



NATIONAL POWER CORPORATION

CITIZEN'S CHARTER

2022 (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!**



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ADMINISTRATION AND FINANCE GROUP

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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)	<i>Administrative Officer A</i>
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	



4. 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)	Corporate Secretary/ NP Board
	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 imposable 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	



10. Request for Posting on the Website

Posting of information/data as required by Clients.

Office or Division:	Information Technology & Services Department, Corporate Affairs Group			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memos/Email requesting for Posting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Posting on Website	1.1.Receives request for posting	None	1 Day	<i>Information System Researcher / Chief IS/IT Specialist / Department Manager</i>
	1.2.Check all information to be posted			<i>Department Manager</i>
	1.3.Refer to Corporate Communications Division for clearance for posting		1 Day	<i>Department Manager</i>
	1.4.Perform posting to the website			<i>IS/IT Specialist / Department Manager</i>
	1.5.Ensure that articles/info are properly posted on the website		1 Day	<i>Department Manager</i>
	Total	None	3 Days	



11. Reply to External Letters/Memos

Reply to All Memos/Letters

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	



12. 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:	G2C – Government to Citizen/G2G – Government to Government			
Who may avail:	Other Government Agencies/Private Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Endorsement from the DENR-CENRO 3. Inspection Report – NPC-Watershed Area Team (WAT) 4. Location Map – NPC-WAT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Land/Lot Certification	1.1. Check application and completeness of requirement	None	1 day	Senior Watershed Management Specialist
	1.2. Notify and coordinate with the applicant on the schedule of the joint lot survey through the acquisition of lot coordinates (NPC pauses time)			Senior Watershed Management Specialist
	2.1. Conduct inspection/lot survey using the GPS receiver and record the coordinates of the concerned lot		1 day	Senior Forest Ranger/ Forest
2. Agree on the schedule of lot survey	2.2. Prepare and submit the Land/ Lot Certification and			



	Map with the attached supporting documents to WAT Section Chief		1 day	Guard and applicant
			1 day	Senior Watershed Management Specialist
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Evaluate and endorse the documents to WMD-HO		1 day	Section Chief
	2.4. Review documents and approved Lot Certification		1 day	SWMS/WMD Manager
	2.5. Inform the applicant of the approved Land/Lot Certification		1 day	Senior Watershed Management Specialist
	Total	None	7 Days	



13. 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/Private Groups/Organization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter request 2. Feasibility Study or Development/Management and Operation Plans (whichever is applicable) 3. Copy of ECC or CNC and Initial Environmental Examination; 4. Clearance/s from other concerned agencies, local government units and IPPs, copy of Free and Prior Informed Consent (in applicable areas) 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) 6. Recent Geo-Referenced photos of the areas being applied for taken from four cardinal directions, North, East, West, South 7. Topographic map of the project site, drawn to a scale of 1:1000 or larger; 8. Payment of Necessary Fees/Rentals to be determined after initial evaluation at NPC 9. Name/s and Numbers of Contact Person/s in Charge; and Other Useful/Relevant information 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Land Use Permit application (for Non-Energy Projects Within	1.1. Check application and completeness of requirements			Senior Watershed Management Specialist (SWMS)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
or Will Traverse NPC-Managed Watersheds	1.2. Notify applicant on the schedule of joint site inspection (NPC time pauses)		1 day	Section Chief
2. Agree on the schedule of site inspection	1.3. Conduct inspection, prepare and submit inspection report and recommendation		8 days	Senior Watershed Management Specialist (SWMS) Forest Guard, Applicant
	2.1. Issues preliminary ruling, whether application is denied or allowed. If denied, informs applicant immediately. If allowed, submits application and inspection report to TWG for deliberation		5 days	SWMS (HO), Section Chief and Division Manager
	2.2. Prepares draft LUP			
	2.3. Approves LUP			



	<p>2.4. Submit a request to the General and Property Tax Accounting Division for issuance of debit memo as basis for payment</p> <p>2.5. Notify applicants to pay the necessary fees and charges (NPC pauses time);</p>	<p>Per Revised Schedule of Forestry Administrative Fees and Charges (NPC Circular No. 2011-010)</p>	<p>1 day</p> <p>1 day</p> <p>2 days</p> <p>1 day</p>	<p><i>SWMS (HO) and Division Manager</i></p> <p><i>WMD Manager/ President and CEO</i></p> <p><i>SWMS (HO)</i></p> <p><i>SWMS, and Section Chief</i></p>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • <i>Application Fee; 500.00</i> • <i>Inspection Fee: 2000.00</i> 		



3. Pay the necessary fees and charges and submit proof of payment	2.6. Issue approved permit to applicant	<ul style="list-style-type: none">• <i>Rental</i>• <i>Performance Bonds</i>	1 day	<i>Manager and Section Chief</i>
	Total		20 Days	



14. 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
<ol style="list-style-type: none"> 1. Letter request 2. Feasibility Study or Development/Management and Operation Plans (whichever is applicable) 3. Copy of ECC or CNC and Initial Environmental Examination; 4. Clearance/s from other concerned agencies, local government units and IPPs, copy of Free and Prior Informed Consent (in applicable areas) 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) 6. Recent Geo-Referenced photos of the areas being applied for taken from four cardinal directions, North, East, West, South 7. Topographic map of the project site, drawn to a scale of 1:1000 or larger; Payment of Necessary Fees/Rentals to be determined after initial evaluation at NPC 		



8. Name/s and Numbers of Contact Person/s in Charge; and Other Useful/Relevant information.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Watershed Area Clearance application (For	1.1. Check application and completeness of requirement		1 day	Senior Watershed Management Specialist (SWMS)
Non-Energy Projects Within or Will Traverse NPC-Managed Watersheds)	1.2. Notify applicant on the schedule of joint site inspection (NPC pauses time)			Section Chief
2. Agree on the schedule of site inspection	2.1. Conduct inspection, prepare and submit inspection report and recommendation		8 days	SWMS, Forest Guard and applicant
	2.2. Issues preliminary ruling, whether application is denied or allowed. If denied, informs applicant immediately. If allowed, submits application and inspection report to TWG for deliberation		5 days	SWMS (HO), Section Chief and Division Manager
	2.3. Prepares draft WAC		1 day	SWMS (HO) and Division Manager
	2.4. Approves WAC		1 day	WMD Manager/ President and CEO
	2.5. Submit request to General and Property Tax Accounting Division		2 days	



	for issuance of debit memo as basis for payment			SWMS
	2.6. Notify applicants to pay the necessary fees and charges (NPC pauses time)		1 day	SWMS, Section Chief
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the necessary fees and charges and submit proof of payment	2.7. Issue approved permit/clearance to proponent/ applicant	Per Revised Schedule of Forestry Administrative Fees and Charges (NPC Circular No. 2011-010) <ul style="list-style-type: none"> • Application Fee; 500.00 • Inspection Fee: 2,000.00 	1 day	Manager, and Section Chief
	Total	P2,500.00	20 Days	



15. 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:	Other Government Agencies/Private Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application 2. Initial Inventory and Geotagged (GPS based) location of the trees/saplings affected including a brief description of: Scientific and local name/s 3. Number of trees 4. Diameter at breast height (DBH) of the trees 5. Tenurial status of the area (whether public land, A &D, privately owned, tax declared 6. Representative pictures of the trees 7. Other useful information 8. Forest Charges, Application, Inspection and other Fees (to be determined after the conduct of field inspection/survey/inventory) 9. Name and Contact Numbers of Person/s in Charge 10. MENRO Certification of Non-Objection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Special Tree Cutting Permit/Wood Recovery Permit/Harvesting Permit (For Non-	1.1. Check application and completeness of requirement			Senior Watershed Management Specialist (SWMS)



Energy Projects Within or Will Traverse NPC-Managed Watersheds)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Agree on the schedule of site inspection	1.2. Check application and completeness of requirement		1 day	Senior Watershed Management Specialist (SWMS)
	1.3. Notify applicant on the schedule of joint inspection of project area, geo-tagging and inventory of trees (NPC pauses time);		8 days	Section Chief
	2.1. Conduct inspection, geo-tagging and inventory of trees and prepare/submit report and recommendation		5 days	SWMS, Forest Guards and applicant
	2.2. Issues preliminary ruling whether application is denied or allowed. If denied, informs the applicant immediately. If allowed, submits application and inspection report to TWG for deliberation		1 day	SWMS WMD-HO
			1 day	SWMS, Section Chief and Division Manager

	<p>2.3.Prepare draft STCP/WRP/HP</p> <p>2.4.Approve STCP/WRP/HP</p> <p>2.5.Submit request to General and Property Tax Accounting Division for issuance of debit memo as basis for pay</p>		2 days	<p>SWMS and Division Manager</p> <p>WMD Manager/ President and CEO</p> <p>SWMS</p>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the necessary fees and charges and submit proof of payment	<p>3.1.Notify applicants to pay the necessary fees and charges (NPC pauses time)</p> <p>3.2.Issue approved STCP/WRP/HP to applicant;</p>	<p>Per Revised Schedule of Forestry Administrative Fees and Charges (NPC Circular No. 2011-010)</p> <ul style="list-style-type: none"> • Application Fee: 500.00 • Inspection Fee: 2000.00 • License/ Permit Fee • Forest Charges 	<p>1 day</p> <p>1 day</p>	<p>SWMS and Section Chief</p> <p>Manager and Section Chief</p>
	Total		20 Days	



OFFICE OF THE LEGAL COUNSEL

16. 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	



17. 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/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 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	



18. 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	



19. 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	



20. 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

21. 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	



22. 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	



23. 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	



24. Refund of Performance Bond

Processing of Refund of Performance Bond posted by Suppliers

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. Letter request for Refund of Bond 2. Certificate of Complete Withdrawal 3. Original O.R. of the Bond 4. Gate Passes				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to WIADD	1.1. Received submitted docs and indicate date of receipt.	None	5 Minutes	<i>Materials Management Specialist A</i>
	1.2. Prepare voucher	None	2 Hours	<i>Materials Management Specialist A</i>
	1.3. Approve Box-A	None	1 Hours	<i>Division Manager</i>
	1.4. Submit voucher to Finance (for Pre-Audit and Payment)	None	5 Minutes	<i>Materials Management Specialist A</i>
	Total	None	3 Hours & 10 Minutes	



25. 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	



26. 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	



27. 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	



28. 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), Logistics Department		
Classification:		Simple		
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. Valid Company ID/Authorization 2. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Bidder's Registry. 2. Present Official Receipt as proof of payment	1.1. Ask the bidder/s on what particular project his/her company intent to participate 1.2. Instruct the bidder/s to fill-out corresponding forms and to proceed to Cashier's Office for payment. 2.1. Photocopy Official Receipt 2.2. Issue the Bid Documents	500K and Below - PhP 500.00 More than 500K up to 1M - PhP 1,000.00 More than 1M up to 5M - PhP 5,000.00 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	45 Minutes	Corporate Staff Specialist B
	Total	Per RA 9184 & its IRR	45 Minutes	



29. Refund of the Bid Security

Processing of Refund of Bid Security posted by Suppliers

Office or Division:	Bids and Contracts Services Division (BCSD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the bidder 2. Original Official Receipt 3. Certified Copy of PO/Contract/ Abstract of Bids				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request, Original Official Receipt and Certified Copy of PO/Contract/ Abstract of Bids	1.1. Prepare the Disbursement Voucher and attached all the required documents. 1.2. Forward to Finance for Audit	None	3 Days	<i>Materials Management Officer/Materials Management Specialist/Logistics Management Officer (Facilitator)</i>
	Total	None	3 Days	

30. 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. Authorization from the Responsible Official/Employee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present fax/email copy of the Notice of Award (NOA), Purchase Order (PO) and written authorization of the responsible official/ employee duly signed by the President/ Proprietor/ Addressee of the NOA	1. Retrieve the original copy of the approved NOA, PO & NTP and validate the written authorization and the company ID presented by the authorized official/ employee	None	25 Minutes	<i>Materials Management Officer/Materials Management Specialist A, MSSPD</i>
2. Acknowledge receipt of the original NOA, PO & NTP and related documents	2. Issue Original Notice of NOA, PO & NTP and related documents			
Total		None	25 Minutes	

