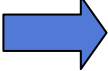



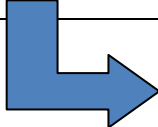




**Citizen’s Charter No. 14**

**Name of Agencies** : DENR Central Office, Regional Office and Bureau – Budget Division/Section/Unit  
**Frontline Service** : Preparation of Obligation Request and Status (ORS) for all Disbursement Vouchers, Contracts and other Transactions  
**Schedule of Availability of Service** : 8:00 AM – 5:00 PM  
**Who May Avail of the Service** : DENR Employees, Personnel Division for Contract of Service, and Property and Supply Management Division/Section (PSMD/S) for Contractors, Suppliers and Service  
**How to Avail of the Service** :

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION (PER CLAIM) [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Submit claims with complete supporting documents to Budget Division/Section/Unit for funding purposes 	Receive and record in Logbook all transactions needing Obligations and forward documents to concerned Processor 	Receiving/Releasing Personnel	5 minutes	Obligation Request and Status (ORS) the following:  a. Mandatory Expenses a.1 Water and Electricity 1. Billing Statement  a.2 Communication/Telephone 1. Billing/Statement of Account 2. Certification that Phone calls are Official in Nature  a.3 Gasoline 1. Billing/Statement of Account 2. Vehicle Trip Ticket 3. Fuel/Lubricants Requisition and	None
		Reviews, checks fund availability and allotment, and prepares ORS and initials 	Processor	10 minutes		

		Record and forward documents to End-User  Within the Building/  Outside the Building	Receiving/Releasing Personnel	10 minutes  depends on the location	<p>Issue Slip</p> <p>b. Supplier/Contractor/ Service Provider</p> <p>b.1. Purchase Order (P.O.) (Through Shopping)</p> <ol style="list-style-type: none"> <li>1. Purchase Request</li> <li>2. BAC Resolution</li> <li>3. Abstract of Quotations</li> <li>4. Quotations</li> <li>5. Special Order (if applicable)</li> </ol> <p>b.2. Purchase Order (P.O.) (Through Direct Contracting)</p> <ol style="list-style-type: none"> <li>1. Purchase Request</li> <li>2. BAC Resolution</li> <li>3. Quotation</li> <li>4. Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement</li> </ol> <p>c. Job Order (J.O.)</p> <p>c.1. Repair of Vehicle/Equipment/Facilities</p> <ol style="list-style-type: none"> <li>1. Purchase Request</li> <li>2. Request for Repair</li> <li>3. Pre-Repair Inspection Report</li> <li>4. BAC Resolution</li> <li>5. Abstract of Quotations</li> <li>6. Quotations</li> </ol> <p>c.2. Printing</p> <ol style="list-style-type: none"> <li>1. Purchase Request</li> <li>2. Camera ready of document to be printed</li> </ol>
2.	Receive ORS from Budget Division/Section/Unit for signature on Box A 			2 minutes	
3.	Signs Box A of ORS 			5 minutes	
4.	Release ORS to Budget Division/Section/Unit 			30 minutes	
		Records and forwards to Budget Staff 	Receiving/Releasing Personnel	5 minutes	
		Records and assigns number in the ORS Control Book 	Concerned Budget Staff	5 minutes	
		Reviews and Signs Box B of ORS in accordance with Manual of Approval 	Chief Budget Division/Section/Unit	5 minutes	

		Record and forward the documents to Accounting Division/Section/Unit			<ul style="list-style-type: none"> <li>3. BAC Resolution</li> <li>4. Abstract of Quotations</li> <li>5. Quotations</li> </ul>
		Within the Building	Receiving/Releasing Personnel	10 minutes	d. Agency Procurement Request (APR)
		Within the Compound		30 minutes	<ul style="list-style-type: none"> <li>1. Purchase Request</li> </ul>
					e. Contract
					<ul style="list-style-type: none"> <li>1. Notarized Contract</li> <li>2. Purchase Request</li> <li>3. TOR</li> <li>4. Letter Intent/ Proposal</li> <li>5. CV</li> </ul>
					f. Government Share for Mandatory Deductions
					<ul style="list-style-type: none"> <li>1. List of Personnel with Corresponding amount of government share</li> </ul>
					g. TEV (Local)
					<ul style="list-style-type: none"> <li>1. Approved Travel Order</li> <li>2. Itinerary</li> <li>3. Special Order, if applicable</li> <li>4. (Additional Requirement for Reimbursement)Travel Report, Certificate of Travel Completed, Certificate of Appearance, Tickets, RER, Boarding Pass, Terminal Fee Ticket/Stub</li> </ul>
					h. Cash Advances
					<ul style="list-style-type: none"> <li>1. Special Order of SDO/Allotment Letter</li> <li>2. Certificate of No Unliquidated Cash Advance</li> </ul>

					<ul style="list-style-type: none"><li>i. Replenishment of Cash Advances (See Annex B)</li><li>j. Salaries of Contract of Service<ul style="list-style-type: none"><li>1. Notarized Contract</li><li>2. Duly Accomplished Daily Time Record (DTR)</li><li>3. Accomplishment Report</li><li>4. S.O., if applicable</li></ul></li></ul>	
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