

CITIZEN'S CHARTER NO.R6-AF-09. PROCESS BILLING FOR NATIONAL GREENING PROGRAM CONTRACTS

This service is for external clientele of PENROs who wish to verify the status of his/her apprehended conveyance.

Office or Division:	Technical Services Division PENRO			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	External: External Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Expense Monitoring Form	CENRO Office			
2. Document Evaluation Sheet	CENRO Office			
3. Disbursement Voucher	CENRO Office			
1. Certificate of Acceptance	CENRO Office			
2. Application for Payment	CENRO Office			
3. Monitoring Certification Form	CENRO Office			
4. Summary Monitoring Form	CENRO Office			
5. Narrative Report on the conduct of Monitoring and Inspection	CENRO Office			
9. Work and Financial Plan	CENRO Office			
10. Certificate of Completion and Final Validation Report	CENRO Office			
in case of full payment (With representative of COA and Accounting	CENRO Office			
Additional if from the Government Sector				
Additional if applicant is a representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Customers thru the CENRO to submit all required documents to PENRO 1. Expense Monitoring Form 2. Document Evaluation Sheet 3. Disbursement Voucher 4. Certificate of Acceptance 5. Application for Payment	Records in logbook and forward to Technical Services Division for Review of Documents	None	10 min.	<i>Records Officer</i>

<p>6. Monitoring Certification Form 7. Summary Monitoring Form 8. Narrative Report on the conduct of Monitoring and Inspection Work and Financial Plan 9. Certificate of Completion and Final Validation Report in case of full payment (With representative of COA and Accounting</p>				
	<p>Receives and record documents and refer to Chief, Conservation and Development Section</p>	<p>None</p>	<p>5 min.</p>	<p><i>Receiving/Releasing Clerk</i> Technical Services Division</p>
	<p>Reviews and verify accomplishments against the target per work and financial plan and check the completeness of the submitted documents. Affix initial.</p>	<p>None</p>	<p>30 min.</p>	<p><i>Chief, Conservation and Development Section</i> or SVEMS, NGP Coordinator Technical Services Division</p>
	<p>Conduct of Field Inspection/Validation of NGP site requested for payment. .Report Preparation.</p>	<p>None</p>	<p>5 working days per NGP site</p>	<p>PENRO-CENRO IAC Team</p>

	Records and forward documents to Accounting	None	3 min.	<i>Receiving/Releasing Clerk</i> Technical Services Division
	Citizen's Charter No. RO-AF-06 Processing of Disbursement Voucher	None	6 hours and 30 min. – 7 hours and 30 min.	
	Citizen's Charter No. RO-AF-07 Preparation, Processing and Issuance of Checks/ADA	None	6 hours & 20 min. (LDDAP-ADA), or 3 hours & 30 min. (Check) + 24-hour waiting time of the Servicing Bank	
Customer Received payment/check after 24 hours bank *Note: Government Servicing Bank will upload corresponding amount not earlier than 24 hours but not later than 48 hrs.				
TOTAL:		None	5 Days, 14 hours & 1 min. (LDDAP-ADA) or 11 hour & 11 min. (Check) – 15 hours & 11 min. (LDDAP-ADA) or 12 hours & 11 min. (Check) + 24 hour. waiting time of the servicing bank	