31. 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 fax/email copy of the Notice of Award (NOA) and the written authorization of the responsible official/employee duly signed by the President/Proprietor/ Addressee of the Notice of Award (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	Materials Management Officer/Materials Management Specialist A, MSSPD
2. Acknowledge receipt of the original Notice of Award (NOA)	2. Issue Original Notice of Award (NOA)			
Total		None	25 Minutes	



32. 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		
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 fax/email copy of the Notice to Pick-up of Contract and the written authorization of the responsible official/employee duly signed by the President/Proprietor	1. Retrieve the original copies of the Contract and validate the written authorization and the company ID presented by the authorized official/employee	None	35 Minutes	<i>Materials Management Specialist A</i>
2. Acknowledge receipt of the original Contract for signature and notarization of Contractor/Supplier	2. Issue the original copy of Contract for signature and notarization of Contract Awardee			
Total		None	35 Minutes	



33. Issuance of Approved Contract and Notice to Proceed (NTP)

Documents required to Implement the Project

Office or Division:		Materials, Supplies and Services, Procurement Division (MSSPD)		
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	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written authorization of the responsible official/employee duly signed by the President/Proprietor	1. Retrieve the original copy of the approved Contract & Notice to Proceed (NTP) and validate the written authorization and the company ID presented by the authorized official/employee	None	35 Minutes	<i>Materials Management Specialist A</i>
2. Acknowledge receipt of the original copy of Contract and Notice to Proceed (NTP)	2. Issue the Original copies of Contract and Notice to Proceed (NTP)			
Total		None	35 Minutes	



FINANCE

34. Issuance of BIR Form No. 2306 & 2307 (Certificate of Final Tax Withheld at Source Suppliers/Contractors)

Percentage Tax Withheld from Suppliers/Contractors Claim.

Office or Division:		General and Property Tax Accounting Division (GPTAD), Controllers Department		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business/ G2G - Government to Government		
Who may avail:		Suppliers/Contractors/Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processed Invoice/Billing Statement		General Accounting System – Certified Obligation (GAS-CO)/Disbursement Voucher System (DVS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BIR Form No. 2306 and 2307	1.1. Prepare and issue the requested BIR Form	None	2 Days	<i>Sr. Financial Specialist B</i>
	1.2. Sign/approve BIR Form		1 Day	<i>Section Chief/Div. Manager</i>
Total		None	3 Days	



35. 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	



36. 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	



37. 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 Present the POF to Power Receivable Accounting Division (PRAD) 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"> Provide POF 	None	2 Minutes	Cashier
	<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"> Verify details of payment based on filled POF 		10 Minutes	Cashier
	<ul style="list-style-type: none"> Encode details of payment in the CMS and print OR Issue/release OR 			



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) 	<ul style="list-style-type: none"> Provide POF 	None	2 Minutes	Cashier
<ul style="list-style-type: none"> Present the filled-out POF together with the payment 	<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 	<ul style="list-style-type: none"> Provide POF 	None	2 Minutes	Cashier
<ul style="list-style-type: none"> Present the POF to General Property Tax Accounting Division (GPTAD) 	<ul style="list-style-type: none"> Fill-out the POF as to the details/ application of payment Verify details of payment based on filled-out POF 		5 Minutes	Sr. Financial Analyst, PRAD
<ul style="list-style-type: none"> Present the filled-out POF as basis for the issuance of OR together with the payment 	<ul style="list-style-type: none"> Encode details of payment in the CMS and print OR Issue/release OR 		10 Minutes	Cashier
	Total	None	51 Minutes	



38. 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)				
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	



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

Concessions to Customers Affected by the Calamities

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				
2. Request letter for availment of extension of payment or discount period				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with supporting documents for approval	1.1. Evaluate customer's request and supporting documents	None	3 Days	<i>Sr. Financial Specialist B</i>
	1.2. Prepare a letter of approval/disapproval			<i>Sr. Financial Specialist B</i>
	1.3. Review and signature of authorized approving authorities			<i>Sr. Financial Specialist A/Division Manager/ Department Manager</i>
	1.4. Forward approved/disapproved letter to customer			<i>Sr. Financial Specialist B</i>
Total		None	3 Days	



40. Special Payment Arrangements

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

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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter for request approval	1.1. Evaluate customer's request and prepare amortization schedule	None	7 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			<i>Sr. Financial Specialist B</i>
	1.3. Review and approval of authorized approving authorities			<i>Sr. Financial Specialist A/Division Manager/ Department Manager</i>
	1.4. Forward duly signed letter and SPA amortization schedule to client			<i>Sr. Financial Specialist B</i>
Total		None	7 Days	



41. 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				
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	<p>1.1. Evaluate customer's request if in accordance with NPC's Credit and Collection Policy on Restructuring of Overdue Power Accounts</p> <p>If request is within the Policy on Restructuring of Accounts and acceptable to NPC, proceed to Step # 5</p>	None	7 Days	<i>Sr. Financial Specialist B</i>



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>
2. Negotiate in the meeting with NPC on the proposed restructuring schedule	<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><i>Div/Dept Mgr</i></p> <p><i>Sr. Financial Specialist B / Sr. Financial Specialist B</i></p>
3. Approve and sign the Minutes of the Meeting prepared by NPC	<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>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	



42. 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	



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

Processing of Cash Bond Refund after Completion of Services Rendered

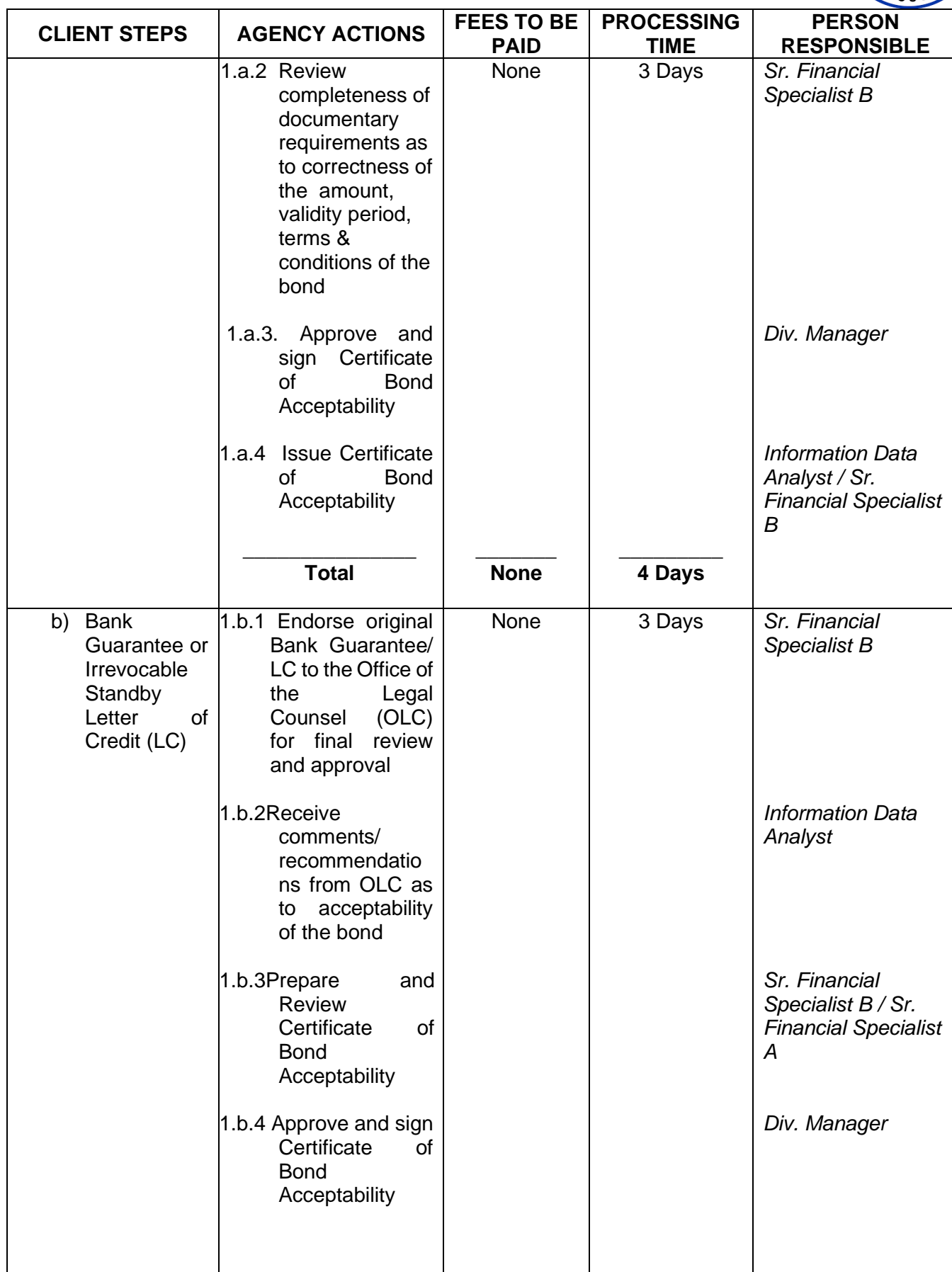
Office or Division:	Trade & Insurance Division, Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Supplier / Contractor / Consultant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original letter request		Supplier/Contractor		
2. 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	



44. 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	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>
	Total	None	3 Days	
	Total	None	7 Days	



45. 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), 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. Contract between NPC and supplier 2. Quitclaim and Affidavit 3. Certificate of Completion and Acceptance 4. Certificate of Final Acceptance 5. Field Clearance		Project Implementor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Head Office Clearance	1. Prepare Head Office Clearance	None	1 Day	<i>Sr. Financial Specialist B</i>
	2. Review/check book balance for receivables and cash advance to contractor/supplier		1 Day	<i>Section Chief/Div. Manager</i>
	3. Sign/Approve Clearance Certificate Contractor/ Supplier		1 Day	<i>Department Manager/ OLC Vice President</i>
Total		None	3 Days	



46. 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	<i>Sr. Financial Analyst</i>
	1.2. Review/approve Debit Memo		1 Day	<i>Section Chief/Div. Manager</i>
	Total	None	3 Days	



47. Issuance of Debit Memo for MOOE/Admin Fee/Salaries and Wages/Overtime/NSD/Terminal Leave 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), Controller's Department			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors/Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For MOOE, memorandum from PSALM Board -approved OMA budget signed by the president of PSALM and MOOE Computation		Per Operations and Maintenance Agreement (OMA) between NPC and PSALM		
2. For Admin Fee, memorandum from PSALM Board -approved OMA budget signed by the President of PSALM and Admin Fee computation				
3. For PS, actual payroll (OMA) from CBD		Human Resources Department		
4. For NSD/Surcharge, photocopy of DV, Payroll of overtime, Surcharge & NSD approved by Manager/Plant Manager (OMA).				
5. For Terminal Leave, photocopy of DV with attached Computation of Terminal Leave Benefits signed by Manager of HRD				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Issuance of Debit Memo with corresponding documents	1. Preparation and Issuance of Debit Memo 2. Review/approve Debit Memo	None	1 Day 6 Days	<i>Sr. Financial Specialist B</i> <i>Section Chief/Div. Manager/Dept Manager, Sr. Dept Manager/Vice President</i>
	Total	None	7 Days	



48. Refund of Security Deposit

Processing of 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				
2. Original copy of Receipt				
3. Copy of Contract for the Sale of Electricity 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	Sr. Financial Specialist B/ Division Manager
	1.2.Compute Interest Earned and the corresponding Tax of Security Deposit from the time it was posted up to the time of refund.			
	1.3.Review and approved the computed Interest Earned of Security Deposit.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	1.4. Prepare and forward Disbursement Voucher to Disbursement & Audit Management Division for audit and payment by Treasury Department			
	Total	None	7 Days	



