



NATIONAL DEVELOPMENT COMPANY

CITIZEN'S CHARTER

2025 (1st Edition)



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I. Mandate:

PD 1648 (Revised Charter) – NDC is mandated to pursue commercial, industrial, agricultural or mining ventures in order to give the necessary impetus to national economic development. NDC, may on its own, or in joint venture with the private sector, undertake vital projects when necessary or when the private sector is not willing or able to undertake such projects due to high risks or to lack of funds/resources.

Executive Order No. 83 (Strengthening the Enforcement of the Agri-Agra Law and Launching of the NDC “AA” Bonds for Rural Development) – Authorized NDC to undertake the issuance of NDC Agri-Agra Bonds in the total amount of P50B for the development of the agriculture and agrarian sectors.

Executive Order No. 530 – (Authorizing the NDC to Issue Bonds under Executive Order 83, Series of 1998 for the pump-priming activities and other projects of the government) – The EO strengthens NDC’s authority to issue bonds under EO 83 Series of 1998, and expanded the utilization of the bond proceeds to include the economic pump-priming activities/projects of the government-owned and controlled corporations (GOCCs) and any other projects designed for economic growth and poverty alleviation.

Executive Order No. 824 – Authorizing the National Development Company (NDC) to issue Bonds for Infrastructure Projects

Executive Order No. 824-A – Amending Executive Order No. 824 authorizing the National Development Company to Issue Bonds for Infrastructure Projects to include projects for Rehabilitation and Reconstruction of Government Infrastructure Facilities damaged or destroyed by Typhoons “*Ondoy*” and “*Pepeng*”

II. Vision:

NDC is the Philippine's leading state-owned enterprise investing in diverse industries, serving as an effective catalyst for inclusive growth.

III. Mission:

Enabling industry development, spurring local economies

IV. Service Pledge:

We, the Officials and Employees of the National Development Company are committed to create a high level of transparency in public service. We will establish a system of governance, accountability and public engagement. Transparency and accountability will promote efficiency and effectiveness in our agency.

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INTERNAL SERVICES

**Office of the General Manager
Corporate Planning Department - IT Unit**

1. REQUEST FOR POSTING OF INFORMATION IN NDC WEBSITE

Employees of the company may submit significant documents that are required to be published or uploaded in the company website or LED wall display.

Office or Division	Corporate Planning Department – IT Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request for Posting in NDC website. (1 copy)		Requesting Party		
2. Soft Copy of the Item to be Posted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to IT Unit the approved request for Posting.	1.1 Acknowledge receipt of request	None	5 Minutes	IT Officer 1
	1.2 Save the file in the database.	None	5 Minutes	<i>IT Officer 1</i>
	1.3 Upload or publish file to the website.	None	5 Minutes	<i>IT Officer 1</i>
	1.4 Once successfully uploaded, inform the requestor that file has been successfully uploaded.	None	5 Minutes	<i>IT Officer 1</i>
TOTAL		0	20 Minutes	

2. REQUEST FOR TECHNICAL ASSISTANCE (SOFTWARE OR HARDWARE RELATED)

Employees of the company may request assistance related to software or hardware issues that require complex IT skills or knowledge.

Office or Division		Corporate Planning Department – IT Unit			
Classification:		Simple			
Type of Transaction:		Government to Government			
Who may avail:		All Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Maintenance and IT Request Form (1 copy)			IT Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out Maintenance and Request Form. IT	1.1 Receive and Review the Maintenance and Request Form.	NONE	5 Minutes	IT Officer 1	
	1.2 Conduct inspection of the item/s for repair or maintenance	NONE	10 Minutes	IT Officer 1	
	1.3 Troubleshoot	NONE	30 Minutes	IT Officer 1	
	1.4 Inform requesting unit if request was resolved	NONE	5 Minutes	IT Officer 1	
	1.5 Otherwise, request for external provider services such as parts replacement with the help of Admin. Unit.	TBD By the supplier	2 Days	IT Officer and Admin Officer	
	TOTAL		0	2 working days and 50 minutes	

Corporate Communications Group

1. PUBLICATION OF NDC PRESS RELEASES

The Corporate Communication Group is responsible for providing internal and external communications that facilitate effective communication within NDC.

Office or Division		Corporate Communications Group		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All concerned end-user		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email request from the end-user about the event/program details.		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the event/program that involves NDC.	1.1 Acknowledge receipt of request and use NDC Material Requisition Form (as needed for various output)	None	5 Minutes	<i>Communications Development Officer (CDO) / Assistant General Manager,</i> Corporate Communications Group
	1.1a If there is a need to produce bulk printed materials, it will go through the procurement procedure.			
	1.2 Distribution of NDC Briefers and Brochures (Scope of Collaterals varies per event)	None	5 Minutes	
	1.3 Collect information pertaining to the event/program and commence on drafting the Press Release.	None	30 Minutes	CDO and AGM-CCG
2. Press Release to be given after the event. (Can be requested by soft/hard copy)	2.1 Produce copies and distribute the approved press release after the event/program.	None	1 working day	CDO and AGM-CCG
	TOTAL	NONE	1 working day, 40 minutes	

Finance and Subsidiaries Group

Accounting Unit

1. PROCESSING OF PAYROLL OF CONTRACT-OF-SERVICE WORKERS

One of the functions of Accounting Unit is the processing of employee's payroll in accordance with existing labor laws.

