



REPUBLIC OF THE PHILIPPINES
OFFICE OF THE PRESIDENT

DANGEROUS DRUGS BOARD



BAGONG PILIPINAS

CITIZEN'S CHARTER

**EXTERNAL AND
INTERNAL SERVICES**

**2026
EDITION**



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DANGEROUS DRUGS BOARD



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EXTERNAL SERVICES

**2026
EDITION**



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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 in stamping 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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CASHIER SECTION (CS)

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

Description: This service provides clients with 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:	Cashier Section- Administrative and Financial Management Division (CS-AFMD)
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 the 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 the 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		1 Hour	Administrative Assistant II Administrative Aide IV Administrative Officer I



	Report of Collection).			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 PROCESSING TIME			1 Day, 3 Hours and 30 Minutes	



CONFERENCE SECRETARIAT (CONSEC)

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

Description: This service covers the provision of Dangerous Drugs Board Issuances and their related documents as requested. The requested Board Regulations, Board Resolutions, and/or Board Documents can be provided in a hard copy (plain photocopy of the original) or soft copy (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 <ol style="list-style-type: none"> Board Secretary IV (Head) Administrative Assistant III (AAsst. III) Administrative Aide VI (AA VI) Technical Assistant LOCATION 6 th Floor, DDB Extension Office, South Insula Building, Timog Avenue, Diliman, South Triangle, Quezon City, 1103
<ol style="list-style-type: none"> Any government-issued ID Conference Secretariat logbook of walk-in clients 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Clients	1.1. Receive client request.	None	2 Minutes	Technical Assistant/ Administrative Aide VI
1. Clients requesting for copy of the Board Resolution and/or Board Regulation via the electronic communication platform.	1.2. Review if the requested record is a Board Resolution, Board Regulation, or other related Board Documents.	None	2 Minutes	Administrative Assistant III
	1.3. Inform the unit head of the requested document for the client.	None	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 and administer Customer Satisfaction Survey.	None	7 Minutes	Administrative Assistant III
2. Accomplish Feedback				



Form /Customer Satisfaction Measurement (CSM) Form.				
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 on the DDB website) via an 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 Document/s.	None	2 minutes	Administrative Assistant III
	1.3. Inform the unit head of the requested document for the client.	None	3 minutes	Administrative Assistant III
	1.4. Obtain clearance from the Office of the Board Secretary for the release of Board Document/s.	None	3 hours	Board Secretary IV (Head), Conference Secretariat
	1.5. Provide a copy of the requested Board Document/s	None	7 minutes	Administrative Assistant III



	in PDF format via the official email address of the Conference Secretariat and administer CSM Survey.			
2. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			3 Hours and 14 Minutes	
Walk-in Clients requesting 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 in 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.	None	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 for the client.	None	3 Minutes	Administrative Assistant III
	3.2. Check the archives of the Conference Secretariat through the official online storage, Microsoft OneDrive.	None	5 Minutes	Administrative Assistant III
	3.3. 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.	None	2 Minutes	Technical Assistant/ Administrative Aide VI
4. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			16 Minutes	

Walk-in Clients requesting 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 in 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.	None	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 for the client.	None	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.	None	3 Hours	Board Secretary IV (Head), Conference Secretariat
	3.3. Check the archives of the Conference Secretariat through the official online storage,	None	5 Minutes	Administrative Assistant III



	Microsoft OneDrive.			
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.	None	7 Minutes	Administrative Assistant III
5. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			3 Hours and 21 Minutes	

**LEGAL AFFAIRS DIVISION (LAD)****Service Title: ISSUANCE OF PETITION FOR VOLUNTARY SUBMISSION OF
DRUG DEPENDENTS**

Description: 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).

**(A). ISSUANCE OF PETITION FOR VOLUNTARY CONFINEMENT OF DRUG
DEPENDENT**

Office or Division:	Legal Affairs Division (LAD)
Classification:	HIGHLY TECHNICAL
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Drug dependent/ Client's Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be presented in the application of Petition for Voluntary Confinement: a. One (1) proof of any of the following identification, e.g.: - Government-issued ID (LTO Driver's License, Postal ID, Passport, etc.) - Company ID - School ID	https://ddb.gov.ph/wp-content/uploads/2023/02/Vol.-Subm-Verified-Application.pdf Client
Birth Certificate	Philippine Statistics Authority
Drug Dependency Examination (DDE)	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.
National Police Clearance	Philippine National Police (PNP)
Regional Trial Court Clearance	Office of the Clerk of Court - Regional Trial Court (RTC) having jurisdiction over the place
Barangay Clearance/ Certificate	Barangay



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*Affidavit of Cohabitation (if applicable)	
*Psychiatric Evaluation Certification (if applicable)	National Center for Mental Health / Other government mental hospital
Judicial Affidavit	Legal Affairs Division / Public Attorney's Office

**as may be ordered or required by the Court.*



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to DDB to express intent to undergo voluntary rehabilitation.	1.1. DDB entertains client 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.				
3. 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 comprehensive interview the client for 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 client's authorized representative.	None	(3) minutes per request / client	Legal Affairs Division Personnel designated as DDB Authorized Representative
5. 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.				
7. Client files petition form for voluntary confinement at the RTC where they reside.				
TOTAL PROCESSING TIME			1 Hour and 30 Minutes	



(B). ISSUANCE OF 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 for Petition for Compulsory Confinement:</p> <p>a. 1 (one) 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. 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
Regional Trial Court Clearance	Office of the Clerk of Court - Regional Trial Court (RTC) of residence of alleged drug dependent
Letter Request from any complainant executing a statement /affidavit which provides information as to the drug taking habit of the alleged drug dependent and refuses to voluntarily submit himself for treatment	From any complainant (e.g. 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. Client goes to DDB to express intent to file for compulsory confinement.	1.1. DDB entertains client on a "first come, first serve" basis.	None		Legal Affairs Division Personnel designated as DDB Authorized Representative
	1.2. DDB issues referral form for securing requirements.	None	10 Minutes	Legal Affairs Division Personnel designated as DDB Authorized Representative
2. Client secures all requirements as well as those prescribed by court/s.				
3. Client returns to DDB with complete requirements.	3.1. DDB receives and evaluates the original copies of the requirements.	None	5 Minutes	Legal Affairs Division Personnel designated as DDB Authorized Representative
	3.2. DDB interviews client to confirm the drug use of the subject and for judicial affidavit.	None	30 Minutes	Legal Affairs Division Personnel designated as DDB Authorized Representative
	3.3. Preparation of the petition and judicial affidavit.	None	30 Minutes	Legal Affairs Division Personnel designated as DDB



				Authorized Representative / Legal Officer
	3.4. Authorized Representative and complainant sign the Petition Form	None	2 Minutes	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	Legal Affairs Division Personnel designated as DDB Authorized Representative
5. 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				
7. Client files petition form for compulsory confinement at the RTC where they reside				
TOTAL PROCESSING TIME			1 Hour and 25 Minutes	



Service Title: LEGAL SERVICES PROCESS FOR INTERNAL AND EXTERNAL CUSTOMERS

Description: 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 (LAD)
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
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	30 Minutes	Technical Assistant
	1.2. Log information in the electronic and physical logbook.	None	3 Minutes	Technical Assistant
	1.3. Assign the request to legal officer/ personnel for processing.	None	30 Minutes	Attorney IV
	1.4. Review and process the request - Contracts -Board Resolution/ Regulation -MOA -Policy -Technical concerns	None	4 Days	Attorney IV, Attorney III, Executive Assistant III, Board Secretary I, Legal Assistant II, Administrative Aide VI
	1.5. Prepare the response.	None	2 Days	Attorney IV
	1.6. Review and approval of	None		



	the submitted draft document/ response. 1.7. Record and release the documents requested for review.	None	5 Minutes	Technical Assistant
2. Receive requested document and accomplish CSM.	2.1. Request client to accomplish CSM.	None	5 minutes	Technical Assistant
TOTAL PROCESSING TIME			6 Days, 1 Hour and 13 Minutes	



MANAGEMENT INFORMATION SYSTEMS DIVISION (MISD)

Service Title: EXTERNAL ICT ISSUE RESOLUTION

Description: 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/Division/Unit	Management Information Systems Division (MISD)
Classification	Simple Complex Highly Technical
Type of Transaction	Government to Citizens (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail	External 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 • Contact Number of End-User • Name of information system involved • Description of issue encountered 	Requesting Party



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<ul style="list-style-type: none">• Screenshot of issue if possible	
Customer Feedback Form available online	https://forms.office.com/r/rN1sR81ss2



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send details of the issue encountered at misd.helpdesk@ddb.gov.ph	Review the reported ICT Issue Resolution and determine the severity level of the issue.	None	3 Hours	Systems Specialist
	Acknowledge and inform the client of ongoing resolution.	None	5 Minutes	Systems Specialist
	Create a ticket through the e-Ticketing System.	None	10 Minutes	Systems Specialist
	Check Knowledge Management System (KMS) for similar issue reported and resolution applied. For issues not included in the KMS, will be escalated to the IT Engineer / Inform client of proposed resolution.	None	30 Minutes	Systems Specialist
	Apply resolution.	None	1 Day (Simple) Severity 3 3 Days (Complex) Severity 2 5 Days	Systems Specialist IT Engineer IT Engineer



			(Highly Technical) Severity 1	
Confirm resolution of reported issue.	Close e-ticket.	None	10 Minutes	System Specialist
	Encode new issues in the KMS.	None	5 Minutes	System specialist
Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			Simple: 1 Day and 4 Hours Complex: 3 Days and 4 Hours Technical: 5 Days and 4 Hours	



MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU)

Service Title: MEDIA REQUESTS

Description: 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:	Media Affairs and Public Relations Unit (MAPRU)
Classification:	COMPLEX
Type of Transaction:	Government to Client (G2C)
Who may avail:	Mass Media, Campus Journalists, Students, Researchers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Send Letter of request addressed to:</p> <p>Undersecretary EARL P. SAAVEDRA, CESO I Executive Director V</p> <p>Via email or courier.</p> <p>The letter of request should include the following details:</p> <ul style="list-style-type: none"> • Name of the Requester • Purpose • Topic • Organization • Signature 	<p>Official MAPRU and DDB email addresses: mapru@ddb.gov.ph or info@ddb.gov.ph</p> <p>DDB Main Office Address: Dangerous Drugs Board 3rd Floor DDB-PDEA Bldg., National Government Center, NIA Road, Brgy. Pinyahan, Quezon City, NCR, 1100, Philippines</p>



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>	None	5 Minutes	Technical Assistant
	<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.	None	2 Days	Public Relations Officer I/ Information Officer II



	<ul style="list-style-type: none"> • 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. 			
	1.3. Prepare a recommendation to the Executive Director.	None	30 Minutes	Public Relations Officer I/ 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
	1.6. Review and clearance.	None		Executive Director
	1.7. Inform the requesting party of the response to the request (granted or denied).	None	10 Minutes	Public Relations Officer I/ Information Officer II