49. Issuance of Debit/Credit Memo

To bill/collect receivables from Power Customers

Office or Division:	Power & Receivable Accounting Division (PRAD), Controller's Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Power Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Power Bill and Collection/Official Receipt		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 DM/CM for the power bill adjustment due to over/under billing	1. Check for the correctness/computation of amount of adjustment and attachments prior to issuance of DM/CM 2. Prepare and book Debit Memo and issue/send to Power Customer	None	3 Days	Sr. Financial Analyst
	Total	None	3 Days	



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	None	5 Minutes	<i>IS/IT Specialist</i>
	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 performed and		10 Minutes	<i>Department Manager</i> <i>IS/IT Specialist</i> <i>IS/IT Specialist/ Department Manager</i> <i>IS/IT Specialist / Department Manager</i>
			1 Day	



	provide CSR form for filling-up		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 performed and		20 Days	<i>Sr. IS/IT Specialist, IS/IT Specialist</i>



	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	



5. Request for Provision of Support Services to Existing Corporate Information Systems (Includes printing of AD-HOC processing and printing of reports)

This ITSD Service is being provided to NPC 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 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	<i>Sr. IS/IT Specialist/ Chief IS/IT Specialist</i>
	1.2 Evaluate & Recommend necessary analysis and data gathering		1 Day	<i>Chief 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.		5 Minutes	<i>Department Manager</i>
	1.4 Perform Requested Services		5 Minutes	<i>Sr. IS/IT Specialist</i>
	1.5 Turn-over the services performed and		20 Days	



	provide CSR form for filling-up		5 Minutes	<i>Chief IS/IT Specialist/ Sr. IS/IT Specialist, IS/IT Specialist</i> <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>IS/IT Specialist</i>
	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	



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	FEES 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	FEES 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>



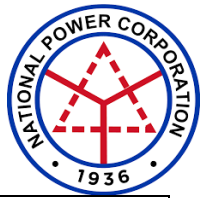
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review and concur with the recommendation and opinion	None	1 Hour	<i>Vice President – Legal Counsel / Department Manager</i>
	1.8 Release the recommendation / opinion	None	1 Hour	<i>Administrative Assistant</i>
	Total	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	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	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	None		<i>Corporate Attorney A/B</i>



	to discuss the issue and possible course of action			
	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 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	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 other offices.

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 & Logistics Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 - Copy of duly accomplished and signed Records Retrieval Form No. NPC-001.F07 2. 1 - Copy of Customer Satisfaction Rating Form			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 or at the MSSPD Document Control Room.	None	5 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</i>
	1.2 Initial the request form if available at MSSPD	None	3 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</i>
	1.3 Sign the Approved/ Authorized by" portion of the form and indicate date of approval.	None	5 Minutes	<i>Manager, MSSPD</i>
	1.4 Look for the copy of Documents being requested	None	10 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Reproduce copy or give copy through flask disc 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 or at the Document Control Room		30 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</i>
2.Acknowledge receipt of the document/s being requested	2.1 Issue the requested document	None	2 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</i>
3. Fill out the Customer Satisfaction Rating form	3.1 Receive the duly accomplished Customer Satisfaction Rating form	None	5 Minutes	<i>Materials Management Specialist/ Analyst, MSSPD</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	Administrative Assistant/ Materials Management Specialist/ Analyst, MSSPD
	1.2 Review documents and assign to Materials Management Officer	None	5 Minutes	Division Manager, MSSPD
	1.3 Check completeness of attachments as per checklist using form No. AFG-LOG-008-F01, Checklist of Docs for DV	None	5 Minutes	Materials Management Officer, MSSPD



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. Issuance of Price Build-Up Report for Oil-Based Fuel (OBF) and/or Engine Lubricating Oil (ELO)

The Delivered Price of OBF and ELO are based on a formula pursuant to the contract documents. The components are (a) Reference Index Price (MOPS for OBF, ICIS for ELO and PDS Forex Rate) and (b) Premium, Biofuel Cost, Production Cost and Local Transshipment Cost per result of public bidding. During contract implementation, the Reference Index Prices varies every month, while the Premium, Biofuel Cost, Production Cost and Local Transshipment Cost are fixed during the contract duration. Every power plant/barge has its own delivered price that varies every month. These delivered prices are reflected through a Price Build-Up Report generated monthly as basis for payment of OBF and ELO deliveries for the particular power plant/barge.

Office or Division:	Fuel Contract Management Division (FCMD), Logistics Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NPC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Records Retrieval Form or Letter Request			FCMD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Records Retrieval Form or Letter Request for the Issuance of Price Build-Up Report for OBF and/or ELO for a particular plant and billing month.	1.1 Facilitate the request and Issue the appropriate Price Build up report for OBF and/or ELO	None	1 Day	<i>Principal Engineer A/Fuel Management Specialist A</i>
	Total	None	1 Day	

25. Validation of Oil-Based Fuel, Fuel Hauling Services and Engine Lubricating Oil Disbursement Vouchers

Process of verification and assertion that the Disbursement Vouchers (DVs) prepared by the Plant Heads and signed by the Area Managers are consistent with the requirements of the contract. In the case of Oil-Based Fuel, the Valuation/Billing Computation Sheet is verified and checked in accordance with the Quantity Determination, Product Quality Penalties/Adjustments and Purchase Price of Fuel Delivered provisions of the contract. With regard to Fuel Hauling Services, the quantity of fuel received by the contracted hauler from the supplier and received by the power plant, as well as the fuel hauling cost, are verified. While, for Engine Lubricating Oil, the quantity and purchase price of lube oil delivered are verified in accordance with the contract. The validation is conducted by the FCMD for DVs worth more than PhP 1 Million prior to submission to Finance for processing.

Office or Division:	Fuel Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G, Government to Government			
Who may avail:	NPC SPUG Power Plants and Barges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Invoice		Fuel Supplier/Hauler		
2. Product Quality Certificate		Fuel Supplier		
3. ITDI Calibration Certificate		Fuel Supplier		
4. BIR Withdrawal Certificate		Fuel Supplier		
5. Original Delivery Receipt		Fuel Supplier/Hauler		
6. Bill of Lading		Fuel Supplier/Hauler		
7. Cargo Intake Certificate		Fuel Supplier		
8. Tanker/Barge Sealing Plan		Fuel Supplier		
9. Cargo Statement After Loading		Fuel Supplier		
10. Cargo Statement Before Discharge		Fuel Supplier		
11. Statement of Facts		Fuel Supplier		
12. On Board Quantity Certificate		Fuel Supplier		
13. Certificate/Notice of Readiness		Fuel Supplier		
14. Calibration Table of Tanker		Fuel Supplier		
15. Fuel Oil Receiving Report (FORR)		NPC SPUG Power Plants		
16. Valuation Billing Report		NPC SPUG Power Plants		
17. Request for Budget Transfer		FCMD		
18. Fuel and Lube Oil Order Inspection and Receiving Report		NPC SPUG Power Plants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers (DV) with complete supporting documents	For DV with amount of 1 Million Php and less 1.1 Issue fuel budget transfer as request of the plant head.	None	1 Day	Principal Engineer A/Fuel Management Specialist A



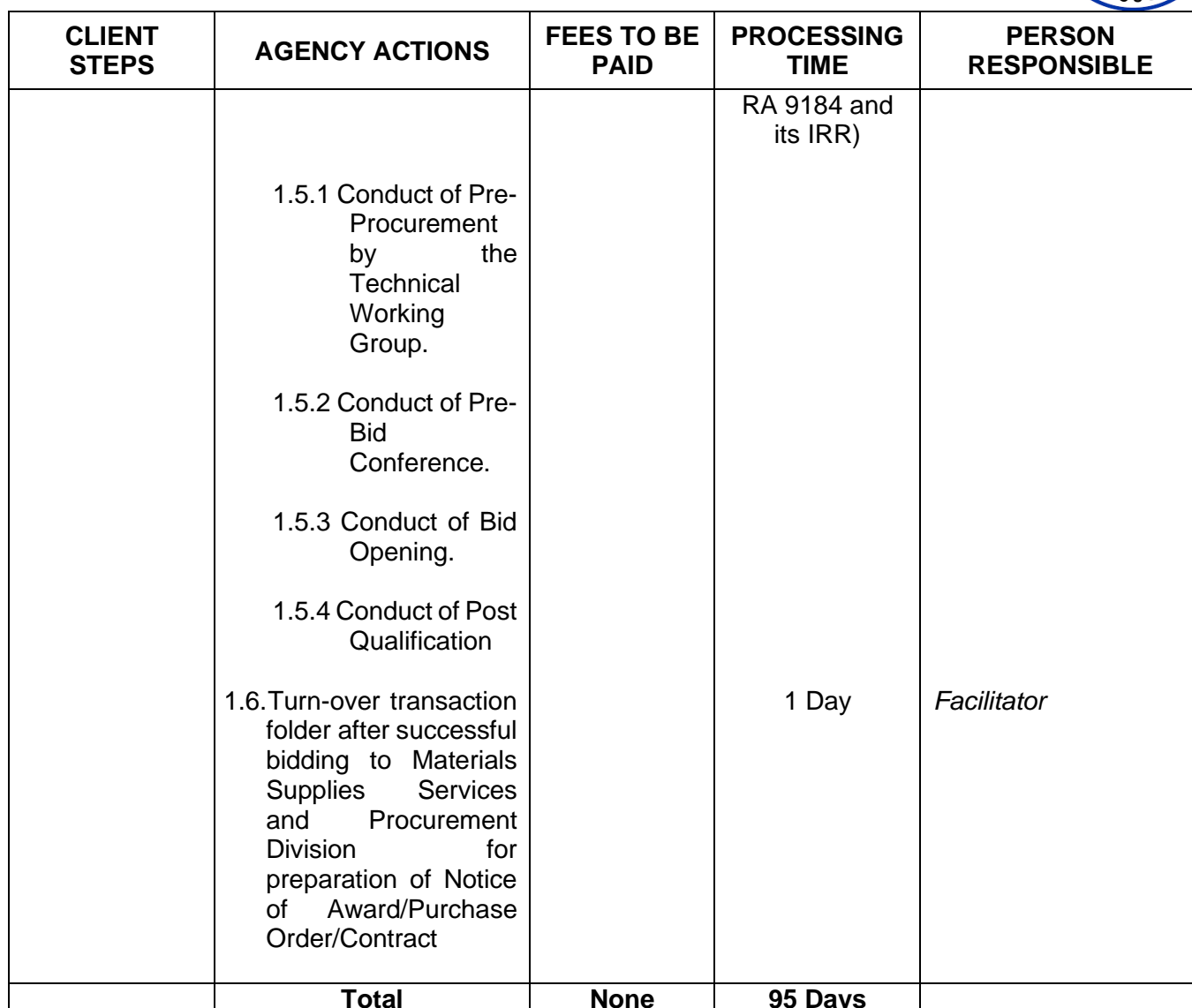
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Email the signed fuel budget transfer to respective SPUG area offices. For DV with amount of 1 Million Php above	None	1 Day	<i>Principal Engineer A/Fuel Management Specialist A</i>
	1.1. Review and validate price reasonableness in accordance with the contract.	None	2 Days	<i>Principal Engineer A</i>
	1.2 Prepare the appropriate fuel budget transfer as request of the plant head.	None	1 Day	<i>Fuel Management Specialist A</i>
	1.3 Sign Box A2 as per Manual of Approvals	None	1 Day	<i>Division Manager</i>
	1.4 Endorse the Disbursement Voucher to Finance.	None	1 Day	<i>Division Manager</i>
	Total	None	7 Days	



26. 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 review/deliberate on the ff:		95 Days (in accordance with the provisions of	<i>Facilitator/Secretariat/ Technical Working Group/Bids and Awards Committee Secretariat</i>