Office or Division:	Human Resources Unit & Finance and Subsidiaries Group (Accounting Unit, Budget Unit, Treasury Unit)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	NDC Contract-of-Service Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record and other supporting documents (as may be applicable i.e. accomplishment report, approved overtime application, etc.) (1 set of original copies)		Human Resource Unit		
2. In case the employee is unavailable to claim the check, an authorized representative may claim provided he/she presents the following requirements: a. authorization letter signed by the employee (1 original copy); b. Proof of Identity of the employee (1 photocopy); and c. Proof of Identity of the authorized representative (1 photocopy).		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed/approved Daily Time Record (DTR) and other supporting documents to HR Unit	1.1 Compute the total hours worked including the undertime/overtime of the employee, if applicable, and review the completeness of the attachment of DTR.	None	15 minutes	<i>Human Resource Management Officer (HRMO) III</i> Human Resource Unit
	1.2 Submit the DTR to the Accounting Unit for processing.	None	5 minutes	<i>HRMO III</i>

	1.3 Receive the DTR and check the completeness of supporting documents.	None	15 minutes	<i>Accountant III – Disbursements</i> <i>Accounting Unit</i>
	1.4 Prepare Disbursement Vouchers (DV) and forward DV to Accountant V for review.	None	15 minutes	<i>Accountant III- Disbursements</i>
	1.5 Receive DV from Accountant III and review completeness and propriety of supporting documents.	None	20 minutes	<i>Accountant V</i>
	1.6 Forward the DV to the Budget Unit.	None	5 minutes	<i>Accountant V</i>
	1.7 Receive the DV and certify the availability of funds for the disbursement.	None	10 minutes	<i>Budget Officer III/V</i> <i>Budget Unit</i>
	1.8 Record the disbursement for budget monitoring.	None	5 minutes	<i>Budget Officer III/V</i>
	1.9 Forward the DV to the Assistant General Manager of FSG for Certification of the DV.	None	5 minutes	<i>Budget Officer III/V</i> <i>Assistant General Manager</i> <i>Finance and Subsidiaries Group</i>
	1.10 Retrieve the DV and forward to the authorized official for the approval of the DV.	None	10 minutes	<i>Accountant III</i>
	1.11 Receive the DV for approval and return the DV to Accountant III in charge of disbursements.	None	10 minutes	<i>Authorized signatory</i>

	1.12 Receive the approved DV and record the approved DV to the Accounting system (FMS).	None	10 minutes	<i>Accountant III-Disbursements</i>
	1.13 Forward the DV to Treasury Unit for check preparation.	None	5 minutes	<i>Accountant III-Disbursements</i>
	1.14 Receive the duly accomplished disbursement voucher.	None	5 minutes	<i>Cashier III</i>
	1.15 Prepare the check by encoding the disbursement details in the DV.	None	5 minutes	<i>Cashier III</i>
	1.16 Forward the check to the authorized official/s for signature/approval	None	5 minutes	<i>Cashier III</i>
	1.17 Receives the signed/approved check and logs in the check release register.	None	5 minutes	<i>Cashier III</i>
2. Employee claims the check.	1.5 Release the check to the employee and have him/her sign in the receiving portion of the DV and check release register.	None	5 minutes	<i>Cashier III</i>
	TOTAL	NONE	2 hours and 35 minutes	

Finance and Subsidiaries Group

Budget Unit

1. CERTIFICATION OF AVAILABILITY OF FUNDS

One of the functions of Budget Unit is to certify the availability of funds for all disbursements of the company. Processing time shall commence upon submission by the client of complete documents.

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following documents (1 original copy): - Budget Unit Requisition Form - Letter Requesting Certification			Budget Unit Concerned Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Budget Unit Requisition Form	1.1 Receive Budget Unit Requisition Form or the letter requesting certification.	None	5 minutes	<i>Budget Officer III / V</i>
	1.2 Review Budget Unit Requisition Form if properly filled out with approval of the head of the requesting unit.	None	15 minutes	<i>Budget Officer III / V</i>
	1.3 Determine if the disbursements are budgeted	None	5 minutes	<i>Budget Officer III / V</i>
	1.4 Prepare Certificate of Availability of Funds	None	30 minutes	<i>Budget Officer III / V</i>
	1.5 Forward the documents for signature	None	30 minutes	<i>Budget Officer III / V</i>
	1.6 Release the documents to the concerned offices	None	5 minutes	<i>Budget Officer III / V</i>
	TOTAL		NONE	1 hour and 30 Minutes

Corporate Support Group

Administrative Unit

1. REQUEST FOR REPAIR OF THE NDC BUILDING

NDC, through the Administrative Unit, conducts the repair of office facilities as required.

Office or Division:	Administrative Unit			
Classification:	Simple or Multi-stage			
Type of Transaction:	G2G – Government to Citizen; G2B – Government to Business			
Who may avail:	All concerned end-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Repair form (1 original copy)		Administrative Unit/Service Provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned end-user submits the accomplished Request for Repair form	1.1. Conduct ocular inspection of the reported area which needs to be repaired inspect the work needed and prepare a report on the findings	None	1 Hour	<i>Administrative Services Officer (ASO) IV, Administrative Unit</i>
	1.1.1. Maintenance personnel to perform repair work on simple repairs	None	Depends on the repair works to be performed – Maximum 4 Hours	Maintenance personnel
	1.1.2. If repair works need to be outsourced			
	1.2. Prepare necessary documents for the procurement of goods or services	None	7 Working Days	<i>ASO IV / ASO VI</i>
2. Provide access for repair works	2.1. Oversee the conduct of the repair works	None	5 Working Days <i>Note: Conduct of repair work is dependent on the scope of work.</i>	<i>ASO IV / ASO VI</i>

	1.1. Prepare Inspection Report and/or Certificate of Completion and submit for approval by the authorized signatory	None	1 Working Day	ASO VI/ASO VI
	1.2. Once repair works are completed, request end-user to accomplish Customer Satisfaction Measurement (CSM) form.	None	15 Minutes	
	TOTAL:	NONE	Simple – 5 Hours and 15 Minutes Multi-Stage – 13 Working Days, 1 Hour, and 15 Minutes	

