



DANGEROUS DRUGS BOARD

CITIZEN'S CHARTER
2025th Edition

I. Mandate:

Republic Act 9165 or the Comprehensive Dangerous Drugs Act of 2002 mandates the Dangerous Drugs Board (DDB) to be the policy making and strategy-formulating body in the planning and formulation of policies and programs on drug prevention and control. It shall develop and adopt a comprehensive, integrated, unified and balanced national drug abuse prevention and control strategy.

II. Vision:

The Dangerous Drugs Board Secretariat (DDBS) carries the vision of the Board of a “Drug-Free Communities”.

III. Mission:

The DDB is committed in assisting the Board instamping out the illicit supply of and demand for dangerous drugs and precursor chemicals, and to promote regional and international cooperation in drug abuse prevention and control.

IV. Service Pledge:

The Dangerous Drugs Board Secretariat (DDBS) is committed to consistently, reliably and effectively assist the DDB in policy formulation, development, and implementation.

To this end, the DDBS shall:

- 1) Assist and support in the development, review, dissemination, implementation, and monitoring of identified needed policies and board regulations;
 - 2) Ensure the implementation of all services and programs on regulation, preventive education, advocacy and research/studies geared towards the reduction of supply and demand for drugs;
 - 3) Monitor and ensure compliance with existing laws, international conventions and/or commitments, treaties, and agreements;
 - 4) Regularly update its Divisions and Units on the required standards and processes, and enhance their level of competency for a more sustained and effective delivery of services;
 - 5) Continually review and upgrade its process delivery relative to external customer satisfaction.
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DANGEROUS DRUGS BOARD

EXTERNAL SERVICES

CITIZEN'S CHARTER **2025th Edition**



CASHIER SECTION



CASHIER SECTION

Service Title: REQUEST FOR CERTIFICATION OF PAYMENT FROM THE CASHIER FOR TRANSACTIONS UNDER BOARD REGULATION NO. 1, S. 2014.

This service provides clients certification for their payment transactions made through the Linkbiz Portal of the Landbank of the Philippines in compliance with Executive Order No. 170 dated May 12, 2022

Office or Division:	AFMD-Cashier
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	S & P Licensed Holders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The following should be sent through email by the requesting client:</p> <ul style="list-style-type: none"> a. Letter Request to DDB Cashier indicating the purpose of the request together with the contact number of the client. b. Copy of the Confirmation Receipt from Linkbiz Portal sent to the official email address of the requesting client indicating the Biller Name and the Reference Number and the date of the transaction. c. Copy of Proof of Payment from the authorized payment center. 	<p>Requesting Party/ Client</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements through email to cashier@ddb.gov.ph	1.1. DDB cashier staff review all submitted documents	None	2 hours	Administrative Assistant II Administrative Aide IV Administrative Officer I Administrative Officer III Administrative Officer V
	1.2. Verify /Check in the DDB Record of Collections File if the said Confirmation Number of payment is already credited by LinkBiz Portal		3 hours	Administrative Assistant II Administrative Aide IV Administrative Officer I Administrative Officer III Administrative Officer V
	If the Confirmation Number is not yet recorded/credited, DDB will inform the Client through their official email address/contact number to wait until 2-3 banking days (Linkbiz Portal allotted time for their system reporting)			
	1.3. Printing of Record of Collection indicating the client's name and other payment details as the requirement of Records for the Certified True Copy Request.		30 minutes	Administrative Assistant II Administrative Aide IV Administrative Officer I Administrative Officer III Administrative Officer V
	1.4. Preparation of Certification of Payment		1 hour	Administrative Assistant II Administrative Aide IV Administrative Officer I Administrative Officer III



				Administrative Officer V
	1.5. DDB Authorized Representative signs the Certification of Payment		3 hours	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III Administrative Officer V Chief, AFMD
	1.6. Request Records Section for Certified True Copy (Attached Printed copy of Report of Collection)		1 hour	Administrative Assistant II Administrative Aide IV Administrative Officer I Administrative Officer III Administrative Officer V
2. Client acknowledged the emailed Certification of Payment	2.1. Email to Requesting Client the Certified True Copy of the Certification of Payment.		1 hour	Administrative Assistant II Administrative Aide IV Administrative Officer I Administrative Officer III Administrative Officer V
			Total process time: 1 day, 3 hours and 30 minutes	



CONFERENCE SECRETARIAT



Conference Secretariat

Service Title: REQUEST COPY OF APPROVED BOARD ISSUANCES AND ITS RELATED DOCUMENTS: BOARD REGULATIONS AND BOARD RESOLUTIONS AND OTHER RELATED BOARD DOCUMENTS

This service covers the provision of Dangerous Drugs Board Issuances and its related documents as requested. The requested Board Regulations, Board Resolutions, and/or Board Documents can be provided in a hardcopy (plain photocopy of the original) or softcopy (.pdf format).

Office or Division:	Conference Secretariat (CONSEC)	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail?	Government entities, all business sectors, and the general public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Online Clients		1. Dangerous Drugs Board Website www.ddb.gov.ph
1. Email sent to boardsec@ddb.gov.ph		
B. Walk-in Clients		PERSONNEL 1. Board Secretary IV (Head) 2. Administrative Assistant III (AAsst. III) 3. Administrative Aide VI (AA VI) 4. Technical Assistant
1. Any government-issued ID 2. Conference Secretariat logbook of walk-in clients		LOCATION 6 th Floor, DDB Extension Office, South Insula Building, Timog Avenue, Diliman, South Triangle, Quezon City, 1103



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Clients				
1. Clients requesting for copy of Board Resolution and/or Board Regulation via electronic communication platform	1.1 Receive client request	None	2 minutes	Technical Assistant/ Administrative Aide VI
	1.2 Review if the requested record is a Board Resolution, Board Regulation and other related Board Documents		2 minutes	Administrative Assistant III
	1.3 Inform the unit head of the requested document of the client		3 minutes	Administrative Assistant III
	1.4 Provide a copy of the requested Board Issuances in PDF format via the official email address of the Conference Secretariat.		7 minutes	Administrative Assistant III
	1.5 Instruct the client to accomplish the Customer Satisfaction Survey Form.		-	Administrative Assistant III
			Total processing time: 14 minutes	
1. Clients requesting for copy of Board related documents (e.g., minutes of the meeting, meeting transcriptions, and other meeting documents with confidential information not available in the DDB website) via electronic communication platform	2.1 Receive client request	None	2 minutes	Technical Assistant/ Administrative Aide VI
	2.2 Review if the requested record is a Board Resolution, Board Regulation and other related Board Document/s		2 minutes	Administrative Assistant III
	2.3 Inform the unit head of the requested document of the client		3 minutes	Administrative Assistant III
	2.4 Obtain clearance from the Office of the Board Secretary for the release of Board Document/s.		3 hours	Board Secretary IV (Head), Conference Secretariat
	2.5 Provide a copy of the requested Board Document/s in PDF format via the official email address of the Conference Secretariat.		7 minutes	Administrative Assistant III



	2.6 Instruct the client to accomplish the Customer Satisfaction Survey Form.		-	Administrative Assistant III
			Total processing time: 3 hours and 14 minutes	
Walk-in Clients requesting for Board Resolution and/or Board Regulation				
1. Client to present any government issued ID to the Conference Secretariat Personnel	1.1 Scan the presented valid ID for record purposes	None	3 minutes	Technical Assistant/ Administrative Aide VI
2. Fill-up the Conference Secretariat logbook for walk-in clients	2.1 Ask the client about the details of the request and identify if the requested record is Board Issuances or other related Board Document/s		3 minutes	Technical Assistant/ Administrative Aide VI
3. Client to wait for the copy of the requested Board Issuance/s	3.1 Inform the unit head of the requested document of the client		3 minutes	Administrative Assistant III
	3.2 Check the archives of the Conference Secretariat through the official online storage, Microsoft OneDrive		5 minutes	Administrative Assistant III
4. Client to receive the requested Board Issuance/s	4.1 Conference Secretariat personnel to hand over the copies of Board Issuances requested, along with a blank copy of the Customer Satisfaction Survey Form to be accomplished by the client.		2 minutes	Technical Assistant/ Administrative Aide VI
			Total processing time: 16 minutes	



Walk-in Clients requesting for Board-related issuances and documents (e.g., minutes of the meeting, meeting transcriptions, and other meeting documents with confidential information)				
1. Client to present any government issued ID to the Conference Secretariat Personnel	1.1 Scan the presented valid ID for record purposes	None	3 minutes	Technical Assistant/ Administrative Aide VI
2. Fill-up the Conference Secretariat logbook for walk-in clients	2.1 Ask the client about the details of the request and identify if the requested record is Board Issuances or other related Board Document/s		3 minutes	Technical Assistant/ Administrative Aide VI
3. Client to wait for the copy of the requested Board Issuance/s	3.1 Inform the unit head of the requested document of the client		3 minutes	Technical Assistant/ Administrative Aide VI
	3.2 Obtain clearance from the Office of the Board Secretary for the release of Board Document/s.		3 hours	Board Secretary IV (Head), Conference Secretariat
	3.3 Check the archives of the Conference Secretariat through the official online storage, Microsoft OneDrive		5 minutes	Administrative Assistant III
4. Client to receive the requested Board Issuance/s via electronic mail	4.1 Conference Secretariat personnel to provide a copy of the requested Board Document/s in PDF format via its official email address, along with a blank copy of the Customer Satisfaction Survey Form to be accomplished by the client.		7 minutes	Administrative Assistant III
			Total processing time: 3 hours and 21 minutes	



LEGAL AFFAIRS DIVISION



LEGAL AFFAIRS DIVISION

Service Title: ISSUANCE OF PETITION FOR VOLUNTARY SUBMISSION OF DRUG DEPENDENTS

This process pertains to the treatment and rehabilitation of a drug dependent pursuant to Sections 54 and 61, Article VIII (Program for Treatment and Rehabilitation of Drug Dependents) of Republic Act 9165. VOLUNTARY CONFINEMENT OF A DRUG DEPENDENT (Section 54 of RA No. 9165 in relation to Board Regulation No. 3, Series of 2007) and COMPULSORY CONFINEMENT OF A DRUG DEPENDENT (Section 61 of RA No. 9165)

1 (a). Issuance of Petition for Voluntary Confinement of Drug Dependent

Office or Division:	Legal Affairs Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Drug dependent/ Client's Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The following should be presented in the application of Petition for Voluntary Confinement:</p> <p>a. One (1) proof of any of the following identification e.g.:</p> <ul style="list-style-type: none"> - Government-issued ID (LTO Driver's License, Postal ID, Passport, etc.) - Birth Certificate - Barangay Clearance/ Certificate - Police/ NBI Clearance - Company ID - School ID <p>b. Application Form is available at the DDB Website</p> <p>c. Fees:</p> <ul style="list-style-type: none"> - Fees in securing other requirements shall be shouldered by the client/ representative. - Application for Petition is free of charge. - Annex B - Application for Voluntary Confinement for Treatment and Rehabilitation, and Verification Form are available at the DDB Website (link) 	<p>Requesting Party/Client</p> <p>https://ddb.gov.ph/wp-content/uploads/2023/02/Vol.-Subm-Verified-Application.pdf</p>
1. Drug Dependency Examination (DDE) Result	DOH Accredited Physician. If a drug dependent resides outside Metro Manila, they may coordinate with the nearest Treatment and Rehabilitation Center or Anti-Drug Abuse Council in their place of residence.
2. National Police Clearance	Philippine National Police (PNP)
3. Regional Trial Court Clearance	Office of the Clerk of Court - Regional Trial Court (RTC) having jurisdiction over the place
4. Affidavit of Cohabitation (if applicable)	Barangay
5. Psychiatric Evaluation Certification (if applicable)	National Center for Mental Health / Other government mental hospital
6. Judicial Affidavit	Legal Affairs Division / Public Attorney's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. The client goes to DDB to express intent to undergo voluntary rehabilitation	1.1. DDB entertains clients on a "first come, first serve" basis	None	N/A	Legal Affairs Division Personnel designated as DDB Authorized Representative
	1.2. DDB issues referral form for securing DDE and other requirements	None	(10) minutes per client	Legal Affairs Division Personnel designated as DDB Authorized Representative
2. Client undertakes DDE and secures all other requirements as prescribed by court/s	None	None	None	Client
3. The client returns to DDB with complete requirements	3.1. DDB verifies complete submission of requirements	None	(10) minutes per client	Legal Affairs Division Personnel designated as DDB Authorized Representative
	3.2. DDB conducts a comprehensive interview with the client for a judicial affidavit	None	30 minutes per client	Legal Affairs Division Personnel designated as DDB Authorized Representative
	3.3. Preparation of the petition and judicial affidavit	None	30 minutes per petition/ judicial affidavit	Legal Affairs Division Personnel designated as DDB Authorized Representative / Legal Officer
	3.4. Authorized Representative and client sign the Petition Form	None	Change to: (2) minutes per request/client	Legal Affairs Division Personnel designated as DDB Authorized Representative / Client
4. Claim the petition form	4.1. DDB releases the Petition either to the applicant and/or the client's authorized representative	None	(3) minutes per request/client	Legal Affairs Division Personnel designated as DDB Authorized Representative
5. The client provides feedback on the services provided at the ECSM Form	5.1. LAD receives accomplished ECSM form	None	5 minutes	Legal Affairs Division Personnel designated as DDB Authorized Representative
6. Notarization of the Petition	None	None	None	Client



7. The client files a petition form for compulsory confinement at the RTC where they reside	None	None	None	Client
			<p style="text-align: center;">Total processing time per client:</p> <p style="text-align: center;">1 hour and 30 minutes</p>	



1 (b). Issuance of the petition for Compulsory Confinement of Drug Dependent

Office or Division:	Legal Affairs Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Any Complainant
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The following should be presented in the application of Petition for Compulsory Confinement:</p> <p>a. 1 (one) proof of any of the following identification</p> <p>e.g.:</p> <ul style="list-style-type: none"> - Government-issued ID (LTO Driver's License, Postal ID, Passport, etc.) - Birth Certificate - Barangay Clearance/ Certificate - Police/ NBI Clearance - Company ID - School ID <p>b. Fees:</p> <ul style="list-style-type: none"> - Fees in securing other requirements shall be charged/ shouldered by the client/ representative. - Application for Petition is free of charge. 	Requesting Party/Client
1. Regional Trial Court Clearance	Office of the Clerk of Court - Regional Trial Court (RTC) of residence of alleged drug dependent
2. Letter Request from any complainant executing a statement /affidavit that provides information as to the drug-taking habit of the alleged drug dependent and refuses to voluntarily submit himself for treatment	From any complainant (eg. parent, guardian)
Affidavit of Cohabitation (if applicable)	Barangay
Psychiatric Evaluation Certification (if applicable)	National Center for Mental Health / Other government mental hospital
Judicial Affidavit	Legal Affairs Division / Public Attorney's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client goes to DDB to express intent to file for compulsory confinement	1.1. DDB entertains clients on a “first come, first serve” basis.	None	N/A	Legal Affairs Division Personnel designated as DDB Authorized Representative
	1.2. DDB issues referral form for securing requirements	None	(10) minutes per client	Legal Affairs Division Personnel designated as DDB Authorized Representative
2. Client secures all requirements as well as those prescribed by court/s	None	None	None	Client
3. The client returns to DDB with complete requirements	3.1. DDB receives and evaluates the original copies of the requirements	None	5 minutes per request/client	Legal Affairs Division Personnel designated as DDB Authorized Representative
	3.2. DDB interviews the client to confirm the drug use of the subject and for judicial affidavit	None	30 minutes per request/client	Legal Affairs Division Personnel designated as DDB Authorized Representative
	3.4. Preparation of the petition and judicial affidavit	None	30 minutes per petition/ judicial affidavit	Legal Affairs Division Personnel designated as DDB Authorized Representative / Legal Officer
	3.5. Authorized Representative and complainant sign the Petition Form	None	2 minutes per request/client	Legal Affairs Division Personnel designated as DDB Authorized Representative / Client
4. Claim the petition form	4.1. DDB releases the Petition either to the applicant and/or Authorized Representative after scanning all submitted documents.	None	(3) minutes per request/client	Legal Affairs Division Personnel designated as DDB Authorized Representative
5. The client provides feedback on the services provided at the ECSM Form	5.1. LAD receives accomplished ECSM form	None	5 minutes	Legal Affairs Division Personnel designated as DDB Authorized Representative
6. Notarization of Petition	None	None	None	Client



7. The client files a petition form for compulsory confinement at the RTC where they reside	None	None	None	Client
			<p style="text-align: center;">Total processing time per client:</p> <p style="text-align: center;">1 hour and 25 minutes</p>	



Service Title: LEGAL SERVICES PROCESS FOR INTERNAL AND EXTERNAL CUSTOMERS

The Legal Services Process for internal and external customers encompasses the comprehensive management, review, and interpretation of Contracts, DDB Board Regulations and Resolutions, Memorandum of Agreement (MOA), policies, and other laws. This process involves meticulous review and research of related laws based on the documents submitted by external and internal clients for review and/or interpretation.

Office or Division:	Legal Affairs Division
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	Any employee or unit of DDB and other government agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter of Request/Routing Memo 2. Draft document to be reviewed 3. Other references (TOR, Bid Documents, etc.) 	Requesting Party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall submit the complete requirements to LAD	1.1 Receive and check the completeness of the requirements	None	30minutes	Technical Assistant
	1.2 Log information in the electronic and physical logbook		3 minutes	Technical Assistant
	1.3 Assign the request to the legal officer/personnel for processing		30 minutes	Attorney IV
	1.4 Review, prepare, and process the request 1.4.1 Contracts 1.4.2 Board Resolution/Regulation 1.4.3 MOA 1.4.4 Policy		4 working days	Attorney IV, Attorney III, Executive Assistant III, Board Secretary I, Legal Assistant II, Administrative Aide VI
	1.5 Review and approval of the submitted draft document			Attorney IV
	1.6 Record and release the documents requested for review		2 working days	Technical Assistant
2. Receive the requested document and accomplish CSM	2.1 Request the client to accomplish CSM	None	5 minutes	Requesting party
			Total processing time: 6 days, 1 hour, 13 minutes	



MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT



MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT

Service Title: MEDIA REQUESTS

The process facilitates media requests from journalists, students, and researchers, ensuring proper evaluation, coordination, and response in line with DDB's communication strategies.

