer C</i>
	1.4 Review requested data and forward to Finance Division.	None	1 Day	<i>Department Manager</i>
	1.5 Log-out/ Forward to the concerned office	None	10 Minutes	<i>Administrative Services Assistant B</i>
2. Receive requested data through DTS and sign log sheet.	2.1 Receive signed log sheet	None	5 Minutes	<i>Administrative Services Assistant B</i>
	Total	None	6 Days & 20 Minutes	



12. Updates/Status of ER 1-94 Programs/Projects

Prepare and submit updates/status of ER 1-94 Programs/projects as per request of Plants and other offices of Mindanao Generation.

Office or Division:		Community Development Department, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Plants and other offices of Mindanao Generation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter/Memo Request			Concerned Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter / Memo Request	1.1 Receive letter request, log-in and forward to Department Manager.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Evaluate the request and endorse to Corporate Staff Officer C	None	1 Day	<i>Department Manager</i>
	1.3 Prepare the requested updates/status of ER 1-94 Programs/projects	None	3 Days	<i>Corporate Staff Officer C</i>
	1.4 Review requested updates/status of ER 1-94 Programs/projects and forward to concerned office.	None	1 Day	<i>Department Manager</i>
	1.5 Log-out/ Forward to the concerned office	None	10 Minutes	<i>Administrative Services Assistant B</i>
2. Receive updates/status of ER 1-94 Programs/projects and sign log sheet.	2.1 Receive signed log sheet	None	5 Minutes	<i>Administrative Services Assistant B</i>
	Total	None	5 Days and 20 minutes	



13. Administrative Support to WMD

Administrative support to WMD, i.e. approval of Trip Ticket, Travel Order, Reimbursement and Liquidation of Travel Expenses, Leave Application, Application of Leave Recall, and signing of Memorandum of Agreement (MOA) between NPC and Farmers Cooperative.

Office or Division:	Community Development Department, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Watershed Management Division (WMD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Trip Ticket 2. Travel Order 3. Signing of MOA between NPC and Farmers Cooperative			Concerned Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Trip Ticket/ Travel Order/ Signing of MOA between NPC and Farmers Cooperative.	1.1 Receive, log-in Trip Ticket, Travel Order, Reimbursement and Liquidation of Travel Expenses, Leave Application, Application of Leave Recall, and signing of Memorandum of Agreement (MOA) between NPC and Farmers Cooperative.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	1.2 Sign Trip Ticket, Travel Order, Reimbursement and Liquidation of Travel Expenses, Leave Application, Application of Leave Recall and forward to Administrative Services Assistant B.	None	4 hours	<i>Department Manager</i>
	1.3 If MOA, forward to Principal Engineer B for review.	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.4 Review MOA and forward to Department Manager.	None	1 day	<i>Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
.	1.5 Approve MOA and forward to Administrative Services Assistant B. 1.6 Log-out/forward approved Trip Ticket, Travel Order, Reimbursement and Liquidation of Travel Expenses, Leave Application, Application of Leave Recall, and signing of Memorandum of Agreement (MOA) between NPC and Farmers Cooperative.	None None	1 day 10 minutes	<i>Department Manager</i> <i>Administrative Services Assistant B</i>
2. Receive letter/memo through DTS and sign log sheet.	Receive signed log sheet.	None	5 Minutes	<i>Administrative Services Assistant B</i>
	Total	None	2 days, 4 hours and 30 minutes	



14. Request Conduct of Major Preventive/Corrective Maintenance

The Mechanical Services Section is also responsible for all Major Preventive and Corrective Maintenance activity and ensure efficient results in support the continuous operation of all Mindanao Generation plants.

Office or Division:	Central Maintenance Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by Requesting plant/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send letter/memo request for services required (Major PMS)	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager for appropriate action	None	5 Minutes	Secretary
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the CMD Manager.	None	4 Hours	Department Manager
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	Division Manager
	1.4 Meet the field group Supervisors for the preparation of Gantt Chart.	None	2 Hours	Principal Engineer A
	1.5 Conduct Toolbox meeting with the assigned group to conduct the activity.	None	2 Hours	Principal Engineer B Senior Mechanic Rank and file



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD manager approval.	None	1 Hour	<i>Division Manager Principal Engineer A</i>
	1.7 Approve reply-memorandum on the schedule conduct of preventive maintenance	None	1 Hour	<i>Department Manager</i>
	1.8 Transmit reply to requesting office and log to records masterlist.	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 6 Hours & 40 Minutes	



15. Request Conduct of Minor Predictive/Corrective Maintenance

The Mechanical Services Section is also responsible for all Major Preventive and Corrective Maintenance activity and ensure efficient results in support to the continuous operation of all Mindanao Generation plants.

Office or Division:	Central Maintenance Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by requesting plant/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send letter/memo request for services required (Minor PMS)	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager for appropriate action	None	5 Minutes	Secretary
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the CMD Manager.	None	4 Hours	Department Manager
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	Division Manager
	1.4 Meet the field group Supervisors for the preparation of Gantt Chart.	None	2 Hours	Principal Engineer A
	1.5 Conduct Toolbox meeting with the assigned group to conduct the activity.	None	2 Hours	Principal Engineer B Senior Mechanic Rank and file



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD manager approval.	None	1 Hour	<i>Division Manager Principal Engineer A</i>
	1.7 Approve reply-memorandum on the schedule conduct of preventive maintenance	None	1 Hour	<i>Department Manager</i>
	1.8 Transmit reply to requesting office and log to records masterlist.	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1.Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 6 Hours & 40 Minutes	



16. Request Conduct of Calibration of Temperature/ Pressure Gages

The Mechanical Services Section is handling the calibration of all temperature and pressure measuring devices and switches of the Mindanao Generation plants as part of its Preventive Maintenance Program.

Office or Division:		Central Maintenance Division – CMTSD, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Mindanao Generation Hydro Plants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by requesting plant/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send request for services required (Calibration of Temperature/ Pressure gages)	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the CMD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the field group Supervisors for the preparation of Gantt Chart.	None	2 Hours	<i>Principal Engineer A</i>
	1.5 Conduct Toolbox meeting with the assigned group to conduct the activity.	None	2 Hours	<i>Principal Engineer B Senior Mechanic Rank and file</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD manager approval.	None	1 Hour	<i>Division Manager Principal Engineer A</i>
	1.7 Approve reply-memorandum on the schedule conduct of calibration of temperature/pressure gages	None	1 Hour	<i>Department Manager</i>
	1.8 Transmit reply and log to records masterlist.	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 6 Hours & 40 Minutes	



17. Request Conduct of Vibration Testing and Analysis

The Mechanical Services Section also handles the conduct of routine Vibration testing and analysis on all Mindanao Generation plants as part of its Predictive Maintenance Program.

Office or Division:	Central Maintenance Division – CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by requesting plant/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send letter/memo request for services required (Vibration Testing and Analysis)	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	Secretary
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the CMD Manager.	None	4 Hours	Department Manager
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	Division Manager
	1.4 Meet the field group Supervisors for the preparation of Gantt Chart.	None	2 Hours	Principal Engineer A
	1.5 Conduct Toolbox meeting with the assigned group to conduct the activity.	None	2 Hours	Principal Engineer B Senior Mechanic Rank and file



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD manager approval.	None	1 Hour	<i>Division manager Principal Engineer A</i>
	1.7 Approve reply-memorandum on the schedule conduct of Vibration Testing and Analysis	None	1 Hour	<i>Department Manager</i>
	1.8 Transmit reply and log to records masterlist.	None	30 Minutes	<i>Secretary</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 6 Hours & 40 Minutes	



18. Request Retubing of Air Coolers

In-house reconditioning of hydro plant components which include re-tubing of leaking air coolers of Agus and Pulangi Hydro Plants is done at CMD Machine Shop.

Office or Division:	Central Maintenance Division – CMTSD, Mindanao Generation			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Generating Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by the plant management.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send letter/ memo request for Re-tubing / Reconditioning of leaking Air Coolers.	1.1 Receive the request letter/ memo, log to records masterlist and forward to CMTSD Manager.	None	5 Minutes	<i>Secretary</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the CMD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Toolbox Meeting to confirm availability of personnel, materials, tools and equipment for the services requested and prepare reply for CMD/CMTSD Manager approval.	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Review/initial letter reply	None	1 Hour	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve letter reply	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit letter reply	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1. Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 4 Hours & 40 Minutes	



19. Request Rebabbiting of Thrust Bearing Pads

In-house reconditioning of hydro plant components which include re-babbiting of thrust bearing pads of Agus and Pulangi Hydro Plants is done at CMD Machine Shop.

Office or Division:	Central Maintenance Division – CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by the plant management.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send letter/memo request for Rebabbiting of Segmented Thrust Bearings	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager.	None	5 Minutes	<i>Secretary</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the CMD Manager	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Toolbox Meeting to confirm availability of personnel, materials, tools and equipment for the services requested and prepare reply for CMD/CMTSD Manager approval.	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review/initial letter reply	None	1 Hour	<i>Division Manager</i>
	1.6 Approve letter reply	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit letter reply	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1.Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 4 Hours & 40 Minutes	



20. Request Conduct of Oil Testing and Analysis

The conduct of testing and analysis of lubricating and transformer oils determine its physical and chemical characteristics which confirm acceptance criteria for new oils and reusability of used oils.