27. 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	Principal Engineer A (Safety)
	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	Principal Engineer A (Safety)
	1.3. Require submission of documents	None	5 Minutes	Principal Engineer A (Safety)
2. Submit documents needed e.g. Appointment/Contract, Professional Driver's License, Drug Test Result, Medical Test Result, Psychological	2.1 Review submitted documents.	None	10 Minutes	Principal Engineer A (Safety)
	2.2 Conduct and evaluate written and actual driving test.	None	2 Hours	Principal Engineer A (Safety)
	2.3 For those who passed the examination test, issue ADNV in accordance with the	None	10 Minutes	Principal Engineer A (Safety)



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 ADN V	None	5 Minutes	<i>Principal Engineer A (Safety)</i>
3. Fill out Customer Satisfaction Rating Form	3.1 Update list of issued ADN V. 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	



28. Vehicle Dispatching

Scheduling of Transport Vehicles

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>Transportation Officer A</i>
	1.2 Assign VTT Reference Number and forward copy of VTT to assigned driver	None	1 Minute	<i>Transportation Officer A</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>Transportation Officer A</i>
	2.2 Provide transportation services on scheduled date/ time of travel.	None	Depends on destination	<i>Driver-Mechanic</i>
	Total	None	9 Minutes	



29. 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	



30. 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	



31. 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	Sr. Communications-man/Technician
2. Fill-up job request form. Sender fills-up job request form by indicating message title, details and contact number of addressee. For official transaction,	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		Sr. Communications-man/Technician



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	



32. Plant Security Audit

Plant Security Audit is conducted to ensure that NPC installations are compliant with the Security Systems, Protocols, and 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		Section Chief/Division Manager
	1.2 Conduct Pre-Audit conference			Section Chief/Supervising Security Officer/Sr.
	1.3 Conduct physical security audit/inspection			Security Officer
	1.4 Conduct post-audit conference			Section Chief/Supervising Security Officer/Sr.
	1.5 Prepare security audit report			Security Officer
	1.6 Prepare a letter for the Manager of the Plant/Installation copy furnish FG Head			Section Chief
	1.7 Submit a report to the Vice President, Admin. and Finance for signature			Division Manager
	1.8 Receive the signed letter and all attachments			Senior Security Officer B



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Number and record documents 1.10 Reproduce and distribute to all concerned.			<i>Senior Security Officer B</i> <i>Senior Security Officer B</i>
	Total	None	20 working days	



33. 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-over/Inventory List Form.</p>	None	3 Days	<i>Records Management Officer/ Corporate Staff Analyst</i>	



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		



34. 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	



35. Response to Freedom of Information (FOI) Request

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:	As prescribed in Executive Order No. 02 Series 2016 : OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE'S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR Highly Technical			
Type of Transaction:	G2B – Government to Business / G2G – Government to Government / G2C – Government to Citizen			
Who may avail:	Business entities, Other Government Agencies, Citizens			
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 parts A, B and C of the FOI Request Form	1. Initial evaluation /clarification and transmit to Decision Maker	None	15 Days	FOI Receiving Officer (RO)
	2. Approve or deny the request.			FOI Decision Maker (DM)
	3. If approved, prepare the information for release based on the desired format or denial letter.			
	4. Transmit to FOI Receiving Officer for release.			
	5. Fill-out part D of the FOI Request Form			FOI Receiving Officer
	6. Release the reply Letter to the Requisitioner			
	Total	None	15 Days	



36. 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	<i>Clerk Processor B</i>



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	



37. 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 acknowledgement	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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4.2 Confidential/ restricted mails of NPC officials – these are delivered personally to addressee/s by CRTDD courier.</p> <p>1.4.3 For 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	



38. 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>Information Data Analyst/ Reproduction Machine Operator</i>
	1.2 Ensure completeness of records/documents.			
	1.3 Review authenticity of request. Affix initials after validation of request.			<i>Section Chief</i>
	1.4 Approve job request by affixing signature.			<i>Division Manager</i>
	1.5 Affix control number to the accomplished and approved Job Request form in accordance with Job request Numbering System.			<i>Information Data Analyst/ Reproduction Machine Operator</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>			
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>			
	Total	None	3 Days	



39. 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>Records Management Officer B/ Corporate Staff Analyst A</i>
	1.2 Verify authenticity of request and affix initials after validation of request.			
	1.3 Approved job request by affixing signature			<i>Division Manager</i>
	1.4 Check/verify the availability of the requested documents and to determine the location of the same thru:			<i>Records Management Officer B/ Corporate Staff Analyst A</i>
	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	



40. 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	



41. 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	HR Specialist/ Analyst
	1.2. Secure confirmation of list of participants		15 Minutes	HR Specialist/ Analyst
	1.3. Review and endorse training documents for approval		15 Minutes	HR Analyst/ Division Manager
	1.4. Route Training Documents (Routing Slip)		10 Minutes	Secretary
	1.5. Forward to VP-AFG for approval/signature		5 Minutes	Secretary
	1.6. Approve Training Documents (Office Order)		1 Day	Vice-President, Administration and Finance Group
	1.7. Transmit office order to CTRDD for numbering		5 Minutes	Secretary
	1.8. File copy of approved documents		5 Minutes	Secretary
	1.9. Reproduce copies of training materials		30 Minutes	HR Specialist/Analyst

CLIENT STEPS	AGENCY ACTIONS	FEEES 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

42. 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
1. CASH ADVANCES OTHER THAN FOR TRAVEL A. GRANTING OF CASH ADVANCES (CA) Common Requirements: 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 A.1 Payroll fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses 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 benefits	Proponent

A.2 Petty Cash Fund

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

2. PREPAYMENTS FOR TRAVEL

A. LOCAL TRAVEL

1. Travel Order/Office Order/Trip Ticket (for Drivers)
2. Itinerary of Travel with Computation of Estimated Expenses

B. FOREIGN TRAVEL

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 Clothing Allowance
9. In case of seminars/trainings,

– Invitation addressed to the

<p>agency inviting participants</p> <ul style="list-style-type: none"> – (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 Performance (for cadet) <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) 	
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<ol style="list-style-type: none"> 4. Original & Certified photocopy of DTR / Time Sheet 5. Certification of CBD regarding CTO availment/non-availment 5. NIGHT SHIFT DIFFERENTIALS (NSD) FOR EMPLOYEES ON SHIFTING SCHEDULES <ol style="list-style-type: none"> 1. Computation Sheet 2. Approved Shifting Schedule 3. Daily Time Record 4. Copy of Payslip 6. OT / NSD DIFFERENTIAL <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 7. RTA AS OIC/ACTING IN CAPACITY <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. Notation by CBMD on the face of DV for Non Inclusion in the Payroll 8. SPECIAL COUNSEL ALLOWANCE <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 3. Certificate of Appearance issued by the Office of the Clerk of Court <ol style="list-style-type: none"> 1. Copy of GAA 9. EXTRAORDINARY AND MISCELLANEOUS EXPENSE <ol style="list-style-type: none"> 1. Official Receipts/Invoices 	
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<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 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>	
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<ol style="list-style-type: none"> 2. Attendance Sheet (during practice and actual performance) 3. Invitation from within and outside NPC 4. Justification, if there are extra rehearsals/schedule of future performance 5. Office Order for outside performance B. Sports Allowance <ol style="list-style-type: none"> 1. Office Order 2. Certificate of Attendance 3. Official Receipt/Invoice in case of valid reimbursable expenses 4. Printed Score Sheet (for Bowling) <p>16. HONORARIA</p> <ol style="list-style-type: none"> A. Internal Resource Speaker <ol style="list-style-type: none"> 1. Office Order indicating entitlement to honorarium/allowance 2. Certification from the HR on the completed hours rendered with computation B. Outside Resource Speaker <ol style="list-style-type: none"> 1. Letter of Invitation /Office Order of Resource Person 2. Certificate of Service rendered by resource Speaker 3. Office Order of Participants 4. Course Syllabus/Program Proposal <p>17. MONETIZATION OF MORE THAN 10 DAYS LEAVE CREDITS</p> <ol style="list-style-type: none"> 1. Letter Request from Employee 2. Leave Application <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 	
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3. Medical Certificate in case of sick leave exceeding five days

19. COMMUTATION OF MATERNITY LEAVE

1. Approved Maternity Leave Application
 2. Clearance Certificate
 3. Marriage Contract (for first claim)
 4. Latest Payslip showing income and deduction
- *Coursed thru CBD

20. SALARIES FOR SERVICES RENDERED FOR THE UNUSED PORTION OF MATERNITY LEAVE

1. Time Card (Xerox copy)
 2. Medical Certificate (on fitness to work)
 3. Approved Maternity Leave
- *Coursed thru CBD

21. TERMINAL LEAVE

1. Original copy of approved leave application
2. Authenticated Xerox copies of the following:
 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
 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

22. RETIREMENT GRATUITY/BENEFITS

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 of residence
11. Death Certificate and Marriage Contract, if married and deceased
12. Special Power of Attorney, if payee is not the claimant

23. SALARY OF DECEASED EMPLOYEE

1. Death Certificate or Affidavit of the attending Physician
2. Marriage Certificate, or in its

<p>absence, affidavit of surviving spouse supported by affidavit of two disinterested parties having knowledge of marriage relationship</p> <p>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.</p> <p>4. Clearance Certificate from money, property and legal accountabilities</p> <p>24. REMITTANCES (BIR, HDMF, Coop, SLA, Provident Fund, GSIS, Philhealth, Pag-ibig)</p> <p>1. Summary of Payroll Deductions per FG</p> <p>2. Computer Print-outs</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	8 Hours	<i>Sr/Financial Specialist/ Fiscal Examiner</i>
	1.3 Journalization/ Coding and Budget	None	4 Hours	<i>Financial Specialist/ 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 8. Approved trip ticket, for gasoline expenses		Proponent

<ol style="list-style-type: none"> 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 100% of such component of the prescribed DTE rate (for non-NPC accredited hotels) 9. Certification that claim for 	
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<p>expenses other than hotel and lodging accommodation is absolutely necessary in the performance of an assignment</p> <p>10. Authority to Hire bancas, vehicles, etc. other than the ordinary means of transportation approved by Functional Head</p> <p>11. Certificate of Travel Completion / Daily Vehicle Trip Report (for Drivers)</p> <p>12. Copy of audited Prepayment Voucher with coding sheet</p> <p>13. OR in case of refund of excess prepayment/cash advance</p> <p>B. FOREIGN TRAVEL</p> <p>1. Itinerary of Travel with Computation of Estimated Expenses</p> <p>2. Travel Authority</p> <p>3. Letter of invitation of host/sponsoring country/agency/organization (if applicable)</p> <p>4. For plane fare, quotations of three travel agencies or its equivalent</p> <p>5. Flight itinerary issued by the airline/ticketing office/travel agency</p> <p>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.</p> <p>7. Where applicable, authority from the DOE or Malacañang to claim representation expenses</p> <p>8. Certification regarding Availment of 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. Actual Itinerary of Travel</p>	
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<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 <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 	
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<p>6. Clinical Record or Medical Examination Report or List of Employees actually examined with corresponding laboratory test or kind of examination undertaken</p> <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 Accommodation 3. Travel Order/Office Order/Vehicle Trip Ticket (for drivers) 4. Guest Folio that summarizes the charges 5. Contract/Agreement <p>10. OTHER HOTELS (NON-ACCREDITED)</p> <ol style="list-style-type: none"> 1. Statement of Account 2. Office Order and Work Programs for holding seminar/ meeting 	
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<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	None	2 Hours	<i>Authorized Signatory</i>



	Proponent's Authorized Signatory (Box C) 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) C. Pipeline Transfer 1. Original Invoice	Proponent

<ol style="list-style-type: none"> 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) 	
<ol style="list-style-type: none"> 2. SUPPLIES, MATERIALS AND EQUIPMENT PURCHASED THRU PURCHASE ORDER <ol style="list-style-type: none"> A. ALL MODES OF PURCHASES <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) B. EMERGENCY PURCHASE <ol style="list-style-type: none"> 1. Purchase Order 2. Purchase Requisition 3. Inspection & Receiving Report 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 	