Office or Division:	MAPRU
Classification:	GOVERNMENT TO CLIENT (G2C)
Type of Transaction:	COMPLEX
Who may avail:	MASS MEDIA, CAMPUS JOURNALISTS, STUDENTS, RESEARCHERS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Send Letter of request addressed to: Undersecretary EARL P. SAAVEDRA, CESO I Executive Director V Via email or courier. The letter of request should include the following details: Name of the Requester Purpose Topic Organization Signature	Official MAPRU and DDB email addresses: mapru@ddb.gov.ph or info@ddb.gov.ph DDB Main Office Address: Dangerous Drugs Board 3rd Floor DDB-PDEA Bldg., National Government Center, NIA Road, Brgy. Pinyahan, Quezon City, NCR, 1100, Philippines



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter request through email at mapru@ddb.gov.ph or info@ddb.gov.ph</p> <p>via courier: Dangerous Drugs Board 3rd Floor DDB-PDEA Bldg., National Government Center, NIA Road, Brgy. Pinyahan, Quezon City, NCR, 1100, Philippines</p>	<p>1.1. Acknowledge acceptance of the request</p>	<p>None</p>	<p>5 minutes</p>	<p>Technical Assistant</p>
	<p>1.2. Assess the value of the request and evaluate the Agency's readiness and capability to respond effectively. Considerations may include:</p> <ul style="list-style-type: none"> • Journalist's professional background and his/her media affiliation • Editorial line (sensationalism vs. factual reporting) • Alignment of media inquiry/request with the DDB's purview and DDB Strategic Communications Plan • Availability of appropriate resource persons and relevant information 	<p>None</p>	<p>2 days</p>	<p>Public Relations Officer I/ Information Officer II</p>
	<p>1.3. Prepare a recommendation to the Executive Director</p>	<p>None</p>	<p>30 minutes</p>	<p>Public Relations Officer I/</p>



				Information Officer II
	1.4. Review and approval of the recommendation	None	10 minutes	Public Relations Officer III
	1.5. Endorsement of the recommendation to the Executive Director	None	10 minutes	Information Officer II
2. Review and clearance		None		Executive Director
	1.6. Inform the requesting party of the response to the request (granted or denied)	None	10 minutes	Public Relations Officer I/ Information Officer II
	1.7. If the request has been approved by the Executive Director, prepare the communication material, etc. that may be needed	None	2 days	Public Relations Officer I/ Information Officer II
	1.8. Coordinate with the requesting party for the logistical and technical arrangements, etc.	None	2 days	Public Relations Officer I/ Information Officer II
	1.9. Assist the Executive Director/ or the assigned talking head during the interview.	None	Depending on the schedule of the program	Public Relations Officer I/ Information Officer II
3. Fill out MAPRU's Online Customer Satisfaction Survey Form	3.1. Request for feedback from the requesting party through MAPRU's Online Customer Satisfaction Survey Form	None	30 minutes	Public Relations Officer I/ Information Officer II
			Total processing time: 6 days, 1 hour, and 35 minutes	



MANAGEMENT INFORMATION SYSTEMS DIVISION



Management Information Systems Division

Service Title: EXTERNAL ICT ISSUE RESOLUTION

This describes the process in the provision of resolution to ICT issues reported by external clients on the use of DDB information systems. The severity level of the reported issue is determined using the following categories.

Severity 1 (Highly Technical) - The live system of the client has come to a halt and users are no longer able to process data using the operational software/hardware.

Severity 2 (Complex) - A problem in the operational software/hardware which causes disruption of a major business function, or an important business process can no longer be executed and cannot be (temporarily) solved by a workaround.

Severity 3 (Simple) - A non-critical problem during which the client can continue running the software/hardware with or without a work-around. Or a problem in the operational software/hardware that does not fall into severity 1 or 2.

Office or Division:	Management Information Systems Division
Classification:	Government to Citizens (G2C) and Government to Government (G2G)
Type of Transaction:	Simple Complex Highly Technical
Who may avail:	External End-users of DDB information systems
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request sent to misd.helpdesk@ddb.gov.ph containing the following: <ul style="list-style-type: none"> • Name of End-User • Name of information system involved • Description of issue encountered • Screenshot of issue if possible Customer Feedback Form available online	Requesting Party https://forms.office.com/r/rN1sR81ss2



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send details of the issue encountered at misd.helpdesk@ddb.gov.ph		None		Client
	1.1. Review the reported ICT Issue Resolution and determine the severity level of the issue		3 hours	Systems Specialist
	1.2. Acknowledge and inform client of ongoing resolution		10 minute	Systems Specialist
	1.3. Create a ticket through the e-Ticketing System		15 minutes	Systems Specialist
	1.4. Check Knowledge Management System (KMS) for similar issue reported and resolution applied		20 minutes	Systems Specialist
	For issues not included in the KMS, will be escalated to the IT Engineer		10 minutes	Systems Specialist
	1.5. Inform client of proposed resolution			Systems Specialist
	1.6. Initiate procurement activities for issues in need of additional software and equipment		10 minutes	Logistics Section
	1.7. Apply resolution		N/A	Systems Specialist
				IT Engineer
			1 day	



			(simple) – Severity 3 3 days (complex) – Severity 2 5 days (Highly technical) – Severity 1	IT Engineer
2. Confirm resolution of reported issue	2.1. Close e-ticket 2.2. Encode new issues in the KMS	None	10 minutes 10 minutes	Client Systems Specialist Systems Specialist
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2	None	None	None	Client
			Total processing time per client/service: Simple: 1 day, 4 hours and 25 minutes Complex: 3 days, 4 hours and 25 minutes Technical: 5 days, 4 hours and 25 minutes	



PREVENTIVE EDUCATION, TRAINING, AND INFORMATION DIVISION



Preventive Education, Training, and Information Division

Service Title: REQUEST FOR IEC MATERIALS AND COLLATERALS

Service description, rationale, and legal basis

This service is provided to individuals, groups, and institutions needing Information, Education, and Communication (IEC) materials for purposes of disseminating information on drug abuse prevention and control. The types of IEC materials are either brochures, pamphlets, posters, audio-visual presentations, and booklets in soft copies or hard copies.

Office/Division:	PETID
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail?	Various stakeholders, (National Government Agencies, Non-Government Organizations, Local Government Units, Schools, Colleges and Universities, Civic/Religious Organizations, etc.)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Letter of request for IEC materials addressed to the DDB Executive Director, information must include the following: <ul style="list-style-type: none"> Type of IEC materials needed Number/quantities needed Distribution target Contact details of the requesting party A letter of request should be sent to the DDB Official email: info@ddb.gov.ph to be forwarded to the Office of the Executive Director for endorsement to the Preventive Education, Training, and Information Division (PETID) 	Requesting Party/ Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a written request addressed to the Executive Director and sent to the official email address of DDB: info@ddb.gov.ph	1.1 OED will endorse the request to PETID for appropriate action	None	10 mins.	Administrative Aide III
	1.2 PETID will receive the request and have it recorded in the logbook.			
	1.3 PETID will forward the request to the Chief, of the Division.			
	1.4 The Division Chief will forward the request to the Section Chief for appropriate action.			
	1.5 The Section Chief/Information Staff will provide the needed IEC materials and send them to the official email address of the client.			
			Total processing time per request: 45 minutes	



Service Title: REQUEST FOR RESOURCE SPEAKER/PERSON

Service description, rationale, and legal basis.

This service is provided to individuals, groups, and institutions needing resource speakers/persons during the conduct of advocacy and capacity-building programs on preventive drug education and control. The topics of the resource speaker/person being requested may vary depending on the expertise of the DDB Officers.

Office or Division:	PETID
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail?	Various Stakeholders (National Government Agencies, Non-Government Organizations, Local Government Units, Schools, Colleges and Universities, Civic/Religious Organizations, etc.)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of request for resource speaker/person addressed to the Executive Director, information must include the following:</p> <ul style="list-style-type: none"> • title of the program/training • expected type and number of participants, • date and venue of the activity • proposed topics/modules and • the contact person of the focal person. • time allotted for the topic • Program flow/Program of Activities <p>The letter of request should be sent to the PETID official email (petid@ddb.gov.ph) to be forwarded to the Office of the Executive Director (OED) for information, guidance, and approval.</p>	<p>Requesting Party/ Client</p>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. The client submits a written request addressed to the Executive Director to the official email address of PETID (petid@ddb.gov.ph)</p>	<p>1.1 OED will endorse the request to PETID for appropriate action</p>	None	10 mins.	Administrative Aide III
	<p>1.2 PETID will receive the request letter from the OED and record it in the logbook</p>	None	10 mins.	Administrative Aide III
	<p>1.3 PETID will forward the letter of request to the Division Chief</p>	None	10 mins.	Division Chief
	<p>1.4 The Division Chief will assign a coordinator for appropriate action</p>	None	5 working days	HEPO IV, HEPO III, HEPO II Training Specialist III Training Specialist II Proj. Devt. Officer III Proj. Devt. Officer II EA V & EA IV AFMD OEDDO OED Legal Affairs Div. PSRSD
	<p>1.5 The coordinator will prepare the documentary requirements (completed staff work) for processing in the Document Tracking Process Management System (DTPMS) and manually.</p>	None	30 mins.	HEPO IV HEPO III
<p>1.5 Once approved, PETID informs the requesting party of the approval/disapproval of the request through official email (petid@ddb.gov.ph)</p>	None	30 mins.	HEPO IV HEPO III	



				HEPO II Training Specialist III Training Specialist II Training Specialist I Proj. Devt. Officer III Proj. Devt. Officer II EA V & EA IV
			Total processing time per request: 6 days	



Service Title: REQUEST FOR TRAINING

Service description, rationale, and legal basis.

This service is open to all interested parties designed to capacitate them on the various aspects of preventive drug education. The request may be initiated by an individual, group, or institution at any given time subject to the approval of the head of the agency.

The conduct of preventive education, training and information programs, and other initiatives is one of the processes of the Preventive Education, Training and Information Division (PETID) which provides advocacy and capacity-building programs for various sectors of society and in different settings. These cover local, national, regional, and international initiatives and target interested foreign parties of counterpart agencies.

The service is pursuant to Article IX Section 81 of RA 9165 which mandates the DDB to provide continuing education to various sectors of society to be conducted promptly and are responsive to the needs of the specific target groups and settings.

Office or Division:	PETID
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen)
Who may avail?	Various Stakeholders (National Government Agencies, Non-Government Organizations, Local Government Units, Schools, Colleges and Universities, Civic/Religious Orgs. etc.)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of requests addressed to the DDB Executive Director; information must include the following:</p> <ul style="list-style-type: none"> • title of the program/training • target participants, • proposed dates • proposed topics/modules and • the contact details of the focal person. • with or without counterpart <p>A letter of request should be sent to the DDB Official email (info@ddb.gov.ph) to be forwarded to the Office of the Executive Director for endorsement to the Preventive Education, Training, and Information Division</p>	Requesting Party



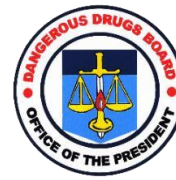
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The client submits a written request addressed to the Executive Director to the Official email address of DDB (info@ddb.gov.ph)</p>	<p>1.1 OED will endorse the request of the proponent for the Preventive Education, Training and Information Division (PETID) for appropriate action</p>	None	10 mins.	Administrative Aide III
	<p>1.2 PETID will receive the request and record it in the logbook</p>			
	<p>1.2 PETID will forward the request to the Division Chief</p>	None	10 mins.	Administrative Aide III
	<p>1.3 The Division Chief will assign a coordinator for the requested program/project</p>	None	10 mins.	Division Chief, PETID
<p>1.4 The coordinator will prepare the documentary requirements (completed staff work) of the request for processing in the system and manually</p>	None	10 days	<p>Health Education and Promotion Officer IV, Health Education and Promotion Officer III, Health Education Officer II, Training Specialist III, Training Specialist II, Training Specialist I Executive Assistant V Executive Assistant IV</p>	



	<p>1.5 Once approved, PETID will inform the requesting party of the status of the request through an official email (petid@ddb.gov.ph)</p>	<p>None</p>	<p>30 mins.</p>	<p>Project Development Officer III</p> <p>Project Development Officer II</p> <p>Information Officer III</p> <p>Information Officer II</p> <p>Information Officer I</p> <p>Health Education and Promotion Officer IV,</p> <p>Health Education and Promotion Officer III, Health Education Officer II,</p> <p>Training Specialist III,</p> <p>Training Specialist II,</p> <p>Training Specialist I</p> <p>Executive Assistant V</p> <p>Executive Assistant IV</p> <p>Project Development Officer III</p> <p>Project Development Officer II</p> <p>Information Officer III</p> <p>Information Officer II</p> <p>Information Officer I</p>
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			Total processing time per request: 11 days	



POLICY STUDIES, RESEARCH, AND STATISTICS DIVISION



Service Title: Request for Comments/ Inputs on Drug Abuse Prevention and Control Reports

Service description, rationale, and legal basis:

Provision of comments/ inputs on related reports on drug abuse prevention and control that will assist in the development and/ or enhancement of drug policies and strategies, evaluation and monitoring of plans and programs on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G), Government to Citizen (G2C)
Type of Transaction:	Highly Technical
Who may avail:	Government Agencies, Research Institutions, Higher Education Institutions, Private Individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request – one (1) copy, original/scanned copy: <ul style="list-style-type: none"> • Addressed to Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting party • Signed by the requesting party • If soft copy, in .pdf format 	Requesting party
Proof of identification - government-issued or any valid ID	Requesting party
Report being requested for comments/ inputs <ul style="list-style-type: none"> • soft copy (.docx or .pdf) 	Requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in transactions, the client brings the letter of request and report being requested for comments/ inputs to the PSRSD.</p> <p>For online transactions: send a soft copy of the request to info@ddb.gov.ph cc: psrsd@ddb.gov.ph</p>	<p>1.1. PSRSD receives the letter of request for comments/ inputs with complete details and attachments.</p> <p>1.2. If found in order, the Receiving Officer stamps the copy of the document/s, acknowledges receipt, and records the document/s.</p>	None	1 hour	Administrative Assistant II
<p>2. The client waits for the request to be processed.</p>	<p>2.1. PSRSD determines/ evaluates the completeness of the document/s with the following recommendation:</p> <ul style="list-style-type: none"> • For referral to a different agency • For disapproval due to inadequate information/ requirement 	None	1 working day	Statistician III/ PDO III/ PEO III
	<p>2.2. PSRSD will prepare comments/ inputs on the document/s with the recommendation for approval.</p>		5 working days	Chief, PSRSD/ Assistant Chief/ Statistician III/ PDO III/ PEO III
	<p>2.3. PSRSD endorses the document/s to the Office of the Executive Director for Operations (OEDDO) online or through the Liaison Officer of the Records Section.</p>		5 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
	<p>2.4. OEDDO receives and</p>	None	5 minutes	Administrative Assistant/ OEDDO Staff



	records the document/s.			
	2.5. ODEDO reviews and endorses the document/s to the Office of the Executive Director (OED).	None	3 working days	Deputy Executive Director for Operations (DEDO)/ Administrative Assistant/ ODEDO Staff
	2.6. OED receives and records the document/s.	None	5 minutes	Administrative Assistant/ OED Staff
	2.7. OED reviews the comments/ inputs of the PSRSD.	None	5 working days	Executive Director/ OED Executive Assistant
	2.8. PSRSD records and sends the approved and signed letter response with an attached external client satisfaction measurement (ECSM) form to the requesting party.		30 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The client accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 14 working days, 1 hour and 45 minutes	



Service Title: Request for Preparation of Reports on Drug Abuse Prevention and Controls

Service description, rationale, and legal basis:

Preparation of reports on drug abuse prevention and control in aid of the development and/ or enhancement of drug policies and strategies, evaluation and monitoring of plans and programs on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G)
Type of Transaction:	Highly Technical
Who may avail:	Government Agencies, Research Institutions, Higher Education Institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of Request - one (1) copy, original/ scanned copy:</p> <ul style="list-style-type: none"> • Addressed to Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting agency • Signed by the representative of the requesting agency • If soft copy, in .pdf format 	<p>Requesting agency</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in transactions, the representative of the requesting agency brings the letter of request with complete details to the PSRSD.</p> <p>For online transactions: send a soft copy of the request to info@ddb.gov.ph cc: psrsd@ddb.gov.ph</p>	<p>1.1. PSRSD receives the letter of request for the preparation of a report with complete details.</p> <p>1.2. If found in order, the Receiving Officer stamps the copy of the document/s, acknowledges receipt, and records the document/s.</p>	None	1 hour	Administrative Assistant II
<p>2. The requesting agency waits for the request to be processed.</p>	<p>2.1. PSRSD determines/ evaluates the completeness of the document/s with the following recommendation:</p> <ul style="list-style-type: none"> • For referral to a different government agency • For disapproval due to inadequate information/ requirement <p>2.2. PSRSD will prepare the requested report with the recommendation for approval.</p> <p>2.3. PSRSD endorses the document/s to the Office of the Executive Director for Operations (OEDDO) online or through the Liaison Officer of the Records Section.</p>	None	<p>1 working day</p> <p>10 working days</p> <p>5 minutes</p>	<p>Statistician III/ PDO III/ PEO III</p> <p>Chief, PSRSD/ Assistant Chief/ Statistician III/ PDO III/ PEO III</p> <p>Chief, PSRSD/ Assistant Chief, and Administrative Assistant II</p>
	<p>2.4. OEDDO receives and records the document/s.</p>	None	5 minutes	Administrative Assistant/ OEDDO Staff



	2.5. ODEDO reviews and endorses the document/s to the Office of the Executive Director (OED).	None	3 working days	Deputy Executive Director for Operations (DEDO)/ Administrative Assistant/ ODEDO Staff
	2.6. OED receives and records document/s.	None	5 minutes	Administrative Assistant/ OED Staff
	2.7. OED reviews the requested report.	None	5 working days	Executive Director / OED Executive Assistant
	2.8. PSRSD records and sends the approved and signed letter response with an external client satisfaction measurement (ECSM) form to the requesting agency.	None	30 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The representative of the requesting agency accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 19 working days, 1 hour and 45 minutes	



Service Title: Request for Conduct of Research on Drug Abuse Prevention and Control

Service description, rationale, and legal basis:

Approval of request for conduct of research on drug abuse prevention and control in aid of the development or enhancement of drug policies and strategies, evaluation and monitoring of plans and programs on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G)
Type of Transaction:	Highly Technical
Who may avail:	Government Agencies, Research Institutions, Higher Education Institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of Request – one (1) copy, original/scanned copy:</p> <ul style="list-style-type: none"> • Addressed to Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting agency • Signed by the representative of the requesting agency • If soft copy, in .pdf format 	Requesting agency
<p>One (1) original/ soft copy of the following:</p> <ul style="list-style-type: none"> • Research Proposal • Project Fund Source • Responsibilities of DDB • Required deliverables for the research • Proposed Terms of Reference • If soft copy, in .docx or .pdf format 	Requesting agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in transactions, the representative of the requesting agency brings the letter of request with complete details to the PSRSD.</p> <p>For online transactions: send a soft copy of the request to info@ddb.gov.ph cc: psrsd@ddb.gov.ph</p>	<p>1.1. PSRSD receives the letter of request for the conduct of research with complete details and attachments.</p> <p>1.2. If found in order, the Receiving Officer stamps the copy of the document/s, acknowledges receipt, and records the document/s.</p>	None	1 hour	Administrative Assistant II
<p>2. The requesting agency waits for the request to be processed.</p>	<p>2.1. PSRSD determines/ evaluates the completeness of the document/s with the following recommendation:</p> <ul style="list-style-type: none"> • For referral to a different agency • For disapproval due to inadequate information/ requirement <p>2.2. PSRSD will prepare comments/ inputs on the document/s with the recommendation for approval.</p> <p>2.3. PSRSD endorses the document/s to the Office of the Executive Director for Operations (ODEDO) online or through the Liaison Officer of the Records Section.</p>	None	<p>1 working day</p> <p>10 working days</p> <p>5 minutes</p>	<p>PDO III/ PEO III</p> <p>Chief, PSRSD/ Assistant Chief/ Statistician III/ PDO III/ PEO III</p> <p>Chief, PSRSD/ Assistant Chief, and Administrative Assistant II</p>
	<p>2.4. ODEDO receives and records the document/s.</p>	None	5 minutes	Administrative Assistant/ ODEDO Staff
	<p>2.5. ODEDO reviews and endorses the document/s to the</p>	None	3 working days	Deputy Executive Director for Operations (DEDO)/



