







CITIZEN'S CHARTER PROCESS No. 13

Name of Agencies : DENR Central Office - Bids and Awards Committee (BAC) Secretariat
 Forest Management Bureau (FMB) - BAC Secretariat
 Environmental Management Bureau (EMB) - BAC Secretariat

Frontline Service : Sale of Bidding Documents

Schedule of Availability of Service : 8:00-5:00, Monday to Friday

How to Avail of the Service :

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Secure Order of Payment  	Issue/Approve Order of Payment	Accountant 1/ Accountant 2	5 minutes	Invitation to Bid (for Goods and Infrastructure Projects)	
					Request for Expression of Interest/ Notice of Eligibility and Shortlisting (for Consulting Services)	
2	Pay corresponding amount  	Receive payment and issue Official Receipt	Cashier	5 minutes		As published/ advertised/ notified
3	Submit Official Receipt  	Record Official Receipt and issue Bid Documents	BAC Secretariat Staff	10 minutes	Official Receipt	
4	Receive Bidding Documents					