	1.8. 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
	1.9. Coordinate with the requesting party for the logistical and technical arrangements, etc.	None	2 Days	Public Relations Officer I/ Information Officer II
	1.10. 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
2. Fill out MAPRU's Online Customer Satisfaction Survey Form.	2.1. 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	



PREVENTIVE EDUCATION, TRAINING, AND INFORMATION DIVISION (PETID)

Service Title: REQUEST FOR IEC MATERIALS AND COLLATERALS

Description: 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:	Preventive Education, Training, and Information 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		
	1.2. PETID will receive the request and have it recorded in the logbook.	None	10 Minutes	Administrative Aide III
	1.3. PETID will forward the request to the Chief, of the Division.	None	10 Minutes	Administrative Aide III
	1.4. The Division Chief will forward the request to the Section Chief for appropriate action.	None	10 Minutes	Chief, PETID
	1.5. The Section Chief/Information Staff will provide the	None	15 Minutes	Information Officer I, II, III, Administrative Aide 6



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	needed IEC materials and send them to the official email address of the client.			
TOTAL PROCESSING TIME			45Minutes	



Service Title: REQUEST FOR RESOURCE SPEAKER/PERSON

Description: 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/Division:	Preventive Education, Training, and Information Division (PETID)
Classification:	COMPLEX
Type of Transaction:	Government to Citizen G2C)
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a written request addressed to the Executive Director to the official email address of PETID (petid@ddb.gov.ph).	1.1. OED will endorse the request to PETID for appropriate action.	None		
	1.2. PETID will receive the request letter from the OED and record it in the logbook.		10 Minutes	Administrative Aide III
	1.3. PETID will forward the letter of request to the Division Chief.		10 Minutes	Administrative Aide III
	1.4. The Division Chief will assign a coordinator for appropriate action.		10 Minutes	Division Chief
	1.5. The coordinator will prepare the documentary requirements (completed		5 Days	HEPO IV HEPO III HEPO II Training Specialist III Training Specialist II Training



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	staff work) for processing in the Document Tracking Process Management System (DTPMS) and manually in the system.			Specialist I Proj. Devt. Officer III Proj. Devt. Officer II EA V & EA IV
	1.6. Once approved, PETID informs the requesting party of the approval/disapproval of the request through official email (petid@ddb.gov.ph).		30 Minutes	
TOTAL PROCESSING TIME			5 Days and 1 Hour	



Service Title: REQUEST FOR TRAINING

Description: 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/Division:	Preventive Education, Training, and Information Division (PETID)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
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</p>	<p>Requesting Party</p>



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<p>(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>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a written request addressed to the Executive Director to the Official email address of DDB (info@ddb.gov.ph).	1.1. OED will endorse the request of the proponent for the Preventive Education, Training, and Information Division (PETID) for appropriate action.	None		
	PETID will receive the request and record it in the logbook.	None	10 Minutes	Administrative Aide III
	PETID will forward the request to the Division Chief.	None	10 Minutes	Administrative Aide III
	The Division Chief will assign a coordinator for the requested program/ project.	None	10 Minutes	Division Chief, PETID
	The coordinator will prepare the documentary requirements (completed staff work) of the request for processing in the system and manually.	None	10 Days	Health Education and Promotion Officer IV, III, II, Training Specialist III, II, I, Executive Assistant V, IV, Project Development Officer III, II, Information Officer III, II, and I
	Once approved, PETID will	None	30 Minutes	



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	inform the requesting party of the status of the request through an official email (petid@ddb.gov.ph)			
TOTAL PROCESSING TIME			10 Days and 1 Hour	



POLICY STUDIES, RESEARCH AND STATISTICS DIVISION (PSRSD)

Service Title: REQUEST FOR DRUG-RELATED DATA AND INFORMATION

Description: This service covers the provision of drug-related data and information, including but not limited to statistical datasets, processed data, analytical reports, policy inputs, research findings, and technical comments. It supports evidence-based policymaking, program development, and research in line with the mandate of the Dangerous Drugs Board under Republic Act No. 9165.

Office or Division:	Policy Studies, Research and Statistics Division (PSRSD)
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C) (External Client: Client to DDB)
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 - Clear statement of purpose and description of requested data/information - Contact details (Name, Contact Number, Email Address) of the requesting party - Preferred mode of release (email or physical copy, if applicable) 	<p>Requesting party</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in transactions, client sends the letter of request with complete details to the PSRSD. Soft copy of the request may also be submitted at psrsd@ddb.gov.ph	1.1. PSRSD receives the letter of request for readily available statistical data with complete details. 1.2. If found in order, Receiving Officer stamps the copy of the document and acknowledges receipt. 1.3. PSRSD records the document.	None	1 Day	PSRSD Receiving Officer (Administrative Assistant)
2. Client waits for the DDB feedback/ action	2.1. PSRSD provides the requested data and information.	None	1 Day	Chief, PSRSD / Assistant Chief / PSRSD Staff
	2.2. PSRSD endorses the available statistical data to Office of the Deputy Executive Director for Operations (ODEDO).	None	30 Minutes	Chief, PSRSD / Assistant Chief / PSRSD Staff / Receiving Officer (Administrative Assistant)



	<p>2.3. ODEDO receives and acknowledges the requested data.</p> <p>2.4. ODEDO records document.</p>	None	5 Minutes	ODEDO Staff / Receiving Officer (Administrative Assistant)
	2.5. ODEDO endorses the requested data to OED.	None	1 Day	Deputy Executive Director for Operations (DEDO) / ODEDO Staff / Receiving Officer (Administrative Assistant)
	<p>2.6. OED receives and acknowledges the requested data.</p> <p>2.7. Record letter of request.</p>	None	5 Minutes	OED Receiving Officer (Administrative Assistant)
	<p>2.8. OED reviews and approves the requested data.</p> <p>2.9. OED provides response to PSRSD for appropriate action.</p>	None	1 Day	OED Staff/ Executive Director
	2.10. OED provides response to the requesting party/entity	None	30 Minutes	OED Staff / PSRSD Staff



	2.11. OED provides response to PSRSD for appropriate action.			
	2.12. PSRSD sends external client satisfaction management (ECSM) form to the requesting party.	None	1 Day (from sending of response to requesting party)	PSRSD ECSM Focal Person
3. Client provides feedback on the services provided at the ECSM Form: tinyurl.com/psrsdecsm	3.1. PSRSD receives accomplished ECSM form.	None	1 Day (upon receipt of the accomplished Client Satisfaction Survey)	PSRSD ECSM Focal Person
TOTAL PROCESSING TIME			6 Days, 1 Hour and 10 Minutes	



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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-out 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, analyzed, and measured based on the 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 includes CSM overall percentage rating, response rate, Citizen's Charter, and improvements regarding ARTA Guidelines.</p> <p>CSM Lead prepares a summary of the CSM Report for submission to the Executive Director and is attested by a 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



	<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 incident (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. 		
	Complaint	Description	Resolution Time
	<p>Insignificant/Not valid</p>	<p>Trivial, vexatious, or misconceived complaints. No harm to the client or impact on the receipt of services</p>	<p>No action required</p>



	Employee Grievance	Concerns, problems, or complaints that an employee has about their work, the workplace, or someone they work with, including the management. Employees feel dissatisfied, and they believe it is unfair and/or unjust to them.	Endorse to Grievance Committee/CODI
	Minor	Lapses in customer service. Client may have experienced a slight delay in the receipt of services because of the incident.	3 Days
	Major	Issues may require investigation. Legitimate client concern, especially about the communication or practice of management, but not causing lasting major detriment.	7 Days



	<p>Critical</p>	<p>Significant issues on standards, quality of services, or denial of services. Issues causing lasting detriment that require investigation.</p>	<p>20 Days</p>
	<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>		
<p>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA)</p>	<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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Dangerous Drugs Board
3rd Floor, DDB-PDEA Building, NIA Road,
National Government Center
East Triangle, Diliman, Quezon City

 (02) 929-4544
(02) 929-1753

 info@ddb.gov.ph

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REPUBLIC OF THE PHILIPPINES
OFFICE OF THE PRESIDENT

DANGEROUS DRUGS BOARD



CITIZEN'S CHARTER

INTERNAL SERVICES

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REPUBLIC OF THE PHILIPPINES
OFFICE OF THE PRESIDENT

DANGEROUS DRUGS BOARD



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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 in stamping 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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**BUDGET, ACCOUNTING, AND CASHIER SECTION (BACS)****Service Title: REQUEST FOR PAYMENT OF VARIOUS EXPENSES**

Description: 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 and Financial 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 and 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 Section-DDBS-FM-BGT01, Rev.00
d. Sales Invoice/SOA/Billing Statement	Payee
e. Copy of Approved CSW and Special Order	Office of the Executive Director (OED)
f. Program (Resource Speaker)	Payee
g. Bank Certification of Deposit (if New Account)	Payee



Office or Division:	Administrative and Financial 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 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 the Executive Director (OED)
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 Section-DDBS-FM-BGT01, Rev.00
d. Contract if necessary	Payee
e. Copy of Approved CSW	Office of the Executive Director (OED)
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 and Financial 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 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 .	Budget Section Process 1.1. Budget Section receives and makes initial screening of DV and all SDs, If found complete, receive the DV and all SDs. If Incomplete SDs return to the concerned Division/Unit for completion /correction.	None	30 Minutes	Budget Clerk
2. Submit DV and SDs with complete/correct requirements requested by the Budget Clerk.	2.1. Receive DV and SDs with complete / corrected requirements.	None	15 Minutes	Budget Clerk
	2.2. Review and process of DV.	None	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.	None	20 Minutes	Budget Clerk Administrative Aide IV
	2.5. Forward to the Accounting Section for processing.	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete supporting documents.	None	15 Minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax computation if applicable.	None	1 Hour	Administrative Assistant II Administrative Officer II



	2.8. Review and Certify for cash availability.	None	30 Minutes	Accountant III
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval.	None	30 Minutes	Administrative Aide IV
	2.10. Review and countersign.	None	1 Hour	Chief, AFMD
	2.11. Record and forward DV with SDs to: Deputy Executive Director for Administration for below ₱100,000.00 and, Executive Director for ₱100,000.00 and above.	None	15 Minutes	Administrative Aide III
	2.12. Approve and Sign for payment below P100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.	None		Executive Director



	<p>2.15. DV forwarded to Cashier for preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)</p> <p>Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE)</p> <p>Modified Disbursement System (MDS) Check</p> <p>Advice to Check Issued and Cancelled (ACIC)</p>	None	15 Minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.16. Receive DVs with SDs and determine</p>	None	30 Minutes	Receiving Clerk Administrative Aide IV



	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.	None	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 and ACIC.	None	1 Hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.19. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC.	None	30 Minutes	Administrative Officer III Head, Cashier