	Office of the Executive Director (OED).			Administrative Assistant/ OEDDO Staff
	2.6. OED receives and records document/s.	None	5 minutes	Administrative Assistant/ OED Staff
	2.7. OED reviews the comments/ inputs of the PSRSD.	None	5 working days	Executive Director/ OED Executive Assistant
	2.8. PSRSD records and sends the approved and signed letter response with an external client satisfaction measurement (ECSM) form to the requesting agency.		30 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The representative of the requesting agency accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 19 working days, 1 hour and 45 minutes	



Service Title: Request for Funding Support on Research on Drug Abuse Prevention and Control

Service description, rationale, and legal basis:

Provision of recommendations and endorsement on the request for funding of research/ policy studies on drug abuse prevention and control. Subject to the approval of the Board, assistance is granted primarily to support policy development and/ or enhancement of drug policies and strategies, evaluation and monitoring of plans and programs on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G)
Type of Transaction:	Highly Technical
Who may avail:	Government Agencies, Government Research Institutions, State Colleges, and Universities (SUCs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of Request - one (1) copy, original/ scanned copy:</p> <ul style="list-style-type: none"> • Addressed to Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting agency • Signed by the representative of the requesting agency • If soft copy, in .pdf format 	Requesting agency
<p>One (1) original/ soft copy of the following:</p> <ul style="list-style-type: none"> • Research Proposal <ul style="list-style-type: none"> - Title - Background - Objectives - Limitations - Rationale - Methodology - Budgetary Requirement - Workplan - Team composition with credentials - Terms of Reference • If soft copy, in .docx or .pdf format 	Requesting agency



	2.5. ODEDO reviews and endorses the document/s to the Office of the Executive Director (OED).	None	3 working days	Deputy Executive Director for Operations (DEDO)/ Administrative Assistant/ ODEDO Staff
	2.6. OED receives and records document/s.	None	5 minutes	Administrative Assistant/ OED Staff
	2.7. OED reviews the comments/ inputs of the PSRSD. 2.8. PSRSD records and sends the approved and signed letter response with an external client satisfaction measurement (ECSM) form to the requesting agency.	None	5 working days 30 minutes	Executive Director / OED Executive Assistant Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The representative of the requesting agency accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 19 working days, 1 hour and 45 minutes	



Service Title: Request for Statistical Data that Requires Processing of Available Drug-Related Data

Service description, rationale, and legal basis:

Provision of statistical data that requires processing available drug-related data in aid of the development and/ or enhancement of drug policies and strategies, evaluation and monitoring of plans and programs on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G), Government to Citizen (G2C)
Type of Transaction:	Highly Technical
Who may avail:	Government Agencies, Research Institutions, Higher Education Institutions, Private Individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of Request – one (1) copy, original/ scanned copy:</p> <ul style="list-style-type: none"> • Addressed to the Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting party • Signed by the requesting party • Indication of preferred option for receiving document/s (email or printout) • If soft copy, in .pdf format 	Requesting party
Proof of identification: government-issued or any valid ID	Requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in transactions, the client brings the letter of request with complete details to PSRSD. For online transactions: send a soft copy of the request to info@ddb.gov.ph cc: psrsd@ddb.gov.ph</p>	<p>1.1. PSRSD receives the letter of request for processed statistical data with complete details.</p> <p>1.2. If found in order, the Receiving Officer stamps the copy of the document/s, acknowledges receipt and records the document/s.</p>	None	1 hour	Administrative Assistant II
<p>2. The client waits for the request to be processed.</p>	<p>2.1. PSRSD determines/evaluates the completeness of the document/s with the following recommendation:</p> <ul style="list-style-type: none"> • For referral to a different agency • For disapproval due to inadequate information/requirement <p>2.2. PSRSD will prepare the requested processed statistical data with the recommendation for approval.</p> <p>2.3. PSRSD endorses the document/s to the Office of the Executive Director for Operations (ODEDO) online or through the Liaison Officer of the Records Section.</p>	None	<p>3 hours</p> <p>10 working days</p> <p>5 minutes</p>	<p>Statistician III</p> <p>Chief, PSRSD/ Assistant Chief/ Statistician III/ Statistician II/ Statistician I/ Assistant Statistician</p> <p>Chief, PSRSD/ Assistant Chief, and Administrative Assistant</p>
	<p>2.4. ODEDO receives and records the document/s.</p>	None	5 minutes	Administrative Assistant/ ODEDO Staff
	<p>2.5. ODEDO reviews and endorses the document/s to the Office of the</p>	None	3 working days	Deputy Executive Director for Operations (DEDO)/ Administrative



	Executive Director (OED).			Assistant/ OEDDO Staff
	2.6. OED receives and records the document/s.	None	5 minutes	Administrative Assistant/ OED Staff
	2.7. OED reviews the requested processed statistical data. 2.8. PSRSD records and sends the approved and signed letter response with an attached external client satisfaction measurement (ECSM) form to the requesting party.	None	5 working days 30 minutes	Executive Director/ OED Executive Assistant Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The client accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 18 working days, 4 hours and 45 minutes	



Service Title: REQUEST FOR A COPY OF PUBLISHED RESEARCH/ STUDIES ON DRUG ABUSE PREVENTION AND CONTROL

Service description, rationale, and legal basis:

Provision for the request of soft copy of published research/ studies on drug abuse prevention and control undertaken by the Dangerous Drugs Board through the Policy Studies, Research, and Statistics Division (PSRSD) to serve as the basis for policy development and/ or enhancement, monitoring, and evaluation of plans, programs conducted on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G), Government to Client (G2C)
Type of Transaction:	Complex
Who may avail:	Government Agencies, Research Institutions, Higher Education Institutions, Private Individuals
CHECKLIST OF REQUIREMENTS	
Letter of Request – one (1) copy, original/ scanned copy: <ul style="list-style-type: none"> • Addressed to Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting party • Signed by the requesting party • Indication of preferred option for receiving document/s (email or flash drive) • If soft copy, in .pdf format 	Requesting party
Proof of identification - government-issued or any valid ID	Requesting party
Virus-free flash drive (if preferred to receive the document through flash drive)	Requesting party
WHERE TO SECURE	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in transactions, the client brings the letter of request for a copy of published research/ study to PSRSD.</p> <p>For online transactions, send a soft copy of the request to info@ddb.gov.ph cc: psrsd@ddb.gov.ph</p>	<p>1.1. PSRSD receives the letter of request for a copy of the published research/ study with complete details.</p> <p>1.2. If found in order, the Receiving Officer stamps the copy of the document/s, acknowledges receipt, and records the document/s.</p>	None	1 hour	Administrative Assistant II
<p>2. The client waits for the request to be processed.</p>	<p>2.1. PSRSD will prepare a copy of the published research/ study and the transmittal letter for the signature of the Executive Director.</p> <p>2.2. PSRSD endorses the copy of the published research/ study and the transmittal letter to the Office of the Executive Director for Operations (ODEDO) online or through the Liaison Officer of the Records Section.</p>	None	<p>1 hour</p> <p>5 minutes</p>	<p>Chief, PSRSD/ Assistant Chief/ Statistician III/ PDO III/ PEO III</p> <p>Chief, PSRSD/ Assistant Chief, and Administrative Assistant II</p>
	<p>2.3. ODEDO receives and records the document/s.</p>	None	5 minutes	Administrative Assistant/ ODEDO Staff
	<p>2.4. ODEDO reviews and endorses the copy of the published</p>	None	3 hours	Deputy Executive Director for Operations (DEDO)/ Administrative



	research/ study and the transmittal letter to the Office of the Executive Director (OED).			Assistant/ OEDDO Staff
	2.5. OED receives and records the copy of the published research/ study and transmittal letter.	None	5 minutes	Administrative Assistant/ OED Staff
	2.6. OED reviews and approves the transmittal letter.	None	3 working days	Executive Director /OED Executive Assistant
	2.7. PSRSD receives and records the approved and signed transmittal letter.	None	5 minutes	Administrative Assistant II
	2.8. PSRSD sends a copy of the published research/ study with an attached external client satisfaction measurement (ECSM) form to the requesting party.		30 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The client accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 3 working days, 5 hours and 50 minutes	



Service Title: Request for Readily Available Data on Treatment and Rehabilitation and Other Drug-Related Statistics

Service description, rationale, and legal basis:

Provision of readily available data on treatment and rehabilitation and other drug-related statistics that will assist in the development and/ or enhancement of drug policies and strategies, evaluation and monitoring of plans and programs on drug abuse prevention and control.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Government (G2G), Government to Citizen (G2C)
Type of Transaction:	Complex
Who may avail:	Government Agencies, Research Institutions, Higher Education Institutions, Private Individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter of Request – one (1) copy, original/ scanned copy:</p> <ul style="list-style-type: none"> • Addressed to the Executive Director of the Dangerous Drugs Board • Specify the purpose of the request • Contact details (Name, Contact Number, Email Address) of the requesting party • Signed by the requesting party • Indication of preferred option for receiving document/s (email or printout) • If soft copy, in .pdf format 	Requesting party
Proof of identification - government-issued or any valid ID	Requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For walk-in transactions, the client brings the letter of request with complete details to the PSRSD.</p> <p>For online transactions: send a soft copy of the request to info@ddb.gov.ph cc: psrsd@ddb.gov.ph</p>	<p>1.1. PSRSD receives the letter of request for readily available statistical data with complete details.</p> <p>1.2. If found in order, the Receiving Officer stamps the copy of the document/s, acknowledges receipt, and records the document/s.</p>	None	1 hour	Administrative Assistant II
2. The client waits for the request to be processed.	2.1. PSRSD will prepare the requested readily available statistical data and the transmittal letter for the signature of the Executive Director.	None	1 hour	Chief, PSRSD/ Assistant Chief/ Statistician III/ Statistician II/ Statistician I/ Assistant Statistician
	2.2. PSRSD endorses the requested readily available statistical data and the transmittal letter to the Office of the Deputy Executive Director for Operations (ODEDO) online or through the Liaison Officer of the Records Section.	None	5 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
	2.3. ODEDO receives and records the document/s.	None	5 minutes	Administrative Assistant/ ODEDO Staff
	2.4. ODEDO reviews and endorses the requested readily available data and the transmittal letter to the Office of the Executive Director (OED).	None	3 hours	Deputy Executive Director for Operations (DEDO)/ Administrative Assistant/ ODEDO Staff
	2.5. OED receives and records the requested readily available data and the transmittal letter.	None	5 minutes	Administrative Assistant/ OED Staff



	2.6. OED reviews and approves the transmittal letter.	None	3 working days	Executive Director/ OED Executive Assistant
	2.7. PSRSD receives and records the approved and signed transmittal letter.	None	5 minutes	Administrative Assistant II
	2.8. PSRSD sends the requested readily available data with an attached external client satisfaction measurement (ECSM) form to the requesting party.	None	30 minutes	Chief, PSRSD/ Assistant Chief, and Administrative Assistant II
3. The client accomplishes the ECSM Form via https://tinyurl.com/PSRSD2025-ECSM		None		PSRSD ECSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 3 working days, 5 hours and 50 minutes	

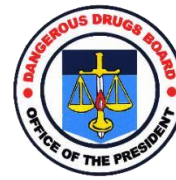


Central / Head Office

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>There are two (2) options to choose from by the respondents (internal/external):</p> <p>1. Paper and pen, and 2. Online survey (Link or QR Code).</p> <p>For hard copies, filled up survey forms are given to the assigned staff for encoding. As for electronic mode, access the link provided or scan the QR Code.</p>
How feedback is processed	<p>Responses are collected, consolidated, tabulated, classified as internal or external customers, analysed and measured based on agreed frequency of reporting and ARTA guidelines.</p> <p>Customer Satisfaction Survey Reports are prepared/submitted by the Customer Satisfaction Representatives (CSRs) to the concerned Division Chiefs / Unit Heads for review and approval.</p> <p>CSM Report format including CSM overall percentage rating, response rate, Citizen's Charter, and improvements with reference to ARTA Guidelines.</p> <p>CSM Lead prepares summary of CSM Report for submission to the Executive Director and attested by Quality Management Representative. Status of CSM is reported to the Executive Director semi-annual/annually.</p> <p>Clients are informed of actions taken if necessary or when clients return to DDBS for transactions with the concerned Division Chief/Unit Head/CSM Representative.</p>
How to file a complaint	<p>Complaints are received from any of the following sources.</p> <ul style="list-style-type: none"> - 8888 Government Hotline - CSC Action Center - Customer Satisfaction Measurement Feedback (Internal and External Clients) - Comments and Messages on the Official DDB social media pages



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	<p>Contact information for queries and follow-up: 89296639 – OED 89296405 – AFMD</p>						
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. Validity of complaints is determined using the following criteria: <ul style="list-style-type: none"> - Complaint against one or more named members of the DDB or one or more identified divisions, sections, or units. - The complaint is a recent incidence (within two weeks) before it was filed. - The complaint is not trivial, malicious, or politically motivated. - Name of complainant is indicated along with the contact number where he/she can be reached. 2. Upon receipt, the complaint is endorsed to the Complaints Manager who will issue the Non Conformance and Corrective Action Report to the concerned division/section/unit. 3. The Complaints Manager will clarify the issues of the complaint and what kind of resolution the complainant is seeking. If it is not a matter that can be handled by the complaints process, refer the complainant to a more appropriate process or determine if the complaint is a grievance that will have to be endorsed to the Grievance Committee or Committee on Decorum and Investigation for Sexual Harassment cases. 4. The severity of the complaint is assessed to determine the resolution time of the complaint. 						
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 33%;">Complaint</th> <th style="width: 33%;">Description</th> <th style="width: 33%;">Resolution Time</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Complaint	Description	Resolution Time			
Complaint	Description	Resolution Time					



	Insignificant/Not valid	Trivial, vexatious or misconceived complaints. No harm to the client or impact on the receipt of services	No action required
	Employee Grievance	Concern, problem, or complaints that an employee has about their work, the	Endorse to Grievance Committee/CODI

		workplace, or someone they work with including the management. Employees feel dissatisfied and they believe it is unfair and/or unjust on them.	
	Minor	Lapses in customer service. Client may have experienced slight delay in the receipt of services because of the incident.	3 days



	Major	Issues may require investigation. Legitimate client concern, or especially about communication or practice of management, but not causing lasting major detriment.	7 days
	Critical	Significant issues on standards, quality of services, or denial of services. Issues causing lasting detriment that require investigation.	20 Days
	<p>5. The concerned division/unit/section will identify an immediate correction to resolve the complaint received. The NCCAR form will be accomplished to describe the root cause and the planned corrective action.</p> <p>6. The Complaints Manager will verify the implementation and effectiveness of the planned action.</p> <p>Contact information for queries and follow-up: TL: 8929-1753 or 8929-4544 local 200</p>		
Contact information of Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph ARTAwag Center (02) 8478-5099 0969-257-7242/ 0928-690-4080 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>		





Dangerous Drugs Board
3rd Floor, DDB-PDEA Building, NIA Road,
National Government Center
East Triangle, Diliman, Quezon City

 (02) 929-4544
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DANGEROUS DRUGS BOARD

INTERNAL SERVICES

CITIZEN'S CHARTER **2025th Edition**



BUDGET, ACCOUNTING, AND CASHIER SECTION



BUDGET, ACCOUNTING, AND CASHIER SECTION

Service Title: REQUEST FOR PAYMENT OF VARIOUS EXPENSES

This service refers to the processing of the disbursement voucher to pay for the following expenses:

1. Advertising expenses
2. Airfare expenses
3. Registration fee
4. Rent expenses
5. Trainor's fee
6. Meals/Mineral Water/Subscription and other expenses

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
ADVERTISING EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FMACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FMACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT01, Rev.00
d. Sales Invoice/SOA/Billing Statement	Payee
e. Bank Certification of Deposit (if New Account)	Payee
f. Copy of newspaper clippings evidence publication and/or CD in case of TV/Radio	Payee
AIRFARE EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FMACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FMACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT01, Rev.00
d. Sales Invoice/SOA/Billing Statement	Payee



e. Copy of Approved CSW and Special Order	Office of Executive Director
f. Program (Resource Speaker)	Payee
g. Bank Certification of Deposit (if New Account)	Payee

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REGISTRATION FEE:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FMACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FMACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT01, Rev.00
d. Sales Invoice/SOA/Billing Statement	Payee
e. Copy of Approved CSW	DDB-AFMD
f. Invitation	Payee
g. Registration Form	Payee
h. Special Order/Travel Order approved	Office of Executive Director
i. Bank Certification of Deposit (if New Account)	Payee
RENT EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FMACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FMACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT01, Rev.00
d. Sales Invoice/SOA/Billing Statement	Payee
e. Contract (Initial payment)	Payee
f. Bank Certification of Deposit (if New Account)	Payee
TRAINOR'S EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FMACT-11-04 rev1



b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FMACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT01, Rev.00
d. Contract if necessary	Payee
e. Copy of Approved CSW	Office of Executive Director
f. Certification of Salary	Payee
g. Computation	Project Implementors
h. Programs and Pictures	Payee
i. After Activity Report	Payee
j. Attendance Sheet	Payee
k. Bank Certification of Deposit (if New Account)	Payee

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR MEALS/MINERAL WATER/SUBSCRIPTION/OTHER EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FMACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FMACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT01, Rev.00
d. Sales Invoice/SOA/Billing invoices/Delivery Receipts	Payee
e. Summary of Expenses	Payee
f. Contract/MOA (for initial payment)	Payee
g. Purchase Request	DDB-AFMD-Supply Section
h. Inspection Acceptance Report	DDB-AFMD-Supply Section
i. Bank Certification of Deposit (if New Account)	Payee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy simultaneously upload them to https://fmis.ddb.gov.ph and email them to budget@ddb.gov.ph	<p>Budget Section Process</p> <p>1.1. Budget Section receives and makes initial screening of DV and all SDs,</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/correction.</p>	None	30 minutes	Budget Clerk
2. Submit DV and SDs with complete/correct requirements requested by Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements	None	15 minutes	Budget Clerk
	2.2. Review and process of DV		1 hour	Administrative Aide IV Budget Officer I
	2.3. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer III
	2.4. Recording in the Obligation Registry		20 minutes	Budget Clerk Administrative Aide IV
	2.5. Forward to the Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete supporting documents</p>		15 minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax computation if applicable.		1 hour	Administrative Assistant II Administrative Officer II
	2.8. Review and Certify for cash availability		30 minutes	Accountant III



	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	2.10. Review and countersign		1 hour	Chief, AFMD
	4.1 Record and forward DV with SDs to: <ul style="list-style-type: none"> • Deputy Executive Director for Administration for below ₱100,000.00 and, • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	2.11. Approve and Sign for payment below P100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.12. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.13. DV forwarded to Cashier for preparation of the following. <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) • Modified Disbursement System (MDS) Check • Advice to Check Issued and Cancelled (ACIC) 		15 minutes	Administrative Assistant III



