



# NATIONAL LIBRARY OF THE PHILIPPINES

## CITIZEN'S CHARTER 2024 Edition



## I. **Mandate**

The National Library of the Philippines (NLP) is the repository of the printed and recorded cultural heritage of the country and other intellectual, literary, and information sources.

## II. **Vision**

By 2027, the National Library of the Philippines shall be the premier library in the country, with a collection of library resources available in different forms and media, providing excellent customer service experience through automated library facilities and online services, driving the intellectual, social, and cultural progress of the Filipino society.

## III. **Mission**

The National Library of the Philippines is an ISO-certified national repository of printed and recorded cultural heritage in the country that acquires, organizes, conserves, and preserves Filipiniana resources and provides equitable access to information resources on various platforms, and delivers world-class customer service for Filipinos.

## IV. **Quality Policy**

We, at the NLP, as a repository of cultural heritage, commit to acquire, conserve and preserve all printed and recorded Filipiniana resources, ensure equitable access and provide inclusive and resilient services to support, intellectual, cultural, and national development in accordance with the applicable requirements while continually improving our quality management system.

To uphold this commitment, we shall:

- Espouse human resource welfare and development and values formation programs to harness the fullest potential of our people;
- Implement responsive policies, programs, and initiatives;
- Acquire and generate the best-available library resources; and,
- Integrate risk and quality management systems into the processes across the organization, particularly in policy formulation, decision-making, planning, service provision, performance evaluation, and improvement processes.

It further commits to complying with statutory and legal requirements and continuously improving our quality management system.



## LIST OF SERVICES

### EXTERNAL SERVICES

#### Access to Library Resources

Access ID Registration	Page 9
Books, Theses and Dissertations, Government Publications and Serials	Page 10
Braille and Audiobook Production	Page 11
Children's Services	Page 14
eResources (Onsite)	Page 16
eResources (Offsite)	Page 17
Online Reference Services	Page 19
Onsite Educational Tour	Page 21
Rare Collections	Page 23
Scanning/Printing of Library Resources	Page 24
Virtual Educational Tour	Page 25

### ACQUISITION

Acceptance of Donation (Books, serials, theses, dissertations, and other library materials)	Page 29
Procurement of Books and Other Forms of Library Materials (within Annual Procurement Plan) (Alternative Mode of Procurement)	Page 34
Request for Certificate of Legal Deposit	Page 42
Request for Book Donation	Page 45

### COPYRIGHT

Certification of Copyright Registration and Deposit	Page 54
Certified True Copy (CTC) of the Certificate of Copyright Registration and Deposit/ Instrument	Page 55



Copyright Registration and Deposit Page 57

Correction of Copyright Entries Page 59

Duplicate Copy of Certificate Page 60

Releasing of Certificate of Copyright Registration and Deposit Page 62

Transmittal of IPOPHIL-Registered Copyright Page 63

## **FINANCE AND ADMINISTRATION**

Funds Availability Page 66

Issuance of BIR Form (2307) Page 67

Request for On-the-Job Training/Internship Page 69

Procurement of Goods and Services under Negotiated (NP) Page 71

Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below Page 74

Receiving and dissemination of incoming records/mails Page 81

Retrieval of 201 Files of Officials/ Employees/Requests for Certificate of Employment by Former Employees Page 82

## **NUMBERING SYSTEM**

ISSN Registration to International Center (IC) Page 85

Request for International Standard Book Number (ISBN) Page 86

Request for International Standard Serial Number (ISSN) Page 88



Request for International Standard Music Number (ISMN) Page 90

## **PRODUCTION**

Indexing Page 94

Processing of Cataloging-in-Publication (CIP) Page 95

## **TECHNICAL ASSISTANCE TO PUBLIC LIBRARIES**

Distribution of Library Resource Allocation Page 98

Online/Virtual Technical Assistance and Observation (TAO) Page 100

Onsite Technical Assistance and Observation Page 103

Submission of Requirements for Affiliation of Public Library with NLP Page 106

Training to Affiliated Public Libraries and Reading Centers Page 110

## **INTERNAL SERVICES**

### **COPYRIGHT**

Monthly Transmittal of Published Books Page 115

### **COLLECTION DEVELOPMENT**

Processing of Library Materials Page 117

Cataloging and Classification Page 122

### **FINANCE AND ADMINISTRATION**

Designation of Petty Cash Fund Custodian Page 126



Delivery, Inspection and Acceptance of Supplies, Materials & Equipment	Page 129
Issuance of Property Clearance (Applicant with Property Accountability)	Page 131
Liquidation (without refund)	Page 132
Liquidation (with refund)	Page 134
Payroll Processing of Job Order and Contract of Service	Page 136
Petty Cash Fund Administration for the Procurement of Goods and Services for Petty Miscellaneous Expenses (15K and Below)	Page 138
Processing of Disbursement	Page 146
Processing of Obligation, Request, and Status (ORs)	Page 152
Procurement of APP-CSE at PS-DBM Virtual Store	Page 152
Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below	Page 158
Refund of GSIS Loan Amortization	Page 165
Remittance of Mandatory Contribution and Loans	Page 167
Remittance of Other Payables	Page 170
Request for Budget Clearance	Page 172
Request for Certified True Copy (CTC) of Records	Page 173
Request for Maintenance and Repair	Page 174
Request for Transport Service (within NCR and out-of-town trips)	Page 175
Request for Service Record	Page 176