Office or Division:	Central Maintenance Division – CMTSD, Mindanao Generation			
Classification	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Generating Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by the plant management.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management send letter/memo requests for Testing and Analysis of Lubricating and Transformer Oils	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager.	None	5 Minutes	Secretary
	1.2 Evaluate request and forward to CMD Manager for confirmation of services	None	4 Hours	Department Manager
	1.3 Confirm availability of services and acknowledge receipt of oil samples.	None	4 Hours	Division Manager / Principal Engineer A / Principal Engineer B
	1.4 Conduct testing and analysis; prepare report of results and recommendation/s.	None	4 Days	Principal Engineer B (Chemical Engineer)
	1.5 Report Checking and Review.	None	1 Hour	Division Manager Principal Engineer A
	1.6 Approval of Test Report.	None	2 Hours	Department Manager
	1.7 Document/Record Filing in Electronic and Printed Forms	None	15 Minutes	Secretary D/Records Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Transmit/Deliver report	None	1 Hour	<i>Secretary D</i>
2. Receive report	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	5 Days, 4 Hours & 25 Minutes	



21. Request Fabrication of Generating Unit Spare/Replacement Parts and Special Tools

Implementation of Preventive and Corrective Maintenance Servicing is supported with the fabrication of generating unit spare/replacement parts and special tools.

Office or Division:		Central Maintenance Division – CMTSD, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Mindanao Generation Hydro Plants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by the plant management.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant/Office send letter/memo request for Fabrication of Spare/Replacement and Special Tools	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager.	None	5 Minutes	<i>Secretary</i>
	1.2 Evaluate request and forward to CMD Manager for confirmation of services	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Toolbox Meeting to confirm availability of materials and personnel. Prepare reply for CMD/CMTSD Manager approval.	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approve reply-memorandum on the availability or non-availability of the fabrication service	None	1 Hour	<i>Department Manager</i>
	1.6 Transmit reply to requesting office and log to records masterlist.	None	30 Minutes	<i>Secretary D</i>
2. Receive report	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 3 Hours & 40 Minutes	



22. Request to Provide Heavy Equipment and Light Vehicles Services

To support implementation of repair and maintenance activities, heavy equipment and light vehicles services are provided by CMTSD for hauling/lifting requirements of equipment, test instruments and other related materials.

Office or Division:	Central Maintenance Division – CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by the plant management.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant/Office send letter/memo request for Heavy Equipment and Light Vehicle Services.	1.1 Receive of the request letter/memo, log to records masterlist and forward to CMTSD Manager.	None	5 Minutes	<i>Secretary</i>
	1.2 Evaluate request and forward to CMD Manager for confirmation of services	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Toolbox Meeting to confirm availability of appropriate transport vehicle/heavy equipment and driver/ heavy equipment operator. Prepare reply for CMD/CMTSD Manager approval.	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approve reply-memorandum on the availability or non-availability of Heavy Equipment and Light Vehicle Services	None	1 Hour	<i>Department Manager</i>
	1.6 Transmit reply to requesting office and log to records masterlist.	None	30 Minutes	<i>Secretary D</i>
2. Receive report	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 3 Hours & 40 Minutes	



23. Request for Reconditioning/Repair by Welding of Plant Components and Auxiliaries

To support implementation of repair and maintenance activities, reconditioning and repair by welding of plant components and auxiliaries are undertaken by CMD.

Office or Division:		Central Maintenance Division – CMTSD, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Mindanao Generation Hydro Plants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Initiated by the plant management.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant/Office send letter/memo request the Services for the Reconditioning / Repair by Welding of Plant Components and Related parts	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager.	None	5 Minutes	Secretary
	1.2 Evaluate request and forward to CMD Manager for confirmation of services	None	4 Hours	Department Manager
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	Division Manager
	1.4 Toolbox Meeting to confirm availability of materials and personnel. Prepare reply for CMD/ CMTSD Manager approval.	None	2 Hours	Principal Engineer A / Principal Engineer B



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approve reply-memorandum on the availability or non-availability of Reconditioning / repair by welding services	None	1 Hour	<i>Department Manager</i>
	1.6 Transmit reply to requesting office and log to records masterlist.	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 3 Hours & 40 Minutes	



24. Payment of Employee's Prepayment

Processing and payment of Prepayment.

Office or Division:	Finance Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Voucher			NPC Employee-claimant	
2. Itinerary of Travel				
3. Approved Travel Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above claims to Finance Division	1.1 Receive above claims for log-in	None	30 Minutes	<i>Data Encoder</i>
	1.2 Pre-audit	None	1 Hour	<i>Pre-auditors</i>
	1.3 Encoding/Coding	None	1 Hour	<i>Sr. Financial Analyst</i>
	1.4 Budget Availability	None	30 Minutes	<i>Budget Officer</i>
	1.5 Log-out for Box C approval	None	10 Minutes	<i>Data Encoder</i>
2. Approval of Box C	2.1 Authorized signatories to sign	None	1 Day	<i>Respective Manager</i>
3. Secretary/ Designated Expediter to submit approved DV to Finance	3.1 Receive approved DV, scanned copies/original forward to Treasury Section	None	30 Minutes	<i>Data Controller/ Encoder</i>
	3.2 Received log-out Disbursement Voucher from Accounting Section	None	10 Minutes	<i>Cashier</i>
	3.3 Issue Cash/Check Payment	None	10 Minutes	<i>Cashier</i>
	3.4 Record Cash/ Check Payment to Cashier's Logbook	None	10 Minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Release check/ cash to concerned claimant	None	5 Minutes	Cashier
4. Receive Cash/Check Payment and sign DV/Log book	4.1.Receive DV/Signed Log book	None	5 Minutes	Cashier
	Total	None	1 Day, 4 Hours & 20 Minutes	



25. Payment of Overtime/Night Shift Differential (NSD)

Payment of Overtime/NSD Claims with funding from PSALM.

Office or Division:	Finance Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Personnel authorized under NPC Guidelines/Circular			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved/Audited Disbursement Voucher with complete supporting documents			Plant/Headquarters- Data Encoder	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved/ Audited Overtime/NSD Vouchers to Treasury Section	1.1 Receive Audited Overtime/NSD Voucher	None	10 Minutes	<i>Financial Specialist</i>
	1.2 Request for funding at Head Office	None	1 Day	<i>Financial Specialist</i>
	1.3 Prepare Special Cash Advance (Plants)/ Prepare/ Disbursement Voucher with summary for downloading to Bank	None	6 Hours	<i>Financial Specialist</i>
	1.4 Pre-audit/ Review of SCA-Disbursement Voucher	None	2 hours	<i>Sr. Financial Specialist</i>
	1.5 DVS/Encoding	None	1 hour	<i>Financial Analyst</i>
	1.6 Budget Availability	None	1 hour	<i>Budget Officer</i>
	1.7 Log-out for Box C Approval	None	10 Minutes	<i>Data Encoder</i>
2. Approval of Box C		None	10 Minutes	<i>AFD Manager</i>
3. Secretary/ designated expediter to submit approved SCA-DV to	3.1 Receive approved SCA-DV.	None	10 minutes	<i>Data Encoder</i>
	3.2 Scanned copies/ original forward to Treasury Section.	None	20 minutes	<i>Data Encoder</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accounting Section.	3.3. Received log-out Disbursement Voucher from Accounting Section.	None	10 Minutes	Cashier C
	3.4 Preparation of Check.	None	20 Minutes	Cashier B
	3.5 Download to bank.	None	4 Hours	Cashier B
	Total	None	2 Days, 7 Hours & 30 Minutes	



26. Payment of Terminal Leave

Payment of Terminal Leave Benefits with funding from PSALM.

Office or Division:	Finance Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Retired NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Audited/Approved Disbursement Voucher with complete supporting documents			Plant/Headquarters- Data Encoder	
2. Computation Sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive notice of fund transfer from PSALM to NPC head office	None	10 Minutes	<i>Financial Specialist</i>
	1.2 Request for funding at Head Office	None	1 Day	<i>Financial Specialist</i>
	1.3 Forward Terminal Leave Voucher to Cashier	None	10 Minutes	<i>Financial Specialist</i>
	1.4 Receive Terminal Leave Voucher from Financial Specialist, prepare check and forward check to Data Encoder for routing to authorized signatories	None	10 Minutes	<i>Cashier C</i>
	1.5 Sign check and return to cashier	None	1 Day	<i>Authorized signatories/ Data Controller/ Encoder</i>
	1.6 Record Check Payment to Cashier's Logbook	None	10 Minutes	<i>Cashier B</i>
	1.7 Inform concerned retiree of check availability	None	5 Minutes	<i>Cashier C</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree-claimant sign acknowledgment in Cashier's logbook and DV	2.1 Release Check to Retiree-claimant	None	10 Minutes	Cashier B
	Total	None	2 Days & 55 Minutes	



27. Processing of Overtime/ Night Shift Differential NSD

Processing of Overtime/NSD Claims.

Office or Division:	Finance Division, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Voucher			HR Specialist	
2. Approved Overtime Request				
3. Shifting Schedule				
4. Approved Payroll				
5. Approved Computation Sheets				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HR Specialist to submit above claims to Finance Division	1.1. Receive above claims for log-in	None	10 Minutes	<i>Data Encoder</i>
	1.2. Pre-audit	None	2 Days	<i>Pre-auditors</i>
	1.3. Encoding/Coding	None	2 Days	<i>Sr. Financial Analyst</i>
	1.4. Budget Availability	None	1 Day	<i>Budget Officer</i>
	1.5. Log-out for Box C approval	None	10 Minutes	<i>Data Encoder</i>
2. Approval of Box C	2.1. Authorized signatories to sign	None	1 Day	<i>Respective Manager</i>
3. Secretary/ Designated Expediter to submit approved DV to Finance	3.1. Receive approved DV	None	5 Minutes	<i>Data Encoder</i>
	3.2. Scanned copies/ original forward to Treasury Section	None	1 Hour	<i>Data Encoder</i>
	3.3. Received log-out Disbursement Voucher from Accounting Section	None	10 Minutes	<i>Financial Specialist</i>
	3.4. Request Head Office for Debit Memo to PSALM	None	4 Hours	<i>Financial Specialist</i>
	Total	None	6 Days, 5 Hours & 35 Minutes	



28. Processing of Terminal Leave

Processing of Terminal Leave of Retired Employees.