2. REQUEST FOR USE OF MOTOR VEHICLES

The Administrative Unit provides motor vehicles for NDC employees in their conduct of official business.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle Request (VR) Form (1 original)		Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished and approved VR Form	1.1. Check the availability of motor vehicle and driver	None	15 Minutes	<i>Administrative Services Officer (ASO) IV, Administrative Unit</i>
	1.2. Assign the available motor vehicle and driver accordingly.	None	5 Minutes	<i>ASO IV</i>
	1.3. Approve/sign the motor vehicle request	None	1 Hour	<i>ASO VI</i>
	1.4. Inform the employee of the approved Request	None	5 Minutes	<i>ASO IV</i>
2. Avail of service vehicle	2.1. Request the end-user to accomplish the CSM form	None	15 Minutes	<i>ASO IV and ASO VI</i>
TOTAL:		NONE	1 Hour and 40 Minutes	

Corporate Support Group

Human Resources Unit

1. REQUEST FOR CONTRACT OF SERVICE WORKER

Office or Division:	Human Resources Unit			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	NDC Workgroups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personnel Requisition Form (1original copy)			HR Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Personnel Requisition Form.	1.1 Record the incoming request in the logbook.	None	5 minutes	<i>Human Resources Management Officer (HRMO) III</i>
	1.2 Evaluate the Personnel Requisition Form (PRF) to ensure that the Job Qualifications and Responsibilities align with the Qualification Standards submitted by the end user.	None	2 hours	<i>HRMO V/HRMO III</i>
	1.2a Transmit the recommendations and comments in the PRF to the end user, if any.	None	5 minutes	<i>End User - AGM/DM / HRMO III / HRMO V</i>
	1.2b Receive the revised Personnel Requisition Form (PRF) signed by the end user.	None	5 minutes	<i>HRMO III</i>
	1.3 Forward the finalized PRF to the Head of Agency for approval.	None	1 working day	<i>HRMO III / GM</i>
	1.4 Receive the approved/signed PRF for recruitment processing.	None	5 minutes	<i>HRMO III</i>
	1.5 Publish the job vacancy on available recruitment channels such as	None	1 hour	<i>HRMO III</i>

	Jobstreet, and NDC website.			
	1.6 Check and review the completeness of the documents submitted by the applicants and acknowledge the receipt of the application.	None	1 hour	<i>HRMO III</i>
	1.7 Assess and evaluate the applicants based on the Qualification Standards for the vacant position.	None	1 working day	<i>HRMO III / HRMO V</i>
	1.8 Send an email invitation for the interview and background investigation process for qualified applicants	None	1 hour	<i>HRMO III</i>
	1.9 Schedule and conduct the initial interview (Face to Face / Online) and background investigation.	None	2 working days	<i>HRMO III / HRMO V</i>
	1.10 Forward and endorse the shortlisted applicants to the end user for final interview.	None	30 minutes	<i>HRMO III</i>
2. Evaluate the Qualification Standards of applicants and endorse the applicants for interview.	2.2 Schedule and conduct the final interview (Face to Face / Online) and select the most suitable candidate from the shortlisted for hiring.	None	2 working days	End User - AGM / DM
3. Accomplish and submit the Interview Rating Form.	3.2 Receive the recommendation and summary result of the final interview.	None	5 minutes	<i>HRMO III / HRMO V</i>
	3.3 Inform the applicants of the results of the conducted interview.	None	30 minutes	<i>HRMO III</i>

	3.4 Prepare the job offer letter with the list of requirements for submission of the chosen applicant.	None	1 hour	<i>HRMO III</i>
	3.5 Verify the completeness of requirements submitted by the chosen applicant.	None	30 minutes	<i>HRMO III</i>
	3.6 Prepare and draft the Employment Contract.	None	1 hour	<i>HRMO III</i>
	3.7 Forward the drafted Employment Contract for review of the Legal department.	None	1 working day	<i>HRMO V/HRMO III / Legal</i>
	3.8 Receive and incorporate comments/ corrections of the Legal Department.	None	30 minutes	<i>HRMO III</i>
	3.9 Route the Employment Contract for initial and signature.	None	1 working day	<i>GM / End User - AGM/DMs / Qualified applicant</i>
	3.10 Receive the signed Job Contract for notarization.	None	5 minutes	<i>HRMO III</i>
	3.11 Have the signed contract notarized by a Notary Public.	P 150.00	2 hours	<i>HRMO III</i>
	3.12 Transmit the notarized contract to COA through the Admin-Records	None	5 minutes	<i>HRMO III</i>
	TOTAL	P 150.00	8 working days, 11 hours, 35 minutes	

2. REQUEST FOR PERSONNEL DOCUMENTS

One of the functions of HR is to issue documents requested by employees of NDC such as Service Record, Certificate of Employment, Certificate of No Pending Case, Leave Credits Balances, Philhealth Forms, Certified true copies of Appointment, SALN, IPCR and other Personnel Documents.

Office or Division:	Human Resources Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Requisition Form (1 original copy)		HR Unit		
2. If the claimant is not the requesting party, the following requirements must be presented before the release of requested documents: a. Authorization letter (1 original copy); b. Valid Identification Card of the requesting party of the documents / representative (1 photocopy); and c. Valid Identification Card of the representative. (1 photocopy);		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the HR Requisition Form and submit to HR Unit	1.1 Receive and record / log in the incoming logbook of HR the request indicating date and time of request	None	10 mins	<i>Human Resource Management Officer (HRMO) III</i> Human Resource Unit
	1.2 Review the request including details of the requesting party and its attachment, if any.	None	45 mins	<i>HRMO III</i>
	1.3 Retrieve documents / 201 files and prepare requested document/s	None	1 hour	<i>HRMO III</i>
	1.4 Review and sign the documents	None	1 hour	<i>HRMO V, Assistant General Manager, General Manager</i>
	1.5 Record to outgoing logbook of HR the requested documents and transmit to the requesting party the documents.	None	10 mins	<i>HRMO III</i>
2. Receive the requested personnel documents.	2.1 Release the requested documents to the personnel and have him/her sign in the	None	5 mins.	<i>HRMO III</i>