	2.20. Record and forward SLIIE, LDDAP-ADA, and ACIC to accounting for review and signature.	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	Accounting Section Process 2.21. Receive and record LDDAP – ADA and ACIC and forward for review and verification.	None	15 Minutes	Administrative Aide IV
	2.22. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA and ACIC forward for signature.	None	30 Minutes	Administrative Office II Administrative Assistant II
	2.23. Review and sign LDDAP-ADA SLIIE and ACIC.	None	1 Hour	Accountant III



	2.24. Forward DVs with SDs, SLIIE, LDDAP-ADA, and ACIC for signature.	None	30 Minutes	Administrative Aide IV
	2.25. Receive, record, and forward for signature and counter-signature.	None	15 Minutes	Administrative Aide III
	2.26. Review and sign.	None	30 Minutes	Chief, AFMD
	2.27. Record and forward for approval/ signature.	None	15 Minutes	Administrative Aide III
	2.28. Receive, record, and forward for signature.	None	15 Minutes	Office of the Executive Director (OED) staff
	2.29. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.30. Record and return to the Cashier for	None	15 Minutes	Administrative Aide III



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	transmittal to the Agency Servicing Bank.			
	2.31. Record and transmit LDDAP-ADA and SLIIE or MDS Check and ACIC to the Agency Servicing Bank.	None	1 Hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	

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

Description: 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 and Financial 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 and 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- 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 Section- DDBS-FM-BGT-01, Rev.00
d. General Payroll	AFMD- Human Resource Management Section
e. Approved NOSI/NOSA (if necessary)	AFMD- Human Resource Management Section
f. GSIS/HDMF/PHILHEALTH Billing	AFMD- Human Resource Management Section



g. Computation for NOSI NOSA	AFMD- Human Resource Management Section
COLLECTIVE NEGOTIATION AGREEMENT FOR REGULAR EMPLOYEES:	
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 Section-DDBS-FM-BGT-01, Rev.00
d. General Payroll	AFMD- Human Resource Management Section
e. Resolution signed by both parties incorporating the guidelines/criteria for granting CNA	AFMD- Human Resource Management Section
f. Copy of CNA	AFMD- Human Resource Management 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 Management Section
h. Copy of SARO	DBM



Office or Division:	Administrative and Financial 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-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 Section-DDBS-FM-BGT-01, Rev.00
d. General Payroll	AFMD- Human Resource Management Section
e. Latest Issuances	DBM



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all supporting documents (SDs) in hard copy and simultaneously upload them to https://fmis.db.gov.ph and email them to budget@ddb.gov.ph .	Budget Section Process 1.1. Budget Section receives and makes initial screening of DV and all SDs, If found complete, receive the DV and all SDs. If Incomplete SDs return to the concerned Division/Unit for completion/correction.	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 and Payroll.	None	4 Hours	Administrative Aide IV



	2.3. Signature of Obligation Request Status Form certifying that funds are available.	None	25 Minutes	Budget Officer
	2.4. Record in the Obligation Registry.	None	15 Minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing.	None	15 Minutes	Budget Clerk
	Accounting Section Process			
	2.6. Receive and record DV, Payroll with complete supporting documents.	None	15 Minutes	Administrative Aide IV
	2.7. Review DV and payroll with SD's, input all accounting entries and tax computation if applicable.	None	4 Hours	Administrative Assistant II



	2.8. Review and Certify cash availability.	None	25 Minutes	Accountant
	2.9. Record and forward DV, Payroll with SDs to Chief, AFMD for initial approval.	None	15 Minutes	Administrative Aide IV
	2.10. Review and countersign.	None	1 Hour	Chief AFMD
	2.11. Record and forward DV, payroll with SDs to: Deputy Executive Director for Administration for below ₱100,000.00 and, Executive Director for ₱ 100,000.00 and above	None	15 Minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for	None		Executive Director



	P100,000.00 and above.			
	2.14. DV, Payroll with SDs forward to the Cashier for preparation of the following: 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)	None	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>	None	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>	None	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, ACIC, and Input Financial Data Entry System (FinDES).</p>	None	4 Hours and 30 Minutes	Administrative Assistant II Administrative Officer I Administrative Officer III
	<p>2.18.</p>	None	30 Minutes	Administrative Officer III



	Review, verify and sign LDDAP- ADA or MDS Check, ACIC and FinDES.			Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP- ADA & ACIC to accounting for review and signature.	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	Accounting Section Process 2.20. Receive and record LDDAP – ADA & ACIC and forward for review and verification.	None	15 Minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA & ACIC forward for signature.	None	20 Minutes	Administrative Assistant II
	2.22.	None	40 Minutes	Accountant III



	Review and sign LDDAP-ADA SLIIE & ACIC.			
	2.23. Forward DVs with SDs, SLIIE, LDDAP-ADA & ACIC for signature.	None	15 Minutes	Administrative Aide III
	2.24. Receive, record and forward for signature and counter-sign.	None	15 Minutes	Administrative Aide III
	2.25. Review and sign.	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/ signature.	None	15 Minutes	Administrative Aide III
	2.27. Receives, records, and forward for signature.	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.29. Record and return to Cashier for transmittal to the Agency	None	15 Minutes	Administrative Aide III



	Servicing Bank.			
	2.30. Record and transmit LDDAPADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank.	None	1 Hour	Administrative Aide IV Administrative Assistant II
TOTAL PROCESSING TIME			6 Days, 6 Hours and 50 Minutes	

**Service Title: REQUEST PAYMENT FOR UTILITIES EXPENSES**

Description: 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 and Financial 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 and 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 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 Section-DDBS-FM-BGT-01, Rev.00
d. Sales Invoice/SOA/Billing invoices	Payee
e. Computation of amount	Payee



Office or Division:	Administrative and Financial 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 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 Management Section
f. Certification by the Agency Head or his authorized representative that all NDD, NAOA calls, and International calls are official calls (PLDT)	AFMD- Human Resource Management Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>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.	None	1 Hour	Administrative Aide IV



	2.3. Signature of Obligation Request Status Form certifying that funds are available.	None	30 Minutes	Budget Officer
	2.4. Recording in the Obligation Registry.	None	20 Minutes	Budget Clerk
	2.5. Forward to the Accounting Section for processing.	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete supporting documents.	None	15 Minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax computations if applicable.	None	1 Hour	Administrative Assistant II
	2.8. Review and certify for	None	30 Minutes	Accountant



	cash availability.			
	2.9. Record and forward DV with SDs to the Chief, AFMD for initial approval.	None	30 Minutes	Administrative Aide IV
	2.10. Review and countersign.		1 Hour	Chief AFMD
	2.11. Record and forward DV with SDs to: Deputy Executive Director for Administration for below ₱100,000.00 and, Executive Director for ₱100,000.00 and above.	None	15 Minutes	Administrative Aide III
	2.12. Approve and Sign for payment below P100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.	None		Executive Director



	<p>2.14. DV forwarded to the Cashier for preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP- ADA)</p> <p>Summary of LDDAPADA Issued and Invalidated ADA Entries (SLIIE) Modified Disbursement System (MDS) Check & Advice to Check Issued and Cancelled (ACIC)</p>	None	15 Minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs and determine if they require preparation of LDDAP-ADA, SLIIE, or</p>	None	30 Minutes	Receiving Clerk Administrative Aide IV



	MDS Check and ACIC.			
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAPADA, and MDS Check & ACIC.	None	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 BillerDES.	None	1 Hour 30 Minutes	Administrative Assistant II, Administrative Officer I, Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC.	None	30 Minutes	Administrative Officer III Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP-ADA, and ACIC to accounting for review and signature	None	15 Minutes	Administrative Aide IV Administrative Assistant II



	<p>Accounting Section Process</p> <p>2.20. Receive and record LDDAP – ADA and ACIC and forward for review and verification.</p>	None	15 Minutes	Administrative Aide III
	<p>2.21. Review and verify the amount against DV and counter sign SLIIE, LDDAP-ADA, and ACIC forward for signature.</p>		30 Minutes	Administrative Office II
	<p>2.22. Review and sign LDDAP-ADA SLIIE and ACIC.</p>	None	1 Hour	Accountant III
	<p>2.23. Forward DVs with SDs, SLIIE, LDDAPADA and ACIC for signature.</p>	None	30 Minutes	Administrative Aide III
	<p>2.24. Receive, record, and forward for signature.</p>	None	15 Minutes	Administrative Aide III



	and countersign.			
	2.25. Review and sign.	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/ signature.	None	15 Minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature.	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank.	None	15 Minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank.	None	1 Hour	Administrative Aide IV or Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	

**Service Title: REQUEST FOR PAYMENT OF GOODS AND SERVICES**

Description: 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 Goods and Services
6. Negotiated Procurement-Two failed biddings/Emergency cases/Small value procurement

Office or Division:	Administrative and Financial 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 and 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 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 and Financial 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 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 Management 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 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 Management 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 and Financial 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- 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 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. 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 Management Section



DANGEROUS DRUGS BOARD

CITIZEN'S CHARTER

2026 Edition

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 and Financial 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 (2copies)	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 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 Management Section
m. Notice of Award	Project/Program Implementors
n. Sample Copy of collaterals	Payee
o. Warranty	Payee
p. Authenticated photocopy of approved APP	Payee
q. Non-VAT, Vat Registered or PEZA Exempt	Payee



DANGEROUS DRUGS BOARD

CITIZEN'S CHARTER

2026 Edition

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 and Financial 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-continuation	
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 and staff	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/salaries	Payee
b. Schedule of work and places of assignment or stations/visits indicating, among others, the number of Hours per visit.	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 Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with RA No. 6727	Payee
f. 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 and Financial 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 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 Management 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 applicable, for goods, rental and repair contracts, and TOR for consultancy.	Payee
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 and Financial 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	Payee



project (for security service controls)	
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
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>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.	None	1 Hour	Administrative Aide IV
	2.3. Signature of Obligation Request Status Form certifying that funds are available.	None	30 Minutes	Budget Officer
	2.4. Record in the Obligation Registry.	None	20 Minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing.	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete supporting documents.	None	15 Minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax.	None	1 Hour	Administrative Assistant II



	computation if applicable.			
	2.8. Review and Certify for cash availability.	None	30 Minutes	Accountant
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval.	None	30 minute	Administrative Aide IV
	2.10. Review and countersign.	None	1 Hour	Chief AFMD
	2.11. Record and forward DV with SDs to: Deputy Executive Director for Administration for below ₱100,000.00 and, Executive Director for ₱100,000.00 and above	None	15 Minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for	None		Executive Director



	payment for P100,000.00 and above.			
	<p>DV forwarded to Cashier for preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with advice to Debit Account (LDDAP-ADA)</p> <p>Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE)</p> <p>Modified Disbursement System (MDS) Check</p> <p>Advice to Check Issued and Cancelled (ACIC)</p>	None	15 Minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.14. Receive DVs with SDs</p>	None	30 Minutes	Receiving Clerk Administrative Aide IV



	and determine if they require preparation of LDDAPADA, SLIIE or MDS Check and ACIC.			
	2.15. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA and MDS Check & ACIC.	None	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.	None	1 Hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.17. Review, verify and sign LDDAP-ADA or MDS Check and ACIC.	None	30 Minutes	Administrative Officer III Administrative Officer V
	2.18. Record, and forward SLIIE, LDDAP-ADA and	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I