C. PURCHASE THRU EXCLUSIVE DISTRIBUTOR

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

D. PUBLIC BIDDING

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)
18. Certificate of Acceptable Performance Bond issued by TID
19. Result of Bid Opening/LCB Report
20. Bidding Documents
21. Bank Guarantee or Authority to Deduct 1% Retention Money (if applicable)

E. IN CASE OF ITEMS INTENDED FOR PLANTS/ SUBSTATIONS

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. Transshipment and Receiving Report (TRR)

3. CLAIMS FOR REPAIRS

1. Job Order/Purchase Order
2. Purchase Requisition
3. Certificate of Acceptance
4. Invoice
5. Delivery Receipt
6. Certificate of Warranty
7. Test Analysis/report (if applicable)
8. Abstract of Bids
9. Waste Material Report
10. Certificate that the damage is due to fair wear & tear and not due to negligence
11. Guaranty of the Repairman
12. Pre-Repair/Post Repair Inspection Report

4. GENSET RENTAL

I. FIRST BILLING (Mobilization)

1. Contract of Agreement with documents comprising the contract (for 1st claim only)
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



<p>10. Certificate of Funds Availability 11. COC issued by ERC or proof of filing from ERC 12. Permit to Operate</p> <p>II. SUCCEEDING BILLING</p> <p>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> <p>III.FINAL BILLING</p> <p>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) 8. Certificate of Completion and Acceptance 9. Head Office/Field Office Clearance 10. Contractor's Affidavit 11. Affidavit of Quitclaim 12. Certificate of Demobilization issued by authorized NPC Official</p> <p>5. HAULING/ FORWARDING</p> <p>1. Statement of Account or Invoice</p>	
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<ol style="list-style-type: none"> 2. Abstract of Bids (certified true copy) 3. Contract of Agreement with documents comprising the contract (for 1st claim only) 4. Bill of Lading 5. Fuel Oil Receiving Report (FORR) with Certificate of Acceptance 6. Performance Bond (if required) 7. Hauler's Delivery Receipts 8. Fuel Supplier's copy of Invoices and Delivery Notes/Receipts <p>6. BROKERAGE</p> <ol style="list-style-type: none"> 1. Statement of Account 2. Abstract of Canvass 3. Letter of Agreement 4. Delivery Instruction 5. Copy of Airway Bill or Bill of Lading 6. Copy of Import Entry Declaration/Consumption Entry 7. Copy of Commercial Invoice 8. Copy of Special Permit to Transfer 9. Status of NPC cargoes for release if with storage charges 10. Release Certificate 11. Delivery Receipts 12. Official Receipts (ORs) for refundable charges <p>7. JANITORIAL/ MAINTENANCE SERVICE CONTRACTORS</p> <p>I. FIRST CLAIM</p> <ol style="list-style-type: none"> 1. Contract 2. Statement of Account or 3. Time Cards 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 	
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III. LAST CLAIM

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

8. SECURITY AGENCY SERVICES

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 the month immediately preceding after a month

9. MAINTENANCE SERVICES ON COMPUTERS/ UNITERRUPTIBLE POWER SUPPLY/ ELEVATORS AND AIRCONDITIONING UNITS

I. FIRST CLAIM

1. Maintenance Services Contract
2. Statement of Accounts/ Billing
3. Service Reports duly
4. Certification from the respective
5. Performance Bond duly

II. SUCCEEDING CLAIMS

1. Invoice
2. Service Reports



<p>3. Certification from the respective Cost Center Heads that services have been rendered for the period</p> <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 				
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	None	1 Hour & 40 Minutes	<i>Section Chief/ Div. Manager/ Department Manager/ Sr.</i>



	by) 1.5 For Check Vouchers - Approval of Proponent's Authorized Signatory (Box C) 1.6. Release DV	None None	2 Hours 10 Minutes	<i>Department Manager/ Vice President</i> <i>Authorized Signatory</i> <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 regarding Terms of Payment 		Proponent

<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 - Amendment of Performance Bond and Certification from NPC 10. Liquidated Damages (LD) 	
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Computation Sheet

C. FINAL PAYMENT

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

Additional Requirements (As Applicable)

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:
 - 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
 - Approved Variation Order/ Additional/Extra Work/
 - Approved Detailed Computation
 - Approved Reversion of Funds (if necessary)
 - Approved Supplemental Work

<p>Order (if necessary)</p> <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 				
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 4.3. Abstract of Canvass from at least three suppliers, if NPC purchases 	Proponent

- 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 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

II. UNREGISTERED LAND

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

B. PAYMENT OF LAND THROUGH COURT DECISION

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

C. DISMANTLING, TRANSFER AND RECONSTRUCTION OF HOUSE OR BUILDING – RESIDENTS

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
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 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



<p>13. Certificate of Funds Availability</p> <p>14. Three (3) pictures</p> <p>15. Affidavit of Ownership of Land and improvements</p> <p>16. Joint affidavit of two adjoining landowners or two Barangay Officials attesting to or substantiating the claim</p> <p>E. EASEMENT/ OCCUPANCY FEES FOR TOWER POLES AND GUYWIRES</p> <p>I. REGISTERED LAND</p> <p>1. ROW Grant (must be registered with the Registrar of Deeds)</p> <p>2. Breakdown of total amount due</p> <p>3. ROW Sketch Plan</p> <p>4. Certification of Actual Erection of Tower/ Woodpole (if lot is to be erected with Tower/ Woodpole)</p> <p>5. Tax declaration and/ or title</p> <p>6. Affidavit of Ownership</p> <p>7. Affidavit of Claimant other than landowner</p> <p>8. Certificate of Fund Availability (CFA)</p> <p>9. Three (3) pictures</p> <p>II. UNREGISTERED LAND</p> <p>1. ROW Grant (must be registered with the Registrar of Deeds)</p> <p>2. Breakdown of total amount due</p> <p>3. ROW Sketch Plan</p> <p>4. Certification of Actual Erection of Tower/</p> <p>5. Tax declaration and/ or title</p> <p>6. Affidavit of Ownership</p> <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</p>	
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<p>voucher explaining existence of additional improvements for payment</p> <ol style="list-style-type: none"> 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 3. ROW Grant with sketch showing the total areas affected 4. Sales of improvements notarized 5. Pertinent documents in the original claims for improvements, as necessary <p>G. HAZARDOUS CLAIMS</p> <ol style="list-style-type: none"> 1. Certification of Funds Availability (CFA) 2. Lineman's Foot Patrol Report 3. Report on the count of improvements 4. Sale of improvements 5. Previous supporting papers (report on the count of improvements/ ROW grant and tax declaration) 6. Sketch Plan <p>H. FINANCIAL ASSISTANCE TO DISPLACED TENANTS</p> <ol style="list-style-type: none"> 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) 2. Certification issued by the Municipal Agrarian Reform Office 3. Income tax Returns for the last three years and/ or Community Tax Certificate to support the computation of average gross income for three years <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 	
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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



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	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	



43. 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	Information Data Analyst / Sr. Financial Specialist B
	1.2 Review details/nature/cause of the loss if this is included in the perils insured against		4 Hours	Sr. Financial Specialist B / Sr. Financial Specialist A
	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	Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager
	1.4 Prepare, review and send report/notice of loss to GSIS and request for the immediate attendance of an adjuster		2 Days	Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager
	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	Sr. Financial Specialist B / Sr. Financial Specialist A / Div. Manager



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 the 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	



44. 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) 2. Present the filled-out POF together with the payment	1.1. Provide Payment Order Form	None	2 Minutes	Cashier
	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 OR		10 Minutes	Cashier



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	



45. 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 4 Hours 2 Days	<i>Sr. Financial Analyst</i> <i>Sr. Financial Specialist B/Authorized signatory (Treasury Department)</i> <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 and approved	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 4 Hours	<i>Sr. Financial Analyst</i> <i>Sr. Financial Specialist B/Authorized signatory (Treasury Department)</i>



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/Treasurer 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 requesting Plant/Office		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>	<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>
	<p>Total</p>	<p>None</p>		



			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 representative upon presentation of valid ID/authorization			



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



46. 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	



47. 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.			<i>Sr. Financial Specialist B</i>
	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			<i>Authorized signatory - Sr. Financial Specialist A/FMD Manager/ Treasury Manager</i>
	7. Audit DV and route to authorized signatory. Forward audited and approved DV to FMD			<i>Sr. Fiscal Examiner/ Controller's Authorized Signatory Data Info Analyst</i>
	8. Receive audited and approved WF/RF DV, prepare check and route to authorized signatory			<i>Cashier/ Treasury Dept. Authorized Signatory</i>
	9. For WF - Deposit check to claimant			<i>Cashier</i>
	10. For RF – Release check to claimant			
	Total	None	7 Days	



48. 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	



49. 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	



50. 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 & tugboat	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			



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	



51. 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	<i>Sr. Financial Specialist B/ Sr. Financial Specialist A/ Div. Manager</i>
	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

52. 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	



53. 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	FEES 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		Depending on the scope of work*	<i>Principal Engineer A/B/C and Sr Engineer (Assigned DDD personnel -working team)</i>
	1.5 Conduct Work Package Completion Meeting and Preparation of Work Package Completion Report, CSR/COCA and Letter of Transmittal to Customer		4 Hours	<i>Principal Engineer A-Lead Group</i>
	1.6 Review, Finalization and Approval of Bid Docs		8 Hours	<i>Department Manager, DDD</i>
	1.7 Transmittal to Customer		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.



54. 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
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</i>
	1.2.Prepare travel documents		8 Hours	<i>Div. Manager / PEMS Engineers</i>
	1.3.Gather data at site		8 Hours per unit	<i>PEMS Engineers</i>
	1.4.Report Generation		3 Days per unit	<i>Div. Managers / PEMS Engineers</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</i>
	2.2.Prepare travel documents		8 Hours	<i>PEMS Engineers</i>
	2.3.Gather data at site		8 Hours per unit	<i>PEMS Engineers</i>
	2.4.Report Generation		3 Days per unit	<i>Div. Managers / PEMS Engineers</i>



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</i>
	3.2.Prepare travel documents		8 Hours	<i>PEMSD Engineers</i>
	3.3.Gather data at site		6 Hours per unit	<i>PEMSD Engineers</i>
	3.4.Report Generation		3 Days per unit	<i>Div. Managers / PEMS D Engineers</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</i>
	4.2.Prepare travel documents		8 Hours	<i>PEMSD Engineers</i>
	4.3.Gather data at site		6 Hours per unit	<i>PEMSD Engineers</i>
	4.4.Report Generation		10 Days per unit	<i>Div. Managers / PEMS D Engineers</i>
	Total	None	21 Days, 12 Hours & 40 Minutes per unit	



55. 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		None	5 Days	



56. 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	



57. 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	

58. Review/Evaluations of Material Tests Results



This process is performed to validate conformities of various construction materials to NPC Specifications prior to the actual use in the projects.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department			
Classification:	Simple			
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	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for review/evaluation of material test results to ESD Manager thru memo or DTF	1.1. Receive & assess Lab Test Reports	None	10 Minutes	<i>Division Manager</i>
	1.2. Assign & discuss with evaluator about the test reports and agree on the timeline		20 Minutes	<i>Principal Engineer A</i>
	1.3. Acquire the pertinent information from applicable references such as TOR, Standards, Material Sample Card, etc.		7 Hours & 30 Minutes	<i>QA Engineer</i>
	1.4. Evaluate test data		1 Day & 4 Hours	<i>QA Engineer</i>
	1.5. Prepare report thru EPDR		1 Hour	<i>Principal Engineer A</i>
	1.6. Review/discuss report & prepare transmittal memo		2 Hours	<i>Division Manager</i>
	1.7. Review report and forward to ESD Manager for final approval		1 Hour	
Total		None	3 Days	

59. 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	

60. Witnessing of the Conduct of Test in Project

This process is performed to ensure that the actual tests are in accordance with the NPC-Approved Test Procedure and the obtained results are within the NPC Specifications. Such tests to be witnessed in the projects 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:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Implementing Groups (PIG) – PMD, DMD, WMD, A&F & SPUG			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Agreed Schedule of Tests and Test Plan			Contractor	
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	<i>Division Manager</i>
	1.2. Assign QA Team, discuss Test Plan & agree on the timeline		2 Hours	<i>Principal Engineer A</i>
	1.3. Prepare Travel Documents		1 Hour	<i>QA Team</i>
	1.4. Coordinate/ meet with PIG to discuss test details such as test group, and the required test conditions and needed resources		2 Hours	<i>QA Team</i>
	1.5. Prepare Test Checklists		2 Hours	<i>QA Team</i>
	1.6. Conduct actual witnessing of tests at testing facility/site		7 Days including travel	<i>QA Team</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Prepare report thru JIR		2 Days	QA Team
	1.8. Review/discuss report		1 Day	Principal Engineer A
	1.9. Review report and forward to ESD Manager for final approval		1 Day	Division Manager
	Total	None	12 Days	

61. Lead the Conduct of Joint Inspection of Newly-Completed Project

This process is performed when the project has at least 95% over-all physical accomplishment 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 and completeness. It involves the participations of the PIG, Project-End User and the contractor.