	<p>Cashier Section Process</p> <p>2.14. Receive DVs with SDs and determine if they require preparation of LDDAP-ADA, SLIIE, or MDS Check and ACIC.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	2.15. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC	-	1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	2.16. Prepare and sort LDDAP-ADA and SLIIE or MDS Check and ACIC		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.17. Review, verify, and sign LDDAP- ADA or MDS Check and ACIC		30 minutes	Administrative Officer III Head, Cashier
	2.18. Record and forward SLIIE, LDDAP-ADA, and ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	<p>Accounting Section Process</p> <p>2.19. Receive and record LDDAP – ADA and ACIC and forward for review and verification.</p>		15 minutes	Administrative Aide IV
	2.20. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA and ACIC forward for signature		30 minutes	Administrative Office II Administrative Assistant II
	2.21. Review and sign LDDAP- ADA SLIIE and ACIC		1 hour	Accountant III
	2.22. Forward DVs with SDs, SLIIE, LDDAP-ADA, and ACIC for signature		30 minutes	Administrative Aide IV



	2.23. Receive, record, and forward for signature and countersign		15 minutes	Administrative Aide III
	2.24. Review and sign		30 minutes	Chief, AFMD
	2.25. Record and forward for approval/ signature		15 minutes	Administrative Aide III
	2.26. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.27. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.28. Record and return to the Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.29. Record and transmit LDDAP- ADA and SLIIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
			Total Process Time: 5 days, 6 hours and 35 minutes	



Service Title: REQUEST FOR PAYMENT OF SALARIES AND BENEFITS THRU PAYROLL

This service refers to the processing of the disbursement voucher and payroll to pay for the following expenses:

1. Salaries for regular employees
2. Collective Negotiation Agreement for regular employees
3. Other Benefits for regular employees

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
SALARIES FOR REGULAR EMPLOYEES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. General Payroll	AFMD- Human Resource Section
e. Approved NOSI/NOSA (if necessary)	AFMD- Human Resource Section
f. GSIS/HDMF/PHILHEALTH Billing	AFMD- Human Resource Section
g. Computation for NOSI NOSA	AFMD- Human Resource Section
COLLECTIVE NEGOTIATION AGREEMENT FOR REGULAR EMPLOYEES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. General Payroll	AFMD- Human Resource Section
e. Resolution signed by both parties incorporating the guidelines/criteria for granting CNA	AFMD- Human Resource Section
f. Copy of CNA	AFMD- Human Resource Section



g. Certificate issued by the Head of Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the C N A which resulted from joint efforts of labor and management and system/productivity/income improvement	AFMD- Human Resource Section
h. Copy of SARO	DBM

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OTHER BENEFITS FOR REGULAR EMPLOYEES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. General Payroll	AFMD- Human Resource Section
e. Latest Issuances	DBM



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all supporting documents (SDs) in hard copy and simultaneously upload them to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph</p>	<p>Budget Section Process</p> <p>1.1. Budget Section receives and makes initial screening of DV and all SDs,</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
<p>2. Re-submit DV and SDs with completed and corrected requirements requested by Budget Clerk</p>	<p>2.1. Receive DV, Payroll, and SDs with complete/correct requirements</p>	None	15 minutes	Budget Clerk
	<p>2.2. Review and process of DV and Payroll</p>		4 hours	Administrative Aide IV
	<p>2.3. Signature of Obligation Request Status Form certifying that funds are available</p>		25 minutes	Budget Officer
	<p>2.4. Record in the Obligation Registry</p>		15 minutes	Budget Clerk
	<p>2.5. Forward to Accounting Section for processing</p>		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV, Payroll with complete supporting documents</p>		15 minutes	Administrative Aide IV
	<p>2.7. Review DV and payroll with SD's, input all accounting entries and tax computation if applicable.</p>		4 hours	Administrative Assistant II



	2.8. Review and Certify cash availability		25 minutes	Accountant
	2.9. Record and forward DV, Payroll with SDs to Chief, AFMD for initial approval		15 minutes	Administrative Aide IV
	2.10. Review and countersign		1 hour	Chief AFMD
	2.11. Record and forward DV, payroll with SDs to: <ul style="list-style-type: none"> • Deputy Executive Director for Administration for below ₱100,000.00 and, • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.14. DV, Payroll with SDs forward to the Cashier for preparation of the following: <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with advice to Debit account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) • Modified Disbursement System (MDS) Check & Advice to Check Issued and Cancelled (ACIC) 		15 minutes	Administrative Assistant III



	<p>Cashier Section Process</p> <p>2.15. Receive DV with SDs and determine if they require preparation of LDDAP-ADA, SLIIE, or MDS Check and ACIC.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	2.17. Prepare and sort LDDAP-ADA and SLIIE or MDS Check, ACIC, and Input Financial Data Entry System (FinDES)		4 hours and 30 minutes	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Review, verify and sign LDDAP- ADA or MDS Check, ACIC and FinDES		30 minutes	Administrative Officer III Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP- ADA & ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	<p>Accounting Section Process</p> <p>2.20. Receive and record LDDAP – ADA & ACIC and forward for review and verification.</p>		15 minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA & ACIC forward for signature		20 minutes	Administrative Assistant II



	2.22. Review and sign LDDAP- ADA SLIIE & ACIC		40 minutes	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAP-ADA & ACIC for signature		15 minutes	Administrative Aide III
	2.24. Receive, record and forward for signature and counter-sign		15 minutes	Administrative Aide III
	2.25. Review and sign		30 minutes	Chief AFMD
	2.26. Record and forward for approval/signature		15 minutes	Administrative Aide III
	2.27. Receives, records, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.29. Record and return to Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.30. Record and transmit LDDAPADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV Administrative Assistant II
			Total Process Time: 6 days, 6 hours and 50 minutes	



Service Title: REQUEST PAYMENT FOR UTILITIES EXPENSES

This service refers to the processing of the disbursement voucher to pay Utilities for the following expenses:

1. Fuels, Oil and Lubricants Expenses
2. Water Expenses & Electricity Expenses
3. Landline/Mobile and Internet Expenses

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
FOR FUEL, OILS AND LUBRICANTS EXPENSES	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement c. Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FM-ACT-01, Rev.01
d. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
e. Sales Invoice/SOA/Billing invoices	Payee
f. Trip Tickets/Receipts	Payee
g. Original gasoline Invoices	Payee
h. Mirror Image of Account i. (Account Name, Number, Bank j. Name and Branch)	Payee
k. Bank Certification of Deposit (if New Account)	Payee
FOR ELECTRICITY AND WATER EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00



d. Sales Invoice/SOA/Billing invoices	Payee
e. Computation of amount	Payee

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR LANDLINE/MOBILE & INTERNET EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FM-ACT-1104 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Sales Invoice/SOA/Billing invoices	Payee
e. Statement and Breakdown of Accounts	AFMD-Accounting and Human Resource Section
f. Certification by the Agency Head or his authorized Rep. that all NDD, NAOA calls and International calls are official calls (PLDT)	AFMD- Human Resource Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all supporting documents (SDs) in hard copy and simultaneously upload to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph</p> <p>2. Submit DV and SDs with complete/ correct requirements requested by Budget Clerk</p>	<p>Budget Section Process</p> <p>1.1. Budget Section receives, and makes initial screening of DV and all SDs,</p> <p>If found complete, receive the DV and all SDs. If Incomplete SDs return to the concerned Division/Unit for completion/correction.</p>	None	30 minutes	Budget Clerk
	2.1. Receive DV and SDs with complete/ corrected requirements		15 minutes	Budget Clerk
	2.2. Review and process of DV		1 hour	Administrative Aide IV
	2.3. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer
	2.4. Recording in the Obligation Registry		20 minutes	Budget Clerk
	2.5. Forward to the Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete supporting documents</p>		15 minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax computations if applicable.		1 hour	Administrative Assistant II



	2.8. Review and certify for cash availability		30 minutes	Accountant
	3.4 Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	2.9. Review and countersign		1 hour	Chief AFMD
	2.10. Record and forward DV with SDs to: <ul style="list-style-type: none"> • Deputy Executive Director for Administrative on for below ₱100,000.00 and, • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	2.11. Approve and Sign for payment below P100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.12. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.13. DV forwarded to the Cashier for preparation of the following: <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA) • Summary of LDDAPADA Issued and Invalidated ADA Entries (SLIIE) Modified 		15 minutes	Administrative Assistant III



	Disbursement System (MDS) Check & Advice to Check Issued and Cancelled (ACIC)			
	<p>Cashier Section Process</p> <p>2.14. Receive DVs with SDs and determine if they require preparation of LDDAP-ADA, SLIIE or MDS Check and ACIC.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	2.15. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAPADA, and MDS Check & ACIC		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	2.16. Prepare and sort LDDAP-ADA and SLIIE or MDS Check, ACIC and Input BillerDES		1 hour 30 Minutes	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.17. Review, verify, and sign LDDAP- ADA or MDS Check and ACIC		30 minutes	Administrative Officer III Administrative Officer V
	2.18. Record and forward SLIIE, LDDAP- ADA, and ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II
	<p>Accounting Section Process</p> <p>2.19. Receive and record LDDAP – ADA and ACIC and forward for review and verification.</p>		15 minutes	Administrative Aide III



	2.20. Review and verify the amount against DV and counter sign SLIIE, LDDAP-ADA and ACIC forward for signature		30 minutes	Administrative Office II
	2.21. Review and sign LDDAP-ADA SLIIE and ACIC		1 hour	Accountant III
	2.22. Forward DVs with SDs, SLIIE, LDDAPADA and ACIC for signature		30 minutes	Administrative Aide III
	2.23. Receive, record, and forward for signature and countersign		15 minutes	Administrative Aide III
	2.24. Review and sign		30 minutes	Chief AFMD
	2.25. Record and forward for approval/ signature		15 minutes	Administrative Aide III
	2.26. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.27. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.28. Record and return to the Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.29. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV or Administrative Assistant II



			Total Process Time: 5 days, 6 hours and 35 minutes	
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Service Title: REQUEST FOR PAYMENT OF GOODS AND SERVICES

This service refers to the processing of the disbursement voucher to pay for the following expenses:

1. Direct contracting
2. Food and Hotel Accommodation
3. Repairs and maintenance
4. Supplies and materials
5. For Public bidding of Good and Services
6. Negotiated Procurement-Two failed biddings/Emergency cases/Small value procurement

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
DIRECT CONTRACTING:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Sales Invoice	Payee
e. Delivery Receipt	Payee
f. Signed PO/LO/JO	AFMD-Supply Section
g. Price Quotation	Payee
h. Certificate of Exclusive Distributorship	Payee
i. Approved Purchase Request (PR)	AFMD-Supply Section
j. Inspection Acceptance Report	AFMD-Supply Section
k. Requisition and Issued Slip (RIS)	AFMD-Supply Section
l. Certificate of Registration (New Supplier)	Payee
m. Bank Certification of Deposit (if New Account)	Payee



Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOOD AND HOTEL ACCOMMODATION:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section- DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Billing Invoice/Statement of Account (SOA)	Payee
e. Approved Contracts	Payee
f. Abstract of Quotations	AFMD-Supply Section
g. Notice of Award	AFMD-Supply Section
h. Resolution/Awarding	AFMD-Supply Section
i. Notice to Proceed	AFMD-Supply Section
j. Approved Purchase Request	AFMD-Supply Section
k. PhilGEPS Posting	AFMD-Supply Section
l. Copy of Approved CSW with Breakdown of Expenses	Project/Program Implementors
m. Copy of Special Order	AFMD-Human Resource section
n. Rating (Lease of Venue if not posted)	Project/Program Implementors
o. Non-VAT, VAT Registered, or PEZA Exempt	Payee
p. Certificate of Registration (New Supplier)	Payee
q. Bank Certification of Deposit (if New Account)	Payee
REPAIRS AND MAINTENANCE:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section- DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Billing Invoice/Statement of Account (SOA)/Sales Invoice	Payee
e. Delivery Receipt	Payee
f. Approved Job Order	AFMD-Supply Section



g. Abstract/Quotations	AFMD-Supply Section
h. Pre and Post Repair Inspection	AFMD-Supply Section
i. Approved Purchase Request	AFMD-Supply Section
j. PhilGEPS Posting	AFMD-Supply Section
k. Requisition and Issued Slip (RIS)	Project/Program Implementors
l. Inspection Acceptance Report	AFMD-Human Resource section
m. Waste Materials	Project/Program Implementors
n. Warranty	Payee
o. Non-VAT, Vat Registered, or PEZA Exempt	Payee
p. Certificate of Registration (New Supplier)	Payee
q. Bank Certification of Deposit (if New Account)	Payee

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SUPPLIES AND MATERIALS: LO-PO-JOAPR	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section- DDDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. Billing Invoice/Statement of Account (SOA)/Sales Invoice	Payee
e. Delivery Receipt	Payee
f. Approved PO/JO/LO/APR	AFMD-Supply Section
g. Abstract/Quotation	AFMD-Supply Section
h. BAC Resolution	AFMD-Supply Section
i. Approved Purchase Request	AFMD-Supply Section
j. PhilGEPS Posting	AFMD-Supply Section
k. Requisition and Issued Slip (RIS)	Project/Program Implementors
l. Inspection Acceptance Report	AFMD-Human Resource section
m. Notice of Award	Project/Program Implementors
n. Sample Copy of collaterals	Payee
o. Warranty	Payee
p. Non-VAT, VAT Registered, or PEZA Exempt	Payee



q. Certificate of Registration (New Supplier)	Payee
r. Bank Certification of Deposit (if New Account)	Payee

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR PUBLIC BIDDING: Goods and services	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBSFM-BGT-01, Rev.00
d. Billing Invoice/Statement of Account (SOA)/Sales Invoice	Payee
e. Delivery Receipt	Payee
f. Approved PO/JO/LO/Contracts	AFMD-Supply Section
g. Abstract/Quotation	AFMD-Supply Section
h. Approved Purchase Request (PR)	AFMD-Supply Section
i. BAC Resolution	AFMD-Supply Section
j. PhilGEPS Posting	AFMD-Supply Section
k. Requisition and Issued Slip (RIS)	Project/Program Implementors
l. Inspection Acceptance Report	AFMD-Human Resource section
m. Notice of Award	Project/Program Implementors
n. Sample Copy if collaterals	Payee
o. Warranty	Payee
p. Authenticated photocopy of approved APP	Payee
q. Non-VAT, Vat Registered or PEZA Exempt	Payee
r. Certificate of Registration (New Supplier)	Payee
s. Bank Certification of Deposit (if New Account)	Payee
t. Invitation to Apply for Eligibility to Bid	Payee
u. Letter of Intent	Payee
v. Results of Eligibility Check/Screening	Bids and Awards Committee (BAC)



w. Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 of approved plans/drawings complete technical description of equipment, scope of works if applicable, for goods, rental and repair contracts and TOR for consultancy.	Payee
x. Minutes of Pre-Bid Conference, (Approved Budget for Contract (ABC) P1.0 million and above)	BAC Secretariat
y. Agenda and/or Supplemental Bulletins if any	BAC Secretariat
z. Bidders Technical and Financial Proposals	Payee
aa. Minutes of Bid Opening	BAC Secretariat
bb. Abstract of Bids	BAC Secretariat
cc. Post Qualification Report of Technical Working Group	BAC Secretariat
dd. Performance Security	Payee
ee. Program of work and Detailed Estimates	Payee
ff. Detailed Breakdown of ABC	Payee
gg. Copy of Advertisement of Invitation to Bid	BAC Secretariat
hh. Print out copy of the advertisement posted in PhilGEPS	BAC Secretariat

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR PUBLIC BIDDING: Goods and services-cont.	
a. Certification from Head of BAC Sec. on the posting advertisement	BAC Secretariat
b. Printing copies of advertisements posted on the Agency Website	BAC Secretariat
c. Bid Evaluation Report	BAC
d. Ranking of short-listed bidders for consulting services	End-User/Implementors/TWG
e. Post Qualification Evaluation Report	End-User/BAC
f. Printing copy of posting of NOA, NTP, and CoA in the PhilGEPS	BAC Secretariat
Additional requirements for Consulting Services:	



a. If not in TOR, appropriate approved documents indicating the expected outputs/deliverables	Payee
b. Copy of Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation project	Payee
c. Copy of curriculum vitae of the consultants and staff	Payee
d. Letter Request for payment from the consultant	Payee
e. Approved Consultancy Progress/Final Reports, and/or output required under contract	Payee
f. Progress/Final Billing	Payee
Additional requirements for Maintenance Services:	
a. The number of personnel involved and their corresponding rates/salary	Payee
b. Schedule of work and places of assignment or stations/visits indicating, among others, the number of hours per visits.	Payee
c. The type and number of equipment to be served (in case of visitorial maintenance services)	Payee
d. Scaled floor plans of the building and other area/s covered by the service contract	Payee
e. The group classification of personnel to determine the	
f. Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with RA No. 6727	Payee
g. Approved documents indicating the minimum requirements for the agency on the number of security personnel to be involved in the project (for security service controls)	Payee
Additional requirements for Rental Contracts:	Payee
a. For equipment rental/lease/purchase contract	Payee
b. Agency evaluation of equipment utilization	Payee
c. Pertinent data of area of operation	Payee



Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEGOTIATED PROCUREMENT - Two failed biddings/Emergency cases/ Small value procurement	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Billing Invoice/Statement of Account (SOA)/Sales Invoice	Payee
e. Delivery Receipt	Payee
f. Approved PO/JO/LO/APR	AFMD-Supply Section
g. Price Quotation/bids/final offers from at least three invited suppliers	
h. Abstract of submitted Price Quotation	AFMD-Supply Section
i. BAC Resolution (LCRB)	AFMD-Supply Section
j. Certification of BAC on the Failure of competitive bidding for the second time	AFMD-Supply Section
k. For Emergency Justification as to the necessity of Purchase	AFMD-Supply Section
l. Letter/invitation to submit proposals	AFMD-Supply Section
m. Requisition and Issued Slip (RIS)	Project/Program Implementors
n. Inspection Acceptance Report	AFMD-Human Resource section
o. Notice of Award	Project/Program Implementors
p. Approved Purchase Request (PR)	
q. Warranty	Payee
r. PhilGEPS Posting	Payee
s. Certificate of Registration (New Supplier)	Payee
t. Bank Certification of Deposit (if New Account)	Payee
u. Invitation to Apply for Eligibility to Bid	Payee
v. Letter of Intent	Payee
w. Results of Eligibility Check/Screening	Bids and Awards Committee (BAC)
x. Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 of approved plans/drawings complete technical description of equipment, the scope of works if	Payee



applicable, for goods, rental and repair contracts, and TOR for consultancy.	
y. Minutes of Pre-Bid Conference, (Approved Budget for Contract (ABC) P1.0 million and above)	BAC Secretariat
z. Agenda and/or Supplemental Bulletins if any	BAC Secretariat
aa. Bidders Technical and Financial Proposals	Payee
bb. Minutes of Bid Opening	BAC Secretariat
cc. Abstract of Bids	BAC Secretariat
dd. Post Qualification Report of Technical Working Group	BAC Secretariat
ee. Performance Security	Payee