	ACIC to accounting for review and signature.			
	Accounting Section Process 2.19. Receive and record LDDAP – ADA and ACIC and forward for review and verification.	None	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.	None	30 Minutes	Administrative Office II
	2.21. Review and sign LDDAP-ADA SLIIE and ACIC.	None	1 Hour	Accountant III
	2.22. Forward DVs with SDs, SLIIE, LDDAPADA and ACIC for signature.	None	30 Minutes	Administrative Aide III



	2.23. Receive, record and forward for signature and counter sign.	None	15 Minutes	Administrative Aide III
	2.24. Review and sign.	None	30 Minutes	Chief AFMD
	2.25. Record and forward for approval/ signature.	None	15 Minutes	Administrative Aide III
	2.26. Receive, record, and forward for signature.	None	15 Minutes	Office of the Executive Director (OED) staff
	2.27. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.28. Record and return to Cashier for transmittal to the Agency Servicing Bank.	None	15 Minutes	Administrative Aide III



	2.29. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank.	None	1 Hour	Administrative Aide IV or Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	

**Service Title: REQUEST FOR PAYMENT OF SALARIES AND BENEFITS**

Description: 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 and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	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
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 Section-DDBS-FM-BGT-01, Rev.00
d. Certified true copy of duly approved Appointment	AFMD- Human Resource Management Section



e. Assignment Order, if applicable	AFMD- Human Resource Management Section
f. Certified true copy of Oath of Office	AFMD- Human Resource Management Section
g. Certificate of Assumption	AFMD- Human Resource Management Section
h. Copy of SALN	AFMD- Human Resource Management Section
i. Approved DTR	AFMD- Human Resource Management Section
j. Mirror Image of Account (if applicable)	AFMD- Human Resource Management 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 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 Management Section
e. Approved DTR or certification that the employee has not incurred LWOP	AFMD- Human Resource Management Section



Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 Section-DDBS-FM-BGT-01, Rev.00
c. Service record	AFMD- Human Resource Management Section
d. Loyalty Cash Award/Incentive payroll	AFMD- Human Resource Management 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 Management 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 Section- DDBS-FM-BGT-01, Rev.00
d. Service record	AFMD- Human Resource Management Section
e. Letter of Acceptance	AFMD- Human Resource Management Section
f. Clearance	AFMD- Human Resource Management Section
g. Appointment	AFMD- Human Resource Management Section
h. Copy of SALN	AFMD- Human Resource Management Section
i. Approved DTR	AFMD- Human Resource Management Section
j. Leave card	AFMD- Human Resource Management Section



Office or Division:	Administrative and Financial 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 Section-DDBS-FM-BGT-01, Rev.00
d. Clearance	AFMD- Human Resource Management Section
e. Approved DTR	AFMD- Human Resource Management Section
f. Death Certificate authenticated by PSA copy	AFMD- Human Resource Management Section
g. Marriage Contract by PSA if applicable	AFMD- Human Resource Management Section
h. Birth Certificates of surviving legal heirs by PSA	AFMD- Human Resource Management Section
i. Designation of next-of-kin and Waiver of right	AFMD- Human Resource Management Section
j. Mirror Image of Account (if applicable)	AFMD- Human Resource Management 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 Section-DDBS-FM-BGT-01, Rev.00
d. Letter of Application for Optional Retirement/Resignation	AFMD- Human Resource Management Section
e. Letter of Acceptance	AFMD- Human Resource Management Section
f. Application for terminal leave	AFMD- Human Resource Management Section
g. Updated Service Record or certification from HRMO that the retiree did not occur LWOP	AFMD- Human Resource Management Section
h. SALN	AFMD- Human Resource Management Section
i. Retirement of Gratuity Computation	AFMD- Human Resource Management Section
j. Clearance	AFMD- Human Resource Management Section
k. TR	AFMD- Human Resource Management Section
l. Leave Card	AFMD- Human Resource Management Section
m. BP 208	AFMD- Human Resource Management Section



Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 Section-DDBS-FM-BGT-01, Rev.00
d. Medical Certificate for maternity leave	AFMD- Human Resource Management Section
e. Certified true copy of Maternity leave clearance	AFMD- Human Resource Management Section
f. Medical certificate that the employee is physically fit to work	AFMD- Human Resource Management Section
g. Certificate of assumption	AFMD- Human Resource Management Section
h. Approved DTR	AFMD- Human Resource Management Section
i. Mirror Image of Account (if applicable)	AFMD- Human Resource Management 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 Section- DDBS-FM-BGT-01, Rev.00
d. Certified true copy of duly approved Appointment	AFMD- Human Resource Management Section
e. Assignment Order, if applicable	AFMD- Human Resource Management Section
f. Certified true copy of Oath of Office	AFMD- Human Resource Management Section
g. Approved DTR	AFMD- Human Resource Management Section
h. SALN	AFMD- Human Resource Management Section
i. BIR 1902 and 2305	AFMD- Human Resource Management Section
j. Clearance	AFMD- Human Resource Management 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 Management Section
l. BIR 2316	AFMD- Human Resource Management Section
m. Certificate of Available Leave Credits	AFMD- Human Resource Management Section
n. Service Records	AFMD- Human Resource Management Section
o. Mirror Image of Account (if applicable)	AFMD- Human Resource Management Section



Office or Division:	Administrative and Financial 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 Section-DDBS-FM-BGT-01, Rev.00
d. Letter of Application for Optional Retirement/Resignation	AFMD- Human Resource Management Section
e. Approved leave application	AFMD- Human Resource Management Section
f. Leave card duly audited by Personnel and COA or Certificate of leave credits issued by the HRMO/Administrative	AFMD- Human Resource Management Section
g. Updated Service Record or certification from HRMO that the retiree did not occur LWOP	AFMD- Human Resource Management Section
h. SALN	AFMD- Human Resource Management Section
i. Complete service record	AFMD- Human Resource Management Section
j. Clearance	AFMD- Human Resource Management Section



k. Computation of Terminal Leave duly signed/certified by the accountant	AFMD- Human Resource Management 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 Management 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.	None	1 Hour	Administrative Aide IV



	2.3. Signature of Obligation Request Status Form certifying that funds are available	None	30 Minutes	Budget Officer
	2.4. Recording in the Obligation Registry	None	20 Minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete supporting documents	None	15 Minutes	Administrative Aide IV
	2.7. Review DVs with SD's and input all accounting entries and tax computation if applicable.	None	1 Hour	Administrative Assistant II
	2.8.	None	30 Minutes	Accountant



	Review and Certify cash availability			
	2.9. Record and forward DV with SDs to the Chief, AFMD for initial approval	None	30 Minutes	Administrative Aide IV
	2.10. Review and countersign	None	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	None	15 Minutes	Administrative Aide III
	2.12. Approve and sign for payment below ₱100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and sign for payment for P100,000.00 and above.	None		Executive Director



	<p>2.14. DV forward to the Cashier for the preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)</p> <p>Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE)</p> <p>Modified Disbursement System (MDS) Check Advice to Check Issued and Cancelled (ACIC)</p>	None	15 Minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs and</p>	None	30 Minutes	Receiving Clerk Administrative Aide IV



	determine if they require preparation of LDDAP-ADA, SLIIE or MDS Check and ACIC.			
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC	None	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	None	1 Hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check & ACIC	None	30 Minutes	Administrative Officer III Head, Cashier
	2.19. Record and forward SLIIE, LDDAP-ADA & ACIC to accounting	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I



	for review and signature			
	Accounting Section Process	None		
	2.20. Receive and record LDDAP – ADA & 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 & ACIC forward for signature	None	30 Minutes	Administrative Office II
	2.22. Review and sign LDDAP-ADA, SLIIE & ACIC	None	1 Hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA & ACIC for signature	None	30 Minutes	Administrative Aide III
	2.24. Receive, record and forward for signature	None	15 Minutes	Administrative Aide III



	and counter sign			
	2.25. Review and sign	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/ signature	None	15 Minutes	Administrative Aide III
	2.27. Receive, record and forward for signature	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.29. Record and return to Cashier for transmittal to the Agency Servicing Bank	None	15 Minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank	None	1 Hour	Administrative Aide IV or Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	

**Service Title: REQUEST FOR REIMBURSEMENT OF EXPENSES**

Description: 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 and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 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 the Executive Director (OED)



f. Approved Complete Staff Work (copy1)	Office of the Executive Director (OED)
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 m. Order or any proof supporting the change of schedule. (1 copy)	Payee
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 the Executive Director (OED)



Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 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 Management Section
f. Approved CSW (copy1)	Office of the Executive Director (OED)/Deputy Executive Director for Administration (OEDDA)/Deputy Executive Director for Operation (OEDDO)
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 (OED)
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 (OED)



Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 Section-DDBS-FM-BGT-01, Rev.00
d. Approved CSW, Programmed, Purchase Request, and breakdown of expenses.	Office of the Executive Director (OED)/Deputy Executive Director for Administration (ODEDA)/Deputy Executive Director for Operation/Chief of AFMD (ODEDO)/Budget Section
e. Approved Special Order	AFMD-Human Resource Management 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 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	Budget Section Process	None	30 Minutes	Budget Clerk
	1.1. Budget Section receives, records, and makes initial screening of DV and all SDs If found complete, receive the DV and all SDs. If Incomplete SDs return to the concerned Division/Unit for completion/correction.			
2. Re-submit DV and SDs with completed and corrected requirements requested by the Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements	None	15 Minutes	Budget Clerk
	2.2. Review and process of DV	None	1 Hour	Administrative Aide IV
	2.3. Signature of Obligation	None	30 Minutes	Budget Officer



	Request Status Form certifying that funds are available			
	2.4. Record in the Obligation Registry	None	20 Minutes	Budget Clerk
	2.5. Forward to Accounting Section for processing	None	15 Minutes	Budget Clerk
	Accounting Section Process	None	15 Minutes	Administrative Aide IV
	2.6. Receive and record DV with complete supporting documents			
	2.7. Review DV with SDs and input all accounting entries and tax computations if applicable.	None	1 Hour	Administrative Assistant II
	2.8. Review and Certify cash availability	None	30 Minutes	Accountant
	2.9. Record and forward DV with SDs to Chief, AFMD for initial approval	None	30 Minutes	Administrative Aide IV



	2.10. Review and counter sign	None	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	None	15 Minutes	Administrative Aide III
	2.12. Approve and Sign for payment below ₱100,000.00	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.	None		Executive Director
	2.14. DV forwarded to the Cashier for reparation of the following: List of Due and Demandable Accounts Payable with Advice to Debit Account	None	15 Minutes	Administrative Assistant III