Office or Division:	Quality Assurance and Safety Division, Energy Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Implementing Groups (PIG) – PMD, DMD, WMD, A&F & SPUG			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Agreed Inspection Schedule			Contractor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Inspection to ESD Manager thru memo or DTF	1.1. Receive and assess inspection request and send memo confirming QASD attendance to inspection	None	1 Hour	<i>Division Manager</i>
	1.2. Assign QA Team, discuss Test Plan & agree on the timeline		2 Hours	<i>Principal Engineer A</i>
	1.3. Prepare travel documents		1 Hour	<i>QA Team</i>
	1.4. Obtain project's information from TOR and prepare inspection checklists		2 Hours	<i>QA Team</i>
	1.5. Coordinate/meet with PIG to discuss details of inspections and the needed project records		2 Hours	<i>QA Team</i>
	1.6. Lead the conduct of joint inspection at project site		7 Days including travel	<i>QA Team</i>
	1.7. Prepare report thru JIR		2 Days	<i>QA Team</i>
	1.8. Review/discuss report		1 Day	<i>Principal Engineer A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. Review report and forward to ESD Manager for final approval		1 Day	QA Team
	Total	None	12 Days	



62. Conduct of Periodic Safety Audit of SPUG Plant

This process is a mandate from the NPC Corporate Safety, Health and Environment (SHE) Plan Manual with objectives of determining the state of implementations of NPC Safety Program in SPUG Plants and identifying the areas of improvements. Areas cover by the audit are the Plant Operations and Maintenance and the Safety Plans stipulated in the NPC Corporate Safety, Health and Environment (SHE) Plan Manual.

Office or Division:		Quality Assurance and Safety Division, Energy Services Department		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Office of the Vice President of SPUG		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVP-SPUG Concurrence to the Annual Audit Schedule	1.1. Transmit the QASD-Prepared Annual Audit Schedule	None	30 Minutes	<i>ESD Manager</i>
	1.2. Initiate the conduct of Safety Audit per approved schedule		1 Hour & 30 Minutes	<i>Division Manager</i>
	1.3. Constitute Audit Team, discuss audit aspects and agree on the timeline		4 Hours	<i>Principal Engineer A</i>
	1.4. Prepare Audit Checklist and Audit Plan send Audit Notification		2 Hours	<i>Audit Team</i>
	1.5. Prepare Travel Documents		5 Days including travel	<i>Audit Team</i>
	1.6. Conduct Audit Proper of SPUG Plant		1 Day	<i>Audit Team</i>
	1.7. Prepare Safety Audit Report		1 Day	<i>Audit Team</i>
	1.8. Review/discuss report		1 Day	<i>Principal Engineer A</i>
	1.9. Review report and forward to ESD Manager for final approval			<i>Division Manager</i>
	Total	None	9 Days	



63. Calibration of Measuring & Monitoring Equipment (M&ME) Services - (Simple Instruments with Minimum 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:		Complex		
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.	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	1 Day	<i>Senior Technician/ Principal Engineer C</i>
	2.2 Submit instrument calibration report/s & certificate/s to the Customer.	None	2 Days	<i>Principal Engineer C</i>
	Total	None	3 Days & 10 Minutes	



64. 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	

65. 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.	1.1. Evaluate if service request can be done.	None	10 Minutes	<i>Principal Engineer A/ Principal Engineer B</i>
2. Schedule the test.	2.1 Conduct testing/ data acquisition at site/plant.	None	7 Days (depending on test/s to be done & location/s of the plant/s)	<i>Senior Technician/ Principal Engineer B/ Principal Engineer C</i>
	2.3 Prepare/ Submit "Condition Monitoring Report" or Test/s Result/s to the Customer.	None	14 Days (depending on the test/s conducted)	<i>(For Test Results): Senior Technician Principal Engineer C Principal Engineer B (For Condition Monitoring Report): Principal Engineer A</i>
	Total	None	21 Days & 10 Minutes	

66. 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 to concerned implementing group/cluster	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.



67. 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 output/report	None	20 Minutes	Division Manager, ERSD / Department Manager, PMD	



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.



68. 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, ERSD	



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-LOD, 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)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admin Section, Procurement that he is interested to bid	1.1. Verify the supplier the reference number of the requirement he is interested to bid. 1.2. Give order of payment form to supplier and instruct to pay at the Cashier	None	5 Minutes	<i>BAC Secretariat</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	<i>Cashier</i>
3. Present and give copy of the Official Receipt	3.1. Retain photocopy of OR and issue Bid Documents to Supplier/Contract or	None	5 Minutes	<i>BAC Secretariat</i>
Total			20 Minutes	

2. Issuance of Certificate of Acceptable Performance Bond



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

Office or Division:		SPUG-LOD, 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. Original NPC Official Receipt (as proof of payment for cash/ MC paid at the Cashier				
2. Copy of Notice of Award				
3. Surety Bond				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original Official Receipt for Cash Bond	1.1. Issue Certificate of Acceptable Performance Bond (for Cash Bond)	None	5 Minutes	Cashier
2. For Surety Bond of duly authorized accredited Bonding Company	2.2. Review the Surety Bond as to the efficiency and accuracy of amount in the PO/contract. 2.3. Prepare, have it sign and issue the Certificate of Acceptable Performance Bond.	Standard rate of the bidding documents based on required fees	25 Minutes	Section Chief, Finance
Total			30 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-LOD, Administration 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 ID or Government Issued ID e.g. Driver's License/Passport/GSIS UMID Card)				
2. Authorization Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and inform the Admin, Procurement that he is the awardee of the Purchase Order/ Contract or the authorized representative.	1.1. Issue the Notice of Award (NOA), Notice to Proceed (NTP) & Purchase Order & other documentary requirements (no performance security is required)	None	10 Minutes	<i>Materials Management Splst. B/C (MMS B/C)</i>
2. Present Certificate of Acceptable Performance Security to MMS B/C	2.1. Issue the Purchase Order/Contract and other documentary requirements (with performance security)	None	20 Minutes	<i>Materials Management Splst. B/C (MMS B/C)</i>
Total		None	30 Minutes	



4. Audit of Disbursement Vouchers

Processing of Disbursement Voucher of Claims

Office or Division:	SPUG-LOD, 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. Documents enumerated under the NPC checklist & basic documentary requirements indicated / stated under the contract prescribed under COA Circular 2012-01				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers with complete supporting documents	1.1. Assign disbursement control number	None	5 Minutes	<i>Clerk</i>
	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	3 Days	<i>Sr. Fiscal Examiner</i>
	1.3. Index/post all verified claims to the respective index cards for reference and control purposes	None	10 Minutes	<i>Sr. Fiscal Examiner</i>
	1.4. Journalize accounting entries	None	5 Minutes	<i>Financial Specialist/Sr. Financial Analyst</i>
	1.5. Certificate of Funds Availability	None	10 Minutes	<i>Chief / Financial Specialist/Sr. Financial Analyst</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Review/validate the transaction coding sheet, proper charging are correct and affix signature/initials in Box B1, B2	None	30 Minutes	<i>Chief Finance/Financial Specialist</i>
	1.7. Signature of Box C	None	10 Minutes	<i>Division/ Department Manager</i>
	Total	None	3 Days, 1 Hour & 10 Minutes	



5. Preparation and Issuance of Checks

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

Office or Division:	SPUG-LOD, Administration and Finance Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business/G2G – Government to Government			
Who may avail:	Contractors/Suppliers Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card of authorized collector by the supplier/contractor				
2. Approved Disbursement Voucher				
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
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
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.

Office or Division:	SPUG-VOD, Eastern Visayas Operations Division and Western Visayas Operations Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Mini Grid Household Consumers and Distribution Utilities Household Consumers thru LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved LGU Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / mail Resolution to Cebu office	1.1. Check validity & content of request	None	3 Minutes	<i>Principal Engineer C, Technical Staff</i>
	1.2. Make request of power extension	None	5 Minutes	<i>Principal Engineer C, Technical Staff</i>
	1.3. Approve the request	None	10 Minutes	<i>Division Manager & Department Manager</i>
	1.4. Send to the concerned plant	None	3 Days	<i>Principal Engineer C, Technical Staff</i>
	Total	None	3 Days & 18 Minutes	



7. Re-connection

Service Information

Office or Division:		SPUG-VOD, Eastern Visayas Operations Division and Western Visayas Operations Division		
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 Power Bill Due		SPUG Collection Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the official receipt to the plant	1.1. Check the official receipt & schedule the re-connection on the next Day	None	1 Day	<i>Plant Operator / Lineman</i>
	1.2. Reconnect the service drop wire	None	1 Hour	<i>Plant Operator / Lineman</i>
	Total	None	1 Day & 1 Hour	



8. New Connection

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

Office or Division:		SPUG-VOD, Eastern Visayas Operations Division and Western Visayas Operations Division		
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 Collection Office		
2. Electrical Lay-out		Barangay Electrician		
3. Vicinity map		To be drawn by applicant		
4. 2 X 2 ID Picture		By applicant		
5. Kwhr Meter		To be bought by 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	<i>Plant Operator / Lineman</i>
	1.2.If found in order, sign the approved portion of application form	None		
2. Submit the approved application form and the kwhr meter at collection office	2.1.Check the completeness of the application form and requirements	None	5 Minutes	<i>Safety Control Officer</i>
	2.2.Issue connection order form	None	2 Minutes	<i>Safety Control Officer</i>
	2.3.Send the connection order to plant	None	1 Day	<i>Safety Control Officer</i>
	2.4.Commence connection of the service drop wire	None	1 Day	<i>Plant Operator / Lineman</i>
	Total	None	4 Days & 7 Minutes	

9. Disbursement - Check



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

Office or Division:	SPUG-VOD, Administrative and Finance Division			
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		
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		
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 to collect payment	1. Verify the document presented as to authenticity	None	2 Minutes	Cashier C Finance Section Admin & Finance Div.
2. Receive check payment	2. Present the check to the claimant	None	1 Minute	Cashier C Finance Section Admin & Finance Div.
3. Issue Official Receipt and indicate check details and payment particulars	3. Check correctness of details on issued Official Receipt	None	2 Minutes	Cashier C Finance Section Admin & Finance Div.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



4. Sign on the Receipt/Acknowledgement Portion of the Disbursement Voucher and indicate OR No. and date	4. Verify signature against the presented signature on the Identification Card and release the check to claimant	None	2 Minutes	Cashier C Finance Section Admin & Finance Div.
Total		None	7 Minutes	



10. 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-VOD, Administrative and Finance Division			
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, AFD/Finance, AFD		
2. Cash, Cashier's Check, Manager's Check		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	5 Minutes	<i>For Procurement related transactions:</i> Materials Management Specialist C Admin Section Admin & Finance Division <i>For Other Receivables:</i> Financial Specialist Finance Section Admin & Finance Division
2. Fill-out Payment Order and sign	2.1. Indicate the Debtor/Creditor No. (DCE) and sign the Payment Order	None	1 Minute	<i>For Procurement related transactions:</i> Materials Management Specialist C Admin Section Admin & Finance Division
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>For Other Receivables:</i>



				<i>Financial Specialist Finance Section Admin & Finance Division</i>
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	<i>Cashier C Finance Section Admin & Finance Div.</i>
	Total		8 Minutes	

Note: Fees is in accordance with RA 9184



11. Increase in the Present Operating Hours (OH) of SPUG Plant

Local Government Units (LGUs) or Barangays hosting NPC plants have requested an increase in the operating hours of the plants. Before transitioning to 24/7 operations, SPUG power plants undergo load development stage by initially operating at eight (8) hours. The Senior Vice President (SVP-COO) or the Vice President of SPUG may authorize an increase in operating hours based on the minimum criteria outlined in NPC Circular No. 2022-013.