Request and issuance of supplies and materials

Page 178

Request for Personnel Records

Page 179

Renewal of Contracts for Job Order/ Contract of Service Personnel

Page 180

## **INFORMATION AND TECHNOLOGY**

Repair of Software/Hardware

Page 184



# **ACCESS TO LIBRARY RESOURCES**

## **External Services**





## 1. Access ID Registration

To access library resources, clients need to acquire NLP Client's ID / Transaction stub.

<b>Division:</b>	Reference Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any government issued ID or School ID (1 copy)		1. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present any valid ID to the guard	1. The guard will check the presented ID	None	1 minute	Guard on-duty (Main Entrance)
2. Proceed to the Registration Area (Cubicle 1) at the ground floor lobby desk.	2. Verify valid ID presented and issue transaction stub	None	1 minute	Administrative Support Staff
3. Fill out the online registration form	3. Provide instruction and assistance	None	8 minutes	Administrative Support Staff
4. Proceed to Cubicle 2 for picture taking	3. Take a photo of the client	None	1 minute	Administrative Support Staff
5. Proceed to the reading area				Client
<b>TOTAL:</b>		None	11 minutes	



## 2. Books, Theses and Dissertations, Government Publications and Serials

Access to these resources is provided through a close-shelf system wherein Librarian on-duty shall check-out selected titles from the Online Public Access Catalog (OPAC).

<b>Division:</b>	Reference and Filipiniana			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. NLP Client's ID / transaction stub		1. ID Registration Area, lobby		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the reading area and tap the NLP Client ID/Transaction Stub in the Barcode Scanner	1. Assist the client	None	1 minute	Guard on-duty
2. Select and reserve titles through the Online Public Access Catalog (OPAC)	1. Guide the client in using the OPAC	None	2 minutes	Librarian, Reading Area
3. Proceed to the Circulation Counter and present the NLP Client ID / Transaction stub	3. Check reserved titles in the system, validate the ID stub and check the client "HOLDS" then provide a pager	None	1 minute	Librarian, Reading Area
4. Monitor the notice	4. Retrieve the library	None	5 minutes	Administrative



via issued pager which shall vibrate once requested material/s is/are available	materials reserved and press the "Found" button			Support Staff, Filipiniana and Reference Stack Rooms
	5. Monitor the status of requested materials, if found, wait for the material/s to be delivered by Administrative Support Staff to the circulation counter, then buzz the pager number for readers to claim the requested material/s		1 minute	Librarian on duty, Reading Area
5. Proceed to the counter to claim the requested material/s	5. Scan the barcode of the materials for check-out	None	1 minute	Librarian, Reading area
6. Proceed to the counter to check-in the materials borrowed and return to the designated shelves	6. Assist the client	None	1 minute	Librarian, Reading area
<b>TOTAL:</b>		None	12 minutes	

### 3. Braille and Audiobook Production

This service is available upon request by individuals who have print disability or related organizations/institutions for reference and research needs of persons with print disabilities.

<b>Division:</b>	Reference Division
------------------	--------------------



<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to the Division Chief of Reference Division		1. Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Send the request letter either in print or via email at <a href="mailto:nlplbs@nlp.gov.ph">nlplbs@nlp.gov.ph</a></p> <p>cc: <a href="mailto:reference@nlp.gov.ph">reference@nlp.gov.ph</a> which shall indicate the following:</p> <p>a.) Scanned copy of the book</p> <p>b.) Name and contact details of the client, title, author of the material to be reproduced, and number of pages to be transcribed;</p> <p>c.) Date when is the material needed.</p>	1. Receive/acknowledge the letter request	None	1 business day	Records Section Staff (for print)  Librarian, Library for the Blind Section (for email)
2. Wait for the feedback on the	2. Evaluate the material to be embossed and	None	1 business day	Librarian, Library for the Blind Section



request	<p>recommend approval of the request to the Division Chief</p> <p>Approves the request.</p> <p>3. Inform the requesting party on possible date to finish the request</p>			<p>Division Chief, Reference Division</p> <p>Librarian, Library for the Blind Section</p>
	<p>4. Reproduce the requested material.</p> <p>a. Scanned copy sent via email</p> <p>b. Print copy</p>	None	<p>1 business day per 100 pages or less</p> <p>2 business days per 100 pages or less</p>	<p>Librarian, Library for the Blind Section</p> <p>Administrative Support Staff and Librarian</p>
	5. Inform the requesting individual on the availability of the material for pick-up	None	5 minutes	Librarian, Library for the Blind Section



<p>3. Claim reproduced material/s</p> <p>Walk-in through representative</p> <p>Through courier</p>	<p>6. Facilitate gate pass for the the materials to be claimed</p> <p>Facilitate delivery via courier</p>	<p>None</p> <p>Delivery / courier fee</p>	<p>2 days</p>	<p>Librarian / Administrative Support Staff, Library for the Blind Section</p>
<b>TOTAL:</b>		<p>Delivery / courier fee</p>	<p>6 days and 5 minutes (per 100 pages or less)</p>	

#### 4. Children's Services

These services include storytelling, puppet show, read aloud, arts and craft sessions and also the conduct of workshops on the same services which can be provided onsite or offsite, as requested.