	logbook/request form.			
	TOTAL	0	3 Hours and 10 minutes	

3. REQUEST FOR MONETIZATION OF LEAVE

Office or Division:	Human Resources Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Existing NDC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for monetization (1 original copy)		HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS ON RESPONSIBLE
1. Secure, fill-out and submit application for monetization to HR Unit	1.1 Receive and record / log in the incoming logbook of HR the request	None	5 mins	<i>Human Resource Management Officer (HRMO) III</i> Human Resource Unit
	1.2 Update the leave balances of the requesting NDC employee.	None	15 mins	<i>HRMO III</i>
	1.3 Compute and review the application for monetization vis-à-vis the current leave credits balances.	None	10 mins	<i>HRMO III</i>
	1.4 Update the leave ledger of the employee.	None	5 mins	<i>HRMO III</i>
	1.5 Review, sign and approve the application.	None	30 mins per signatory	<i>HRMO V</i> <i>Assistant General Manager, General Manager</i>
	1.6 Prepare request for payment with complete supporting documents.	None	5 mins	<i>HRMO III</i>
	1.7 Approve Request for Payment	None	5 mins	<i>Assistant General Manager</i>

	1.8 Record to outgoing logbook of HR the application for monetization with approved Request for Payment and forward to Accounting Unit.	None	10 mins	<i>HRMO III</i>
	1.9 Receive copies of Request for Payment (RFP) from concerned offices and check completeness of supporting documents*.	None	15 minutes	<i>Accountant III – Disbursements</i> <i>Accounting Unit</i>
	1.10 Prepare Disbursement Vouchers (DV) and forward DV to Accountant V for review.	None	15 minutes	<i>Accountant III - Disbursements</i>
	1.11 Receive DV from Accountant III and review completeness and propriety of supporting documents.	None	20 minutes	<i>Accountant V</i>
	1.12 Forward the DV to the Budget Unit.	None	5 minutes	<i>Accountant V</i>
	1.13 Receive the DV and certify the availability of funds for the disbursement.	None	10 minutes	<i>Budget Officer III/V</i> <i>Budget Unit</i>
	1.14 Record the disbursement for budget monitoring.	None	5 minutes	<i>Budget Officer III/V</i>
	1.15 Forward the DV to the Assistant General Manager for Finance & Admin. for Certification of the DV.	None	5 minutes	<i>Budget Officer III/V</i> <i>Assistant General Manager</i>
	1.16 Retrieve the DV and forward to the authorized official for the approval of the DV	None	10 minutes	<i>Accountant III</i>

	1.17 Receive the DV for approval and return the DV to Accountant III in charge of disbursements	None	10 minutes	Authorized signatory
	1.18 Receive the approved DV and record the approved DV to the Accounting system (FMS)	None	10 minutes	Accountant III - Disbursements
	1.19 Forward the DV to Treasury Unit for check preparation.	None	5 minutes	Accountant III - Disbursements
	1.20 Receive the duly accomplished disbursement voucher	None	5 minutes	Cashier III
	1.21 Prepare the check by encoding the disbursement details in the DV.	None	5 minutes	Cashier III
	1.22 Forward the check to the authorized official/s for signature/ approval	None	5 minutes	Cashier III
	1.23 Receives the signed/approved check and logs in the check release register.	None	5 minutes	Cashier III
2. Employee claims the check.	2.1 Release the check to the employee and have him/her sign in the receiving portion of the DV and check release register.	None	5 minutes	Cashier III
	TOTAL	None	3 Hours and 10 minutes	

Corporate Support Group

Legal Department

1. REQUEST FOR DRAFTING OR REVIEW OF LEGAL DOCUMENTS (i.e. CONTRACTS and/or AGREEMENTS)

One of the services being rendered by the Legal Department is to draft and/or review legal documents, such as but not limited to contract/s and/or agreement/s

Office or Division:	Legal Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Memorandum or Letter request from the requesting workgroup 2. Digital copy of the legal document to be reviewed; 3. Supporting/necessary documents such as: <ol style="list-style-type: none"> a. BAC related documents b. Land titles 		<p>Concerned Unit/Workgroup</p> <p>Concerned Unit/Workgroup</p> <p>BAC Secretariat Treasury</p>		
CLIENT	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/letter request and other necessary documents	1.1 Receipt of the memo/letter request and other necessary documents	None	5 minutes	Legal Department Staff
	1.2 Log the request and transmit it to the Department Manager	None	5 minutes	Legal Department Staff
	1.3 Initial assessment and assignment to Handling Lawyer	None	2 hours	Department Manager
	1.4 Record and transmit the memo/letter request with notation of the Department Manager to the Handling Lawyer	None	10 minutes	Legal Department Staff
	1.5 Initial review and assessment of the supporting Documents; if complete, proceed to Step 2.2	None	1 hour	Handling Lawyer
2. Consultation with Handling Lawyer	2.1 If the documents are incomplete, receive additional documents	None	5 minutes	Legal Department Staff