Office or Division:	SPUG- Division Manager's Office, Department Manager's Office & Office of the Vice President Corporate Affairs Group- Office of the Vice President Admin and Finance Group- Office of the Vice President Office of the Senior Vice President- Chief Operating Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Host Community of SPUG Plants operating under 24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved LGU/SB Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit / mail Resolution to concerned SPUG Division Office	1.5. Check validity & content of request	None	3 hours	<i>Principal Engineer C/ Technical Staff of Division Manager's Office</i>
	1.6. Forward request to the Department Manager concerned	None	5 mins	<i>Division Manager & Principal Engineer C/ Technical Staff of Division Manager's Office</i>
	1.7. (For plants programmed to IOH per MEP) Evaluate the validation of needs and readiness of plant as prescribed in NPC Circular 2022-013	None	3 hours	<i>Principal Engineer A/ Technical Staff of Department Manager's Office</i>
	1.3.1. Endorse request to the Office of SPUG Vice President	None	5 mins	<i>Department Manager</i>
	1.3.2. Recommend approval of request to SVP-COO	one	1 day	<i>Vice President</i>



	1.3.3. Approve the request	None	1 day	Senior Vice President- Chief Operating Officer
	1.3.4. Send to the concerned plant	None	1 day	Office of the Vice President of SPUG
	1.4. (For plants not programmed to IOH under MEP) Evaluate the validation of needs and readiness of plant and additional requirements as prescribed in NPC Circular 2022-013	None	1 day	Principal Engineer A/ Technical Staff of Department Manager's Office
	1.4.1. Endorse request to the Office of SPUG Vice President	None	5 mins	Department Manager
	1.4.2. Joint evaluation of request by SPUG and Corporate Affairs Group (CAG) in coordination with Admin and Finance Group (AFG)	None	1 day	Technical Staffs of SPUG, CAG, and AFG
	1.4.3. Joint endorsement to SVP-COO	None	1 hour	Vice President of SPUG and Vice President of CAG
	1.4.4. Recommend approval of request to the President & CEO	None	1 day	SVP-COO
	1.4.5. Approve request	None	1 day	President & CEO
	1.4.6. Send to concerned plant	None	1 day	OVP-SPUG
	Total		<ul style="list-style-type: none"> • For Plants programmed for IOH under MEP: 3 days & 6.17 hours • For others: 5 days & 4.17 hours 	



MINDANAO GENERATIONS GROUP

12. 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 for 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	



13. 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	



14. 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	



15. 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	

16. 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. <ul style="list-style-type: none"> • 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	FEES 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	



17. 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	

18. 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	FEES 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	



19. 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	
<ol style="list-style-type: none"> 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	Sr. Financial Analyst
	1.14 Sign Box A1	None	1 Day	Requisitioning Cost Center Head
	1.15 Sign Box A2	None	1 Day	Section Chief, Procurement Services Section / Logistics Division Manager / Department Manager, AFD
	1.16 Pre-audit	None	4 Days	Sr. Financial Specialist B
	1.17 Certify Fund	None	4 Hours	Sr. Financial Specialist B / Section Chief ABCD/ Finance Division Manager
	1.18 s Availability and sign Box B1 & B2			
	1.19 Encoding (DVS)	None	4 Hours	Sr. Financial Analyst
	1.20 Pre-audit Review	None	2 Days	Sr. Financial Specialist B / Section Chief ABCD /Finance Division Manager
	1.21 Approve DV/Sign Box C	None	1 Day	Concerned Division / Department Manager / Vice President
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



20. 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	None	30 Minutes	<i>Cashier C</i>



	approved Disbursement Vouchers			
	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



21. 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	



22. 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	



23. 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	



24. 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



25. 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	FEES 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



26. 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</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



27. 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 Division	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



28. 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



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



29. 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 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/Suppliers		
9. Copy of audited DV of mobilization and previous billings		Contractors/Suppliers/End-user concerned		
10. Supplemental Agreement, Change Orders, Extra works orders as necessary				
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>
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



30. 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	Section Chief, Treasury/ Finance Division Manager/Administrati on and Finance Manager / Vice President
	12. Receive Signed Checks	None	10 Minutes	Cashier B
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	Cashier B Cashier B
	Total	None	4 Days, 5 Hours & 30 Minutes	

*Assuming Funding is already provided by PSALM



31. 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	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	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	



32. 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	Human Resource Specialist
	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	Human Resource Specialist
	1.3 Give the payment slip and advise Client to proceed to Accounting, Budget and Disbursement Control (ABDC) Section.	None	5 Minutes	Human Resource Specialist
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	Sr. Financial Analyst



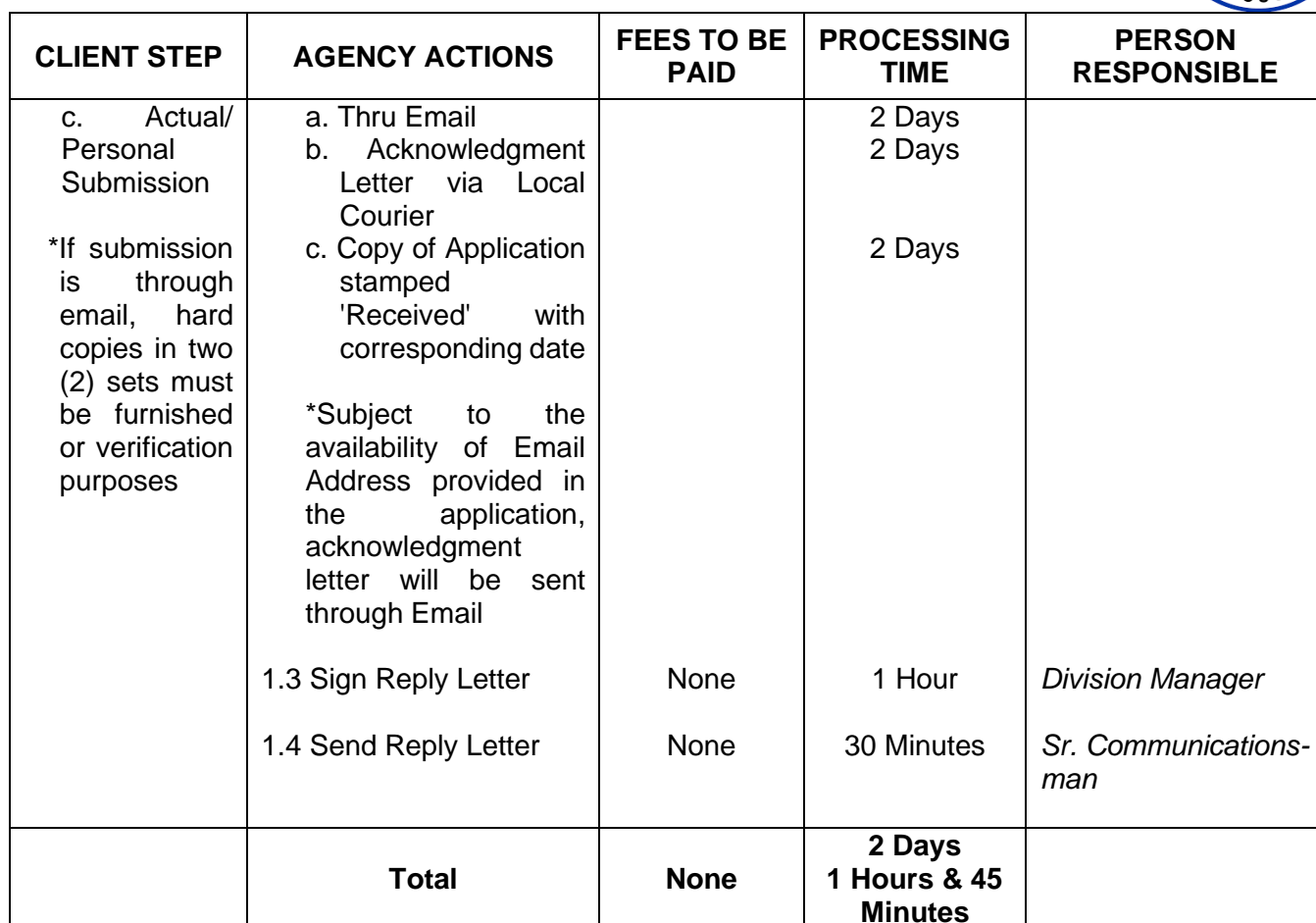
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay to Cashier	3.1. Issue Official Receipt.	PHP50.00 / page	15 Minutes	Cashier B
4. Present Official Receipt to HR Specialist	4.1 Prepare Service Record / Certificate of Employment and initial	None	15 Minutes	HR Specialist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



33. 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 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 3. Performance Rating in the last rating period (if applicable) 4. Certificate of Eligibility authenticated by CSC, Report of Rating (for RA 1080) and valid Professional License authenticated by PRC 5. Official Transcript of Records 6. Updated Service Records and / or Certificate of Employment (past and present employer, if any) 7. Certificate of Relevant Trainings/ Seminars, attended, if any • Must be submitted in two (2) sets		Applicant Applicant Applicant Applicant Applicant Applicant Applicant		
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			





34. 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	



35. 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	Property Officer B
	1.2 Advise concerned Bidder to proceed to Accounting Section.	None	5 Minutes	Property Officer B
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	Sr. Financial Analyst
3. Pay to Cashier	3.1. Issue Official Receipt	P500.00	30 Minutes	Cashier B
4. Present Official Receipt to Property Officer B for issuance of Bid Documents.	4.1. Release bid documents	None	30 Minutes	Property Officer B
	Total	P500.00	1 Hours & 40 Minutes	



36. 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 required 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	



37. 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	



38. 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	



39. 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	



40. 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	1.1 Conduct 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	<i>Property Officer A</i>
	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	<i>Designated QA inspector</i>
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	



41. 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	



42. 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	



43. 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



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



	supporting documents and forward DV with all supporting documents to Cashier			
	1.15 Receive log-out Disbursement Voucher	None	30 Minutes	Cashier C
	1.16 Validate Disbursement Vouchers for signature-supporting documents	None	30 Minutes	Cashier C
	1.17 Assign/Prepare Check	None	45 Minutes	Cashier C
	1.18 Record in Check Register Book	None	40 Minutes	Cashier C
	1.19 Review, Sign/Counter sign checks based on MOA	None	1 Day	Administration and Finance Division Manager & Plant Manager
	1.20 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	2.1 Validate Collection/Official Receipt	None	15 Minutes	Cashier C
	2.2 Release Check	None	15 Minutes	Cashier C
	Total	None	18 Days & 10 Minutes	

*Assuming Funding is already provided by PSALM



45. 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-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</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	