Office or Division:		Finance Division, Mindanao Generation		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Retired NPC Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Voucher with complete supporting documents			Sr. HR Specialist	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sr. HR Specialist to submit Disbursement Voucher with above supporting documents to Finance Division	1.1 Receive above claims for log-in	None	10 Minutes	<i>Data Encoder</i>
	1.2 Pre-audit	None	2 Days	<i>Sr. Financial Specialist</i>
	1.3 DVS/Encoding	None	2 Days	<i>Financial Analyst</i>
	1.4 Budget Availability	None	1 Day	<i>Budget Officer</i>
	1.5 Log-out for Box C approval	None	10 Minutes	<i>Data Encoder</i>
2. Approval of Box C	2.1 Authorized signatories to sign	None	1 Day	<i>Vice President</i>
3. Secretary/ Designated Expediter to submit approved DV to Finance	3.1 Receive approved DV	None	5 Minutes	<i>Data Controller/ Encoder</i>
	3.2 Scanned copies/ original forward to Treasury Section	None	1 Hour	<i>Data Controller/ Encoder</i>
	3.3 Received log-out Disbursement Voucher from Accounting Section	None	10 Minutes	<i>Financial Specialist</i>
	3.4 Request Head Office for Debit Memo to PSALM	None	4 Hours	<i>Financial Specialist</i>
	Total	None	6 Days, 5 Hours & 35 Minutes	



29. Reimbursement/Liquidation of Employee's Travelling Expenses

Processing and payment of Employee's Travelling Expenses.

Office or Division:	Finance Division, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Voucher			NPC Employee-claimant	
2. Itinerary of Travel				
3. Travel Order				
4. Various Tickets				
5. Certificate of Completion/Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee claimant to submit above claims to Finance Division	1.1 Receive above claims for log-in	None	10 Minutes	<i>Data Controller/ Encoder</i>
	1.2 Pre-audit	None	2 Days	<i>Pre-auditors</i>
	1.3 Encoding/ Coding	None	2 Days	<i>Sr. Financial Analyst</i>
	1.4 Budget Availability	None	1 Day	<i>Budget Officer</i>
	1.5 Log-out for Box C approval	None	5 Minutes	<i>Data Encoder</i>
2. Approval of Box C	2.1 Authorized signatories to sign	None	1 Day	<i>Respective Manager</i>
3. Secretary/ Designated Expediter to submit approved DV to Finance	3.1 Receive approved DV	None	5 Minutes	<i>Data Encoder</i>
	3.2 Scan copies/ original forward to Treasury Section	None	1 hour	<i>Data Encoder</i>
	3.3 Receive log-out Disbursement Voucher from Accounting Section	None	10 minutes	<i>Cashier B</i>
	3.4 Record Cash/ Check Payment to Cashier's Logbook	None	30 Minutes	<i>Cashier B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Issue Check/ Cash Payment	None	10 Minutes	Cashier B
4. Employee- Claimant sign acknowledgem ent in Cashier's logbook and DV	4.1 Release Check/ Cash payment to Employee- claimant	None	5 Minutes	Cashier B
	Total	None	6 Days, 2 Hours & 15 Minutes	



30. Planned Outage Reply

The planned outage reply is being provided to concern Mindanao Generation Plant based on request.

Office or Division:	Generation and Performance Division, Mindanao Generation			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Agus and Pulangi Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Cost Center Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive letter request and forward to Department Manager	None	5 Minutes	<i>Data Controller/ Encoder</i>
	1.2 Review, evaluate request and assign employee to act on the request	None	4 Hours	<i>Department Manager</i>
	1.3 Classification of shutdown; either Planned Outage or Maintenance Outage	None	10 Minutes	<i>Principal Engineer A</i>
	1.4 Prepare, initial and forward endorsement letter to Division Manager	None	1 Hour	<i>Principal Engineer A</i>
	1.5 Review, initial and forward endorsement letter to Department Manager	None	2 Hours	<i>Division Manager</i>
	1.6 Initial endorsement letter	None	2 Hours	<i>Department Manager</i>
	1.7 Forward endorsement letter to the office of the	None	10 Minutes	<i>Data Controller/ Encoder</i>



	Vice President			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Approve and sign endorsement letter	None	1 Day	<i>Vice President</i>
	1.9 Forward signed endorsement letter to OPD-GPD	None	10 Minutes	<i>Secretary C</i>
	1.10 Receive and forward signed endorsement letter to Principal Engineer A	None	10 Minutes	<i>Data Controller/ Encoder</i>
	1.11 Email endorsement letter to NGCP	None	10 Minutes	<i>Principal Engineer A</i>
	1.12 Waiting for the confirmation letter from NGCP	None	5 Days	<i>NGCP (external client)</i>
	1.13 Receive confirmation letter	None	10 Minutes	<i>Principal Engineer A</i>
	1.14 Prepare, initial and forward Plan Outage Reply to Division Manager	None	10 Minutes	<i>Principal Engineer A</i>
	1.15 Review and initial Plan Outage Reply and forward to Department Manager	None	2 Hours	<i>Division Manager</i>
	1.16 Initial Plan Outage Reply form	None	2 Hours	<i>Department Manager</i>
	1.17 Forward Plan Outage Reply form to the office of the Vice President	None	10 Minutes	<i>Data Controller/ Encoder</i>
	1.18 Receive Plant Outage Reply	None	10 Minutes	<i>Secretary C</i>



	form			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.19 Approve and sign Plan Outage Reply form	None	1 Day	<i>Vice President</i>
	1.20 Forward signed Plan Outage Reply form to OPD-GPD	None	10 Minutes	<i>Secretary C</i>
	1.21 Receive signed Plan Outage Reply form and forward to Principal Engineer A	None	10 Minutes	<i>Data Controller/ Encoder</i>
	1.22 Email to concerned Plant Complex	None	10 Minutes	<i>Principal Engineer A</i>
	Total	None	8 Days, 7 Hours & 5 Minutes	



31. Service Record and Employment Certification

The service record and employment certification are issued to NPC retirees and former NPC employees needing these documents and based on their request.

Office or Division:		Human Resource and Administration Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-Up Request Form			HR & Employee Relations Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest request and sign logbook.	1.1 Verify if the requested data/documents are on file.	None	30 Minutes	<i>Human Resource Specialist</i>
	1.2 Prepare Service Record / Certificate of Employment.	None	15 Minutes	<i>Human Resource Specialist</i>
	1.3 Check detail, initial and forward to Section Chief, HR & ER.	None	10 Minutes	<i>Human Resource Specialist</i>
	1.4 Review, initial and forward to Division Manager.	None	10 Minutes	<i>Section Chief, Human Resource (HR) & Employee Relations (ER) Section</i>
	1.5 Review, sign and forward to HR Specialist.	None	10 Minutes	<i>Division Manager</i>
	1.6 Give the Customer Satisfaction Form for client to accomplish.	None	5 Minutes	<i>Human Resource Specialist</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish the Customer Satisfaction Form and return to HR Specialist.	2.1 Receive the Customer Satisfaction Form and release the Service Record/ Employment Certification.	None	5 Minutes	<i>Human Resource Specialist</i>
3. Receive the Service Record/ Certificate of Employment.				
	Total	None	1 Hour & 25 Minutes	



32. Processing of Hospitalization Insurance Claim

The Hospital Expenses incurred by Employee or his/her dependents are processed for submission to insurance company contracted by NPC for reimbursement.

Office or Division:	Human Resource and Administration Division - Health Services & Welfare Section, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Insular Claim Form		Hospital/Claimant		
2. Hospital's Statement of Account		Hospital/Claimant		
3. Hospital Itemized Charges		Hospital/Claimant		
4. Official Receipts of Hospital Bill & Professional Fee		Claimant		
5. Receipts of Medicines Bought Outside of The Hospital		Claimant		
6. Prescription of Medicines		Claimant		
7. Marriage Contract (if patient is spouse) Birth Certificate (if patient is child)		Claimant		
8. Operation Record (for surgical cases)		Hospital/Claimant		
9. Photocopy of Laboratory Results (optional)		Hospital/Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the infirmary	1.1 Receive and evaluate all submitted documents.	None	5 Hours	<i>Sr. Nurse</i>
	1.2 Prepare summary of hospital expenses and transmittal letter to NPC HR & Admin Head Office and forward to Division Manager for signature.	None	1 Day	<i>Sr. Nurse</i>
	1.3 Review and sign documents.	None	1 Hour	<i>Division Manager, HRAD</i>
	1.4 Logout document on Document Tracking System.	None	30 Minutes	<i>Designated expediter</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Forward signed documents to infirmary.	None	30 Minutes	<i>Designated expediter</i>
	1.6 Prepare Delivery Request Form (DRF) for mailing to Head Office.	None	30 Minutes	<i>Sr. Nurse</i>
	1.7 Forward documents to Records Section for delivery to NPC HR & Admin Head Office for submission to Insurance Company.	None	30 Minutes	<i>Sr. Nurse</i>
	Total	None	2 Days	



33. Inspection and Scheduling of Minor Repair of Facilities

Conduct ocular inspection of facilities for repair as requested and provide schedule for the implementation of the minor repair.