	2.2 Research and study applicable laws, rules and regulations, and latest issuances relative to the subject matter of the request	None	5 working days	Handling Lawyer
	2.3 Transmit to the Legal Staff the draft legal document (i.e. contract or agreement)	None	5 minutes	Handling Lawyer
	2.4 Log the transmittal and submit the draft legal document (i.e. contract or agreement) to the Department Manager	None	5 minutes	Legal Department Staff
	2.5 Review of the draft made by the Handling Lawyer, if satisfied, release the draft legal document to the requesting workgroup	None	3 working days	Department Manager
	2.6 If there are still comments from the Department Manager, return the draft legal document to the Handling Lawyer	None	10 minutes	Department Manager
	2.7 Log the transmittal and return the draft legal document with note of the Department Manager	None	10 minutes	Legal Department Staff
	2.8 Make the necessary corrections or incorporate the comments of the Department Manager and/or conduct another research	None	1 working day	Handling Lawyer
	2.9 Log the transmittal and submit the draft legal document (i.e. contract or agreement) to the Department Manager	None	5 minutes	Legal Department Staff

	2.10 Approval of the draft made by the Handling Lawyer and release the draft legal document to the requesting workgroup	None	1 working day	Department Manager / Legal Department Staff
	2.11 Transmit to the Office of the Government Corporate Counsel for their mandatory review (if applicable)	None	1 working day	Department Manager /Legal Department Staff/ Messenger
	2.12 Review by the OGCC (when required)	None	20 working days	Handling Lawyer of OGCC
	2.13 Log the formal response of the OGCC	None	5 minutes	Legal Department Staff
	2.14 Forward the response/opinion of the OGCC to the Handling Lawyer	None	10 minutes	Department Manager /Legal Department Staff
	2.15 Incorporate the comments/opinions of the OGCC and submit it to the Department Manager	None	1 working day	Handling Staff
	2.16 Release the final document to the requesting workgroup	None	1 working day	Department Manager/ Legal Department Staff
	TOTAL	None	33 working days, 4 hours and 20 minutes	

2. RENDERING OF LEGAL OPINION

The Legal Department likewise issues legal opinion on matters raised by the different workgroups.

Office or Division:	Legal Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	NDC Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum or Letter request from the requesting workgroup		Concerned Unit/Workgroup		
2. Supporting documents, such as: a. Circular or issuance rendered by government agencies		Concerned Unit/Workgroup		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/letter request	1.1 Receipt of the memo/letter request	None	5 minutes	Legal Department Staff
	1.2 Log the request and transmit it to the Department Manager	None	5 Minutes	
	1.3 Initial assessment and assignment to Handling Lawyer	None	2 hours	Department Manager
	1.4 Record and transmit the memo/letter request with notation of the Department Manager to the Handling Lawyer	None	10 minutes	Legal Department Staff
	1.5 Initial review and assessment of the supporting Documents, if there are some concerns,	None	1 hour	Handling Lawyer

	work with the concerned project officer of the requesting workgroup			
	1.6 Research and study applicable laws, rules and regulations and latest issuance relative to the subject matter of the request	None	5 working days	Handling Lawyer
	1.7 Transmit to the Legal Staff the draft legal opinion	None	5 minutes	Handling Lawyer
	1.8 Log the transmittal and submit the draft opinion to the Department Manager	None	5 minutes	Legal Department Staff
	1.9 Review the draft made by the Handling Lawyer, if satisfied, release the draft opinion to the requesting workgroup	None	3 working days	Department Manager
	1.10 If there are still comments from the Department Manager, return the draft legal document to the Handling Lawyer	None	10 minutes	Department Manager
	1.11 Log the transmittal and return the draft legal	None	10 minutes	Legal Department Staff

	document with note of the Department Manager			
	1.12 Make the necessary corrections or incorporate the comments of the Department Manager and/or conduct another research	None	1 working day	Handling Lawyer
	1.13 Log the transmittal and submit the draft legal opinion to the Department Manager	None	5 minutes	Legal Department Staff
	1.14 Approval of the draft made by the Handling Lawyer and release the draft legal document to the requesting workgroup	None	1 working day	Department Manager / Legal Department Staff
	TOTAL	None	10 days & 4 Hours	

EXTERNAL SERVICES

Operations Group
Special Projects Group

1. PROCESSING OF PROPOSAL FOR EQUITY INVESTMENT OR PROJECT FINANCING

The Special Projects Group is tasked to oversee the implementation of strategic ventures/special projects of the government where NDC is tapped to provide either financing or investment support. Project proponents submit the necessary documentary requirements and SPG evaluates whether the proposal is viable and in line with NDC's investment criteria under the NDC Revised Investment Guidelines 2019.

Office or Division:	Special Projects Group
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2G – Government to Government
Who may avail:	Local or foreign private companies, non-government organizations, Provincial/Local Government Units, Government Agencies or other Public Institutions
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter of Intent (LOI) (1 original)	Proponent
2. Project Information (1 original) that includes the following: 2.1 Project description. Technical description and technology, pioneering or developmental aspect, impact to the industry, etc. 2.2 Location. Market condition and reason for choice of location or advantages of selected location 2.3 Target beneficiaries. Estimated increase in household income or business cost savings 2.4 Expected Social/ Economic Benefits. Industry benefits, export potential, savings, estimated number of jobs generated, downstream businesses to be developed, etc. 2.5 Estimated Total Project Cost and Projected Revenue 2.6 Target implementation schedule 2.7 Proposed amount of NDC Participation 2.8 Project proponent. Company background information, owners/ shareholders information, previous projects, existing projects, affiliates and subsidiaries and other relevant information about the proponent 2.9 Other information about the project, if applicable: 2.9.1 Concession or other applicable Agreement with the Government (1 certified true copy); 2.9.2 ICC Recommendation of the Project	Proponent