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



	and return to PE B (QA/Safety)	None	4 Hours	<i>Property Officer A</i>
	1.12 Submit signed IRR and other supporting documents to Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder	None	2 Days	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder</i>
	1.13 Check completeness of documents and prepare disbursement voucher for signature of authorized signatories.	None	1 Day	<i>Plant Manager</i>
	1.14 Sign Box A1	None	5 Days	<i>Sr. Financial Specialist B</i>
	1.15 Pre-audit	None	4 Hours	<i>Sr. Financial Specialist B</i>
	1.16 Initial Box B1 & B2	None	4 Hours	<i>Sr. Accountant</i>
	1.17 Encoding (DVS)	None	4 Hours	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller Encoder</i>
	1.18 Forward to Finance Division for initial/signature of Box B1, B2 & Box C	None	4 Hours	
	Total	None	14 Days, 5 Hours & 10 Minutes	



47. 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	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder</i>
	1.2 Sign Box A1	None	1 Day	<i>Plant Manager</i>
	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	



48. 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. Financial Specialist B</i>
	1.7 Detach file copy of DV/Photocopy of supporting documents and forward DV to Finance Division	None	4 Hours	<i>Sr. Accountant Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/Encoder</i>
	Total	None	10 Days & 4 Hours	



49. 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	FEES 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	



50. 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	<i>Corporate Bookkeeper / Sr. Financial Analyst / Data Controller/ Encoder</i>
	1.2 Sign Box A1	None	1 Day	<i>Plant Manager</i>



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	



51. 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, and Mapping 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	



52. 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			Plant-In-Charge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly filled-out Spot Report form (revised)		None	10 Minutes	<i>Technician on duty</i>
2. Properly filled-out Service Request Form (SRF)/ Corrective Maintenance Job Request (CMJR)		None	5 Minutes	<i>Plant in Charge</i>
3. Submit the Job Request, Spot Report and Other requirements		None	5 Minutes	<i>Plant in Charge</i>
	3.1 Receive/check and verify the information	None	5 Minutes	<i>Principal Engineer A</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Discuss with the Plant in Charge regarding the plant trouble and availability of all materials and equipment needed	None	30 Minutes	<i>Principal Engineer A/Division Manager</i>
	3.3 Acknowledge the Job Request	None	5 Minutes	<i>Division Manager</i>
	3.4 Schedule target date/dispatching of maintenance personnel	None	5 Minutes	<i>Principal Engineer A/Division Manager</i>
	3.5 Actual Corrective Maintenance Schedule Activity	None	Depends on the scope of work	<i>Maintenance Team</i>
	Total	None	1 Hour	



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			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	5 Minutes	<i>Plant in Charge</i>
2. Submit the Job Request	2.1 Receive/check and verify the information	None	5 Minutes	<i>Principal Engineer A</i>
	2.2 Discuss with the Plant in Charge regarding the schedule and availability of all materials and equipment needed		15 Minutes	<i>PE-A/Division Manager</i>
	2.3 Acknowledge the Job Request		5 Minutes	<i>Division Manager</i>
	2.4 Schedule target date/dispatching of maintenance personnel		20 Minutes	<i>PE-A/Division Manager</i>
	2.5 Actual PMS Activity		Depending on the type of PMS (minor, intermediate, major) and engine brand and capacity	<i>MTS Personnel and Plant Personnel</i>
	Total	None	18 Days & 45 Minutes	



3. Warehousing

Implementation of warehousing activities as per approved request.

Office or Division:		SPUG Luzon – 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 Operations Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Preventive Maintenance Job Request Form 2. Confirmation of Spare Parts Availability			Plant-In-Charge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly filled-up forms		None	5 Minutes	<i>Plant in Charge</i>
2. Submit request		None		<i>Plant in Charge</i>
	2.1 Withdrawal of materials	None	1 Hour	<i>Property Officer</i>
	2.2 Prepare MIV or Material Transfer Invoice (MTI) and record withdrawal/ update Warehouse Material Control Card (WMCC)	None	1 Hour	<i>Property Officer</i>
	2.3 Release Items and issue gate pass	None	30 Minutes	<i>Property Officer</i>
	Total	None	2 Hours & 35 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) 2. Confirmation of Spare Parts Availability			Plant-In-Charge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly filled-up SRF		None	5 Minutes	<i>Plant in Charge</i>
2. Submit the Job / Fabricated Parts Request		None		<i>Plant in Charge</i>
	2.1 Actual Rewinding Activities	None	7 days	<i>Principal Engineer A/ Principal Engineer C/ Senior Technician</i>
	2.2 Actual Fabricating Activities	None		
	Total	None	7 Days & 5 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	



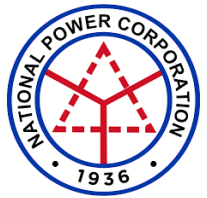
6. Review the Terms of Reference (TOR) (Plans, Design, Program of Works and other related documents) of MinGen Infrastructure Projects

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>
	1.7 Log-out plans and design drawing and forward to the office of the Vice President	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.8 Receive plans and design drawings for approval	None	10 Minutes	<i>Secretary C</i>
	1.9 Approve plans and design drawings and forward to Secretary C.	None	2 Days	<i>Vice President, Mindanao Generation</i>
	1.10 Log-out plans and design drawing and forward to Administrative Services Assistant B, CDD	None	15 Minutes	<i>Secretary C</i>
	1.11 Receive approved plans and design drawings	None	10 Minutes	<i>Administrative Services Assistant B</i>
	1.12 Forward to concerned requesting office	None	1 Hour	<i>Administrative Services Assistant B</i>
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>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive cost estimate and other bidding documents and sign log sheet	Receive signed log sheet	None	10 Minutes	<i>Secretary C, requesting office</i>
	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 Services Assistant B.	None	4 Hours	<i>Department Manager</i>



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.	None	1 day	<i>Department Manager</i>
	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	10 minutes	<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	None	2 Hours	Principal Engineer B Senior Mechanic



	assigned group to conduct the activity.			<i>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 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	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	



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	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 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	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 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	Principal Engineer A / Principal Engineer B
	1.5 Review/initial letter reply	None	1 Hour	Division Manager
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-babbitting 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 Rebabbitting of Segmented Thrust Bearings	1.1 Receive the request letter/memo, log to records masterlist and forward to CMTSD Manager.	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 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	Principal Engineer A / Principal Engineer B
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	Secretary D
2. Receive report	2.1 Receive confirmation	None	5 Minutes	Secretary D
	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	Data Encoder	
	1.2 Pre-audit	None	2 Days	Sr. Financial Specialist	
	1.3 DVS/Encoding	None	2 Days	Financial Analyst	
	1.4 Budget Availability	None	1 Day	Budget Officer	
	1.5 Log-out for Box C approval	None	10 Minutes	Data Encoder	
2. Approval of Box C	2.1 Authorized signatories to sign	None	1 Day	Vice President	
3. Secretary/ Designated Expediter to submit approved DV to Finance	3.1 Receive approved DV	None	5 Minutes	Data Controller/ Encoder	
	3.2 Scanned copies/ original forward to Treasury Section	None	1 Hour	Data Controller/ Encoder	
	3.3 Received log-out Disbursement Voucher from Accounting Section	None	10 Minutes	Financial Specialist	
	3.4 Request Head Office for Debit Memo to PSALM	None	4 Hours	Financial Specialist	
	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 acknowledgment 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 Vice President	None	10 Minutes	<i>Data Controller/ Encoder</i>



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 form	None	10 Minutes	<i>Secretary C</i>



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	



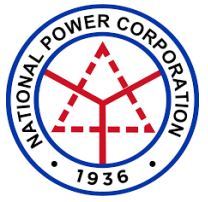
31. Service Record and Employment Certification

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	Transportation Officer B	
	1.2 Evaluate and assign appropriate vehicle to dispatch and the quantity of fuel	None	30 Minutes	Transportation Officer B	
	1.3 Submit Trip Ticket to AFD Department Manager for Approval	None	10 Minutes	Transportation Officer B	
	1.4 Sign trip ticket	None	20 Minutes	Department Manager, AFD	
	1.5 Forward to Transportation officer	None	10 Minutes	Secretary D	
	1.6 Submit Gas Slip with approved trip ticket to Logistics Manager for Approval	None	10 Minutes	Transportation Officer B	



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 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	Sr. IS/IT Specialist	
	2.2 Evaluate & Recommend repair/service.	None	5 Minutes	Sr. IS/IT Specialist	
	2.3 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	
	2.4 Perform requested Services.	None	2 Days & 4 Hours	Computer Technician, Computer Programmer II	
	2.5 Turn-over the services performed and provide CSR form for filling-up.	None	5 Minutes	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	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	Sr. IS/IT Specialist	
	1.2 Evaluate & Recommend repair/service.	None	5 Minutes	Sr. IS/IT Specialist	
	1.3 Approve / Deny Services	None	3 Minutes	Division Manager	
	*If Approve, Proceed With step number 1.4 *If Denied, return Request Form and Inform requisitioner of reason for denial.	None	5 Minutes	Sr. IS/IT Specialist	
	1.4 Perform Requested Services.	None	19 Days & 4 Hours	Computer Technician, Sr. IS/IT Specialist, IS/IT Specialist	
	1.5 Turn-over the services performed and provide CSR form for filling-up	None	5 Minutes	Computer Technician	



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	19 Days & 4 Hours	IS/IT Specialist
	1.5 Turn-over the services performed and provide CSR form for filling-up	None	5 Minutes	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 *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	2 Days & 4 Hours	<i>Computer Technician, Computer Programmer II</i>
	1.5 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	2.1 Receive the filled up CSR form	None	5 Minutes	<i>Sr. IS/IT Specialist</i>



fill-up customer satisfaction rating form.				
	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	Senior Stenographer
	1.2 Refer the letter/memo request to Corporate Attorney A.	None	10 Minutes	Senior Stenographer
	1.3 Conduct evaluation and endorse letter/memo request to Corporate Attorney A or Corporate Attorney B	None	4 Hours	Corporate Attorney A
	1.4 Evaluate letter/memo request, Determine completeness of supporting documents	None	4 Hours	Corporate Attorney A / Corporate Attorney B
	* If incomplete, Return letter/memo request	None	1 Hour	Senior Stenographer
	* If complete, Render Legal Opinion	None	1.5 Days	Corporate Attorney A / Corporate Attorney B
	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	None	3 Days	<i>Team</i>



	Corporate Attorney A for review			
	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	<i>Property Officer A</i>
2. Present Approved Gate Pass to Property Officer A.	2.1 Receive & check documents for completeness of signature.	None	15 Minutes	<i>Property Officer A</i>
	2.2 Release items/goods for withdrawal.	None	4 Hours	<i>Property Officer A</i>
3. Receive released items/goods.	3.1 Furnish copy of gate pass (NPC & PSALM) to the representative.	None	5 Minutes	<i>Property Officer A</i>
	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	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	



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	<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 an	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	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 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	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 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	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 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	



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	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	

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	<i>Section Chief</i>
	1.2 Evaluate letter request and issue instruction to Section Chief.	None	1 Hour	<i>Division Manager</i>
	1.3 Conduct actual inspection if the trees are hazardous and recommend action.	None	2 Hours	<i>Section Chief</i>
	1.4 Prepare report, recommend action and submit to the concern Division Manager.	None	1 Hour	<i>Section Chief</i>
	1.5 Review recommendation and approve the report.	None	30 Minutes	<i>Division Manager</i>
	1.6 Forward the report to concerned office.	None	10 Minutes	<i>Administrative Assistant I</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			Employee concerned	
2. Itinerary of Travel			Employee concerned	
3. Certificate of Availment / Non-Availment			Employee concerned	
4. Certificate of Travel Completion			Employee concerned	
5. Various Tickets			Employee concerned	
6. Certification of expenses not requiring Receipts (if applicable)			Employee concerned	
7. Trip Ticket (for Drivers)			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.	2.1 Receive 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			Concerned End-user	
2. Updated Budget Utilization Report			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
	1.11 Retain copy of DV, other documents and perform:	None	2 Hours	Senior Financial Analyst



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