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NEGOTIATED PROCUREMENT - Two failed biddings/Emergency cases/ Small value procurement continuation	
a. Program of Work and Detailed Estimates	Payee
b. Detailed Breakdown of ABC	Payee
c. Copy of Advertisement of Invitation to Bid	BAC Secretariat
d. Print out copy of the advertisement posted in PhilGEPS	BAC Secretariat
e. Certification from Head of BAC Sec. on the posting advertisement	BAC Secretariat
f. Printing copies of advertisements posted on the Agency Website	BAC Secretariat
g. Bid Evaluation Report	BAC
h. Ranking of short-listed bidders for consulting services	End-User/Implementors/TWG
i. Post Qualification Evaluation Report	End-User/BAC
j. Printing copy of posting of NOA, NTP, and CoA in the PhilGEPS	BAC Secretariat
Additional requirements for Consulting Services:	
a. If not in TOR, appropriate approved documents indicating the expected outputs/deliverables	Payee
b. Copy of Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation project	Payee



c. Copy of curriculum vitae of the consultants and staff	Payee
d. Letter Request for payment from the consultant	Payee
e. Approved Consultancy Progress/Final Repots, and/or output required under contract	Payee
f. Progress/Final Billing	Payee
Additional requirements for Maintenance Services:	
a. The number of personnel involved and their corresponding rates/salary	Payee
b. Schedule of work and places of assignment or stations/visits indicating, among others, the number of hours per visits.	Payee
c. The type and number of equipment to be served (in case of visitorial maintenance services)	Payee
d. Scaled floor plans of the building and other area/s covered by the service contract	Payee
e. The group classification of personnel to determine the f. Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with RA No. 6727	Payee
g. Approved documents indicating the minimum requirements for the agency on the number of security personnel to be involved in the project (for security service controls)	Payee
Additional requirements for Rental Contracts:	Payee
a. For equipment rental/lease/purchase contract	Payee
b. Agency evaluation of equipment utilization	Payee
c. Pertinent data of area of operation	Payee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all supporting documents (SDs) in hard copy simultaneously and upload them to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph</p>	<p>Budget Section Process</p> <p>1.1. Budget Section receives, and makes initial screening of DV and all SDs.</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
<p>2. Submit DV and SDs with complete/correct requirements requested by Budget Clerk</p>	<p>2.1. Receive DV and SDs with complete/ corrected requirements</p>	None	15 minutes	Budget Clerk
	<p>2.2. Review and process of DV</p>		1 hour	Administrative Aide IV
	<p>2.3. Signature of Obligation Request Status Form certifying that funds are available</p>		30 minutes	Budget Officer
	<p>2.4. Record in the Obligation Registry</p>		20 minutes	Budget Clerk
	<p>2.5. Forward to Accounting Section for processing</p>		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete supporting documents</p>		15 minutes	Administrative Aide IV
	<p>2.7. Review DV with SDs and input all accounting entries and tax</p>		1 hour	Administrative Assistant II



	computation if applicable.			
	2.8. Review and Certify for cash availability		30 minutes	Accountant
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minute	Administrative Aide IV
	2.10. Review and countersign		1 hour	Chief AFMD
	2.11. Record and forward DV with SDs to: <ul style="list-style-type: none"> • Deputy Executive Director for Administration for below ₱100,000.00 and, • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.			Executive Director



	<p>2.14. DV forwarded to Cashier for preparation of the following.</p> <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with advice to Debit account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) • Modified Disbursement System (MDS) Check • Advice to Check Issued and Cancelled (ACIC) 		15 minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs and determine if they require preparation of LDDAPADA, SLIIE or MDS Check and ACIC.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	<p>2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA and MDS Check & ACIC</p>		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III



	2.17. Prepare and sort LDDAP-ADA and SLIIE or MDS Check, and ACIC		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Review, verify and sign LDDAP-ADA or MDS Check and ACIC		30 minutes	Administrative Officer III Administrative Officer V
	2.19. Record, and forward SLIIE, LDDAP- ADA and ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	Accounting Section Process 2.20. Receive and record LDDAP – ADA and ACIC and forward for review and verification.		15 minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and counter sign SLIIE, LDDAP-ADA and ACIC forward for signature		30 minutes	Administrative Office II
	2.22. Review and sign LDDAP- ADA SLIIE and ACIC		1 hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA and ACIC for signature		30 minutes	Administrative Aide III
	2.24. Receive, record and forward for signature and counter sign		15 minutes	Administrative Aide III
	2.25. Review and sign		30 minutes	Chief AFMD
	2.26. Record and forward for approval/ signature		15 minutes	Administrative Aide III



	2.27. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.29. Record and return to Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV or Administrative Assistant II
			Total Process Time: 5 days, 6 hours and 35 minutes	



Service Title: REQUEST FOR PAYMENT OF SALARIES AND BENEFITS

This service refers to the processing of the disbursement voucher to pay for the following expenses:

1. First Salary
2. Salary differential due to promotion and step increment
3. Loyalty Pay
4. Last Salary
5. Salary due to heirs of deceased employee
6. Resignation/Retirement under RA No. 1616
7. Maternity Pay
8. Salary for transferees (from one government office to another)
9. Terminal Leave Benefits

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
FIRST SALARY:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Certified true copy of duly approved Appointment	AFMD- Human Resource Section
e. Assignment Order, if applicable	AFMD- Human Resource Section
f. Certified true copy of Oath of Office	AFMD- Human Resource Section
g. Certificate of Assumption	AFMD- Human Resource Section
h. Copy of SALN	AFMD- Human Resource Section
i. Approved DTR	AFMD- Human Resource Section
j. Mirror Image of Account (if applicable)	AFMD- Human Resource Section
SALARY DIFFERENTIAL DUE TO PROMOTION AND STEP INCREMENT	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-11-04 rev1



b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Certified true copy of approved appointment in case of promotion or NOSA in case of SI	AFMD- Human Resource Section
e. Approved DTR or certification that the employee has not incurred LWOP	AFMD- Human Resource Section

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LOYALTY PAY	
Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-11-04 rev1
a. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-01, Rev.01
b. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
c. Service record	AFMD- Human Resource Section
d. Loyalty Cash Award/Incentive payroll	AFMD- Human Resource Section
e. Certification from HRMO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10 years or an aggregate of more than 25 days authorized vacation leave without pay within the 5 years, as the case may be	AFMD- Human Resource Section
LAST SALARY:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00



d. Service record	AFMD- Human Resource Section
e. Letter of Acceptance	AFMD- Human Resource Section
f. Clearance	AFMD- Human Resource Section
g. Appointment	AFMD- Human Resource Section
h. Copy of SALN	AFMD- Human Resource Section
i. Approved DTR	AFMD- Human Resource Section
j. Leave card	AFMD- Human Resource Section

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LAST SALARY (Salary due to heirs of deceased employee):	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Clearance	AFMD- Human Resource Section
e. Approved DTR	AFMD- Human Resource Section
f. Death Certificate authenticated by PSA copy	AFMD- Human Resource Section
g. Marriage Contract by PSA if applicable	AFMD- Human Resource Section
h. Birth Certificates of surviving legal heirs by PSA	AFMD- Human Resource Section
i. Designation of next-of-kin and Waiver of right	AFMD- Human Resource Section
j. Mirror Image of Account (if applicable)	AFMD- Human Resource Section
RESIGNATION/RETIREMENT UNDER RA NO. 1616	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00



d. Letter of Application for Optional Retirement/Resignation	AFMD- Human Resource Section
e. Letter of Acceptance	AFMD- Human Resource Section
f. Application for terminal leave	AFMD- Human Resource Section
g. Updated Service Record or certification from HRMO that the retiree did not occur LWOP	AFMD- Human Resource Section
h. SALN	AFMD- Human Resource Section
i. Retirement of Gratuity Computation	AFMD- Human Resource Section
j. Clearance	AFMD- Human Resource Section
k. TR	AFMD- Human Resource Section
l. Leave Card	AFMD- Human Resource Section
m. BP 208	AFMD- Human Resource Section

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MATERNITY PAY:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Medical Certificate for maternity leave	AFMD- Human Resource Section
e. Certified true copy of Maternity leave clearance	AFMD- Human Resource Section
f. Medical certificate that the employee is physically fit to work	AFMD- Human Resource Section
g. Certificate of assumption	AFMD- Human Resource Section
h. Approved DTR	AFMD- Human Resource Section
i. Mirror Image of Account (if applicable)	AFMD- Human Resource Section
SALARY FOR TRANSFEREES FROM ONE GOVERNMENT OFFICE TO ANOTHER	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01



c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Certified true copy of duly approved Appointment	AFMD- Human Resource Section
e. Assignment Order, if applicable	AFMD- Human Resource Section
f. Certified true copy of Oath of Office	AFMD- Human Resource Section
g. Approved DTR	AFMD- Human Resource Section
h. SALN	AFMD- Human Resource Section
i. BIR 1902 and 2305	AFMD- Human Resource Section
j. Clearance	AFMD- Human Resource Section
k. Certified true copy of pre-audited DV last salary from the previous agency and/or Cert. by the Accountant of last salary received from the previous office duly verified by the assigned auditor thereat	AFMD- Human Resource Section
l. BIR 2316	AFMD- Human Resource Section
m. Certificate of Available Leave Credits	AFMD- Human Resource Section
n. Service Records	AFMD- Human Resource Section
o. Mirror Image of Account (if applicable)	AFMD- Human Resource Section

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
TERMINAL LEAVE BENEFITS	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Letter of Application for Optional Retirement/Resignation	AFMD- Human Resource Section
e. Approved leave application	AFMD- Human Resource Section
f. Leave card duly audited by Personnel and COA or Certificate of leave credits issued by the HRMO/Administrative	AFMD- Human Resource Section
g. Updated Service Record or certification from HRMO that the retiree did not occur LWOP	AFMD- Human Resource Section



h. SALN	AFMD- Human Resource Section
i. Complete service record	AFMD- Human Resource Section
j. Clearance	AFMD- Human Resource Section
k. Computation of Terminal Leave duly signed/certified by the accountant	AFMD- Human Resource Section
l. Certified true copy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest	AFMD- Human Resource Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy simultaneously upload to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph	<p>Budget Section Process</p> <p>1.1. Budget Section receives and makes initial screening of DV and all SDs,</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
2. Re- submit DV and SDs with completed and corrected requirements requested by Budget Clerk	2.1. Receive DV, Payroll, and SDs with complete/correct requirements	None	15 minutes	Budget Clerk
	2.2. Review and process of DV		1 hour	Administrative Aide IV
	2.3. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer
	2.4. Recording in the Obligation Registry		20 minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete supporting documents</p>		15 minutes	Administrative Aide IV
	2.7. Review DVs with SD's and input all accounting entries and tax computation if applicable.		1 hour	Administrative Assistant II
	2.8. Review and Certify cash availability		30 minutes	Accountant



	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	2.10. Review and counter sign		1 hour	Chief AFMD
	2.11. Record and forward DV with SDs to Deputy Executive Director for Administration for below ₱100,000.00, and 2.12. Executive Director for ₱100,000.00 and above		15 minutes	Administrative Aide III
	2.13. Approve and Sign for payment below ₱100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.14. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.15. DV forward to Cashier for preparation of the following. <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with Advice to Debit account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) • Modified Disbursement System (MDS) Check Advice to Check Issued and Cancelled (ACIC) 		15 minutes	Administrative Assistant III
	Cashier Section Process		30 minutes	Receiving Clerk Administrative Aide IV
	2.16. Receive DVs with SDs and determine if they require preparation of LDDAP-ADA, SLIIE or MDS Check and ACIC.			



	2.17. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Prepare and sort LDDAP-ADA and SLIIE or MDS Check & ACIC		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.19. Review, verify, and sign LDDAP- ADA or MDS Check & ACIC		30 minutes	Administrative Officer III Head, Cashier
	2.20. Record and forward SLIIE, LDDAP- ADA & ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	Accounting Section Process			
	2.21. Receive and record LDDAP – ADA & ACIC and forward for review and verification.		15 minutes	Administrative Aide III
	2.22. Review and verify the amount against DV and counter sign SLIIE, LDDAP-ADA & ACIC forward for signature		30 minutes	Administrative Office II
	2.23. Review and sign LDDAP- ADA,SLIIE & ACIC		1 hour	Accountant III
	2.24. Forward DVs with SDs, SLIIE, LDDAPADA & ACIC for signature		30 minutes	Administrative Aide III
	2.25. Receive, record and forward for signature and counter sign		15 minutes	Administrative Aide III
	2.26. Review and sign		30 minutes	Chief AFMD



	2.27. Record and forward for approval/ signature		15 minutes	Administrative Aide III
	2.28. Receive, record and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.29. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.30. Record and return to Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.31. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV or Administrative Assistant II
			Total process time: 5 days, 6 hours and 35 minutes	



Service Title: REQUEST FOR REIMBURSEMENT OF EXPENSES

This service refers to the processing of requests for reimbursement of the following expenses:

1. Local travel expenses
2. Foreign travel expenses
3. Projects/programs expenses
4. Operating expenses

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors, Accountable Officer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR LOCAL TRAVEL EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Duly approved Itinerary of Travel (IoT) (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT03, Rev.02
e. Approved Special Order (1copy)	Office of Executive Director
f. Approved Complete Staff Work (copy1)	Office of Executive Director
g. Certificate of Travel Completed	Payee
h. Paper/electronic plane, original boat or bus tickets, boarding pass, terminal fee, Trip ticket if driver.	Payee
i. Certificate of Appearance (for monitoring activities) or Attendance Sheet (for meeting/workshop) –	
j. (1 copy)	Requesting party



k. Certification of Expenses not Requiring Receipts (1 copy)	Payee
l. If applicable, revised, or supplemental Special	Payee
m. Order or any proof supporting the change of schedule. (1 copy)	
n. Hotel room/lodging bills with OR	Payee
o. Certification of the Head of Agency that it is absolute and necessary (Hotel Accommodation)	Office of Executive Director

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors Accountable Officer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR FOREIGN TRAVEL EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT01, Rev.00
d. Duly approved Itinerary of Travel (IoT) (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT-03, Rev.02
e. Authority to Travel/Travel Order (1copy)	Office of the Chairman/AFMD-Human Resource Section
f. Approved CSW (copy1)	Office of Executive Director/Deputy Executive Director for Administration/Deputy Executive Director for Operation
g. Certificate of Travel Completed	Payee
h. Letter of Invitation of host/ sponsoring country/ agency/ organization (1 copy)	Host/Foreign Country



i. For Seminar/Training -Letter of Invitation addressed to DDB inviting participants (1 copy)	Host/Foreign Country
j. For Seminar/Training - Acceptance of the nominees as participants (1 copy)	Host/Foreign Country
k. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Payee
l. Copy of DSA (UNDP) and Conversion Rate (BSP)	AFMD-Accounting Section
m. Where applicable, authority from the OP to claim representation expenses (1 copy)	Office of the President
n. Narrative Report on Trip Undertaken/After Activity	Payee
o. Hotel room bills with receipts	Payee
p. Certification of the Head of Agency that it is absolute and necessary (Hotel Accommodation)	Office of the Executive Director
q. Certificate of Appearance/attendance for training/seminar/participation or pictures	Host/Foreign Country
r. Reimbursement of Representation Expenses per EO 77	Office of the Executive Director

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors-Accountable Officer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR PROGRAM/PROJECTS EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section-DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00



d. Approved CSW, Programmed, Purchase Request, and breakdown of expenses.	Office of Executive Director/Deputy Executive Director for Administration/Deputy Executive Director for Operation/Chief of AFMD/Budget Section
e. Approved Special Order	AFMD-Human Resource Section
f. Attendance of Participant	payee
g. Official Receipts	payee
h. Trip Ticket for gasoline and toll fees	payee
i. After Activity Report	SharePoint DDB Forms and Templates-Accounting section
j. Payroll (if any)	SharePoint DDB Forms and Templates-Accounting section
k. RER for Services Rendered only	SharePoint DDB Forms and Templates-Accounting section
l. Certification of Expenses not Requiring Receipts (1 copy)	SharePoint DDB Forms and Templates-Accounting section
m. Certification of No Available Vehicle	AFMD-Supply Section
FOR OPERATING EXPENSES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section-DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates Accounting section-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Report of Reimbursement	SharePoint DDB Forms and Templates-Budget section
e. Bills, receipts, Sales Invoices	payee
f. Approved trip ticket, for gasoline and Toll receipts	payee
g. Approved Purchase Request	payee
h. Certification of Expenses	payee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy simultaneously upload to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph	<p>Budget Section Process</p> <p>1.1. Budget Section receives, records, and makes initial screening of DV and all SDs</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
	2. Re-submit DV and SDs with completed and corrected requirements requested by the Budget Clerk			
	2.2. Review and process of DV		1 hour	Administrative Aide IV
	2.3. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer
	2.4. Record in the Obligation Registry		20 minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete supporting documents</p>		15 minutes	Administrative Aide IV



	2.7. Review DV with SDs and input all accounting entries and tax computations if applicable.		1 hour	Administrative Assistant II
	2.8. Review and Certify cash availability		30 minutes	Accountant
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	2.10. Review and counter sign		1 hour	Chief AFMD
	2.11. Record and forward DV with SDs to the Deputy Executive Director for Administration for below ₱100,000.00 and Executive Director for ₱100,000.00 and above		15 minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00		2 days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.14. DV forwarded to the Cashier for reparation of the following: <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with Advice to Debit 		15 minutes	Administrative Assistant III



	<p>Account (LDDAP-ADA)</p> <ul style="list-style-type: none"> Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) Modified Disbursement System (MDS) Check Advice to Check Issued and Canceled (ACIC) 			
	Cashier Section Process			
	2.15. Receive DVs with SDs and determine if they require preparation of LDDAPADA, SLIIE, or MDS Checks and ACIC.		30 minutes	Receiving Clerk Administrative Aide IV
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	2.17. Prepare and sort LDDAP-ADA and SLIIE or MDS Check & ACIC		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check & ACIC		30 minutes	Administrative Officer III Administrative Officer V



	2.19. Record and forward SLIIE, LDDAP- ADA & ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	Accounting Section Process			
	2.20. Received and recorded LDDAP – ADA & ACIC and forwarded for review and verification.		15 minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and counter-sign SLIIE, LDDAP-ADA & ACIC forward for signature		30 minutes	Administrative Office II
	2.22. Review and sign LDDAP- ADA SLIIE & ACIC		1 hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA & ACIC for signature		30 minutes	Administrative Aide III
	2.24. Receive, record, and forward for signature and countersign		15 minutes	Administrative Aide III
	2.25. Review and sign		30 minutes	Chief AFMD
	2.26. Record and forward for approval/signature		15 minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff



	2.28. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV Administrative Assistant II
			Total process time: 5 days, 6 hours, and 35 minutes	



Service Title: REQUEST PAYMENT OF CASH ADVANCES

This service refers to the processing of disbursement vouchers for release of cash advance relative to:

1. Local travel
2. Foreign travel
3. Petty cash fund
4. Projects/programs

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
FOR LOCAL TRAVEL:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. Duly approved Itinerary of Travel (IoT) (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDDBS-FM-ACT-03, Rev.02
e. Approved Special Order (1copy)	AFMD-Human Resource Section
f. Approved Complete Staff Work (copy1)	Originating Unit
g. Certification from the accountant that the previous cash advance has been liquidated and accounted for in books (1 copy)	AFMD- Accounting Section
h. For Seminar/Training -Letter of Invitation addressed to DDB inviting participants (1 copy)	Host/Sponsor
i. Payroll (if et al)	Download from: SharePoint DDB Forms and Templates-Accounting section) DDDBS-FM-ACT-10, Rev.01
j. Registration Form	Host



Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR FOREIGN TRAVEL:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section- DDDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. Duly approved Itinerary of Travel (IoT) (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDDBS-FM-ACT-03, Rev.02
e. Authority to Travel/Travel Order (1copy)	AFMD-Human Resource Section
f. Approved Complete Staff Work (copy1)	Originating Unit
g. Letter of Invitation of host/ sponsoring country/ agency/ organization (1 copy)	Host/Foreign Country
h. For Seminar/Training -Letter of Invitation addressed to DDB inviting participants (1 copy)	Host/Foreign Country
i. For Seminar/Training - Acceptance of the nominees as participants (1 copy)	Host/Foreign Country
j. Flight Itinerary issued by airline/ticketing office/travel agency	Travel Agency
k. Copy of DSA (UNDP) and Conversion Rate (BSP)	AFMD-Accounting Section
l. Where applicable, authority from the OP to claim representation expenses (1 copy)	Office of the President
m. Certification from the Accountant that the previous CA has been liquidated	AFMD-Accounting Section
FOR PETTY CASH FUND	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section- DDDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDDBS-FM-BGT-01, Rev.00
d. Approved Office Order	AFMD-Human Resource Section
e. Authority of the Accountable Officer issued by the Head of the Agency	Originating Unit



f. Certification from the Accountant that the previous CA has been liquidated	AFMD- Accounting Section
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Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	G2C (Government to Citizen)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR PROJECT/PROGRAM:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates Accounting section- DDBS-FM-ACT-11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates Accounting section)-DDBS-FM-ACT-01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Approved Complete Staff Work (copy1)	Originating Unit
e. Breakdown of Expenses	payee
f. Approved Special Order	AFMD-Human Resource Section
g. Programme of Activities	payee
h. Approved Purchase Request	Download from: SharePoint DDB Forms and Templates- Supply section)-DDBS-FM-SPL-07, Rev.01
i. Payroll (if et al)	Download from: SharePoint DDB Forms and Templates Accounting section) DDBS-FM-ACT-10, Rev.01
j. Authority of the Accountable Officer issued by the Head of Agency or his duly representative indicating the maximum accountability and purpose of CA	Originating Unit
k. Certification from the Accountant that the previous CA has been liquidated	AFMD- Accounting Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy simultaneously upload to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph	<p>Budget Section Process</p> <p>1.1. Budget Section receives, records, and makes initial screening of DV and all SDs:</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
2. Submit DV and SDs with complete/ correct requirements requested by Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements	None	15 minutes	Budget Clerk
	2.2. Review and process of DV		1 hour	Administrative Aide IV
	2.3. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer III
	2.4. Record in the Obligation Registry		20 minutes	Budget Clerk
	2.5. Forward to the Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete supporting documents</p>		15 minutes	Administrative Aide IV
	2.7. Review DVs with SDs and input all accounting entries and tax computations if applicable.		1 hour	Administrative Assistant II



	2.8. Review and Certify for cash availability		30 minutes	Accountant
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	2.10. Review and countersign		1 hour	Chief AFMD
	2.11. Record and forward DV with SDs to: <ul style="list-style-type: none"> • Deputy Executive Director for Administration for below ₱100,000.00 and, • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.14. DV forwarded to the Cashier for preparation of the following. <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and Invalidate d ADA 		15 minutes	Administrative Assistant III



	<p>Entries (SLIIE) Modified Disbursement System (MDS) Check Advice to Check Issued and Cancelled (ACIC)</p>			
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs and determine if they require preparation of LDDAP-ADA, SLIIE or MDS Check and ACIC.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	<p>2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA and MDS Check & ACIC</p>		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	<p>2.17. Prepare and sort LDDAP-ADA and SLIIE or MDS Check and ACIC</p>		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	<p>2.18. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC</p>		30 minutes	Administrative Officer III Administrative Officer III
	<p>2.19. Record and forward SLIIE, LDDAP- ADA, and ACIC to accounting for review and signature</p>		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I



	Accounting Section Process		15 minutes	Administrative Aide III
	2.20. Receive and record LDDAP – ADA and ACIC and forward for review and verification.			
	2.21. Review and verify the amount against DV and counter-sign SLIIE, LDDAP-ADA and ACIC forward for signature		30 minutes	Administrative Office II
	2.22. Review and sign LDDAP- ADA SLIIE and ACIC		1 hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA, and ACIC for signature		30 minutes	Administrative Aide III
	2.24. Receive, record, and forward for signature and countersign		15 minutes	Administrative Aide III
	2.25. Review and sign		30 minutes	Chief AFMD
	2.26. Record and forward for approval/signature		15 minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV Administrative Assistant II



			Total Process Time: 5 days, 6 hours and 35 minutes	
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Service Title: REQUEST FOR PAYMENT OF OTHER SERVICES RENDERED AND OTHER EXPENSES

This service refers to the processing of the disbursement voucher to pay for Other Services rendered for the following:

1. Contract of Service/Jos
2. Janitorial/Security services
3. Replenishment
4. Refund of BAC/Trust
5. Retention of money BAC/Trust
6. Insurance GSIS
7. Fidelity Bond Premium

Office or Division:	Administrative, Financial and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy simultaneously be uploaded using the link:	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
CONTRACT OF SERVICES/JOB ORDER:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section- DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Payroll	AFMD-Human Resource Section
e. DTR/Trip Ticket/Pass slip	AFMD-Human Resource Section
f. Accomplishment Report	AFMD-Human Resource Section
g. Contract of Services (for initial payment)	AFMD-Human Resource Section
i. Mirror Image of Account (with Account Name, Account No./Bank Name and Branch)	Payee
JANITORIAL/SECURITY SERVICES:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Statement of Account/Billing Invoices	Payee
f. DTR Original Copies	Payee



g. List of Janitorial/Security	Payee
h. Contract (initial payment)	Payee
i. Bank certification of deposit (if new account)	Payee

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

REPLENISHMENT:

a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Summary of Petty Cash Vouchers	Payee
e. Petty Cash Replenishment Report	Payee
f. PCV duly accomplished and signed	Payee
g. Statement of Services Rendered	Payee
h. Bills, receipts, Sales Invoices	Payee
i. Approved trip ticket, for gasoline	Payee
j. Summary/Abstract of Canvass	Payee
k. Certificate of Inspection Acceptance	Payee
l. Report of Waste Materials in case of replacement/repair	Payee
m. Approved Purchase Request	Payee
n. Certification of No Available Vehicle	Payee
o. For reimbursement of toll receipts: toll receipts and trip tickets	Payee
p. Duly accomplished CENR or RER	Payee

REFUND OF BAC/TRUST:

a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
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b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section)-DDBS-FM-BGT-01, Rev.00
d. Official receipts	Payee
e. Invitation to Bid	Payee
f. NCA/SARO	Payee
RETENTION OF MONEY BAC/TRUST:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
c. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
e. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
g. Certification from the end user that the project is completed and inspected	Payee
i. Letter Request	Payee
k. NCA/SARO	Payee
l. Any Security in the form of cash, bank guarantee, irrevocable standby letter of credit from the commercial bank, GSIS, or surety bond callable on demand	Payee

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2G (Government to Government)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
INSURANCE GSIS:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies).	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Certificate of Cover	Payee



e. Previous OR	Payee
f. Previous Policy	Payee
g. Abstract/Quotation	Payee
h. Remittance List	Payee
i. Bank Certification of Deposit (if new account)	Payee
FIDELITY BOND PREMIUM:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. List of Bonded Officials	Payee
e. GF-57-A-(generated online fidelity bonding system)	Payee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy simultaneously upload to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph	<p>Budget Section Process</p> <p>1.1. Budget Section receives, and makes initial screening of DV and all SDs,</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
2. Submit DV and SDs with complete/ correct requirements requested by Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements		15 minutes	Budget Clerk
	2.2. Review and process of DV		1 hour	Administrative Aide IV
	2.3. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer
	2.4. Record in the Obligation Registry		20 minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>2.6. Receive and record DV with complete Supporting Documents</p>		15 minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax		1 hour	Administrative Assistant II



	computation if applicable.			
	2.8. Review and Certify for cash availability		30 minutes	Accountant
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	2.10. Review and countersign		1 hour	Chief AFMD
	2.11. Record and forward DV with SDs to: <ul style="list-style-type: none"> • Deputy Executive Director for Administration for below ₱100,000.00 and, • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	2.12. Approve and Sign for payment below P100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	2.14. DV forwarded to Cashier for preparation of the following. <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with advice to Debit account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and 			



	<p>Invalidated ADA Entries (SLIIE)</p> <ul style="list-style-type: none"> Modified Disbursement System (MDS) Check Advice to Check Issued and Cancelled (ACIC) 		15 minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs and determine if they require LDDAP-ADA, SLIIE, or MDS Check and ACIC preparation.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	2.17. Prepare and sort LDDAP-ADA and SLIIE or MDS Check and ACIC		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC		30 minutes	Administrative Officer III Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP-ADA and ACIC to accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I



	Accounting Section Process		15 minutes	Administrative Aide III
	2.20. Receive and record LDDAP – ADA and ACIC and forward for review and verification.			
	2.21. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA, and ACIC forward for signature		30 minutes	Administrative Officer II
	2.22. Review and sign LDDAP- ADA SLIIE and ACIC		1 hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA, and ACIC for signature		30 minutes	Administrative Aide III
	2.24. Receive, record, and forward for signature and countersign		15 minutes	Administrative Aide III
	2.25. Review and sign		30 minutes	Chief AFMD
	2.26. Record and forward for approval/signature		15 minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	2.29. Record and return to Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV or Administrative Assistant II
			Total process time: 5 days, 6 hours and 35 minutes	



Service Title: REQUEST FOR PAYMENT OF FINANCIAL ASSISTANCE

This service refers to the processing of the disbursement voucher to pay for Financial Assistance:

Office or Division:	Administrative, Financial, and Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted and simultaneously uploaded using the li	https://fmis.ddb.gov.ph and Email to: budget@ddb.gov.ph
FINANCIAL ASSISTANCE:	
a. Checklist (1 copy)	Download from: SharePoint DDB Forms and Templates-Accounting section)-DDBS-FM-ACT11-04 rev1
b. Accomplished Disbursement Voucher Form (2 copies)	Download from: SharePoint DDB Forms and Templates-Accounting section-DDBS-FM-ACT01, Rev.01
c. Accomplished Obligation Request Status (3 copies)	Download from: SharePoint DDB Forms and Templates- Budget section-DDBS-FM-BGT-01, Rev.00
d. Board Resolution	Office of the Chairman/Executive Director
e. Copy of Approved MOA/Trust Agreement	Payee
f. Copy of Approved Program of Work	Payee
g. Letter Request if any.	Payee
h. Certification by the Accountant that funds previously transferred to Implementing Age have been liquidated, post-audited, and accounted for the books	Accounting Section
i. Bank Certification of Deposit (if New Account)	Payee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy simultaneously upload to https://fmis.ddb.gov.ph and email to budget@ddb.gov.ph	<p>Budget Section Process</p> <p>1.1. Budget Section receives, and makes initial screening of DV and all SDs:</p> <p>If found complete, receive the DV and all SDs.</p> <p>If Incomplete SDs return to the concerned Division/Unit for completion/ correction.</p>	None	30 minutes	Budget Clerk
2. Submit DV and SDs with complete/ correct requirements requested by Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements		15 minutes	Budget Clerk
	1.1. Review and process of DV		1 hour	Administrative Aide IV
	1.2. Signature of Obligation Request Status Form certifying that funds are available		30 minutes	Budget Officer
	1.3. Record in the Obligation Registry		20 minutes	Budget Clerk
	1.4. Forward to the Accounting Section for processing		15 minutes	Budget Clerk
	<p>Accounting Section Process</p> <p>1.5. Receive and record DV with complete Supporting Documents</p>		15 minutes	Administrative Aide IV
	1.6. Review DV with SDs and input all accounting entries and tax computation if applicable.		1 hour	Administrative Assistant II



	1.7. Review and Certify for cash availability		30 minutes	Accountant
	1.8. Record and forward DV with SDs to Chief, AFMD for initial approval		30 minutes	Administrative Aide IV
	1.9. Review and countersign		1 hour	Chief AFMD
	1.10. Record and forward DV with SDs to <ul style="list-style-type: none"> • Deputy Executive Director for Administration for below ₱100,000.00, and • Executive Director for ₱100,000.00 and above 		15 minutes	Administrative Aide III
	1.11. Approve and Sign for payment below P100,000.00.		2 days	Deputy Executive Director for Administration (DEDA)
	1.12. Approve and Sign for payment for P100,000.00 and above.			Executive Director
	1.13. DV forwarded to the Cashier for preparation of the following: <ul style="list-style-type: none"> • List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA) • Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE) 		15 minutes	Administrative Assistant III



	<ul style="list-style-type: none"> Modified Disbursement System (MDS) Check Advice to Check Issued and Cancelled (ACIC) 			
	<p>Cashier Section Process</p> <p>1.14. Receive DVs with SDs and determine if they require preparation of LDDAP-ADA, SLIIE, or MDS Check and ACIC.</p>		30 minutes	Receiving Clerk Administrative Aide IV
	1.15. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC		1 hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
	1.16. Prepare and sort LDDAP-ADA and SLIIE or MDS Check and ACIC		1 hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	1.17. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC		30 minutes	Administrative Officer III Administrative Officer V
	1.18. Record and forward SLIIE, LDDAP-ADA, and ACIC to Accounting for review and signature		15 minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	<p>Accounting Section Process</p> <p>1.19. Receive and record LDDAP – ADA and ACIC and forward for</p>		15 minutes	Administrative Aide III




	review and verification.			
	1.20. Review and verify the amount against DV and counter sign SLIIE, LDDAP-ADA, and ACIC forward for signature		30 minutes	Administrative Office II
	1.21. Review and sign LDDAP- ADA SLIIE and ACIC		1 hour	Accountant III
	1.22. Forward DVs with SDs, SLIIE, LDDAPADA, and ACIC for signature		30 minutes	Administrative Aide III
	1.23. Receive, record, and forward for signature and countersign		15 minutes	Administrative Aide III
	1.24. Review and sign		30 minutes	Chief AFMD
	1.25. Record and forward for approval/signature		15 minutes	Administrative Aide III
	1.26. Receive, record, and forward for signature		15 minutes	Office of the Executive Director (OED) staff
	1.27. Approval of Head of Agency/ Authorized Representative		2 days	Executive Director
	1.28. Record and return to the Cashier for transmittal to the Agency Servicing Bank		15 minutes	Administrative Aide III
	2.20. Record and transmit LDDAP- ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank		1 hour	Administrative Aide IV Administrative Assistant II
			Total Process Time: 5 days, 5 hours and 50 minutes	



Service Title: PROVISION OF MEETING VENUE

This pertains to the provision of venue for the conduct of meetings and other sponsored activities of the agency ensuring that request for reservation of the Board Room and Social Hall are attended properly in a timely manner.

Office or Division:	Conference Secretariat (CONSEC)
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)
Who may avail?	All DDB Officials, Members of the Board, Standing Committee Chairpersons, DDB Technical Working Groups, and DDB Full-time Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. (CONSEC) Online Venue Reservation Form</p>  <p>https://forms.office.com/r/S2Y5Xgf4</p>	<p>QR Code and Link can be requested from:</p> <ol style="list-style-type: none"> 1. Administrative Assistant II (AAsst. II) 2. Administrative Aide VI (AA VI) 3. Technical Assistant <p>QR Code can be found at:</p> <ol style="list-style-type: none"> 1. Board Room and Social Hall 2. CONSEC Office 3. DDB Bulletin Board located at Main and Extension Offices <p>Online Form can be requested through:</p> <ol style="list-style-type: none"> 1. MS Teams 2. Email <ul style="list-style-type: none"> - boardsec@ddb.gov.ph 3. CONSEC Telephone Number <ul style="list-style-type: none"> - 8929-1753 loc. 207



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish (CONSEC) Online Venue Reservation Form	1.1 Assist the end-user to access the online reservation form	None	3 minutes	Technical Assistant/ Administrative Aide VI
	1.2 Acknowledge duly accomplished online form from the end-user		5 minutes	Technical Assistant/ Administrative Aide VI
	1.3 Determine if there are any overlapping activities in the requested schedule		5 minutes	Technical Assistant/ Administrative Aide VI
	1.4 Confirm venue availability using the CONSEC Monitoring System through Google Sheets		5 minutes	Technical Assistant/ Administrative Aide VI
	1.5 Coordinate with MISD for any required technical setup and with General Services to assign office utility personnel for necessary services during the activity		7 minutes	Technical Assistant
	1.6 Approve the request for venue reservation			
	1.7 Inform the client to submit a copy of accomplished Attendance Sheet of the program conducted in the venue along with the completed Customer Satisfaction Survey Form.		5 minutes	Technical Assistant/ Administrative Aide VI
			Total processing time: 30 minutes	



Service Title: REQUEST COPY OF APPROVED BOARD ISSUANCES AND ITS RELATED DOCUMENTS: BOARD REGULATIONS AND BOARD RESOLUTIONS AND OTHER RELATED BOARD DOCUMENTS

This service covers the provision of Dangerous Drugs Board Issuances and its related documents as requested. The requested Board Regulations, Board Resolutions, and/or Board Documents can be provided in a hardcopy (plain photocopy of the original) or softcopy (.pdf format).