Office or Division:	Human Resource and Administration Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Order Request Form			General Services and Facilities Management Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled up Job Order Request Form.	1.4 Evaluate Request.	None	5 Minutes	<i>Maintenance Foreman</i>
	1.5 Conduct Inspection / Assessment.	None	1 Hour	<i>Maintenance Foreman</i>
	1.6 Prepare and submit report to Section Chief.	None	30 Minutes	<i>Maintenance Foreman</i>
	1.7 Evaluate Report.	None	10 Minutes	<i>Section Chief</i>
	1.8 Coordinate with End-user.	None	20 Minutes	<i>Section Chief</i>
	1.9 Instruct Maintenance Foreman for the Execution of work.	None	10 Minutes	<i>Section Chief</i>
	1.10 Assign responsible personnel to facilitate the troubleshooting.	None	5 Minutes	<i>Maintenance Foreman</i>
	1.11 Set schedule for the implementation of the minor repair.	None	5 Minutes	<i>Maintenance Foreman</i>
	Total	None	2 Hours & 25 Minutes	



34. Dissemination of Documents

Facilitate dissemination of Memo/Circular/Faxgram/Reports/Office Order the Records Office

Office or Division:		Human Resource and Administration Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memo/ Circular/ Faxgram/ Reports/ Office Order to the Records Office	1.1 Receive memo / circular/faxgram /reports/office order to be disseminated	None	5 Minutes	<i>Records Management Officer B</i>
	1.2 Evaluate, log and assign control number for documents to be disseminated	None	20 Minutes	<i>Records Management Officer B</i>
	1.3 Photocopy based on number of recipients (all Cost Center Heads, all Plant Managers, and all Plant/ Department Managers).	None	30 Minutes	<i>Records Management Officer B</i>
	1.4 Route to different offices, E-mail and fax	None	1 Hour	<i>Records Management Officer B</i>
	Total	None	1 Hour & 55 Minutes	



35. Facilitate Approval of Trip Tickets, Gas Slip and Schedule the Transportation Service

Provide Transportation Services to NPC Officials/Employees who are on Official Travel and in the performance of their duties.

Office or Division:		Human Resource and Administration Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Officials/Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Trip Ticket 2. Gas Slip			General Services and Facilities Management Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit signed Trip Ticket by the Cost Center Head to Transportation Officer	1.1 Receive Trip Ticket	None	5 Minutes	<i>Transportation Officer B</i>
	1.2 Evaluate and assign appropriate vehicle to dispatch and the quantity of fuel	None	30 Minutes	<i>Transportation Officer B</i>
	1.3 Submit Trip Ticket to AFD Department Manager for Approval	None	10 Minutes	<i>Transportation Officer B</i>
	1.4 Sign trip ticket	None	20 Minutes	<i>Department Manager, AFD</i>
	1.5 Forward to Transportation officer	None	10 Minutes	<i>Secretary D</i>
	1.6 Submit Gas Slip with approved trip ticket to Logistics Manager for Approval	None	10 Minutes	<i>Transportation Officer B</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Sign Gas Slip and forward to Transportation Officer	None	20 Minutes	<i>Division Manager, Logistics</i>
	1.8 Receive Approved Gas Slip, Trip Ticket and assign control number	None	5 Minutes	<i>Transportation Officer B</i>
	1.9 Issue Approved Trip Ticket & Gas Slip to designated Driver	None	5 Minutes	<i>Transportation Officer B</i>
	1.10 Submit approved Gas Slip and Trip Ticket to Central Warehouse for refueling of service vehicle	None	15 Minutes	<i>Designated Driver</i>
	1.11 Refuel service vehicle	None	15 Minutes	<i>Equipment Operator</i>
	1.12 Issue copy of Approved Trip Ticket to Main Gate Security	None	1 Minute	<i>Designated Driver</i>
	1.13 Provide Transportation service to requisitioner	None	Based on schedule indicated in the trip ticket	<i>Designated Driver</i>
	Total	None	2 Hours & 26 Minutes	



36. Tender Bid Documents

Facilitate preparation of complete bidding documents of Minor Infrastructure Projects

Office or Division:		Human Resource and Administration Division, Mindanao Generation		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Job Order Request Form			General Services and Facilities Management	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for technical assistance in the preparation of Tender Bid Documents.	1.1 Receive letter request.	None	5 Minutes	<i>Designated Expediter</i>
	1.2 Conduct ocular inspection and field measurements.	None	6 Hours	<i>Draftsman, Sr. Engineer, Section Chief</i>
	1.3 Prepare detailed engineering design.	None	5 Days	<i>Sr. Engineer, Section Chief</i>
	1.4 Prepare detailed drawings.	None	9 Days	<i>Draftsman</i>
	1.5 Prepare Cost estimates.	None	2 Days	<i>Draftsman, Sr. Engineer</i>
	1.6 Prepare project and highlights technical specifications.	None	1 Day	<i>Sr. Engineer</i>
	1.7 Check and review design, drawings and specifications.	None	1 Day	<i>Section Chief</i>
	1.8 Forward tender bid documents to concerned Office.	None	10 Minutes	<i>Designated Expediter</i>
2. Sign log sheet and receive tender bid documents.	2.1 Receive signed log sheet.	None	5 Minutes	<i>Designated Expediter</i>
	Total	None	18 Days, 6 Hours & 20 Minutes	



37. Installation of LAN/Telephone Connectivity, Audio/Video Systems, Computers and Other IT Equipment

This ISTD Services is being provided to NPC-Mindanao Generation Offices, personnel and officials to ensure that the LAN/Telephone Lines, set-up audio/video devices or equipment and sound systems are installed and working properly.

Office or Division:		Information System and Technology Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office / Employee / Officials of NPC – Mindanao Generation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Information and Communication Technology Services Request Form (ICTSRF)			ISTD-OPD Office, 2 nd Floor, Mindanao Generation H.Q.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-up and submit the ICTSRF to ISTD.	2.1 Receive Filled-up form.	None	3 Minutes	<i>Sr. IS/IT Specialist</i>
	2.2 Evaluate & Recommend repair/service.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	2.3 Approve / Deny Services			
	*If Approve, Proceed With step number 1.4	None	3 Minutes	<i>Division Manager</i>
	*If Denied, return Request Form and Inform requisitioner of reason for denial.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	2.4 Perform requested Services.	None	2 Days & 4 Hours	<i>Computer Technician, Computer Programmer II</i>
	2.5 Turn-over the services performed and provide CSR form for filling-up.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled up CSR form.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	Total	None	2 Days, 4 Hours & 21 Minutes	



38. Installation, Troubleshooting and Repair of Audio/Video

This ISTD Services is being provided to NPC-Mindanao Generation Offices, personnel and officials during major NPC-events to ensure that telecom equipment/lights and sounds are working properly and in good condition.

Office or Division:		Information System and Technology Division, Mindanao Generation		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office/Employee/Officer of NPC – Mindanao Generation/All Mindanao Generation Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Information and Communication Technology Services Request Form (ICTSRF)			ISTD-OPD Office, 2 nd Floor, Mindanao Generation H.Q.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the ICTSRF to ISTD	1.1 Receive Filled-up form.	None	3 Minutes	<i>Sr. IS/IT Specialist</i>
	1.2 Evaluate & Recommend repair/service.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.3 Approve / Deny Services *If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial.	None	3 Minutes	<i>Division Manager</i>
	1.4 Perform Requested Services.	None	6 Days & 4 Hours	<i>Computer Technician</i>
	1.5 Turn-over the services performed and provide CSR form for filling-up	None	5 Minutes	<i>Computer Technician</i>
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled up CSR form.	None	5 Minutes	<i>Computer Technician</i>
	Total	None	6 Days, 4 Hours & 26 Minutes	



39. Installation, Troubleshooting and Repair of Fiber Optic, Wireless and Copper Lines/ Data and Telecom Backbone.

This ISTD Services is being provided to NPC-Mindanao Generation Offices, personnel and officials to ensure that TELECOM and LAN/MAN are working properly and in good conditions.

Office or Division:		Information System and Technology Division, Mindanao Generation			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who may avail:		Office/Employee/Officer of NPC – Mindanao Generation/All Mindanao Generation Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Information and Communication Technology Services Request Form (ICTSRF)			ISTD-OPD Office, 2 nd Floor, Mindanao Generation H.Q.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-up and submit the ICTSRF to ISTD	1.1 Receive Filled-up form.	None	3 Minutes	<i>Sr. IS/IT Specialist</i>	
	1.2 Evaluate & Recommend repair/service.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>	
	1.3 Approve / Deny Services	None	3 Minutes	<i>Division Manager</i>	
	*If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>	
	1.4 Perform Requested Services.	None	19 Days & 4 Hours	<i>Computer Technician, Sr. IS/IT Specialist, IS/IT Specialist</i>	
	1.5 Turn-over the services performed and provide CSR form for filling-up	None	5 Minutes	<i>Computer Technician</i>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled-up CSR form	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	Total	None	19 Days, 4 Hours & 26 Minutes	



40. Installation, Troubleshooting and Repair of Systems / Applications and In-House Legacy Systems.

This ISTD Services is being provided to NPC-Mindanao Generation Offices, personnel and officials to ensure that systems and applications are working properly during the performance of their duties and responsibilities.

Office or Division:		Information System and Technology Division, Mindanao Generation		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office /Employee /Officer of NPC – Mindanao Generation /All Mindanao Generation Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Information and Communication Technology Services Request Form (ICTSRF)			ISTD-OPD Office, 2 nd Floor, Mindanao Generation H.Q.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the ICTSRF to ISTD	1.1 Receive Filled-up form.	None	3 Minutes	IS/IT Specialist
	1.2 Evaluate & Recommend repair/service.	None	5 Minutes	Sr. IS/IT Specialist
	1.3 Approve / Deny Services *If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial.	None	3 Minutes	Division Manager
	1.4 Perform Requested Services.	None	5 Minutes	IS/IT Specialist
	1.5 Turn-over the services performed and provide CSR form for filling-up	None	19 Days & 4 Hours	Sr. IS/IT Specialist
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled up CSR form	None	5 Minutes	IS/IT Specialist
	Total	None	19 Days, 4 Hours & 26 Minutes	



41. Installation of Computers, Printer, Peripherals and Network Connectivity.

This ISTD Services is being provided to NPC-Mindanao Generation Offices, personnel and officials to ensure connectivity to the Local Area Network, Installation of Printers, Computers Scanners, etc. necessary in the performance of their duties and responsibilities are in good condition and are working properly.