<p>(1 certified true copy)</p> <p>2.9.3 NEDA Board Approval of the Project (1 certified true copy)</p> <p>2.9.4 Certification from NEDA of project's inclusion in the Medium-Term Public Investment Program (MTPIP)/</p> <p>2.9.5 Comprehensive and Integrated Investment Program (CIIP) (1 certified true copy)</p> <p>2.9.6 Information on the following:</p> <ul style="list-style-type: none"> ✓ Source of repayment of the loan; ✓ Proposed terms of loan; ✓ Security of the loan; ✓ Specific utilization of the proceeds of the proposed loan 	
<p>3. Project Proposal (attached with Pre-Feasibility Study/ Feasibility Study or Business Plan) (1 original)</p>	<p style="text-align: center;">Proponent</p> <p>Note: Standard format of Project Proposal can be obtained from the Special Projects Group</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent (LOI) and Project Information (Requirement Items 1 & 2)	1.1. Receives LOI and Project Information documents and forward the same to the AGM for Special Projects Group	None	30 minutes	<i>Secretary</i> Special Projects Group
	1.2. Initially evaluates documents and assigns to an account officer (AO) for Special Projects Group		1 working day	Assistant General Manager (AGM) Special Projects Group
	1.3. Validates proposal, conduct exploratory meetings with the proponent, conduct ocular inspections	None	5 working days	<i>Account Officer</i> Special Projects Group <i>AGM</i> Special Projects Group
	1.4. Assesses the initial evaluation conducted and determines whether to proceed to further evaluation	None	1 working day	<i>Account Officer</i> Special Projects Group <i>AGM</i> Special Projects Group MANCOM
	1.5. Informs proponent on the result of Mancom's action. If proposal is approved, proceed for further evaluation	None	1 working day	<i>Account Officer</i> Special Projects Group <i>AGM</i> Special Projects Group
2. Submits Project Proposal	2.1. Receives documents and forward the same to the AGM for Special Projects Group	None	30 minutes	<i>Secretary</i> Special Projects Group
	2.2. Initially evaluates documents and forward the same to the assigned AO	None	1 working ay	<i>AGM</i> Special Projects Group

	2.3. Conducts review and due diligence	None	5 working days	<i>Account Officer</i> Special Projects Group AGM Special Projects Group <i>External Consultant</i>
	2.3a Hire external consultant, as necessary, according to the Procurement procedure	TBD if applicable	In accordance to the procurement procedure	<i>Account Officer</i> Special Projects Group <i>Bids and Awards Committee</i>
	2.4. Provides the proponent the results of the review and due diligence	None	1 working day	<i>Account Officer</i> Special Projects Group AGM Special Projects Group
	2.5. Secures ManCom's endorsement to present the proposal to the NDC Board for approval	None	1 working day	<i>Account Officer</i> Special Projects Group AGM Special Projects Group Management Committee (NDC): <i>General Manager</i> <i>Assistant General Managers</i> <i>Department Heads</i>
TOTAL		None	16 working days, 1 hour	

This service is subject to multi-stage application.

Asset Management Group

1. LEASE OF NDC ASSETS

The Asset Management Group (AMG) oversees the lease of the NDC assets in accordance with its approved lease guidelines and procedures.

Office or Division:	Asset Management Group			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Any interested party – individual, government or private entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to Lease (1 copy)		Prospective Lessee		
2. Duly filled-out Lease Application Form (1 copy)		NDC		
3. Business Registration Certificate (1 copy)		SEC / DTI / CDA		
4. Latest ITR / Bank Certification (1 copy)		BIR / Servicing Bank		
5. List of product or services offered (1 copy)		Prospective Lessee		
6. Proposed building/facility to be constructed/set-up on the property (1 copy)		Prospective Lessee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to lease and documents	1.1 Receive the document/s	None	5 minutes	Secretary of AMG Assets Management Group
	1.2 Review of lease proposal and documents	None	2 working days	AGM / AO Assets Management Group
	1.3 Approval by the Management Committee and/or NDC Board, of the applicable of the basic terms and conditions of the lease	None	1 working day	AGM/AO Assets Management Group
	1.4 Send Notice Award of Lease and basic terms and conditions, if approve.		½ working day	

2. Conformity on the terms of the lease	2.1 Drafting/review of lease contract	None	1 working day	AGM/AO Assets Management Group
	2.2 Review of draft lease contract by Legal Department	None	2 working days	AGM/Handling Lawyer
3. Signing of Lease Contract	3.1. Signing of Contract of Lease and notarization, thereafter *	None	1 working day	GM or AGM, as applicable/L ESSEE
4. Occupancy of Leased Property	4.1 Turnover of leased property to the Lessee	None	½ working day	AGM/AO/LESSEE
	TOTAL	None	8 working days, 5 minutes	

**both parties are stationed within the same locality.*

This service is subject to multi-stage application.

Business Development Group

1. FACILITATING APPROVAL FOR STARTUP VENTURE FUND INVESTMENT (CO-INVESTMENT MODEL)

NDC is mandated to administer the Startup Venture Fund (SVF) under the Innovative Startup Act. BDG facilitates the process of selecting and evaluating startups for SVF investment.

Startups submit the necessary documentary requirements and BDG evaluates whether the proposal is viable and in line with the criteria set in SVF Guidelines.

Office or Division:	Business Development Group	
Classification:	Highly Technical	
Type of Transaction:	G2B — Government to Business	
Who may avail:	Local startups	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent/LOI (1 original)		Proponent
1.1 Relevant documents pertaining to incorporation and registration (SEC registration, Articles of Incorporation, GIS) 1.2 Fund overview presentation with details such as fund size, management fees, fund life, investment strategy 1.3 Profile of the management team 1.4 Profile of investment committee 1.5 Write-up on non-financial support that the fund can provide to entrepreneurs 1.6 Write-up on how the fund's portfolio companies have performed after investment 1.7 List of industries that the fund will not invest in 1.8 Contacts for reference calls, if necessary.		Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (Lol) to BDG	1.1 Receives the Lol and provides proponent the Non-Disclosure Agreement (NDA) template and the list of requirements for submission.	None	2 hours	<i>Corporate Executive Officer (CEO)/ Development Management Officer (DMO)</i>
2. Review, sign and submit Non-Disclosure Agreement (NDA) to BDG	1.1 Review signed NDA. <i>2.1a Revert to proponent if Legal Department</i>	None	2 days	Legal Department <i>and</i> CEO/DMO