	(LDDAP-ADA) 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	None	30 Minutes	Receiving Clerk Administrative Aide IV
	2.15. Receive DVs with SDs and determine if they require preparation of LDDAPADA, SLIIE, or MDS Checks and ACIC.	None		
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS	None	1 Hour	Administrative Aide IV Administrative Assistant II Administrative Officer I Administrative Officer III



	Check & ACIC			
	2.17. Prepare and sort LDDAP-ADA and SLIIE or MDS Check & ACIC	None	1 Hour	Administrative Assistant II Administrative Officer I Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check & ACIC	None	30 Minutes	Administrative Officer III Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP- ADA & ACIC to accounting for review and signature	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I
	Accounting Section Process	None		
	2.20. Received and recorded LDDAP – ADA & ACIC and forwarded for review and verification.	None	15 Minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and counter-	None	30 Minutes	Administrative Office II



	sign SLIIE, LDDAP-ADA & ACIC forward for signature			
	2.22. Review and sign LDDAP-ADA SLIIE & ACIC	None	1 Hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA & ACIC for signature	None	30 Minutes	Administrative Aide III
	2.24. Receive, record, and forward for signature and countersign	None	15 Minutes	Administrative Aide III
	2.25. Review and sign	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/ signature	None	15 Minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director



	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank	None	15 Minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank	None	1 Hour	Administrative Aide IV Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	

**Service Title: REQUEST PAYMENT OF CASH ADVANCES**

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

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

Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy and 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-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 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-ACT-03, Rev.02
e. Approved Special Order (1 copy)	AFMD-Human Resource Management Section
f. Approved Complete Staff Work (copy 1)	Originating Unit



g. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the 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 DDBS-FM-ACT-10, Rev.01
j. Registration Form	Host



Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
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- 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 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-ACT-03, Rev.02
e. Authority to Travel/Travel Order (1 copy)	AFMD-Human Resource Management Section
f. Approved Complete Staff Work (copy 1)	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- 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 Section-DDBS-FM-BGT-01, Rev.00
d. Approved Office Order	AFMD-Human Resource Management 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



Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
Who may avail:	G2C (Government to Citizen)
CHECKLIST OF REQUIREMENTS FOR PROJECT/PROGRAM:	WHERE TO SECURE
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 Section-DDBS-FM-BGT-01, Rev.00
d. Approved Complete Staff Work (copy 1)	Originating Unit
e. Breakdown of Expenses	Payee
f. Approved Special Order	AFMD-Human Resource Management 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	Budget Section Process 1.1. Budget Section receives, records, and makes initial screening of DV and all SDs: If found complete, receive the DV and all SDs. If Incomplete SDs return to the concerned Division/Unit for completion/correction.	None	30 Minutes	Budget Clerk
2. Submit DV and SDs with complete/correct requirements requested by the Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements	None	15 Minutes	Budget Clerk
	2.2. Review and process of DV	None	1 Hour	Administrative Aide IV



	2.3. Signature of Obligation Request Status Form certifying that funds are available	None	30 Minutes	Budget Officer III
	2.4. Record in the Obligation Registry	None	20 Minutes	Budget Clerk
	2.5. Forward to the Accounting Section for processing	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete supporting documents	None	15 Minutes	Administrative Aide IV
	2.7. Review DVs with SDs and input all accounting entries and tax computations if applicable.	None	1 Hour	Administrative Assistant II
	2.8. Review and Certify for	None	30 Minutes	Accountant



	cash availability			
	2.9. Record and forward DV with SDs to the Chief, AFMD for initial approval	None	30 Minutes	Administrative Aide IV
	2.10. Review and countersign	None	1 Hour	Chief AFMD
	2.11. Record and forward DV with SDs to: Deputy Executive Director for Administration for below ₱100,000.00 and, Executive Director for ₱100,000.00 and above	None	15 Minutes	Administrative Aide III
	2.12. Approve and sign for payment below ₱100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.	None		Executive Director
	2.14. DV forwarded to	None	15 Minutes	Administrative Assistant III



	<p>the Cashier for preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)</p> <p>Summary of LDDAP-ADA Issued and Invalidated ADA 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</p>	None	30 Minutes	Receiving Clerk Administrative Aide IV



	they require preparation of LDDAP-ADA, SLIIE, or MDS Check and ACIC.			
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC	None	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	None	1 Hour	Administrative Assistant II, Administrative Officer I Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC	None	30 Minutes	Administrative Officer III Administrative Officer III
	2.19. Record and forward SLIIE, LDDAP-ADA, and ACIC to accounting	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I



	for review and signature			
	Accounting Section Process 2.20. Receive and record LDDAP – ADA and ACIC and forward for review and verification.	None	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	None	30 Minutes	Administrative Office II
	2.22. Review and sign LDDAP-ADA SLIIE and ACIC	None	1 Hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA, and ACIC for signature	None	30 Minutes	Administrative Aide III
	2.24. Receive, record, and forward for signature	None	15 Minutes	Administrative Aide III



	and countersign			
	2.25. Review and sign	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/signature	None	15 Minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank	None	15 Minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank	None	1 Hour	Administrative Aide IV Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	



**Service Title: REQUEST FOR PAYMENT OF OTHER SERVICES
RENDERED AND OTHER EXPENSES**

Description: 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 and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Project/Program Implementors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The following should be submitted in hard copy and 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 Section-DDBS-FM-BGT-01, Rev.00
d. Payroll	AFMD-Human Resource Management Section



e. DTR/Trip Ticket/Pass slip	AFMD-Human Resource Management Section
f. Accomplishment Report	AFMD-Human Resource Management Section
g. Contract of Services (for initial payment)	AFMD-Human Resource Management 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 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 and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 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
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 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 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 and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Government (G2G)
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 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 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 the Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements	None	15 Minutes	Budget Clerk
	2.2. Review and process of DV	None	1 Hour	Administrative Aide IV
	2.3.	None	30 Minutes	Budget Officer



	Signature of Obligation Request Status Form certifying that funds are available			
	2.4. Record in the Obligation Registry	None	20 Minutes	Budget Clerk
	2.5. Forward to the Accounting Section for processing	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete Supporting Documents	None	15 Minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax computation if applicable.	None	1 Hour	Administrative Assistant II
	2.8. Review and Certify for cash availability	None	30 Minutes	Accountant



	2.9. Record and forward DV with SDs to the Chief, AFMD for initial approval	None	30 Minutes	Administrative Aide IV
	2.10. Review and countersign	None	1 Hour	Chief AFMD
	2.11. Record and forward DV with SDs to: Deputy Executive Director for Administration for below ₱100,000.00 and, Executive Director for ₱100,000.00 and above	None	15 Minutes	Administrative Aide III
	2.12. Approve and Sign for payment below P100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.	None		Executive Director
	2.14. DV forwarded to the Cashier	None	None	



	<p>for preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with advice to the Debit account (LDDAP-ADA)</p> <p>Summary of LDDAP-ADA issued and Invalidated ADA Entries (SLIIE)</p> <p>Modified Disbursement System (MDS) Check</p> <p>Advice to Check Issued and Cancelled (ACIC)</p>			<p>Administrative Assistant III</p>
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs and determine if they require LDDAP-ADA, SLIIE,</p>	<p>None</p>	<p>30 Minutes</p>	<p>Receiving Clerk Administrative Aide IV</p>



	or MDS Check and ACIC preparation.			
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC	None	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	None	1 Hour	Administrative Assistant II, Administrative Officer I Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC	None	30 Minutes	Administrative Officer III Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP-ADA and ACIC to accounting for review and signature	None	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.	None	15 Minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA, and ACIC forward for signature	None	30 Minutes	Administrative Officer II
	2.22. Review and sign LDDAP-ADA SLIIE and ACIC	None	1 Hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA, and ACIC for signature	None	30 Minutes	Administrative Aide III
	2.24. Receive, record, and forward for signature	None	15 Minutes	Administrative Aide III



	and countersign			
	2.25. Review and sign	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/signature	None	15 Minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank	None	15 Minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank	None	1 Hour	Administrative Aide IV or Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 6 Hours and 35 Minutes	

**Service Title: REQUEST FOR PAYMENT OF FINANCIAL ASSISTANCE**

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

Office or Division:	Administrative and Financial Management Division (AFMD)- Budget, Accounting, and Cashier Section
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
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 emailed 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 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 in 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 the Budget Clerk	2.1. Receive DV and SDs with complete / corrected requirements	None	15 Minutes	Budget Clerk
	2.2. Review and process of DV	None	1 Hour	Administrative Aide IV



	2.3. Signature of Obligation Request Status Form certifying that funds are available	None	30 Minutes	Budget Officer
	2.4. Record in the Obligation Registry	None	20 Minutes	Budget Clerk
	2.5. Forward to the Accounting Section for processing	None	15 Minutes	Budget Clerk
	Accounting Section Process 2.6. Receive and record DV with complete Supporting Documents	None	15 Minutes	Administrative Aide IV
	2.7. Review DV with SDs and input all accounting entries and tax computation if applicable.	None	1 Hour	Administrative Assistant II
	2.8. Review and Certify for	None	30 Minutes	Accountant



	cash availability			
	2.9. Record and forward DV with SDs to the Chief, AFMD for initial approval	None	30 Minutes	Administrative Aide IV
	2.10. Review and countersign	None	1 Hour	Chief AFMD
	2.11. Record and forward DV with SDs to Deputy Executive Director for Administration for below ₱100,000.00 , and Executive Director for ₱100,000.00 and above	None	15 Minutes	Administrative Aide III
	2.12. – Approve and Sign for payment below P100,000.00.	None	2 Days	Deputy Executive Director for Administration (DEDA)
	2.13. Approve and Sign for payment for P100,000.00 and above.	None		Executive Director