Office or Division:		Information System and Technology Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office/Employee/Officer of NPC – Mindanao Generation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Information and Communication Technology Services Request Form (ICTSRF)			ISTD-OPD Office, 2 nd Floor, Mindanao Generation H.Q.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the ICTSRF to ISTD.	1.1 Receive Filled-up form.	None	3 Minutes	<i>Sr. IS/IT Specialist</i>
	1.2 Evaluate & Recommend repair/service.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.3 Approve / Deny Services	None	3 Minutes	<i>Division Manager</i>
	* If Approve, Proceed With step number 1.4	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	*If Denied, return Request Form and Inform requisitioner of reason for denial.	None	2 Days & 4 Hours	<i>Computer Technician, Computer Programmer II</i>
	1.4 Perform Requested Services	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.5 Turn-over the services performed and provide CSR form for filling-up			



2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled up CSR form	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	Total	None	2 Days, 4 Hours & 26 Minutes	



42. Processing and Printing of Financial and Warehouse Inventory Reports.

This ISTD Services are being provided to NPC-Mindanao Generation Offices, personnel and officials to ensure that the Payroll Generation & Processing of Financial and Warehouse Inventory Reports of requesting office/personnel are met.

Office or Division:		Information System and Technology Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Mindanao Generation Cost Centers / Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Information and Communication Technology Services Request Form (ICTSRF)			ISTD-OPD Office, 2 nd Floor, Mindanao Generation H.Q.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the ICTSRF to ISTD.	1.1 Receive Filled-up form.	None	3 Minutes	<i>Sr. IS/IT Specialist</i>
	1.2 Evaluate & Recommend repair/service.	None	5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.3 Approve / Deny Services *If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial.	None	3 Minutes	<i>Division Manager</i>
	1.4 Perform Requested Services.	None	2 Days & 4 Hours	<i>Computer Programmer II IS/IT Specialist</i>
	1.5 Turn-over the services performed and provide CSR form for filling-up	None	5 Minutes	<i>IS/IT Specialist</i>
2. Evaluate, receive completed service and fill-up customer satisfaction rating form.	2.1 Receive the filled up CSR form.	None	5 Minutes	<i>IS/IT Specialist</i>
	Total	None	2 Days, 4 Hours & 26 Minutes	



43. Request Copies of Mindanao Coal Fired Power Plant Summary of NPC, TMI and NGCP Dispatch Report

This summary of NPC, TMI and NGCP Dispatch Report is being issued by IPPCM OVP-Mindanao Generation to appraise the billings and settlements on the total dispatch generation of Mindanao Coal Power Plant to TMI.

Office or Division:		IPP Contracts Management, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Billings and Settlements, Office of the Vice President, Mindanao Generation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			IPP Contracts Management- Office of the Vice President, NPC-Mindanao Generation	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request copy of the Mindanao Coal Fired Power Plant Summary of NPC, TMI and NGCP Dispatch Report.	1.1 Check availability of Report.	None	30 Minutes	<i>Principal Engineer A</i>
	1.2 Check, Review and Sign the Report.	None	3 Hours	<i>Principal Engineer A</i>
	1.3 Photocopy page 17 of 17 from the Technical Power Bill Evaluation of the Mindanao Coal Fired Power Plant and forward it to the Client.	None	30 Minutes	<i>Principal Engineer A</i>
	Total	None	4 Hours	



44. Request Copies of Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant Monthly Operational Reports

This monthly operational report of Mindanao Coal Power Plant and Mindanao Geothermal Power Plant is being issued by IPPCM OVP-Mindanao Generation to appraise Finance Division and Operations Planning Department, NPC-Mindanao Generation on the Gross Generation of said Plants.

Office or Division:		IPP Contracts Management, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Finance Division and Operations Planning Department, NPC–Mindanao Generation		
CHECKLIST OF REQUIREMENTS			Simple	
None			G2G – Government to Government	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request copy of Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant Monthly Operational Reports.	1.1 Check availability of Report.	None	30 Minutes	<i>Principal Engineer A / Principal Engineer B</i>
	1.2 Check, Review and Sign the Report.	None	3 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.3 Photocopy and forward Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant Monthly Operational Reports to the Client.	None	30 Minutes	<i>Principal Engineer A / Principal Engineer B</i>
Total		None	4 Hours	



45. Request Copies of Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant 8am Daily Plant Status Report

This report is issued to appraise Operations Planning Department NPC-Mindanao Generation on the 8AM Plants status of Mindanao Coal Power Plant and Mindanao Geothermal Power Plant

Office or Division:		IPP Contracts Management, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Operations Planning Department – NPC – Mindanao Generation		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			IPP Contracts Management- Office of the Vice President, NPC - Mindanao Generation	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request copy of Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant 8AM Daily Plant Status Report.	1.1 Check availability of Report.	None	3 Hours	<i>Principal Engineer B</i>
	1.2 Check, Review and Sign the Report.	None	30 Minutes	<i>Principal Engineer B</i>
	1.3 Forward via Internet Protocol (IP) Messenger the page 3 of 3 Mindanao Coal Fired Power Plant and Mindanao Geothermal Power Plant 8AM Daily Plant Status Report to the Client.	None	30 Minutes	<i>Principal Engineer B</i>
Total		None	4 Hours	



46. Legal Counseling/ Legal Opinion

The Legal Services Division (LSD) is tasked to provide legal inputs and guidance to various offices of Mindanao Generation, represents NPC in various court proceedings, conducts land titling activities, perform survey works and prepare survey plans.

Along this line, LSD renders legal counseling services and legal opinions, when requested.

Office or Division:		Legal Services Division, Mindanao Generation		
Classification:		Simple		
Type of		G2G – Government to Government		
Who may avail:		NPC Employees and Dependents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request to render Legal opinion			NPC Employees/Concerned Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/memo request for legal opinion	1.1 Receive letter/memo request.	None	5 Minutes	<i>Senior Stenographer</i>
	1.2 Refer the letter/memo request to Corporate Attorney A.	None	10 Minutes	<i>Senior Stenographer</i>
	1.3 Conduct evaluation and endorse letter/memo request to Corporate Attorney A or Corporate Attorney B	None	4 Hours	<i>Corporate Attorney A</i>
	1.4 Evaluate letter/memo request, Determine completeness of supporting documents	None	4 Hours	<i>Corporate Attorney A / Corporate Attorney B</i>
	* If incomplete, Return letter/memo request	None	1 Hour	<i>Senior Stenographer</i>
	* If complete, Render Legal Opinion	None	1.5 Days	<i>Corporate Attorney A / Corporate Attorney B</i>
	Total	None	2 Days, 5 Hours & 15 Minutes	



47. Drafting of Memorandum of Agreements (MOA) & Memorandum of Understandings (MOU)

The Legal Services Division (LSD) is tasked to provide legal inputs and guidance to various offices of Mindanao Generation, represents NPC in various court proceedings, conducts land titling activities, perform survey works and prepare survey plans.

Along this line, LSD assists in the drafting of MOAs and MOUs, when requested.

Office or Division:	Legal Services Division, Mindanao Generation			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGUs and other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request to draft MOAs and MOUs			Concerned NPC Office/ Government Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/memo request / draft MOAs or MOUs	1.1 Receive letter/memo request.	None	5 Minutes	Senior Stenographer
	1.2 Refer the letter/memo request to Corporate Attorney A.	None	10 Minutes	Senior Stenographer
	1.3 Conduct initial evaluation and endorse letter/memo request to Corporate Attorney A or Corporate Attorney B	None	4 Hours	Corporate Attorney A
	1.4 Evaluate contractual stipulation.	None	3 Days	Corporate Attorney A/ Corporate Attorney B
	1.5 Provide additional inputs, if needed.	None	1 Day	Corporate Attorney A
	1.6 Finalize draft.	None	2 Days	Corporate Attorney A
	1.7 Forward the finalized draft to concerned office.	None	15 Minutes	Senior Stenographer
2. Receive the finalized draft.				
	Total	None	6 Days, 4 Hours & 30 Minutes	



48. Land Relocation/Segregation Survey

The Legal Services Division (LSD) is tasked to provide legal inputs and guidance to various offices of Mindanao Generation, represents NPC in various court proceedings, conducts land titling activities, perform survey works and prepare survey plans.

Along this line, LSD conducts various types of surveys, including relocation and segregation surveys.

Office or Division:		Legal Services Division, Mindanao Generation		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Plant/ other Parties with issues of NPC Landholding		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request for Land Relocation Survey			NPC Plant/ Lot Owners with concerns on NPC Landholding	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for relocation survey.	1.1 Receive request and forward to Corporate Attorney A	None	5 Minutes	<i>Senior Stenographer</i>
	1.2 Meeting with the survey team	None	15 Minutes	<i>Corporate Attorney A</i>
	1.3 Determine completeness of supporting documents, if incomplete documents coordinate for the submission of lacking documents	None	1 Day	<i>Survey Team</i>
	1.4 If documents are complete, conduct evaluation and schedule of survey activity	None	3Days	<i>Survey Team</i>
	1.5 Coordinate with the concerned Plant for the actual survey	None	1 Day	<i>Corporate Attorney A</i>
	1.6 Perform the survey and prepare the necessary survey plan.	None	10 Days	<i>Survey Team</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Prepare and submit the survey reports to Corporate Attorney A for review	None	3 Days	<i>Team</i>
	1.8 Review and sign the survey report	None	1 Day	<i>Corporate Attorney A</i>
	1.9 Submit the survey report to the concerned Plants	None	4 Hours	<i>Senior Stenographer</i>
2. Receive the survey report				
	Total	None	19 Days, 4 Hours & 20 Minutes	



49. Withdrawal of Goods

Withdrawal of goods from the Central Warehouse of requested item/s.

Office or Division:		Logistics Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Mindanao Generation Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Warehouse Requisition Slip (WRS) & Gate Pass - (1 Original & 1 Duplicate Copy)		Respective Cost Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Approved WRS to Property Officer A	1.1. Prepare Gate Pass (NPC & PSALM) and hand-in to the concerned representative for signature.	None	1 Hour	Property Officer A
2. Present Approved Gate Pass to Property Officer A.	2.1 Receive & check documents for completeness of signature.	None	15 Minutes	Property Officer A
	2.2 Release items/goods for withdrawal.	None	4 Hours	Property Officer A
3. Receive released items/goods.	3.1 Furnish copy of gate pass (NPC & PSALM) to the representative.	None	5 Minutes	Property Officer A
	Total	None	5 Hours & 20 Minutes	



50. Withdrawal of Fuel

Withdrawal of fuel from Central Warehouse gas station by NPC Mindanao Generation Drivers.