	<p><i>requires clarifications and/or additional information.</i></p> <p><i>2.1b If no legal issues, proceed to Step 2.2.</i></p>			
	1.2 Endorse to the General Manager (GM) for signature	None	2 days	CEO/DMO GM
	1.3 Notarize signed copies.	None	4 hours	CEO/DMO
3. Submit complete requirements to the Business Development Group	<p>3.1 Check the completeness of data and documentary requirements.</p> <p><i>3.1a If complete, proceed to Step 3.2.</i></p> <p><i>3.1b If incomplete, advise proponent to rework requirements.</i></p>	None	30 minutes	CEO/DMO
	3.2 Undertake initial evaluation of the project and the supporting documents.	None	4 hours	CEO/DMO
	<p>3.3. Submit to and discuss results of initial evaluation with AGM for Business Development Group.</p> <p><i>3.3a If the evaluation identifies matters requiring clarification or additional information, advise the proponent to provide the necessary details.</i></p> <p><i>3.3b In other cases, validation of proposal entails the conduct of further meetings with the</i></p>	None	5 working days	CEO/DMO and Assistant General Manager (AGM) for BDG

	<p><i>proponents and/or of ocular inspections.</i></p> <p><i>3.3c If all data are accurate and complete, proceed to Step 3.4.</i></p>			
	<p>3.4 Prepare the Term Sheet and deck for presentation to the SVF Investment Committee (IC).</p>	None	2 working days	<p>CEO/DMO</p> <p>and</p> <p>AGM-BDG</p>
	<p>3.5 Present to SVF IC.</p> <p><i>3.5a If the SVF IC requires additional information, advise the client to provide required information.</i></p> <p><i>3.5b If approved, proceed to Step 3.6.</i></p>	None	1 working day	<p>CEO/DMO</p> <p>and</p> <p>SVF IC</p>
	<p>3.6 Present to ManCom.</p> <p><i>3.6a If the ManCom requires additional information, advise the client to provide required information.</i></p> <p><i>3.6b If approved, proceed to Step 3.6.</i></p>	None	1 working day	<p>AGM-BDG</p> <p>and</p> <p>ManCom</p>
	<p>3.7 Present to NDC Board of Directors (BoD).</p> <p><i>3.7a If the BoD requires additional information, advise the client to provide required information.</i></p> <p><i>3.7b If the BoD arrives at a decision, proceed to Step 3.8.</i></p>	None	1 working day	AGM-BDG

	3.8 Informs proponent about the BoD decision.	None	30 minutes	<i>CEO/DMO or AGM-BDG</i>
4. Review, sign and submit Contract, SAFE Notes, or any applicable instruments	4.1 Receive and review signed submitted documents	None	4 hours	<i>CEO/DMO</i>
	4.2 Endorse to the NDC General Manager for signature	None	1 working day	<i>CEO/DMO and GM</i>
	4.3 Notarize signed copies	None	4 hours	<i>CEO/DMO</i>
	4.4 Submit Request for Payment (RFP) to Accounting Unit.		30 minutes	<i>CEO/DMO</i>
	4.5 Process Request for Payment (RFP)	None	2 hours, 10 minutes	<i>Accountant III/IV/V, Budget Officer III/V, Cashier III Finance and Subsidiaries Group</i>
5. Receive investment	5.1 Release the check	None	5 minutes	<i>Cashier III, Treasury Unit</i>
TOTAL		NONE	15 days, 21 hours, and 45 minutes	

This service is subject to multi-stage application

Finance and Subsidiaries Group

1. REQUEST FOR PAYMENT (SUPPLIERS/SERVICE PROVIDERS)

One of the functions of the Accounting Unit is to process the disbursement for the payment of the supplies and services provided to NDC, in accordance with laws, rules and regulations.

Office or Division:	NDC workgroup concerned and Finance and Subsidiaries Group			
Classification:	Simple			
Type of Transaction:	Government to Business/Citizen			
Who may avail:	NDC Suppliers & Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billings, invoices, receipts, statement of account, and accomplishment report. (1 original copy)		Requesting Party		
2. In case the owner/ authorized personnel of the company is unavailable, an authorized representative may claim the check, provided he/she presents the following: a. Authorization letter signed by the supplier/service provider (1 original copy); b. Valid Identification Card with signature of the owner/authorized personnel (1 copy); and c. Valid Identification Card of the authorized representative (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billings, invoices, receipts, or statements of account for the goods/services provided to NDC.	1.1 Initial inspection and preparation of Receiving Report and Waste Material, as applicable.	None	15 minutes	Workgroup concerned
	1.2 Together with a representative from the Finance Group, inspect/s the delivered goods/completed services	None	30 minutes	Workgroup concerned / Finance and Subsidiaries Group (FSG) representative
	1.3 Prepare the Request for Payment for approval of the authorized signatory.	None	30 minutes	Workgroup concerned / and Department Manager/ Assistant General Manager concerned