Office or Division:	Conference Secretariat (CONSEC)	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail?	Government entities, all business sectors, and the general public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Online Clients		1. Dangerous Drugs Board Website www.ddb.gov.ph
1. Email sent to boardsec@ddb.gov.ph		
B. Walk-in Clients		PERSONNEL 1. Board Secretary IV (Head) 2. Administrative Assistant III (AAsst. III) 3. Administrative Aide VI (AA VI) 4. Technical Assistant
1. Any government-issued ID 2. Conference Secretariat logbook of walk-in clients		LOCATION 6 th Floor, DDB Extension Office, South Insula Building, Timog Avenue, Diliman, South Triangle, Quezon City, 1103



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Clients				
1. Clients requesting for copy of Board Resolution and/or Board Regulation via electronic communication platform	1.1 Receive client request	None	2 minutes	Technical Assistant/ Administrative Aide VI
	1.2 Review if the requested record is a Board Resolution, Board Regulation and other related Board Documents		2 minutes	Administrative Assistant III
	1.3 Inform the unit head of the requested document of the client		3 minutes	Administrative Assistant III
	1.4 Provide a copy of the requested Board Issuances in PDF format via the official email address of the Conference Secretariat.		7 minutes	Administrative Assistant III
	1.5 Instruct the client to accomplish the Customer Satisfaction Survey Form.		-	Administrative Assistant III
			Total processing time: 14 minutes	
2. Clients requesting for copy of Board related documents (e.g., minutes of the meeting, meeting transcriptions, and other meeting documents with confidential information not available in the DDB website) via electronic communication platform	2.1 Receive client request	None	2 minutes	Technical Assistant/ Administrative Aide VI
	2.2 Review if the requested record is a Board Resolution, Board Regulation and other related Board Document/s		2 minutes	Administrative Assistant III
	2.3 Inform the unit head of the requested document of the client		3 minutes	Administrative Assistant III
	2.4 Obtain clearance from the Office of the Board Secretary for the release of Board Document/s.		3 hours	Board Secretary IV (Head), Conference Secretariat
	2.5 Provide a copy of the requested Board Document/s in PDF format via the official		7 minutes	Administrative Assistant III



	email address of the Conference Secretariat.			
	2.6 Instruct the client to accomplish the Customer Satisfaction Survey Form.		-	Administrative Assistant III
			Total processing time: 3 hours and 14 minutes	
Walk-in Clients requesting for Board Resolution and/or Board Regulation				
1. Client to present any government issued ID to the Conference Secretariat Personnel	1.1 Scan the presented valid ID for record purposes	None	3 minutes	Technical Assistant/ Administrative Aide VI
2. Fill-up the Conference Secretariat logbook for walk-in clients	2.1 Ask the client about the details of the request and identify if the requested record is Board Issuances or other related Board Document/s		3 minutes	Technical Assistant/ Administrative Aide VI
3. Client to wait for the copy of the requested Board Issuance/s	3.1 Inform the unit head of the requested document of the client		3 minutes	Administrative Assistant III
	3.2 Check the archives of the Conference Secretariat through the official online storage, Microsoft OneDrive		5 minutes	Administrative Assistant III
4. Client to receive the requested Board Issuance/s	4.1 Conference Secretariat personnel to hand over the copies of Board Issuances requested, along with a blank copy of the Customer Satisfaction Survey Form to be accomplished by the client.		2 minutes	Technical Assistant/ Administrative Aide VI
			Total processing time: 16 minutes	



Walk-in Clients requesting for Board-related issuances and documents (e.g., minutes of the meeting, meeting transcriptions, and other meeting documents with confidential information)				
1. Client to present any government issued ID to the Conference Secretariat Personnel	1.1 Scan the presented valid ID for record purposes	None	3 minutes	Technical Assistant/ Administrative Aide VI
2. Fill-up the Conference Secretariat logbook for walk-in clients	2.1 Ask the client about the details of the request and identify if the requested record is Board Issuances or other related Board Document/s		3 minutes	Technical Assistant/ Administrative Aide VI
3. Client to wait for the copy of the requested Board Issuance/s	3.1 Inform the unit head of the requested document of the client		3 minutes	Technical Assistant/ Administrative Aide VI
	3.2 Obtain clearance from the Office of the Board Secretary for the release of Board Document/s.		3 hours	Board Secretary IV (Head), Conference Secretariat
	3.3 Check the archives of the Conference Secretariat through the official online storage, Microsoft OneDrive		5 minutes	Administrative Assistant III
4. Client to receive the requested Board Issuance/s via electronic mail	4.1 Conference Secretariat personnel to provide a copy of the requested Board Document/s in PDF format via its official email address, along with a blank copy of the Customer Satisfaction Survey Form to be accomplished by the client.		7 minutes	Administrative Assistant III
			Total processing time: 3 hours and 21 minutes	




GENERAL SERVICES



Service Title: GENERAL SERVICES - REQUEST FOR VEHICLE AND ASSIGNMENT OF DRIVERS FOR OFFICIAL PURPOSE

General services include supervision of requests for vehicles and assignment of drivers for official travel/purposes within and outside Metro Manila.

Office or Division:	Administrative and Financial Management Division - General Services
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Client (G2C)
Who may avail:	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Online Request Form for Vehicle and Driver (Hard copy) with (https://forms.office.com/r/QQfA1wsWLK) Supporting documents: any of the following (Approved CSW, Routing Memo, Approved Purchase Request)	https://forms.office.com/r/QQfA1wsWLK 

CLIENT STEPS	AGENCY https://forms.office.com/r/QQfA1wsWLK ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished Online request form	1.1. Receives request form	None	5 minutes	Administrative Aide VI Administrative Aide IV Administrative Aide III
2. Print and submit Two (2) copies of the request	2.1. Review details of the request	None	5 minutes	Administrative Aide VI Administrative Aide IV Administrative Aide III
	2.2. Check the availability of drivers and the vehicles / Assign an available driver and vehicle for the request	None	10 minutes	Administrative Aide VI; Administrative Aide IV Administrative Aide III
	2.3. Prepare/ generate and submit Daily Trip Ticket to the approving authority	None	10 minutes	Administrative Aide VI Administrative Aide IV Administrative Aide III



	2.4. Approval of the Daily Trip ticket	None	10 minutes	SAO / C, AFMD
	2.5. Notify the requester on the status of their request	None	5 minutes	Administrative Aide VI Administrative Aide IV Administrative Aide III
	2.6. Notify and provide a copy of the approved Daily Trip Ticket to the assigned driver and guard-on-duty	None	5 minutes	Administrative Aide VI Administrative Aide IV Administrative Aide III
	Total processing time:		Total processing time: 50 minutes	




HUMAN RESOURCE MANAGEMENT SECTION



Service Title: PROCESSING OF REQUESTS FOR EMPLOYEE RECORDS AND CERTIFICATIONS

The issuance of employee records and certifications to current DDB officials and employees includes the following:

- Certificate of Employment (with compensation)
- Certificate of Employment (without compensation)
- Service Record
- Certificate of No Pending Administrative Case
- Certificate of Available Leave Credits
- Certificate of Leave Without Pay (LWOP)/ No LWOP
- Other employee records and certifications

Office or Division:	AFMD-Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Current DDB officials and employees (internal)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished HRMS Online Request Form or HRMS Request Form (printed copy)	<p>HRMS Online Request Form: https://tinyurl.com/DDB-HRMSRequest</p>  <p>HRMS Request Form (printed copy) are available at HRMS Receiving Area</p>
For Authorized Representative, the following additional documents shall be submitted: <ul style="list-style-type: none"> • Original copy of the Authorization Letter signed by the concerned DDB official or employee • Photocopy of any government-issued ID card of the concerned DDB official or employee • Photocopy of any government-issued ID card of the authorized representative 	Authorized Representative requesting

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Accomplish the HRMS Online Request Form or HRMS Request Form (printed copy)</p> <p>For Authorized Representatives, they shall submit the following additional documents:</p> <ul style="list-style-type: none"> • Original copy of the Authorization Letter signed by the concerned DDB official or employee • Photocopy of any government-issued ID card of the concerned DDB official or employee • Photocopy of any government-issued ID card of the authorized representative 	1. Upon receiving the request, the AA III or IV shall check the completeness of the information provided by the person requesting.	None	5 minutes	Administrative Aide III or IV
	2. The AA III or IV shall encode the details of the request through the HRMS Request Tracker.	None	5 minutes	Administrative Aide III or IV
	3. The AA III or IV shall endorse the request to the HRMO III.	None	5 minutes	Administrative Aide III or IV
	4. The HRMO III shall assign the preparation of draft employee record/ certification to concerned HRMS staff.	None	10 minutes	Human Resource Management Officer III
	5. The assigned HRMS staff shall prepare the draft employee record/ certification.	None	2 hours	Human Resource Management Officer I or II, Administrative Assistant II, or Administrative Aide IV
	6. The assigned HRMS staff shall endorse to HRMO III for review, comments, or feedback.	None	5 minutes	Human Resource Management Officer I or II, Administrative Assistant II, or Administrative Aide IV
	7. The HRMO III shall review the correctness, completeness of the information in the requested employee record/ certification, including the proper format.	None	2 hours	Human Resource Management Officer III



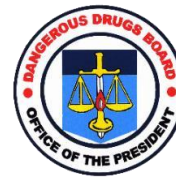
	<p>8. The HRMO III shall provide his comments or feedback to the assigned HRMS staff. If in order, the HRMO III shall affix his initials in the document.</p>	<p>None</p>	<p>15 minutes</p>	<p>Human Resource Management Officer III</p>
	<p>9. The signed document shall be transmitted to the Chief, AFMD for review and signature.</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide III or IV</p>
	<p>10. The Chief, AFMD shall review the document and provide feedback to the HRMS.</p>	<p>None</p>	<p>1 hour</p>	<p>Chief, Administrative and Financial Management Division</p>
	<p>11. If in order, the Chief, AFMD shall affix her signature in the document and return to the HRMS for releasing. The HRMO III may sign the document as the Alternate Authorized Signatory.</p>	<p>None</p>	<p>5 minutes</p>	<p>Chief, Administrative and Financial Management Division or Human Resource Management Officer III</p>
	<p>12. The AA III or IV shall scan the signed document and store a digital copy on HRMS Onedrive account.</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide III or IV</p>
<p>2. Receive the requested employee record/ certification via email or pick up at the HRMS Receiving Area.</p>	<p>13. The AA III or IV shall transmit the scanned copy of the requested document or inform the requesting DDB official/ employee that the document</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide III or IV</p>



	requested is ready for pick up at the HRMS Receiving Area.			
3. Accomplish and submit the Customer Satisfaction Survey through the link or QR code below: http://tiny.com/DDB-HRMSCSS 	14. Upon receipt of the requested document, the AA III or IV shall remind the requesting individual to accomplish and submit the Customer Satisfaction Survey Form.	None	5 minutes	Administrative Aide III or IV
			Total Processing Time: 6 hours and 25 minutes	



LEGAL AFFAIRS DIVISION



LEGAL AFFAIRS DIVISION

Service Title: LEGAL SERVICES PROCESS FOR INTERNAL AND EXTERNAL CUSTOMERS

The Legal Services Process for internal and external customers encompasses the comprehensive management, review, and interpretation of Contracts, DDB Board Regulations and Resolutions, Memorandum of Agreement (MOA), policies, and other laws. This process involves meticulous review and research of related laws based on the documents submitted by external and internal clients for review and/or interpretation.

Office or Division:	Legal Affairs Division
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	Any employee or unit of DDB and other government agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter of Request/Routing Memo 2. Draft document to be reviewed 3. Other references (TOR, Bid Documents, etc.) 	Requesting Party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall submit the complete requirements to LAD	1.1 Receive and check the completeness of the requirements	None	30minutes	Technical Assistant
	1.2 Log information in the electronic and physical logbook		3 minutes	Technical Assistant
	1.3 Assign the request to the legal officer/personnel for processing		30 minutes	Attorney IV
	1.4 Review, prepare, and process the request 1.4.1 Contracts 1.4.2 Board Resolution/Regulation 1.4.3 MOA 1.4.4 Policy		4 working days	Attorney IV, Attorney III, Executive Assistant III, Board Secretary I, Legal Assistant II, Administrative Aide VI
	1.5 Review and approval of the submitted draft document			Attorney IV
	1.6 Record and release the documents requested for review		2 working days	Technical Assistant
2. Receive the requested document and accomplish CSM	2.1 Request the client to accomplish CSM	None	5 minutes	Requesting party
			Total processing time: 6 days, 1 hour, 13 minutes	




MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT



MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT

Service Title: REQUEST FOR COMMUNICATION MATERIALS

The scope covers the entire process of developing communication materials for DDB Officials, as requested by the DDB Executive Offices and Operating Units through the Online Request Form.

Office or Division:	MAPRU
Classification:	GOVERNMENT TO CLIENT (G2C)
Type of Transaction:	COMPLEX
Who may avail:	INTERNAL CLIENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Send request via MAPRU Online Request Form Demographics Purpose Due Date Pertinent References Creative Brief Form	MAPRU Online Request Form https://tinyurl.com/MAPRU-Request 




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the MAPRU Online Request Form by providing the requested details, the service needed, the purpose, the due date, and reference materials.	1.1. MAPRU will review the request, confirm details, and ask for additional inputs through the Creative Brief Form for communication materials	None	30 minutes	Technical Assistant, Public Relations Officer I
2. Fill out the Creative Brief Form	2.1. MAPRU will draft the requested communication material	None	3 days	Public Relations Officer I
	2.2. Review and finalization of the draft communication material	None	4 hours	Information Officer II
	2.3. Review and approval of the draft communication material	None	4 hours	Public Relations Officer III
	2.4. Revise communication material based on input/ comments, if there are any	None	4 hours	Public Relations Officer I, Information Officer II, Public Relations Officer III
3. Fill out MAPRU's Online Customer Satisfaction Survey Form	3.1. Transmit duly approved communication material to the requesting party along with the request for feedback through MAPRU's Online Customer Satisfaction Survey Form	None	30 minutes	Public Relations Officer I
			Total processing time: 4 days and 5 hours	



Service Title: REQUEST FOR PUBLICITY AND PROMOTIONS SERVICES

The process includes delivering highly technical publicity and promotional services, specifically video editing, video shooting, video production, and graphic design/layout, as requested by the DDB Executive Offices and Operating Units through the Online Request Form.

Office or Division:	MAPRU
Classification:	GOVERNMENT TO CLIENT (G2C)
Type of Transaction:	HIGHLY TECHNICAL
Who may avail:	INTERNAL CLIENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Send request via MAPRU Online Request Form Demographics Purpose Due Date Pertinent References Creative Brief Form	MAPRU Online Request Form https://tinyurl.com/MAPRU-Request 




CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the MAPRU Online Request Form by providing the requested details, the service you need, the purpose, the due date, and reference materials.	1.1. MAPRU will review the request, confirm details, and may ask for additional inputs through the Creative Brief Form	None	30 minutes	Technical Assistant/ Public Relations Officer I
2. Fill out the Creative Brief Form	2.1. MAPRU will work on the production of the requested publicity and promotional material	None	14 days	Public Relations Officer I, Information Officer II
	2.2. Review and approval of the output	None	4 hours	Public Relations Officer III
	2.3. Revise output based on input/ comments, if there are any	None	1 day	Public Relations Officer I, Information Officer II
3. Review and approval of the output	3.2. Revise output based on input/ comments, if there are any	None	1 day	Public Relations Officer I, Information Officer II, Public Relations Officer III
	3.3. Endorsement of output for acceptance	None	30 minutes	Public Relations Officer I, Information Officer II
4. Acceptance of the output and accomplishment of the MAPRU's Online Customer Satisfaction Survey Form	4.1. Transmit duly approved communication material to the requesting party along with the request for feedback through MAPRU's Online Customer Satisfaction Survey Form	None	30 minutes	Public Relations Officer I
			Total processing time: 17 days, 4 hours, and 30 minutes	



Service Title: REQUEST FOR PUBLICITY AND PROMOTIONS SERVICES

The process involves requesting complex publicity and promotion services, specifically the publishing of content on social media platforms and the official website, as requested by the DDB Executive Offices and Operating Units through the Online Request Form. It includes content creation, review, and approval before posting.

Office or Division:	MAPRU
Classification:	GOVERNMENT TO CLIENT (G2C)
Type of Transaction:	COMPLEX
Who may avail:	INTERNAL CLIENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Send request via MAPRU Online Request Form Demographics Purpose Due Date Pertinent References Creative Brief Form (if applicable)	MAPRU Online Request Form https://tinyurl.com/MAPRU-Request 



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the MAPRU Online Request Form by providing the requested details, the service you need, the purpose, the due date, and reference materials.	1.1. MAPRU will review request, confirm details, and may ask for additional inputs through the Creative Brief Form (for posting that would require conceptualization and production of communication material/ publicity and promotional material)	None	30 minutes	Technical Assistant, Public Relations Officer I, Information Officer II
2. Fill out the Creative Brief Form	2.1. MAPRU will conceptualize content to be posted through the Content Calendar	None	2 days	Public Relations Officer I, Information Officer II
3. Review and approval of the Content Calendar	3.1. Revise output based on input/ comments, if there are any	None	4 hours	Public Relations Officer I, Information Officer II
4. Acceptance of revised Content Calendar	4.1. Production of communication material/ publicity and promotional material as outlined in the approved Content Calendar	None	3 days	Public Relations Officer I, Information Officer II
	4.2. Review and approval of the communication material/ publicity and promotional material	None	4 hours	Public Relations Officer III
	4.3. Revise output based on input/ comments, if there are any	None	4 hours	Public Relations Officer I, Information Officer II, Public Relations Officer III
	4.4. Endorsement of the content proposal for acceptance	None	30 minutes	Public Relations Officer I, Information Officer II
5. Acceptance of communication material/ publicity and promotional material	5.1. Endorsement of the content proposal to the Executive Director for review and clearance for posting on the social media platforms/ website	None	30 minutes	Information Officer II
6. Final review and clearance of	6.1. Post content on the social media platforms/ website	None	30 minutes	Public Relations Officer I




the content proposal	and provide updates to the requesting party along with the request for feedback through MAPRU's Online Customer Satisfaction Survey Form			
7. Fill out MAPRU's Online Customer Satisfaction Survey Form		None	-	Requesting Party
			Total processing time: 6 days and 6 hours	



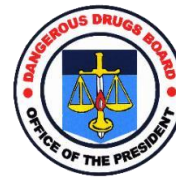
Service Title: REQUEST FOR PUBLICITY AND PROMOTIONS SERVICES

The process involves requesting simple publicity and promotion services, specifically photo documentation. It includes capturing, touching up, and providing photos for official use.

Office or Division:	MAPRU
Classification:	GOVERNMENT TO CLIENT (G2C)
Type of Transaction:	SIMPLE
Who may avail:	INTERNAL CLIENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Send request via MAPRU Online Request Form Demographics Purpose Due Date Pertinent References	MAPRU Online Request Form https://tinyurl.com/MAPRU-Request 



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the MAPRU Online Request Form by providing the requested details, the service you need, the purpose, the due date, and reference materials.	1.1. MAPRU will review the request and confirm the details	None	1 hour	Technical Assistant, Project Development Officer II
	1.2. MAPRU will cover photo documentation of the PPA as requested	None	Depending on the schedule of the program	Project Development Officer II
	1.3. Transfer/ upload the photos taken during the PPA to the external storage/ cloud drive	None	2 hours	Project Development Officer II
2. Fill out MAPRU's Online Customer Satisfaction Survey Form	2.1. Turnover of files to the requesting party along with the request for feedback through MAPRU's Online Customer Satisfaction Survey Form	None	30 minutes	Project Development Officer II
			<p style="text-align: center;">Total processing time:</p> <p style="text-align: center;">3 hours and 30 minutes</p>	



MANAGEMENT INFORMATION SYSTEMS DIVISION



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ICT Issue Resolution Form via online available at the DDB Sharepoint and submit online by clicking the "Submit" button		None		Client
	1.1. Review ICT Issue Resolution Form and determine the severity level of the issue reported		1 hour	Systems Specialist or IT Infrastructure Specialist
	1.2. Create a ticket through the e-Ticketing System		5 minutes	Systems Specialist or IT Infrastructure Specialist
	1.3. Check Knowledge Management System (KMS) for similar issue reported and resolution applied		20 minutes	Systems Specialist or IT Infrastructure Specialist
	For issues not included in the KMS, will be escalated to the IT Engineer		10 minutes	Systems Specialist or IT Infrastructure Specialist
	1.4. Inform client of the proposed resolution			Systems Specialist or IT Infrastructure Specialist
	1.5. Initiate procurement activities for issues in need of additional software and equipment		10 minutes	Logistics Section
1.6. Apply resolution		N/A		



			<p>1 day (simple) – Severity 3</p> <p>3 days (complex) – Severity 2</p> <p>5 days (Highly technical) – Severity 1</p>	<p>Systems Specialist or IT Infrastructure Specialist</p> <p>IT Engineer or Computer Programmer</p> <p>IT Engineer or Computer Programmer</p>
2. Confirm resolution of reported issue	<p>2.1. Close e-ticket</p> <p>2.2. Encode new issues in the KMS</p>	None	<p>10 minutes</p> <p>10 minutes</p>	<p>Client</p> <p>Systems Specialist</p> <p>Systems Specialist</p>
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2	None	None	None	Client
			<p>Total processing time per client/service:</p> <p>Simple: 1 day, 2 hours and 5 minutes</p> <p>Complex: 3 days, 2 hours, 5 minutes</p> <p>Technical: 5 days, 2 hours and 5 minutes</p>	



Service Title: TECHNICAL SUPPORT IN THE CONDUCT OF LIVE RECORDING

This process covers the provision of technical support for the conduct of live recording as requested by DDB officials or his/her secretary or staff. It involves the setting up of equipment, testing and sending of the raw video file.