Office or Division:		Logistics Division, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Mindanao Generation Drivers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Warehouse Requisition Slip (WRS) for Fuel and Trip Ticket - (1 Original & 2 Duplicate Copies)		Respective Cost Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit approved WRS for Fuel Trip Ticket to authorized Central Warehouse representative.	1.1 Check if documents are complete and signed.	None	10 Minutes	<i>Property Officer B</i>
	1.2 Forward documents to Equipment Operator E.	None	5 Minutes	<i>Property Officer B</i>
	1.3 Stamp received on WRS form.	None	5 Minutes	<i>Equipment Operator E</i>
2. Sign on the received portion of WRS and on the Logbook.	2.1 Refuel Vehicle	None	15 Minutes	<i>Equipment Operator E</i>
	Total	None	35 Minutes	



51. Issuance of Vehicle Sticker

Vehicle sticker is issued to NPC-Mindanao Generation Employees upon request for access/entry at NPC Offices, Plants/Installation.

Office or Division:	Safety and Security Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt and Certification of Registration			LTO	
2. Deed of Sale for not yet transferred to new owner's name			Owner of Vehicle	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit application form	1.1 Receive filled-out form and forward to Chief Security Officer	None	5 Minutes	<i>Information Assistant I</i>
	1.2 Evaluate, recommend and forward to SSD Manager for approval	None	15 Minutes	<i>Chief Security Officer</i>
	1.3 Approve application for Issuance of NPC Vehicle Sticker	None	30 Minutes	<i>SSD Manager</i>
	1.4 Issue and place NPC Sticker to designated front location of the vehicle	None	30 Minutes	<i>Information Assistant I</i>
	Total	None	1 Hour & 20 Minutes	



52. Issuance/Renewal of Authority to Drive NPC-MinGen Vehicle (ADNV)

Authority to Drive NPC-MINGEN Vehicle is issued to authorized NPC Employees per request of Cost Center Head

Office or Division:	Safety and Security Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Officials and Employees with approved appointment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for issuance of ADNV (new issuance)		Cost Center Head/Manager		
2. Neuro Examination (Passing Rate) (new issuance)		Accredited Neurologist / Private Agency		
3. Unexpired LTO Professional Driver's License (new/renew ADNV)		LTO		
4. Passed written and actual driving test (new issuance)		Safety Engineer of respective Plant		
5. Passed Psychological test (new issuance)		Human Resources and Administration Division		
6. Certificate of Completion on Defensive/Better/Safe Driving Seminar (new ADNV)		Either the following (Human Resources and Administration Division (HRAD) or Land Transportation Office (LTO) or Safety Organization of the Philippines, Inc. (SOPI)		
7. Certificate of Defensive/Better/Safe Driving Seminar (Refresher) for applicants with Driving Accident history (for renewal of ADNV)		Land Transportation Office (LTO) or Safety Organization of the Philippines, Inc. (SOPI)		
8. Expired Authority To Drive NPC-MINGEN Vehicle (for renewal of ADNV)		NPC Officials or Employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/un-expired ADNV ID card together with the needed requirements as stated on the Checklist	1.1 Receive the data request and forward to Principal Engineer A (Safety)	None	5 Minutes	Information Assistant I
	1.2 Evaluate request and check completeness of the requirements	None	30 Minutes	Principal Engineer A (Safety)
	1.3 If incomplete, return to the applicant for compliance	None	5 Minutes	Information Assistant I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 If documents are complete and in order, SSD will provide the ADNV Form	None	5 Minutes	<i>Information Assistant I</i>
2. Concerned NPC Officials or Employee/s accomplish and submit ADNV form to SSD	2.1 Receive accomplished ADNV form and forward to Principal Engineer A (Safety) for approval	None	5 Minutes	<i>Information Assistant I</i>
	2.2 Approve accomplish ADNV form	None	10 Minutes	<i>Principal Engineer A (Safety)</i>
	2.3 Prepare ADNV ID card and forward to PE A (Safety) for initial	None	10 Minutes	<i>Information Assistant I</i>
	2.4 Initial ADNV ID card and forward to SSD Manager for approval	None	5 Minutes	<i>Principal Engineer A (Safety)</i>
	2.5 Approve ADNV ID card	None	10 Minutes	<i>SSD Manager</i>
	2.6 Lamination and release of approved ADNV ID card	None	15 Minutes	<i>Information Assistant I</i>
	Total	None	1 Hour & 30 Minutes	



53. Request for Predictive Maintenance Testing (Thermographic Survey)

This service is provided by the Technical Services Division of CMTSD for the conduct of predictive maintenance service namely dissolved gas analysis on the insulating oil of the power transformers of NPC's generating units.

Office or Division:	Technical Services Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by requesting MINGEN HE Power Plant or NPC office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for Thermographic Survey	1.1 Receive the request letter, log to records master list and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary D</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical nature of the request and issue instruction/order to the TSD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD Manager approval	None	2 Hours	<i>Principal Engineer A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



54. Request for Predictive Maintenance Testing (Dissolved Gas Analysis)

This service is provided by the Technical Services Division of CMTSD for the conduct of predictive maintenance service namely dissolved gas analysis on the insulating oil of the power transformers of NPC's generating units.

Office or Division:	Technical Services Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by requesting MINGEN HE Power Plant or NPC office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for Transformer Oil Dissolved Gas Analysis	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary D</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD Manager approval	None	2 Hours	<i>Division Manager / Principal Engineer A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



55. Request Conduct of Predictive Maintenance Services - Partial Discharge Analysis

This service is provided by the Technical Services Division of CMTSD for the conduct of predictive maintenance service namely partial discharge analysis on the power generator and power transformer of NPC's generating units.

Office or Division:	Technical Services Division, CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by requesting MINGEN HE Power Plant or NPC office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for predictive maintenance service - Partial Discharge Analysis of Generator and Power Transformer	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	Secretary D
	1.2 Evaluate doability /feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	Department Manager
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	Division Manager
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart an	None	2 Hours	Principal Engineer A / Principal Engineer B
	1.5 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD Manager approval	None	2 Hours	Division Manager / Principal Engineer A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



56. Request Conduct of Preventive / Corrective Maintenance Services - High Voltage Equipment Testing and Repair

This service is provided by the Technical Services Division of CMTSD for the conduct of preventive or corrective maintenance of High voltage equipment such as but not limited to power generators, power transformer, switchyard HV equipment, etc.

Office or Division:	Technical Services Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by requesting MINGEN HE Power Plant or NPC office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for Preventive and/or Corrective Maintenance Services	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary D</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD	None	2 Hours	<i>Division Manager / Principal Engineer A</i>



	Manager approval			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



57. Request for Rendition of Immediate Response for Diagnostic Testing During Plant Outage or Abnormal Operation

This service is provided by the Technical Services Division of CMTSD for the conduct of calibration / accuracy testing of protective relays such as but not limited to generator protective relays and transformer protective relays.

Office or Division:	Technical Services Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by requesting MINGEN HE Power Plant or NPC office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for assistance on the restoration or immediate diagnostic testing	1.1 Receive the request (formal or informal), log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary D</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the scheduled field group	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD	None	2 Hours	<i>Division Manager / Principal Engineer A</i>



	Manager approval			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



58. Request for Rendition of Technical Services on the Calibration / Accuracy Testing of Billing-Grade Multifunction Energy Meters of STEAG-SPI

This service is provided by the Technical Services Division of CMTSD for the conduct of calibration / accuracy testing of the billing-grade multifunction energy meters installed at STEAG-SPI power plant.

Office or Division:		Technical Services Division - CMTSD, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		IPPCM		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by IPPCM office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IPPCM Request for Preventive Maintenance Testing (Calibration / Accuracy testing of STEAG-SPI billing-grade energy meters)	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary D</i>
	1.2 Evaluate doability / feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart.	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Arrange with the requesting office the feasible date of activity to be	None	2 Hours	<i>Division Manager / Principal Engineer A</i>



	undertaken and draft reply for CMTSD Manager approval			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1. Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



59. Request for Rendition of Technical Services on the Calibration / Accuracy Testing of Protective Relays

This service is provided by the Technical Services Division of CMTSD for the conduct of calibration / accuracy testing of protective relays such as but not limited to generator protective relays and transformer protective relays.

Office or Division:	Technical Services Division - CMTSD, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Mindanao Generation Hydro Plants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Generated by requesting Mindanao Generation HE Power Plant or NPC office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for Preventive Maintenance Testing (calibration / accuracy testing of electrical protective relays)	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	Secretary D
	1.2 Evaluate doability /feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	Department Manager
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	Division Manager
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart	None	2 Hours	Principal Engineer A / Principal Engineer B
	1.5 Arrange with the requesting office the feasible date of activity to be undertaken and draft reply for CMTSD Manager approval	None	2 Hours	Division Manager / Principal Engineer A



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1. Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



60. Request for Rendition of Technical Services on the Calibration / Accuracy Testing of AC/DC Statistical Meters

This service is provided by the Technical Services Division of CMTSD for the conduct of calibration / accuracy testing of protective relays such as but not limited to generator protective relays and transformer protective relays.

