





Citizen's Charter No. 15-b

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

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
	Budget Division/Section/Unit and End-User to submit all required documents to Accounting Division/Section/Unit	Record in Logbook and forward the PO/JO/Contract with supporting documents to concerned Accounting Staff 	Receiving/ Releasing Personnel	20 minutes	Obligation Request and Status (ORS) the following: a. Supplier/Contractor/ Service Provider a.1. Purchase Order (P.O.) (Through Shopping) 1. Purchase Request 2. BAC Resolution 3. Abstract of Quotations 4. Quotations 5. Special Order (if applicable) a.2. Purchase Order (P.O.) (Through Direct Contracting) 1. Purchase Request 2. BAC Resolution 3. Quotation 4. Distributor Certificate or Sworn Certificate of Guarantee	
		Forward to concerned Accounting Staff to review the completeness of documents, and initial 	Accounting Staff	10 minutes		
		Record PO/Contract in Individual Index Card and initial 	Accounting Staff (Indexing)	10 - 15 minutes		

	<p>Review and certify Certificate of Availability (CAF) for PO and JO</p> 	<p>Chief Accountant</p>	<p>10 minutes</p>	<p>Exclusive Distributorship Agreement</p>	<p>b. Job Order (J.O.)</p> <p>b.1. Repair of Vehicle/Equipment/Facilities</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Request for Repair 3. Pre-Repair Inspection Report 4. BAC Resolution 5. Abstract of Quotations 6. Quotations 	
	<p>Release and forward to concerned Division/Section/Unit</p>	<p>Releasing Staff</p>	<p>Within the building: 10 minutes</p> <p>Outside the building: Depends on the location</p>		<p>b.2. Printing</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Camera ready of document to be printed 3. BAC Resolution 4. Abstract of Quotations 5. Quotations <p>c. Agency Procurement Request (APR)</p> <ol style="list-style-type: none"> 1. Purchase Request <p>d. Contract</p> <ol style="list-style-type: none"> 1. Notarized Contract 2. Purchase Request 3. TOR 4. Letter Intent/ Proposal 5. CV 	