	<p>DV forwarded to the Cashier for preparation of the following:</p> <p>List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)</p> <p>Summary of LDDAP-ADA Issued and Invalidated ADA Entries (SLIIE)</p> <p>Modified Disbursement System (MDS) Check</p> <p>Advice to Check Issued and Cancelled (ACIC)</p>	None	15 Minutes	Administrative Assistant III
	<p>Cashier Section Process</p> <p>2.15. Receive DVs with SDs</p>	None	30 Minutes	Receiving Clerk Administrative Aide IV



	and determine if they require preparation of LDDAP-ADA, SLIIE, or MDS Check and ACIC.			
	2.16. Review and determine the amount threshold and signatories prior to the preparation of SLIIE, LDDAP-ADA, and MDS Check & ACIC	None	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	None	1 Hour	Administrative Assistant II Administrative Officer I, Administrative Officer III
	2.18. Review, verify, and sign LDDAP-ADA or MDS Check and ACIC	None	30 Minutes	Administrative Officer III Administrative Officer V
	2.19. Record and forward SLIIE, LDDAP-ADA, and ACIC to Accounting	None	15 Minutes	Administrative Aide IV Administrative Assistant II Administrative Officer I




	for review and signature			
	Accounting Section Process 2.20. Receive and record LDDAP – ADA and ACIC and forward for review and verification.	None	15 Minutes	Administrative Aide III
	2.21. Review and verify the amount against DV and countersign SLIIE, LDDAP-ADA, and ACIC forward for signature	None	30 Minutes	Administrative Office II
	2.22. Review and sign LDDAP-ADA SLIIE and ACIC	None	1 Hour	Accountant III
	2.23. Forward DVs with SDs, SLIIE, LDDAPADA, and ACIC for signature	None	30 Minutes	Administrative Aide III
	2.24. Receive, record, and	None	15 Minutes	Administrative Aide III



	forward for signature and countersign			
	2.25. Review and sign	None	30 Minutes	Chief AFMD
	2.26. Record and forward for approval/signature	None	15 Minutes	Administrative Aide III
	2.27. Receive, record, and forward for signature	None	15 Minutes	Office of the Executive Director (OED) staff
	2.28. Approval of Head of Agency/ Authorized Representative	None	2 Days	Executive Director
	2.29. Record and return to the Cashier for transmittal to the Agency Servicing Bank	None	15 Minutes	Administrative Aide III
	2.30. Record and transmit LDDAP-ADA and SLIE or MDS Check and ACIC to the Agency Servicing Bank	None	1 Hour	Administrative Aide IV Administrative Assistant II
TOTAL PROCESSING TIME			5 Days, 5 Hours and 50 Minutes	

**CONFERENCE SECRETARIAT (CONSEC)****Service Title: PROVISION OF MEETING VENUE**

Description: This pertains to the provision of venue for the conduct of meetings and other sponsored activities of the agency, ensuring that requests for reservation of the Board Room and Social Hall are attended to 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>(CONSEC) Online Venue Reservation Form</p>  <p>https://forms.office.com/r/S2Y5Xqf4</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 the Main and Extension Offices <p>Online Form can be requested through:</p> <ol style="list-style-type: none"> 1. MS Teams 2. Email boardsec@ddb.gov.ph 3. CONSEC Telephone Number 8929-1753 loc. 207



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish (CONSEC) Online Venue Reservation Form	1.1. Assist the end-user in accessing the online reservation form	None	3 Minutes	Technical Assistant/ Administrative Aide VI
	1.2. Acknowledge the duly accomplished online form from the end-user	None	5 Minutes	Technical Assistant/ Administrative Aide VI
	1.3. Determine if there are any overlapping activities in the requested schedule	None	5 Minutes	Technical Assistant/ Administrative Aide VI
	1.4. Confirm venue availability using the CONSEC Monitoring System through Google Sheets	None	5 Minutes	Technical Assistant/ Administrative Aide VI
	1.5. Coordinate with MISD for any required technical setup and with General Services to	None	7 Minutes	Technical Assistant



	assign office utility personnel for necessary services during the activity			
	1.6. Approve the request for venue reservation	None	5 Minutes	Technical Assistant/ Administrative Aide VI
	1.7. Inform the client to submit a copy of the accomplished Attendance Sheet of the program conducted in the venue, along with the completed Customer Satisfaction Survey Form.	None		Technical Assistant/ Administrative Aide VI
2. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
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

Description: This service covers the provision of Dangerous Drugs Board Issuances and their related documents as requested. The requested Board Regulations, Board Resolutions, and/or Board Documents can be provided in a hard copy (plain photocopy of the original) or soft copy (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	<p>1. Dangerous Drugs Board Website www.ddb.gov.ph</p> <p>PERSONNEL</p> <ol style="list-style-type: none"> Board Secretary IV (Head) Administrative Assistant III (AAsst. III) Administrative Aide VI (AA VI) Technical Assistant <p>LOCATION</p> <p>6th Floor, DDB Extension Office, South Insula Building, Timog Avenue, Diliman, South Triangle, Quezon City, 1103</p>
1. Email sent to boardsec@ddb.gov.ph	
B. Walk-in Clients	
<ol style="list-style-type: none"> Any government-issued ID Conference Secretariat logbook of walk-in clients 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Clients	1.1. Receive client request	None	2 Minutes	Technical Assistant/ Administrative Aide VI
1. Clients requesting for copy of the Board Resolution and/or Board Regulation via the electronic communication platform	1.2. Review if the requested record is a Board Resolution, Board Regulation, or other related Board Documents	None	2 Minutes	Administrative Assistant III
	1.3. Inform the unit head of the requested document for the client	None	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 and administer Customer Satisfaction Survey.	None	7 Minutes	Administrative Assistant III
	2.			



Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
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 on the DDB website) via an 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 Document/s	None	2 Minutes	Administrative Assistant III
	1.3. Inform the unit head of the requested document for the client	None	3 Minutes	Administrative Assistant III
	1.4. Obtain clearance from the Office of the Board Secretary for the release of Board Document/s.	None	3 Hours	Board Secretary IV (Head), Conference Secretariat
	1.5. Provide a copy of the requested	None	7 Minutes	Administrative Assistant III



	Board Document/s in PDF format via the official email address of the Conference Secretariat and administer CSM Survey.			
2. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			3 Hours and 14 Minutes	
Walk-in Clients requesting 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 in 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	None	3 Minutes	Technical Assistant/ Administrative Aide VI



	Board Document/s			
3. Client to wait for the copy of the requested Board Issuance/s	3.1. Inform the unit head of the requested document for the client	None	3 Minutes	Administrative Assistant III
	3.2. Check the archives of the Conference Secretariat through the official online storage, Microsoft OneDrive	None	5 Minutes	Administrative Assistant III
	3.3. 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	None	2 Minutes	Technical Assistant/ Administrative Aide VI
4. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			16 Minutes	



Walk-in Clients requesting 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 in 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	None	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 for the client	None	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.	None	3 Hours	Board Secretary IV (Head), Conference Secretariat
	3.3. Check the archives of the Conference Secretariat through the	None	5 Minutes	Administrative Assistant III




	official online storage, Microsoft OneDrive			
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.	None	7 Minutes	Administrative Assistant III
5. Accomplish Feedback Form /Customer Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			3 Hours and 21 Minutes	



GENERAL SERVICES (GS)

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

Description: 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
<p>Accomplished Online Request Form for Vehicle and Driver</p> <p>(Hard copy) with: (https://forms.office.com/r/QQfA1wsWLK)</p> <p>Supporting documents: any of the following- (Approved CSW, Routing Memo, Approved Purchase Request)</p>	<p>https://forms.office.com/r/QQfA1wsWLK)</p> 



CLIENT STEPS	AGENCY 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 the 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 of the status of their request	None	5 Minutes	Administrative Aide VI Administrative Aide IV Administrative Aide III
	2.6. Notify and provide a	None	5 Minutes	Administrative Aide VI



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	copy of the approved Daily Trip Ticket to the assigned driver and guard-on-duty			Administrative Aide IV Administrative Aide III
TOTAL PROCESSING TIME			50 Minutes	



HUMAN RESOURCE MANAGEMENT SECTION (HRMS)

Service Title: PROCESSING OF REQUESTS FOR EMPLOYEE RECORDS AND CERTIFICATION

Description: 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/Division/Unit	Human Resource Management Section- Administrative and Financial Management Division (HRMS-AFMD)
Classification	Simple
Type of Transaction	Government to Citizen (G2C) Government to Government (G2G)
Who may avail	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished HRMS Online Request Form; or	Secure at: https://forms.office.com/r/bKnGVahgHQ
HRMS Request Form (printed copy)	Available at HRMS Receiving Area
For the 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 	Authorized Representative requesting



<ul style="list-style-type: none">• 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	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the HRMS Online Request Form or printed HRMS Request Form (personally or through an authorized representative).	1.1. Upon receiving the request, check the completeness of the information provided.	None	5 Minutes	Administrative Aide III or IV
	1.2. Encode details in HRMS Request Tracker.	None	5 Minutes	Administrative Aide III or IV
	1.3. Endorse request to HRMO III.	None	5 Minutes	Administrative Aide III or IV
	1.4. Assign the preparation of draft employee record/certification to concerned HRMS staff.	None	5 Minutes	Human Resource Management Officer (HRMO) III
	1.5. Prepare draft employee record/certification.	None	2 Hours	Human Resource Management Officer (HRMO) I or II, Administrative




				Assistant II, or Administrative Aide IV
	1.6. Endorse draft to HRMO III for review, comments, or feedback.	None	5 Minutes	Human Resource Management Officer (HRMO) I or II, Administrative Assistant II, or Administrative Aide IV
	1.7. Review the correctness, completeness of the information in the requested employee record/ certification, including the proper format.	None	2 Hours	Human Resource Management Officer (HRMO) III
	1.8. Provide comments or feedback to the assigned HRMS staff. If in order, the HRMO III shall affix his initials in the document.	None	15 Minutes	Human Resource Management Officer (HRMO) III
	1.9. Transmit signed	None	10 Minutes	Administrative Aide III or IV



	document to Chief, AFMD for review and signature.			
	<p>1.10.</p> <p>Review the document and provide feedback to the HRMS.</p> <p>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>	None	1 Hour	Chief, Administrative and Financial Management Division or Human Resource Management Officer III
	<p>1.11.</p> <p>Scan and store digital copy in HRMS OneDrive.</p>	None	10 Minutes	Administrative Aide III or IV
2. Receive requested document	<p>2.1.</p> <p>Transmit the scanned copy of the</p>	None	10 Minutes	Administrative Aide III or IV



<p>via email or pick up at HRMS Receiving Area.</p>	<p>requested document or notify the requesting DDB official/ employee that the document requested is ready for pick up.</p>			
<p>3. Accomplish Customer Satisfaction Survey, either printed or through the link below:</p> <p>https://forms.office.com/r/Z47ZGhDmfP</p> 	<p>3.1. Upon receipt of the requested document, remind the client to accomplish and submit the Customer Satisfaction Survey Form.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Administrative Aide III or IV</p>
<p>TOTAL PROCESSING TIME</p>			<p>6 Hours and 15 Minutes</p>	



LEGAL AFFAIRS DIVISION (LAD)

Service Title: **LEGAL SERVICES PROCESS FOR INTERNAL AND EXTERNAL CUSTOMERS**

Description: 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
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
<p>1. The requesting party shall submit the complete requirements to LAD.</p>	<p>1.1. Receive and check the completeness of the requirements.</p>	<p>None</p>	<p>30 Minutes</p>	<p>Technical Assistant</p>
	<p>1.2. Log information in the electronic and physical logbook.</p>		<p>3 Minutes</p>	<p>Technical Assistant</p>
	<p>1.4. Assign the request to legal officer/personnel for processing.</p>		<p>30 Minutes</p>	<p>Attorney IV</p>
	<p>1.5. Review, process the request, and prepare response: Contracts Board Resolution/Regulation</p>		<p>4 Days</p>	<p>Attorney IV, Attorney III, Executive Assistant III, Board Secretary I, Legal Assistant II, Administrative Aide VI</p>
	<p>MOA Policy</p>			



	<p>Technical concerns</p> <p>1.6. Review and approval of the submitted draft document/response.</p> <p>1.7. Record and release the documents requested for review.</p>		<p>2 Days</p> <p>5 minutes</p>	<p>Attorney IV</p> <p>Technical Assistant</p>
2. Receive requested document and accomplish CSM.	2.1. Request client to accomplish CSM.	None	5 minutes	Requesting party
TOTAL PROCESSING TIME			6 Days, 1 Hour and 13Minutes	



LOGISTICS SECTION (LS)

**Service Title: REQUEST FOR ISSUANCE OF IN-STOCK OFFICE
SUPPLIES**

Description: This process is established to ensure the timely and efficient issuance of office supplies, thereby supporting the smooth operations and effective service delivery of each requisitioning office. By streamlining the issuance procedure, the Office aims to maintain uninterrupted workflow and ensure that all units are adequately equipped with the necessary resources to perform their respective functions efficiently.