Office or Division:		Technical Services Division - CMTSD, Mindanao Generation		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Mindanao Generation Hydro Plants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Generated by requesting Mindanao Generation HE Power Plant or NPC office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Plant Management Request for Preventive Maintenance Testing (calibration / accuracy testing of AC/DC statistical meters)	1.1 Receive the request letter, log to records masterlist and forward to CMTSD Manager for appropriate action.	None	5 Minutes	<i>Secretary D</i>
	1.2 Evaluate doability /feasibility especially on the unusual or critical test request and issue instruction/order to the TSD Manager.	None	4 Hours	<i>Department Manager</i>
	1.3 Evaluate doability / feasibility especially on the unusual or critical nature of the request and issue instruction/order to the PE-A.	None	4 Hours	<i>Division Manager</i>
	1.4 Meet the field group for toolbox meeting and preparation of Gantt Chart	None	2 Hours	<i>Principal Engineer A / Principal Engineer B</i>
	1.5 Arrange with the requesting office the feasible date of activity to be	None	2 Hours	<i>Division Manager / Principal Engineer A</i>



	undertaken and draft reply for CMTSD Manager approval			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Approve reply memorandum	None	1 Hour	<i>Department Manager</i>
	1.7 Transmit reply and log to records masterlist	None	30 Minutes	<i>Secretary D</i>
2. Receive reply	2.1 Receive confirmation	None	5 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 5 Hours & 40 Minutes	



61. Conduct Inventory of Hazardous Trees

WMD-Mindanao Generation will provide Timber inventory of all trees identified as hazardous trees with a purpose of safeguarding/ensuring safety of the passers and properties like vehicles, etc. of NPC during strong winds/typhoons.

Office or Division:	Watershed Management Division, Mindanao Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices, Mindanao Generation Employees and AGUS Plants within NPC Landholdings			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	1.1 Receive letter request and forward to Division Manager for appropriate action.	None	5 Minutes	Section Chief
	1.2 Evaluate letter request and issue instruction to Section Chief.	None	1 Hour	Division Manager
	1.3 Conduct actual inspection if the trees are hazardous and recommend action.	None	2 Hours	Section Chief
	1.4 Prepare report, recommend action and submit to the concern Division Manager.	None	1 Hour	Section Chief
	1.5 Review recommendation and approve the report.	None	30 Minutes	Division Manager
	1.6 Forward the report to concerned office.	None	10 Minutes	Administrative Assistant I
	Total	None	4 Hours & 45 Minutes	



62. Service Record and Employment Certification

The Service Record and Employment Certification are issued to NPC Employees needing these documents and based on their request.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Agus Plants Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-out Request Form			HR & Administration Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest request	1.1 Verify if the requested data/documents are on file.	None	30 Minutes	<i>HR Specialist</i>
	1.2 Prepare Service Record / Certificate of Employment.	None	15 Minutes	<i>HR Specialist</i>
	1.3 Check detail, initial and forward to Section Chief, HR/ Administration.	None	10 Minutes	<i>HR Specialist</i>
	1.4 Review, initial and forward to Division Manager.	None	10 Minutes	<i>Section Chief, HR/ Administration</i>
	1.5 Review, sign and forward to HR Specialist.	None	10 Minutes	<i>Division Manager</i>
	1.6 Give the logbook to the client.	None	5 Minutes	<i>HR Specialist</i>
2. Sign and return the logbook.	2.1 Receive the signed logbook.	None	5 Minutes	<i>HR Specialist</i>
	2.2 Release Service Record/ Certificate of Employment.	None	5 Minutes	<i>HR Specialist</i>
3. Receive the Service Record/ Certificate of Employment.				
	Total	None	1 Hour & 30 Minutes	



63. Processing of Hospitalization for Insurance Claim

The Human Resource & Administration Section will assist employees and their dependents in the processing of their hospitalization claim from the Insurance Company contracted by NPC.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Agus Plants Officials/Employees and Dependents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-out Insurance claim form 2. Hospital's Account Statement 3. Doctor's Prescription 4. Official Receipt (including medicines bought outside the confinement period) 5. Photocopy of laboratory results 6. Marriage Contract (for spouse)/ Birth Certificate (for child/children)			HR / Administration Section Hospital Hospital/Employee Hospital/Employee Hospital Employee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the infirmary.	1.1 Receive and evaluate all submitted documents.	None	5 Hours	<i>Sr. Nurse</i>
	1.2 Prepare summary of hospital expenses and transmittal letter to NPC HR/ Administration Head Office and forward to Section Chief for initial.	None	1 Day	<i>Sr. Nurse</i>
	1.3 Review and initial documents.	None	30 Minutes	<i>Section Chief, HRA</i>
	1.4 Sign documents.	None	1 Hour	<i>Division Manager, Administration & Finance</i>
	1.5 Forward signed documents to infirmary.	None	30 Minutes	<i>Designated Expediter</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Prepare Delivery Request Form (DRF) for mailing to Head Office.	None	30 Minutes	<i>Sr. Nurse</i>
	1.7 Forward documents to Records Section for delivery to NPC HR/ Administration Head Office for submission to Insurance Company/Mail documents.	None	1 Hour	<i>Sr. Nurse</i>
	Total	None	2 Days & 30 Minutes	



64. Preparation & Payment of Cash Advance for Travelling (Prepayment)

Disbursement Voucher for Cash Advance/prepayment is prepared upon submission of complete supporting documents of concerned Officials/Employees.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Agus Plants Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Travel Order 2. Itinerary of Travel			Employee concerned Employee concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirements to Sr. Financial Analyst for voucher preparation.	1.1 Prepare Disbursement Voucher	None	1 Hour	<i>Sr. Financial Analyst</i>
	1.2 Certify that expenses necessary, lawful & authorized under his direct supervision * Sign "Box A1" of the voucher	None	2 Hours	<i>Division Manager Concerned</i>
	1.3 Verify on the basis of supporting documents appearing complete & proper summarized in the checklist of requirements * Sign "Examined By" of the voucher	None	2 Hours	<i>Sr. Financial Specialist B (Audit)</i>
	1.4 Review/check the correctness of the audited amount/ coding & signatories of the voucher * Sign "Reviewed By" of the voucher	None	1 Hour	<i>Section Chief, Finance</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Certify the availability of the budget * Sign "Box B1" of the voucher	None	1 Hour	<i>Sr. Financial Specialist B (Budget Officer)</i>
	1.6 Book the transaction thru Disbursement Voucher System * Sign DVS Form "Prepared By" to be attached to the voucher	None	1 Hour	<i>Sr. Accountant</i>
	1.7 Review the correctness of the coding of the transaction * Signs DVS Form "Reviewed By"	None	1 Hour	<i>Section Chief, Finance</i>
	1.8 To post the audited amount in its proper account in the Budget Utilization System * Sign "Box B2" of the voucher	None	1 Hour	<i>Sr. Financial Specialist B (Budget Officer)</i>
	1.9 Approve the audited voucher * Sign "Box C" of the voucher	None	4 Hours	<i>Plant Manager</i>
	1.10 Pay the payee of the voucher, records the disbursement.	None	1 Hour	<i>Cashier C</i>
2. Sign Disbursement Voucher and Cashier Record Book.	2.1 Receive disbursement voucher and cashier record book.	None	1 Hour	<i>Cashier C</i>
Total		None	2 Days	



65. Withdrawal of Goods

Withdrawal of requested item/s goods from the Agus and Pulangi Plants' Warehouses by the requisitioning office.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NPC Agus/Pulangi Plants Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Warehouse Requisition Slip (WRS)			Respective Cost Center	
2. Gate Pass (1 Original& 1 Duplicate copy)			Respective Cost Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Approved WRS and Gate Pass to Property Officer A.	1.1 Receive& check documents for completeness of signatures.	None	15 Minutes	<i>Property Officer A</i>
	1.2 Release items / goods for withdrawal and handover WRS for signature with indication of actual date withdrawn.	None	1 Hour	<i>Property Officer A</i>
2.Receive released items/ goods, sign WRS and indicate date of withdrawal.	2.1 Receive signed WRS.	None	5 Minutes	<i>Property Officer A</i>
	Total	None	1 Hour & 20 Minutes	



66. Preparation and Payment of Reimbursement of Travelling Expenses

Reimbursement of travelling expenses is prepared upon submission of complete supporting documents of concerned employee.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Agus/Pulangi Plants Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Travel Order with Certificate of Appearance 2. Itinerary of Travel 3. Certificate of Availment / Non-Availment 4. Certificate of Travel Completion 5. Various Tickets 6. Certification of expenses not requiring Receipts (if applicable) 7. Trip Ticket (for Drivers)			Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirements to Sr. Financial Analyst for voucher preparation.	1.1 Prepare Disbursement Voucher	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.2 Certify that expenses necessary, lawful & authorized under his direct supervision * Sign "Box A1" of the voucher	None	1 Day	<i>Division Manager Concerned</i>
	1.3 Verify on the basis of supporting documents appearing complete & proper summarized in the checklist of requirements * Sign "Examined By" of the voucher	None	1 Day	<i>Sr. Financial Specialist B (Audit)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review/check the correctness of the audited amount/ coding & signatories of the voucher * Sign "Reviewed By" of the voucher	None	4 Hours	Section Chief, Finance
	1.5 Certify the availability of the budget * Sign " Box B1" of the voucher	None	4 Hours	Sr. Financial Specialist B (Budget Officer)
	1.6 Book the transaction thru Disbursement Voucher System * Sign DVS Form "Prepared By" to be attached to the voucher	None	1 day	Sr. Accountant
	1.7 Review the correctness of the coding of the transaction * Signs DVS Form "Reviewed By"	None	4 Hours	Section Chief, Finance
	1.8 To post the audited amount in its proper account in the Budget Utilization System * Sign "Box B2" of the voucher	None	4 Hours	Sr. Financial Specialist B (Budget Officer)
	1.9 Approve the audited voucher * Sign "Box C" of the voucher	None	1 Day	Plant Manager
	1.10 Pay the payee of the voucher, records the disbursement.	None	2 Hours	Cashier C



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Sign Disbursement Voucher and Cashier Record Book.	2.1Receive disbursement voucher and cashier record book.	None	2 Hours	Cashier C
	Total	None	7 Days	