Office or Division:	Management Information Systems Division
Classification:	Government to Government (G2G)
Type of Transaction:	Complex
Who may avail:	DDB Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Email Request send to misd.helpdesk@ddb.gov.ph containing the following</p> <ul style="list-style-type: none"> • Name of DDB Official to be recorded • Date, time and venue of the recording • Required equipment • Required setup • Special Request (Number and composition of support staff, type of equipment) <p>Script or Message to be recorded if needed. Customer Feedback Form available at the DDB Share Point</p>	<p>https://forms.office.com/r/rN1sR81ss2</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request to misd.helpdesk@ddb.gov.ph	1.1. Review submitted email request	None	3 hours	IT Infrastructure Specialist
	1.2. Coordinate with requesting employee on the details of the request		2 hours	IT Infrastructure Specialist
2. Provide details of the requested support	2.1. Check the calendar of activities of support staff	None	3 hours	Computer Maintenance Technologist II
	2.2. Assign staff to provide support for the live recording		10 minutes	Computer Maintenance Technologist II
	2.3. Plan for the live recording including checking of the availability of equipment		3 hours	IT Infrastructure Specialist
	2.4. Approve plan for the live recording		3 hours	Computer Maintenance Technologist II
	2.5. Provide details of the requested support to client		10 minutes	Assigned support staff
	2.6. Set-up venue and recording equipment		4 hours	Assigned support staff
	Conduct testing of recording equipment	None		Assigned support staff
			2 hours	Assigned support staff



	2.7. Test video recording and audio setup			
	Conduct live recording	None		
	2.8. Record Live video		N/A	Assigned support staff
	2.9. Provide support to live recording		N/A	Assigned support staff
3. Receive video recording		None		Client
	3.1. Download and convert video file		4 hours	Assigned support staff
	3.2. Send to requesting official or his/her secretary through email (mp4 file or link to the video where it can be downloaded)		30 minutes	Assigned support staff
4. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2	None	None	None	Client
			Total processing time per client/ service: 1 day and 50 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Meeting Request form available online at the DDB SharePoint and Submit by clicking the "Submit" button	1.1. Review submitted meeting request form 1.2. Check for the completeness of information 1.3. Coordinate with requesting employee for missing information	None	3 hours 5 minutes 20 minutes	Client IT Infrastructure Specialist IT Infrastructure Specialist IT Infrastructure Specialist
2. Provide meeting details	2.1. Check the calendar for the availability of meeting platform 2.2. Coordinate with requesting employee on other available virtual meeting room if preferred platform is not available 2.3. Create virtual meeting room 2.4. Send link of virtual meeting room to requesting employee	None	15 Minutes 20 minutes 5 minutes 5 minutes	Client IT Infrastructure Specialist IT Infrastructure Specialist IT Infrastructure Specialist IT Infrastructure Specialist
3. Accomplish Feedback Form available at the DDB SharePoint at	None	None	None	Client



https://forms.office.com/r/rN1sR81ss2				
			Total processing time per client/service: 4 hours and 10 minutes	



Service Title: TECHNICAL SUPPORT IN THE CONDUCT OF MEETINGS AND OTHER ACTIVITIES

This process covers the provision of technical support for the conduct of onsite or virtual meetings and other activities from the setting up of equipment, testing and dry run, to the actual conduct of the meeting

Office or Division:	Management Information Systems Division
Classification:	Government to Government (G2G)
Type of Transaction:	Complex
Who may avail:	All DDB Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Email request sent to misd.helpdesk@ddb.gov.ph containing the following:</p> <ul style="list-style-type: none"> • Title and description of the meeting • Date and time of the meeting • Venue/Virtual Meeting Link • Required equipment • Required meeting setup • Special Request (Number and composition of the technical support team, type of equipment) <p>Program or Meeting Agenda Customer Feedback Form available at the DDB Share Point</p>	<p>https://forms.office.com/r/rN1sR81ss2</p>



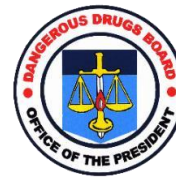
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request to misd.helpdesk@ddb.gov.ph	1.1 Receive submitted email request 1.2 Review and Assign Infrastructure Specialist 1.3 Coordinate with requesting employee on the details of the requested support	None	30 minutes 30 minutes 30 minutes	Client Information Technology Officer I Information Technology Officer I IT Infrastructure Specialist
2. Provide details of requested support	2.1 Check the MISD calendar of activities and assign staff to provide requested support. (A minimum of two members of the staff may be assigned depending on the requirements of the meeting) 2.2 Prepare a plan for the requested support including the checking of the availability of AV equipment 2.3 Review and approve plan for the provision of support 2.4 Provide details of requested support to client	None	30 minutes 2 hours 1 hour	Client Computer Maintenance Technologist II Computer Maintenance Technologist II Computer Maintenance Technologist II / Information Technology Officer I



			10 minutes	Assigned support staff
	Conduct of setup and dry-run	None		
	2.5 Set-up meeting venue and equipment		4 hours	Assigned support staff
	2.6 Conduct testing and dry-run based on the program flow (Test video recording and audio setup)		2 hours	Assigned support staff
	Conduct of actual support	None		
	2.7 Provide support to ongoing meeting / activity		N/A	Assigned Staff
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2	None	None	None	Client
			Total processing time per client/ service: 10 hours and 10 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit InfoTXT Request Form available online	1.1 Receive and Review the completeness of the submitted InfoTXT Request Form 1.2 Coordinate with requesting employee for missing information	None	3 hours 30 minutes	Client System Specialist System Specialist
2. Provide missing information	2.1. Create SMS message through InfoTXT 2.2. Input mobile number of recipient/s in the distribution list 2.3. Send and Monitor successful delivery of InfoTXT message	None	10 minutes 20 minutes 1 hour	Client System Specialist System Specialist System Specialist
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81s2	None	None	None	Client
			Total processing time per client/service: 5 hours	



Service Title: REQUEST FOR A COPY OF MEETING RECORDING

This provides the procedure for requesting a copy of the meeting recording by the head or employee of the organizing office of the DDB. Recordings of meetings in Zoom or Cisco Webex are only available for a period of one year upon the conduct of the meeting. Recordings of meetings held via Teams are available immediately after the meeting to the chat group used or to the meeting participants.

Office or Division:	Management Information Systems Division
Classification:	Government to Government (G2G)
Type of Transaction:	Simple
Who may avail:	Head or employee of the organizing office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Recording Request Form containing the following <ul style="list-style-type: none"> • Name of Requester • Meeting/Webinar Title • Date and Time of Meeting/Webinar requested • Purpose Customer Feedback Form available at the DDB Share Point	https://bit.ly/misdrecordingrequestform https://forms.office.com/r/rN1sR81ss2



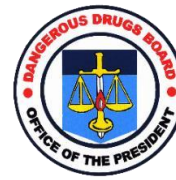
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Recording Request Form online and Submit by clicking the "Submit" button	1.1. Review submitted Recording Request Form	None	3 hours	IT Infrastructure Specialist
	1.2. Check for the completeness of information		5 minutes	IT Infrastructure Specialist
	1.3. Coordinate with requesting employee for missing information		30 minutes	IT Infrastructure Specialist
2. Provide details of the requested meeting	2.1. Seek approval of the request from MISD Chief once details are complete	None	10 minutes	IT Infrastructure Specialist
	2.2. Approve the request		5 minutes	Chief, MISD
	2.3. Check the storage location and download requested recording		7 hours	IT Infrastructure Specialist
	2.4. Uploading and Sending of recording through email (mp4 file or link to the video where it can be downloaded)		2 hours	IT Infrastructure Specialist
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2	None	None	None	Client



			Total processing time per client/service: 12 hours and 50 minutes	
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RECORDS SECTION



RECORDS SECTION

Service Title: Request for Delivery of Documents / Parcel

Description: Provision of delivery service for transmittal of official documents and parcels.

Office or Division:	Administrative and Financial Management Division – Records Section (AFMD-RS)
Classification:	Simple
Type of Transaction:	G2G/G2C (Government to Government/ Citizen)
Who may avail:	DDBS officials and personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Filled-out request Form (DDBS-FM-REC-05) - Request for Delivery of Documents / Parcel 2. Provision of cash for payment of service fee of external courier service provider 3. Properly labeled document/parcel indicating the following: <ol style="list-style-type: none"> a. Complete mailing address b. Sender's address c. Properly sealed if "confidential documents" 	<p>Request Forms</p> <ul style="list-style-type: none"> ➤ AFMD- Records Section – for printed copy ➤ https://dangerousdrugsboard.sharepoint.com/ - for an electronic copy <p>Requesting party/ Special Disbursing Officer</p> <p>Requesting party</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client is to submit the request manually or through DTPMS and the document/ parcel	1.1 Receive, review requests, and inspect the document/parcel 1.2 Log and assign transaction number 1.3 Assess and endorse request to Records Officer II (ROII) / Records Officer III (RO III)	N/A	10 minutes per request	Administrative Aide VI (AA-VI)
2. Request approval	2.1 Reassess request and re-inspect document/parcel 2.2 Assign RS-AFMD personnel to facilitate the delivery 2.3 Request cash to Special Disbursing Officer/ requesting party (if needed) 2.4 Submit Request for vehicle/ transportation (DDBS-FM-SPL-17)	N/A	25 minutes	Records Officer II (ROII) or Records Officer III (RO III)
3. Delivery	3.1 Deliver documents/ parcels 3.2 Secure proof of delivery	N/A	At least within a day or up to 8 working hours upon receipt of request (subject to availability of funds, vehicle/driver)	Administrative Aide II (AA-II) – Liaison Officer
4. After-delivery report	4.1 Provide proof of delivery - official receipt (outsource courier) / receive a copy and other document 4.2 Provide Internal Customer Satisfaction Measurement (ICSM) Form to obtain feedback	N/A	Within a day of completion of the service provided	Administrative Aide II (AA-II) – Liaison Officer



			Total processing time: one (1) day and thirty-five (35) minutes	
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Service Title: REQUEST FOR CERTIFIED TRUE COPY / CERTIFIED PHOTOCOPY

Description: Provision of authenticated copies of official documents for personal, official, and legal purposes.

Office or Division:	Administrative and Financial Management Division – Records Section (AFMD-RS)
Classification:	Simple
Type of Transaction:	G2G/G2C (Government to Government/ Citizen)
Who may avail:	DDBS officials and personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Filled-out request Form (DDBS-FM-REC-06) - Request for Certified True Copy/Certified Photocopy 2. Provision of a copy of the document to be certified 	<p>Request Forms</p> <ul style="list-style-type: none"> ➤ AFMD- Records Section – for printed copy ➤ https://dangerousdrugsboard.sharepoint.com/ - for an electronic copy <p>Requesting party</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the request manually or through DTPMS and the document is to be certified	1.1. Receive requests and review document 1.2. Log and assign transaction number 1.3. Reproduce the document as to the number of copies requested (if needed) 1.4. Endorse to Records Officer II or III	N/A	10 minutes per request	Administrative Aide VI (AA-VI)
2. Authentication	a. Reassess the request and review the document b. Stamping and affixing signature of authenticating officer per page c. Forward to AA-VI for release	N/A	15 minutes (per request of 1-20 pages)	Records Officer II or III
3. Releasing of authenticated document	a. Release of the requested authenticated copy b. Provide Internal Customer Satisfaction Measurement (ICSM) Form to obtain feedback	N/A	5 minutes	AA-VI
			Total processing time: thirty (30) minutes	



Service Title: REQUEST FOR LIAISON/MESSENGERIAL WORKS

Description: Provision of liaising services such as but not limited to the following:

1. Notarization of document
2. Payment/remittance
3. Liaison/coordination

Office or Division:	Administrative and Financial Management Division – Records Section (AFMD-RS)
Classification:	Simple
Type of Transaction:	G2G/G2C (Government to Government/ Citizen)
Who may avail:	DDBS officials and personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Filled-up request Form (DDBS-FM-REC-07) Request for Liaison / messengerial works 2. Complete supporting documents 3. Contact details of persons/office to be coordinated 4. Provision of cash for payment and other related fees (if needed) 	<p>Request Forms</p> <ul style="list-style-type: none"> ➤ AFMD- Records Section – for printed copy ➤ https://dangerousdrugsboard.sharepoint.com/ - for an electronic copy <p>Requesting party</p> <p>Requesting party</p> <p>Requesting party/ Special Disbursing Officer</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the request manually or through DTPMS with pertinent documents	1.1 Receive, review requests, and inspect the document/parcel 1.2 Log and assign transaction number 1.3 Endorse to Records Officer III or II	N/A	10 minutes per request	Administrative Aide VI (AA VI)
2. Request approval	a. Review/Re-inspect 2.2 Assign RS-AFMD personnel to facilitate the request 2.3 Request cash to Special Disbursing Officer/ requesting party for payment of fees/charges 2.4 Submit Request for vehicle/ transportation (DDBS-FM-SPL-17)	N/A	25 minutes	Records Officer II (ROII) or Records Officer III (RO III)
3. Liaison /coordination	3.1 To perform the requested service 3.2 Secure evidence of accomplishment or service rendered	N/A	At least within a day or up to 8 working hours upon receipt (subject to availability of funds, vehicle/driver)	Administrative Aide II (AA II)
4. Post service report	4.1 Provide received copy / official receipt (outsource courier) / evidence as proof of the provided service 4.2 Provide Internal Customer Satisfaction Measurement (ICSM) Form to obtain feedback	N/A	Within a day upon completion of the service provided	Administrative Aide II (AA II)
			Total processing time: one (1) day and thirty-five (35) minutes	



POLICY STUDIES, RESEARCH, AND STATISTICS DIVISION



Service Title: Request for Drug-Related Data Information

Service description, rationale, and legal basis:

Provision of drug-related data and information, including reports, inputs/ comments on reports, drug-related statistics, and copies of published research and studies.

Office or Division:	Policy Studies, Research, and Statistics Division (PSRSD)
Classification:	Government to Citizen (G2C)
Type of Transaction:	Complex
Who may avail:	DDB Officials and Employees (Internal Clients)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>PSRSD Data/ Information Request Form (DDBS-FM-PRS-18) - one (1) copy</p> <ul style="list-style-type: none"> Specify the purpose of the request Contact details (Name of the Representative of the Division, Name of the Division, Email Address) Signed by the requesting party If soft copy, in .pdf format 	<p>PSRSD</p> <p>SharePoint Link for the PSRSD Data/ Information Request Form: FM_PRS_18_request_form.docx</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished and signed PSRSD Data/Information Request Form to psrsd@ddb.gov.ph	1.1. PSRSD receives and records the accomplished request form with complete details. 1.2. The Receiving Officer endorses the request to the Chief, PSRSD.	None	1 hour	Chief, PSRSD and Administrative Assistant II
2. The client waits for the request to be processed.	2.1. PSRSD will prepare the requested data/information.	None	5 working days	Chief, PSRSD/ Assistant Chief/ Statistician III/ PDO III/ PEO III
	2.2. PSRSD sends the requested data/information with an internal client satisfaction measurement (ICSM) form to the requesting party.	None	30 minutes	Administrative Assistant II
3. The client accomplishes the ICSM Form via https://tinyurl.com/PSRSD2025-ICSM		None		PSRSD ICSM Focal Person/ Customer Satisfaction Representative
			Total processing time: 5 working days, 1 hour and 30 minutes	



Central / Head Office

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>There are two (2) options to choose from by the respondents (internal/external):</p> <p>1. Paper and pen, and 2. Online survey (Link or QR Code).</p> <p>For hard copies, filled up survey forms are given to the assigned staff for encoding. As for electronic mode, access the link provided or scan the QR Code.</p>
How feedback is processed	<p>Responses are collected, consolidated, tabulated, classified as internal or external customers, analysed and measured based on agreed frequency of reporting and ARTA guidelines.</p> <p>Customer Satisfaction Survey Reports are prepared/submitted by the Customer Satisfaction Representatives (CSRs) to the concerned Division Chiefs / Unit Heads for review and approval.</p> <p>CSM Report format including CSM overall percentage rating, response rate, Citizen's Charter, and improvements with reference to ARTA Guidelines.</p> <p>CSM Lead prepares summary of CSM Report for submission to the Executive Director and attested by Quality Management Representative. Status of CSM is reported to the Executive Director semi-annual/annually.</p> <p>Clients are informed of actions taken if necessary or when clients return to DDBS for transactions with the concerned Division Chief/Unit Head/CSM Representative.</p>
How to file a complaint	<p>Complaints are received from any of the following sources.</p> <ul style="list-style-type: none"> - 8888 Government Hotline - CSC Action Center - Customer Satisfaction Measurement Feedback (Internal and External Clients) - Comments and Messages on the Official DDB social media pages



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	<p>Contact information for queries and follow-up: 89296639 – OED 89296405 – AFMD</p>						
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. Validity of complaints is determined using the following criteria: <ul style="list-style-type: none"> - Complaint against one or more named members of the DDB or one or more identified divisions, sections, or units. - The complaint is a recent incidence (within two weeks) before it was filed. - The complaint is not trivial, malicious, or politically motivated. - Name of complainant is indicated along with the contact number where he/she can be reached. 2. Upon receipt, the complaint is endorsed to the Complaints Manager who will issue the Non Conformance and Corrective Action Report to the concerned division/section/unit. 3. The Complaints Manager will clarify the issues of the complaint and what kind of resolution the complainant is seeking. If it is not a matter that can be handled by the complaints process, refer the complainant to a more appropriate process or determine if the complaint is a grievance that will have to be endorsed to the Grievance Committee or Committee on Decorum and Investigation for Sexual Harassment cases. 4. The severity of the complaint is assessed to determine the resolution time of the complaint. 						
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 30%;">Complaint</th> <th style="width: 30%;">Description</th> <th style="width: 30%;">Resolution Time</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Complaint	Description	Resolution Time			
Complaint	Description	Resolution Time					



	Insignificant/Not valid	Trivial, vexatious or misconceived complaints. No harm to the client or impact on the receipt of services	No action required
	Employee Grievance	Concern, problem, or complaints that an employee has about their work, the	Endorse to Grievance Committee/CODI

		workplace, or someone they work with including the management. Employees feel dissatisfied and they believe it is unfair and/or unjust on them.	
	Minor	Lapses in customer service. Client may have experienced slight delay in the receipt of services because of the incident.	3 days



	Major	Issues may require investigation. Legitimate client concern, or especially about communication or practice of management, but not causing lasting major detriment.	7 days
	Critical	Significant issues on standards, quality of services, or denial of services. Issues causing lasting detriment that require investigation.	20 Days
	<p>5. The concerned division/unit/section will identify an immediate correction to resolve the complaint received. The NCCAR form will be accomplished to describe the root cause and the planned corrective action.</p> <p>6. The Complaints Manager will verify the implementation and effectiveness of the planned action.</p> <p>Contact information for queries and follow-up: TL: 8929-1753 or 8929-4544 local 200</p>		
Contact information of Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA)	<p>ARTA: complaints@arta.gov.ph ARTAwag Center (02) 8478-5099 0969-257-7242/ 0928-690-4080 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>		





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