	1.4 Receive copies of approved Request for Payment (RFP) from concerned offices and check completeness of supporting documents*.	None	15 minutes	<i>Accountant III – Disbursements</i> <i>Accounting Unit</i>
	1.4 Prepare Disbursement Vouchers (DV) and forward DV to Accountant V for review	None	15 minutes	<i>Accountant III - Disbursements</i>
	1.5 Receive DV from Accountant III and review completeness and propriety of supporting documents	None	20 minutes	<i>Accountant V</i>
	1.6 Forward the DV to the Budget Unit.	None	5 minutes	<i>Accountant V</i>
	1.7 Receive the DV and certify the availability of funds for the disbursement.	None	10 minutes	<i>Budget Officer III/V</i> <i>Budget Unit</i>
	1.8 Record the disbursement for budget monitoring	None	5 minutes	<i>Budget Officer III/V</i>
	1.9 Forward the DV to the Department Manager for Finance & Admin. for Certification of the DV	None	5 minutes	<i>Budget Officer III/V,</i> <i>Assistant General Manager</i> <i>Finance and Subsidiaries Group</i>
	1.10 Retrieve the DV and forward to the authorized official for the approval of the DV	None	10 minutes	<i>Accountant III</i>
	1.11 Receive the DV for approval and return the DV to Accountant III in charge of disbursements	None	10 minutes	<i>Authorized signatory</i>
	1.12 Receive the approved DV and record the approved DV to the	None	10 minutes	<i>Accountant III-Disbursements</i>

	Accounting system (FMS)			
	1.13 Forward the DV to Treasury Unit for check preparation	None	5 minutes	<i>Accountant III-Disbursements</i>
	1.14 Receive the duly accomplished disbursement voucher	None	5 minutes	<i>Cashier III Treasury Unit</i>
	1.15 Prepare the check by encoding the disbursement details in the DV.	None	5 minutes	<i>Cashier III</i>
	1.16 Forward the check to the authorized official/s for signature/approval	None	5 minutes	<i>Cashier III</i>
	1.17 Receives the signed/approved check and logs in the check release register.	None	5 minutes	<i>Cashier III</i>
2. Claim the check.	2.1 Release the check to the supplier/service provider and have him/her sign in the receiving portion of the DV and check release register.	None	5 minutes	<i>Cashier III</i>
	TOTAL	0	3 hours and 30 minutes	

Corporate Support Group

Human Resources Unit

1. REQUEST FOR PERSONNEL DOCUMENTS

One of the functions of HR is to issue documents requested by former employees of NDC such as Service Records, Certificate of Employment, Certificate of No Pending Case, Leave Credits Balances, Employment Clearance, and other Personnel Documents.

Office or Division:	Human Resources Unit			
Classification:	Complex			
Type of Transaction:	Government to Client (former NDC Employees)			
Who may avail:	Former employees of NDC (separated, resigned and retired)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Requisition Form with Letter Request (1 original)		HR Unit and Requesting Party		
2. Authorization Letter, if the claimant is not the requesting party (1 original)		Requesting Party		
3. Valid Identification Card of the requesting party and/or his/her representative (1 photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out HR Requisition Form together with the Letter Request and submit to HR Unit	1.1 Receive and record / log in the request form the incoming logbook of HR the request indicating date and time of request.	None	10 minutes	<i>Human Resources Management Officer (HRMO) III</i> Human Resource Unit
	1.2 Review the request including details of the requesting party and its attachment, if any.	None	15 minutes	<i>HRMO III</i> Human Resource Unit
	1.3 Request withdrawal of documents/ storage box to Admin. Unit.	None	15 minutes	<i>HRMO III</i> Human Resource Unit
	1.4 Receive the request and forward it to the offsite storage for processing.	None	3 working days	<i>Administrative Services Officer III</i> Admin. Unit / Offsite Storage Provider
	1.6 Endorse the requested box to the HR Unit.	None	5 minutes	<i>Administrative Services Officer III</i> Admin. Unit
	1.8 Retrieve from the storage box and review the personnel record of the requestor.	None	1 working day	<i>HRMO III</i> Human Resource Unit

	1.9 Prepare requested documents.	None	6 hours	<i>HRMO III</i> Human Resource Unit
	1.10 Review and sign the documents.	None	15 minutes	<i>HRMO V</i> Head of CSG General Manager
	1.11 Record in the outgoing logbook of HR the requested documents.	None	10 minutes	<i>HRMO III</i> Human Resource Unit
2. Receive the requested personnel document.	2.8 Release the requested documents to the former employee and have him/her sign in the logbook/request form.	None	5 minutes	<i>HRMO III</i> Human Resource Unit
	TOTAL	0	4 working days, 7 hours and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	For feedback, fill out the client feedback form, address your concern to BENJAMIN IRINEO JUDE F. RABUCO III / Chairperson, Committee on Anti-Red Tape (CART) and place it in the designated drop box or email NDC at info@ndc.gov.ph / cart@ndc.gov.ph
How feedbacks are processed	The Public Relations Officer / BENJAMIN IRINEO JUDE F. RABUCO III / Chairperson, Committee on Anti-Red Tape (CART) compiles and records all feedbacks received from info@ndc.gov.ph / cart@ndc.gov.ph and designated drop box and relay to concerned department or workgroup for proper action. Concerned Workgroup or Department is required to provide a reply within three (3) days upon receipt of a feedback if necessary.
How to file a complaint	To file a complaint, fill out the complaint form addressed to SATURNINO H. MEJIA / General Manager, and place it in the designated drop box or email NDC at info@ndc.gov.ph / cart@ndc.gov.ph
How complaints are processed	The Public Relations Officer / BENJAMIN IRINEO JUDE F. RABUCO III / Chairperson, Committee on Anti-Red Tape (CART) compiles and records all complaints received from designated drop box and info@ndc.gov.ph / cart@ndc.gov.ph and relay to concerned department or workgroup for proper action. Concerned Workgroup or Department is required to provide a reply within three (3) days upon receipt of a complaint.
Contact Information of NDC CART Secretariat, CCB, PCC, ARTA	NDC CART: 8840-4838 loc. 310 or cart@ndc.gov.ph ARTA: complaints@arta.gov.ph Telephone: 8478-5093 PCC: 8888 CCB: 0908-881-6565

Office	Address	Contact Information
National Development Company	116 Tordesillas, Salcedo Village, Makati City, Philippines	8840-4838 to 47