67. Preparation of Request for Reversion of Funds

Request for Reversion of Funds (ROF) is prepared if specific account is insufficient of Funds Availability.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Agus/Pulangi Plants Cost Center Heads/Superintendents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Justification for ROF 2. Updated Budget Utilization Report			Concerned End-user Sr. Financial Specialist B	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user to submit justification for the request of reversion of funds to Sr. Financial Specialist B	1.1 Prepare/Initial ROF based on the submitted justification from End User and forward to Finance Section Chief for review	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.2 Review, initial and forward to Administration and Finance Services Division Manager	None	1 Hour	<i>Finance Section Chief</i>
	1.3 Initial prepared ROF and forward to Plant Manager	None	1 Hour	<i>Administration and Finance Services Division Manager</i>
	1.4 Sign prepared ROF	None	4 Hours	<i>Plant Manager</i>
	1.5 Forward prepared ROF to Finance Division, Mindanao Generation HQ for processing	None	10 Minutes	<i>Secretary D</i>
	Total	None	1 Day, 2 Hours & 10 Minutes	



68. Preparation & Approval/Payment of Liquidation of Cash Advances for Travelling Expenses (Prepayment)

Disbursement Voucher for liquidation of prepayment is prepared upon submission of complete supporting documents of concerned Officials/Employees.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Agus/Pulangi Plants Officials/Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Travel Order with Certificate of Appearance 2. Itinerary of Travel 3. Certificate of Availment / Non-Availment 4. Certificate of Travel Completion 5. Various Tickets 6. Certification of expenses not requiring Receipts (if applicable) 7. Trip Ticket (for Drivers)			Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirements to Sr. Financial Analyst for voucher preparation.	1.1 Prepare Disbursement Voucher	None	4 Hours	<i>Sr. Financial Analyst</i>
	1.2 Certify that expenses necessary, lawful & authorized under his direct supervision * Sign "Box A1" of the voucher	None	1 Day	<i>Division Manager Concerned</i>
	1.3 Verify on the basis of supporting documents appearing complete & proper summarized in the checklist of requirements * Sign "Examined By" of the voucher	None	1 Day	<i>Sr. Financial Specialist B (Audit)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review/check the correctness of the audited amount/ coding & signatories of the voucher * Sign "Reviewed By" of the voucher	None	4 Hours	Section Chief, Finance
	1.5 Certify the availability of the budget * Sign "Box B1" of the voucher	None	4 Hours	Sr. Financial Specialist B (Budget Officer)
	1.6 Book the transaction thru Disbursement Voucher System * Sign DVS Form "Prepared By" to be attached to the voucher	None	1 Day	Sr. Accountant
	1.7 Review the correctness of the coding of the transaction * Signs DVS Form "Reviewed By"	None	4 Hours	Section Chief, Finance
	1.8 To post the audited amount in its proper account in the Budget Utilization System * Sign "Box B2" of the voucher	None	4 Hours	Sr. Financial Specialist B (Budget Officer)
	1.9 Approve the audited voucher * Sign "Box C" of the voucher	None	1 Day	Plant Manager
	1.10 Return DV to Sr. Financial Analyst	None	15 Minutes	Secretary D
		None	2 Hours	Senior Financial Analyst



	1.11 Retain copy of DV, other documents and perform:			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> If Cash advance is greater than the actual travelling expenses, forward DV to Sr. Accountant for booking thru journal voucher If the actual travelling expenses is greater than Cash Advance, forward DV to Cashier C 			
	1.12 Pay the payee of the voucher and record the disbursement	None	1 Hour	Cashier C
2. Sign Disbursement Voucher and Cashier Record Book.	2.1 Receive disbursement voucher and cashier record book	None	45 Minutes	Cashier C
	Total	None	7 Days	



69. Preparation and Submission of Night Shift Differential (NSD) and Overtime (OT) Claims of Employees to PSALM

NSD and Overtime claims of employees are prepared and submitted to PSALM for funding.

Office or Division:	Administration and Finance Services Division - Agus 1 & 2, Agus 4 & 5, Agus 6 & 7 and Pulangi IV HPPC			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Agus/Pulangi Plants Operations & Maintenance/Technical Services Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Audited Daily Time Record		HR Specialist/Employee concerned		
2. Operation Shifting Schedule (for NSD and OT for Operations Personnel)		Plant Superintendent (Operations Division)		
3. Special Shifting Schedule (for NSD and OT for Operations Personnel, if applicable)		Plant Superintendent (Operations Division)		
4. Approved Overtime Requests (for Overtime payroll)		Operations/Maintenance Personnel		
5. Operating/Maintenance Personnel Accomplishment Report		Plant Superintendent/Employee concerned		
6. Certification stating that services rendered are related to and indirect support to the operation and maintenance of power plant and facilities		Plant Superintendent/Employee concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Operations and Maintenance Personnel submit complete supporting documents to Sr. Financial Analyst.	1.1 Prepares Voucher, payroll and computation sheet.	None	7 Days	<i>Sr. Financial Analyst</i>
	1.2 Certify that expenses necessary, lawful & authorized under his direct supervision * Sign "Box A1" of the voucher.	None	1 Day	<i>Division Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Verify on the basis of supporting documents appearing complete & proper summarized in the checklist of requirements * Sign "Examined By" of the voucher	None	5 Days	<i>Sr. Financial Specialist B (Audit)</i>
	1.4 Review/check the correctness of the audited amount/ coding & signatories of the voucher * Sign "Reviewed By" of the voucher	None	4 Hours	<i>Section Chief, Finance</i>
	1.5 Certify the availability of the budget * Sign "Box B1" of the voucher	None	2 Hours	<i>Sr. Financial Specialist B (Budget)</i>
	1.6 Book the transaction through Disbursement Voucher System * Sign DVS Form "Prepared By" to be attached to the voucher	None	2 Hours	<i>Sr. Financial Specialist B (Budget)</i>
	1.7 Review the correctness of the coding of the transaction * Signs DVS Form "Reviewed By"	None	2 Hours	<i>Sr. Accountant</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 To post the audited amount in its proper account in the Budget Utilization System * Sign "Box B2" of the voucher	None	1 Hour	<i>Section Chief, Finance</i>
	1.9 Signs Box C of the voucher	None	4 Hours	<i>Plant Manager</i>
	1.10 Prepare summary of NSD and OT payroll and submit to PSALM with audited copies of payroll and disbursement voucher for funding.	None	4 Hours	<i>Sr. Financial Analyst</i>
	Total	None	15 Days & 3 Hours	



70. Preparation of Terms of Reference and other Related Documents for Infra Projects

Preparation of documents needed for Infra Projects as per request by Cost Center Head.

Office or Division:		Dams, Reservoirs, Waterways Management Division, Mindanao Generation		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Management, Agus and Pulangi Plants, OPD-OM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Dams, Reservoirs, Waterways Management Division National Power Corporation- Mindanao Generation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for preparation of supporting documents for Infra Projects.	1.1 Receive request and forward to Department Manager.	None	5 Minutes	<i>Data Controller/ Encoder</i>
	1.2 Review, evaluate request and assign employee to act on the request.	None	4 Hours	<i>Department Manager</i>
	1.3 Prepare TOR, design, estimate and other related documents of proposed project.	None	14 Days	<i>Principal Engineer A / Principal Engineer B</i>
	1.4 Review, initial and forward documents to Department Manager.	None	1 Day	<i>Division Manager</i>
	1.5 Sign documents.	None	1 Day	<i>Department Manager</i>
	1.6 Log-out and forward documents to requesting office.	None	10 Minutes	<i>Data Controller/ Encoder</i>
2. Receive signed documents.				
	Total	None	16 Days, 4 Hours & 15 Minutes	



71. Inspection of MinGen Dams and Appurtenant Structures

Conduct inspection of Mindanao Generation Dams, Spillway, Power Intake, Waterways and Inspection Tunnels per request by the Plant Manager

Office or Division:		Dams, Reservoirs, Waterways Management Division, Mindanao Generation		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NPC Management, Agus and Pulangi Plants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Requisitioning Cost Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for inspection.	1.1 Receive request and forward to Department Manager.	None	5 Minutes	<i>Data Controller/ Encoder</i>
	1.2 Review, evaluate request and assign employee to act on the request.	None	4 Hours	<i>Department Manager</i>
	1.3 Conduct inspection, prepare report and recommendation.	None	10 Days	<i>Principal Engineer A / Principal Engineer B</i>
	1.4 Review, initial and forward report to Department Manager.	None	1 Day	<i>Division Manager</i>
	1.5 Sign report.	None	1 Day	<i>Department Manager</i>
	1.6 Forward signed report to requesting office.	None	10 Minutes	<i>Data Controller/ Encoder</i>
	Total	None	12 Days, 4 Hours & 15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance Desk (Lobby Are) NPC Building, Diliman, Quezon City</p> <p>Contact info: 89245246/89245371</p>
How feedbacks are processed	<p>Every Friday, the Corporate Communications Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 89245246/89245371</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance Desk (Lobby Are) NPC Building, Diliman, Quezon City</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: 89245246/89245371</p>
How complaints are processed	<p>The CCO opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the CCO shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the NPC President & CEO for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 89245246/89245371</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
HEAD OFFICE	3 rd Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89213541-80
CORPORATE AFFAIRS GROUP	2 nd Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89213037 Local 5307
OFFICE OF THE LEGAL COUNSEL	4 th Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89213518 Local 5438
ADMINISTRATION AND FINANCE	2 nd Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89225923 Local 5220/5250
POWER ENGINEERING SERVICES	2 nd Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89225923 Local 5261/5492
SMALL POWER UTILITIES GROUP (HEAD OFFICE)	2 nd Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89200001 Local 5449
SPUG LUZON	MINUYAN, SAN JOSE DEL MONTE CITY, BULACAN	89213541-80 Local 5385
SPUG VISAYAS	CEBU, CITY VISAYAS	(032) 4222320/2315009
SPUG MINDANAO	ZAMBOANGA CITY, MINDANAO	(062) 9927754
RESOURCE MANAGEMENT SERVICE	2 nd Floor, NPC HEAD OFFICE, DILIMAN, QUEZON CITY	89200093 Local 5306
MINDANAO GENERATION GROUP	ILIGAN CITY, MINDANAO	(063) 2219003