Office/Division/Unit	Logistics Section- Administrative and Financial Management Division (LS- AFMD)
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who may avail	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request Form of the Logistics Section	AFMD Logistics Section / Microsoft Teams
Requisition and Issue Slip	AFMD Logistics Section (printed copy) / Microsoft Teams (electronic copy of forms) / AMIS <u>FM-SPL-06 RIS.xls</u>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request Form and approved RIS to the Logistics Section.	1.1. Receive and check the completeness of documents.	None	5 Minutes	Administrative Aide I / Administrative Assistant III
	Verify requested supplies against the approved PPMP/APP. <i>If not included in the PPMP, require submission of approved Supplementa I PPMP.</i>	None	10 Minutes	Administrative Assistant III
	1.2. Prepare the available requested office supplies.	None	45 Minutes	Storekeeper III
2. Receive the requested office supplies.	2.1. Issue the office supplies to the requesting unit/division.	None	1 Hour	Storekeeper III



3. Check the issued supplies and sign the "Received by" portion of the RIS.	3.1. Administer the Client Satisfaction Measurement Form.	None	5 Minutes	Client / Storekeeper III
4. Accomplish the Client Satisfaction Measurement (CSM) Form.				
TOTAL PROCESSING TIME			2 Hours and 5 Minutes	



MANAGEMENT INFORMATION SYSTEMS DIVISION (MISD)

Service Title: INTERNAL ICT ISSUE RESOLUTION

Description: This describes the process in the provision of resolution to ICT issues requested by DDB employees or internal users of the DDB’s hardware, software, and ICT network. 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/Division/Unit	Management Information Systems Division (MISD)
Classification	Simple Complex Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Issue Resolution Request Form available online at the DDB SharePoint containing the following: <ul style="list-style-type: none"> • Name of Requesting Employee • Description of Issue encountered • Type and location for hardware concerns or 	https://forms.office.com/r/RWRm9b9aJT



<p>name of information system or software involved</p> <ul style="list-style-type: none">• Screenshot of issue for information systems and software	
<p>Customer Feedback Form available at the DDB SharePoint .</p>	<p>https://forms.office.com/r/rN1sR81ss2</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the ICT Issue Resolution Form via online available at the DDB SharePoint and submit online by clicking the "Submit" button or via the Official Communication Channel (e.g., MS Teams, Viber, and Outlook).	1.1. Review ICT Issue Resolution Form and determine the severity level of the issue reported.	None	45 Minutes	Systems Specialist or IT Infrastructure Specialist
	1.2. Create a ticket through the e-Ticketing System.	None	5 Minutes	Systems Specialist or IT Infrastructure Specialist
	1.3. Check Knowledge Management System (KMS) for similar issues reported and resolution applied.	None	30 Minutes	Systems Specialist or IT Infrastructure Specialist



	For issues not included in the KMS, will be escalated to the IT Engineer/ Inform client of the proposed resolution.			
	1.4. Apply resolution.	None	<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.	2.1. Close e-Ticket.	None	5 Minutes	Systems Specialist
	2.2. Endorse new issues to KMS.	None	10 Minutes	Systems Specialist
3. Accomplish Feedback Form available at the DDB				



SharePoint at: https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			Simple: 1 Day, 1 Hour and 35 Minutes Complex: 3 Days, 1 Hour and 35 Minutes Technical: 5 Days, 1 Hour and 35 Minutes	



Service Title: TECHNICAL SUPPORT IN THE CONDUCT OF LIVE RECORDING

Description: 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 (MISD)
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DDB Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Technical Support in the Conduct of Live Recording Form available online at the DDB SharePoint containing the following:</p> <ul style="list-style-type: none"> • Name of DDB Official to be recorded • Date, time and venue of the recording • Special Request (Number and composition of support staff, type of equipment) • Required Script or Message to be recorded if needed. 	https://forms.office.com/r/Fw1RAEvHSf
Customer Feedback Form available at the DDB Share Point	https://forms.office.com/r/rN1sR81ss2



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Technical Support in the Conduct of Live Recording Form via online available at the DDB SharePoint and submit online by clicking the "Submit" button or via Official Communication Channel (e.g., MS Teams, Viber, and Outlook).	1.1. Review submitted request.	None	3 Hours	IT Infrastructure Specialist
	1.2. Coordinate with requesting employee on the details of the request.		1 Hour	IT Infrastructure Specialist
2. Provide details of the requested support needed.	2.1. Check the calendar of Activities.	None	15 Minutes	Computer Maintenance Technologist II
	2.2. Assign staff to provide support for the live recording.	None	5 Minutes	Computer Maintenance Technologist II



	2.3. Plan for the live recording including checking of the availability of equipment.	None	1 Hour	Computer Maintenance Technologist II
	2.4. Approve plan for the live recording.	None	1 Hour	Computer Maintenance Technologist II
	2.5. Provide details of the requested support to client.	None	10 Minutes	Assigned support staff
	2.6. Set-up venue, testing of recording equipment, and provision of technical support and live recording.	None	4 Hours	Assigned support staff
	2.7. Concert and download video file.	None	4 Hours	Assigned support staff
	2.8. Send to requesting official or his/her secretary through email (mp4 file or link to the video where it can be downloaded).	None	15 Minutes	Assigned support staff
3. Receive video recording and Accomplish				



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Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			1 Day, 6 Hours and 45 Minutes	



Service Title: REQUEST FOR VIRTUAL MEETING ROOM

Description: This describes the procedures to be followed by DDB employees in requesting for the provision of virtual meeting room for the conduct of online meetings and other activities.

Office or Division:	Management Information Systems Division
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Meeting Request Form available online at the DDB SharePoint.</p> <ul style="list-style-type: none"> • Name of Requester • Title of Webinar • Date and Time of Webinar • Meeting Platform • Number of Participants • Name of Host • Name of Presenter • Name of Moderator 	https://tinyurl.com/VirtualRoomRequest
<p>2. Customer Feedback Form available at the DDB Share Point.</p>	https://forms.office.com/r/rN1sR81ss2



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 or via Official Communication Channel (e.g., MS Teams, Viber, and Outlook).	1.1. Review submitted meeting request form.	None	2 Hours	IT Infrastructure Specialist
	1.2. Coordinate with requesting employee for missing information.	None	15 Minutes	IT Infrastructure Specialist
2. Provide meeting details.	2.1. Check the calendar for the availability of meeting platform.	None	10 Minutes	IT Infrastructure Specialist
	2.2. Coordinate with requesting employee on other available virtual meeting room if preferred platform is not available.	None	15 Minutes	IT Infrastructure Specialist
	2.3. Create virtual meeting room.	None	5 Minutes	



	2.4. Send link of virtual meeting room to requesting employee.	None	5 Minutes	
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			2 Hours and 50 Minutes	



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

Description: 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:	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Venue Reservation Form, which contains the requisition of the Technical Support is available online at the DDB SharePoint containing the following: <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 • Program or Meeting Agenda 	https://forms.office.com/r/S2Y5Xqf4yj
Customer Feedback Form available at the DDB Share Point	https://forms.office.com/r/rN1sR81ss2



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Venue Reservation Form Request form available online at the DDB SharePoint and Submit by clicking the "Submit" button or via Official Communication Channel (e.g., MS Teams, Viber, and Outlook).	1.1. Review submitted request.	None	3 Hours	IT Infrastructure Specialist
	1.2. Coordinate with requesting employee on the details of the requested support.	None	15 Minutes	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	None	30 Minutes	Computer Maintenance Technologist II



	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.	None	1 Hour	Infrastructure Specialist
	2.3. Review and approve plan for the provision of support.	None	1 Hour	Computer Maintenance Technologist II
	2.4. Provide details of requested support to client.	None	10 Minutes	Assigned support staff
	2.5. Conduct of setup and dry-run (Set-up meeting venue, conduct testing, and dry-run based on the program flow (test video, recording, and audio equipment/ setup).	None	3 Hours	Assigned support staff



	2.6. Conduct of actual support (Provide support to ongoing meeting / Activity).	None	N/A	Assigned support staff
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			8 Hours and 55 Minutes	



Service Title: REQUEST FOR SENDING OF INFOTXT

Description: This describes the procedures in requests for sending of SMS message through InfoTXT including the filing of request, updating of distribution list, up to monitoring of successful delivery of messages.

Office or Division:	Management Information Systems Division (MISD)
Classification:	SIMPLE
Type of Transaction:	Government to Government (G2G)
Who may avail:	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>InfoTXT Request Form available online at the DDB SharePoint</p> <ul style="list-style-type: none"> • Message to be sent (preferably a maximum of 255 characters per message) • Recipient/s or Group/Categories of Employees who shall receive the message • Name and Office of Requester 	<p>https://tinyurl.com/InfoTXTRequest</p>
Customer Feedback Form available at the DDB Share Point	https://forms.office.com/r/rN1sR81ss2



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit InfoTXT Request Form available online.	1.1. Review the completeness of the submitted InfoTXT Request Form.	None	3 Hours	Systems Specialist
	1.2. Coordinate with requesting employee for missing information.	None	15 Minutes	Systems Specialist
2. Provide missing information.	2.1. Create SMS message through InfoTXT.	None	10 Minutes	Systems Specialist
	2.2. Input mobile number of recipient/s in the distribution list.	None	15 Minutes	Systems Specialist
	2.3. Send and monitor successful delivery of InfoTXT message.	None	1 Hour	Systems Specialist
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			4 Hours and 40 Minutes	



Service Title: REQUEST FOR A COPY OF MEETING RECORDING

Description: 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 (MISD)
Classification:	SIMPLE
Type of Transaction:	Government to Government (G2G)
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 	https://bit.ly/misdrecordingrequestform
Customer Feedback Form available at the DDB Share Point	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 or via Official Communication Channel (e.g., MS Teams, Viber, and Outlook).	1.1. Review submitted Recording Request Form.	None	1 Hour	IT Infrastructure Specialist
	1.2. Coordinate with requesting employee for missing information.	None	15 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.	None	5 Minutes	Chief, MISD
	2.3. Check the storage location and download requested Recording.	None	5 Hours	IT Infrastructure Specialist



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	2.4. Uploading and sending of recording through email (mp4 file or link to the video where it can be downloaded).	None	2 Hours	IT Infrastructure Specialist
3. Accomplish Feedback Form available at the DDB SharePoint at https://forms.office.com/r/rN1sR81ss2				
TOTAL PROCESSING TIME			8 Hours and 30 Minutes	



MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU)

Service Title: REQUEST FOR COMMUNICATION MATERIALS

Description: 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:	Media Affairs and Public Relations Unit (MAPRU)
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
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




	2.5. 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
3. Fill out MAPRU's Online Customer Satisfaction Survey Form.				
TOTAL PROCESSING TIME			4 Days and 5 Hours	



Service Title: REQUEST FOR PUBLICITY AND PROMOTIONS SERVICES

Description: 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:	Media Affairs and Public Relations Unit (MAPRU)
Classification:	HIGHLY TECHNICAL
Type of Transaction:	Government to Citizen (G2C)
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.	3.1. Revise output based on input/ comments, if there are any.	None	1 Day	Public Relations Officer I, Information Officer II, Public Relations Officer III




	3.2. 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

Description: 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:	Media Affairs and Public Relations Unit (MAPRU)
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
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 the 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	None	3 Days	Public Relations Officer I, Information Officer II



	material as outlined in the approved Content Calendar.			
	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 the content proposal.	6.1. Post content on the social media platforms/ website and provide	None	30 Minutes	Public Relations Officer I



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	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.				
TOTAL PROCESSING TIME			6 Days and 6 Hours	



Service Title: REQUEST FOR PUBLICITY AND PROMOTIONS SERVICES

Description: 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:	Media Affairs and Public Relations Unit (MAPRU)
Classification:	SIMPLE
Type of Transaction:	Government to Citizen (G2C)
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	None	30 Minutes	Project Development Officer II



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	Online Customer Satisfaction Survey Form.			
TOTAL PROCESSING TIME			3 Hours and 30 Minutes	



POLICY STUDIES, RESEARCH, AND STATISTICS DIVISION (PSRSD)

Service Title: REQUEST FOR DRUG-RELATED DATA AND INFORMATION

Description: This service provides DDB officials and personnel with timely access to drug-related data, reports, and analytical outputs to support policy formulation, program implementation, monitoring, and decision-making.

Office or Division:	Policy Studies, Research and Statistics Division (PSRSD)
Classification:	COMPLEX
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	DDB Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSRDS Data / Information Request Form (DDBS-FM-PRS-18) – one (1) copy, original/scanned copy: <ul style="list-style-type: none"> • Indicating the office, name of requesting office representative, purpose and description of data/information requested • If soft copy, in .pdf format 	PSRSD Sharepoint Link for the PSRSD Data / Information Request form: <u>FM_PRS_18_request_form.docx</u>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the letter accomplished PSRSD Data / Information Request Form to PSRSD. Soft copy of the request may also be submitted at psrsd@ddb.gov.ph	1.1. PSRSD receives the accomplished request form. 1.2. If found in order, Receiving Officer (Administrative Assistant) stamps the copy of the document and acknowledges receipt. 1.3. PSRSD records the document. 1.4. Receiving Officer (Administrative Assistant) endorses the request to the Chief of PSRSD.	None	1 working day	PSRSD / Receiving Officer (Administrative Assistant) / Chief, PSRSD
2. Waits for PSRSD feedback/ action.	2.1. PSRSD prepares the requested data / information.	None	5 working days	Chief, PSRSD / Assistant Chief / PSRSD Staff
	2.2. PSRSD sends the response to the	None	1 working day	Chief, PSRSD / Assistant Chief / PSRSD Staff / Receiving Officer



	requesting party.			(Administrative Assistant)
	2.3. PSRSD sends internal client satisfaction management (ICSM) form to the requesting party.	None	Within 1 working day from sending of response to requesting party	PSRSD ICSM Focal Person
3. Client provides feedback on the services provided at the ICSM Form: tinyurl.com/psrsdicsm	3.1. PSRSD receives accomplished ICSM form.	None	Within 1 working day upon receipt of the accomplished client satisfaction survey	PSRSD ICSM Focal Person
TOTAL PROCESSING TIME			7 Days	

**RECORDS SECTION (RS)****Service Title: REQUEST FOR DELIVERY OF DOCUMENTS / PARCEL****Description:** Provision of delivery service for transmittal of official documents and parcels.

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepare documents/ parcel, accomplish request form, and submit to:</p> <p>a. Online submission of request through the Document Tracking and Process Monitoring System (DTPMS) version 01 or</p> <p>b. Manual submission of request and documents / parcel</p>	<p>1.1. Receive, review requests, and inspect the document/ parcel.</p>	None	10 Minutes	Administrative Aide III/ IV/ VI
	<p>1.2. Log and assign transaction number.</p>	None		Administrative Aide III/ IV/ VI
	<p>1.3. Assess and endorse request to RO I / II / III.</p>	None		Administrative Aide III/ IV/ VI



	1.4. Request cash to Special Disbursing Officer/ requesting party (if needed).	None		Client/Special Disbursement Officer
	1.5. Reassess request and review document/ parcel.	None	15 Minutes	Records Officer I / II / III
	1.6. Assign RS-AFMD personnel to facilitate the delivery.	None		Records Officer I / II / III
	1.7. Submit Request for vehicle and driver form (DDBS-FM-SPL-17).	None	5 Minutes	Administrative Aide II
	1.8. Deliver documents /parcels and secure proof of delivery.	None	8 Hours upon availability of vehicle and driver	Administrative Aide II
	1.9. Provide proof of delivery - official receipt (outsource courier) and	None		Administrative Aide II



	other document.			
2. Accomplish Feedback Form /Internal Customer Satisfaction Measurement (ICSM) Form.				
TOTAL PROCESSING TIME			8 Hours and 35 Minutes	

**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:	Records Section- Administrative and Financial Management Division (RS- AFMD)
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-out request Form (DDBS-FM-REC-06) - Request for Certified True Copy/Certified Photocopy	Request Forms <ul style="list-style-type: none">➤ AFMD- Records Section – for printed copy➤ https://dangerousdrugsboard.sharepoint.com/ - for an electronic copy
Provision of the original (for verification purposes) and a copy of the document to be certified	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepare documents/ parcel, accomplish request form, and submit to:</p> <p>a. Online submission of request through the Document Tracking and Process Monitoring System (DTPMS) version 01 or</p> <p>b. Manual submission of request and documents/ parcel</p>	1.1. Receive requests and review document.	None	10 Minutes	Administrative Aide III/ IV/ VI
	1.2. Log and assign transaction number.	None		Administrative Aide III/ IV/ VI
	1.3. Endorse to Records Officer I / II / III.	None		Administrative Aide III/ IV/ VI
	1.4. Re-assess the request and review	None		15 Minutes (per request of 1-20 pages)



	the document.			
	1.5. Stamping and affixing signature of authenticating officer per page.	None		Records Officer I / II / III
	1.6. Release of the requested authenticated copy.	None	5 Minutes	Administrative Aide II
2. Accomplish Feedback Form /Internal Customer Satisfaction Measurement (ICSM) Form.				
TOTAL PROCESSING TIME			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:	Records Section- Administrative and Financial Management Division (RS- AFMD)
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	DDB Officials and Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-up request Form (DDBS-FM-REC-07) Request for Liaison / messengerial works	Request Forms <ul style="list-style-type: none"> ➤ AFMD- Records Section – for printed copy ➤ https://dangerousdrugsboard.sharepoint.com/ - for an electronic copy
Complete supporting documents	Client
Contact details of persons/office to be coordinated	Client
Provision of cash for payment and other related fees (if needed)	Client/ Special Disbursing Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepare documents/ parcel, accomplish request form, and submit to:</p> <p>a. Online submission of request through the Document Tracking and Process Monitoring System (DTPMS) version 01 or</p> <p>b. Manual submission of request and documents/ parcel</p>	<p>1.1. Receive, review requests, and inspect the document/ parcel.</p>	None	10 Minutes	Administrative Aide III/ IV/ VI
	<p>1.2. Log and assign transaction number.</p>	None		Administrative Aide III/ IV/ VI
	<p>1.3. Endorse to Records Officer I / II / III.</p>	None		Administrative Aide III/ IV/ VI



	1.4. Request cash to the Special Disbursing Officer/ requesting party for payment of fees/charges (if needed).	None		Client/ Special Disbursement Officer
	1.5. Reassess request and review document.	None	15 Minutes	Records Officer I / II / III
	1.6. Assign RS-AFMD personnel to facilitate the request.	None		Records Officer I / II / III
	1.7. Submit Request for vehicle and driver (DDBS-FM-SPL-17).	None	5 Minutes	Administrative Aide II
	1.8. Act on the request.	None	8 Hours upon availability of vehicle and driver	Administrative Aide II
	1.9. Secure evidence of accomplishment or service rendered.	None		Administrative Aide II
	1.10. Provide received copy - official receipt.	None	5 Minutes	Administrative Aide II



2. Accomplish Feedback Form /Internal Customer Satisfaction Measurement (ICSM) Form.				
TOTAL PROCESSING TIME			8 Hours and 35 Minutes	



DANGEROUS DRUGS BOARD

**CITIZEN'S
CHARTER**

2026 Edition

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-out 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, analyzed, and measured based on the 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 includes CSM overall percentage rating, response rate, Citizen's Charter, and improvements regarding ARTA Guidelines.</p> <p>CSM Lead prepares a summary of the CSM Report for submission to the Executive Director and is attested by a 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



	<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 incident (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. 		
	<p>Complaint</p>	<p>Description</p>	<p>Resolution Time</p>
	<p>Insignificant/Not valid</p>	<p>Trivial, vexatious, or misconceived complaints. No harm to the client or impact on the receipt of services</p>	<p>No action required</p>



	Employee Grievance	Concerns, problems, or complaints that an employee has about their work, the workplace, or someone they work with, including the management. Employees feel dissatisfied, and they believe it is unfair and/or unjust to them.	Endorse to Grievance Committee/CODI
	Minor	Lapses in customer service. Client may have experienced a slight delay in the receipt of services because of the incident.	3 Days
	Major	Issues may require investigation. Legitimate client concern, especially about the communication or practice of management, but not causing lasting major detriment.	7 Days



	<p>Critical</p>	<p>Significant issues on standards, quality of services, or denial of services. Issues causing lasting detriment that require investigation.</p>	<p>20 Days</p>
	<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>		
<p>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA)</p>	<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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Dangerous Drugs Board
3rd Floor, DDB-PDEA Building, NIA Road,
National Government Center
East Triangle, Diliman, Quezon City

(02) 929-4544
(02) 929-1753

✉ info@ddb.gov.ph

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www.ddb.gov.ph