<b>Division:</b>	Reference Division; Directors Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Government to Client		
<b>Who may avail:</b>	General Public		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
<p>1. Request Letter addressed to Director Cesar Gilbert Q. Adriano and thru Ms. Dolores Carungui, Chief of the Reference Division, indicating the complete details:</p> <ul style="list-style-type: none"> <li>- Name of the Activity</li> <li>- Purpose</li> <li>- Date &amp; Time</li> <li>- Number of Audience</li> </ul> <p>(The request letter should be sent three (3) weeks before the execution of the event.)</p>	<p>1. Requesting Party</p>		



2. Service Agreement (1 original copy)		2. Reference Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request	1. Acknowledge the request.	None	5 minutes	For walk-ins / registered mails: Records Section  For emails: do@nlp.gov.ph
	2. Send an email reply to the requesting party to acknowledge receipt of the request letter. The request is forwarded to the Reference Division.	None	2 working days	Directors Office
	3. Reference Division to check on the availability of staff to deliver the requested services. For services conducted offsite, a service agreement is sent to the client via email	None	4 hours	Chief, Reference Division, Children's Section Staff
2. The client sends a signed copy of Service Agreement	4. Service Agreement is reviewed	None	1 hour	Chief, Reference Division, Children's Section Staff
	5. Reference Division to consult with and request for clearance from the Office of the Director	None	3 working days	Office of the Director
	6. Send an email reply to the requesting	None	4 hours	Children's Section Staff



	party, approved or disapproved			
<b>TOTAL:</b>			5 days, 9 hours and 5 minutes	

## 5. eResources (Onsite Access)

Onsite access to various databases of ebooks, ejournals and audiobooks can be through the provided terminals in the reading area or through the client's own device. Access is through this link: <https://eportal.nlp.gov.ph/>.

<b>Division:</b>		Reference Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. NLP Client's ID / transaction stub (1 original copy)		1. ID Registration Area, lobby		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the terminals located at the Internet Kiosks in the Reading area		None		Client
2. Clients who prefer to use their gadgets must secure an NLP Wi-Fi voucher provided upon registration in the Infobar and Reading area.	Provide wifi voucher	None	1 minute	Administrative Support Staff
3. Client click the online databases	None	None		Client





or scan the barcode when using their gadgets				
<b>TOTAL:</b>		None	1 minute	

## 6. eResources (Off Site Access)

Offsite access to various databases of ebooks, ejournals and audiobooks is possible only for Philippine residents with created individual account through this link: <https://eportal.nlp.gov.ph/>.

<b>Division:</b>	Reference Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid email address		1. Create via Google Mail or Yahoo Mail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. Creation of NLP eResources account		None		Client
1. Check the NLP website ( <a href="https://web.nlp.gov.ph/">https://web.nlp.gov.ph/</a> )		None		
2. Choose the Resources navigation bar, then click NLP eResources Portal		None		
3. Click login located at the		None		

upper right corner of the screen				
4. Select "Create New Account."		None		
5. Fill-out all the necessary information, accept the terms and click the "Create New Account" button	1. Verify the account created	None	1 day	eResources Administrator
6. The client receives two (2) emails in their inbox; the first is a confirmation email that the account was successfully created for approval, and the second is the link for setting the password. Client may also check the spam folder if not in the inbox	2. Approve valid account / delete the invalid account account  <i>(Note: Institutional accounts and accounts created outside the Philippines are invalid accounts)</i>	None	4 hours	eResources Administrator
7. Client clicks the link in the email and set a password		None		
8. Once the password is set, clients will click the login and enter the username and password		None		
B. Access to eResources (After the account		None		



creation and set password)				
1. Go to <a href="https://eportal.nlp.gov.ph/">https://eportal.nlp.gov.ph/</a> and log in to your account		None		
2. Click the “E-Resources” tab and choose the online database that you want to access		None		
3. Client must enter the registered email and the password created for the ePortal account to proceed to online database platform		None		
<b>TOTAL:</b>		None	1 day, 4 hours	

## 7. Online Reference Service

This service was named Online Library Assistant (OLA) in a form of chatbot but with librarian’s (liverarian) interaction, accessible via the website wherein clients can directly inquire via chat through (<http://web.nlp.gov.ph/>). The LIVErarian is available Monday-Friday 8AM to 5PM except holidays and work suspensions.

<b>Division:</b>	Reference Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Virtual clients profile	1. Client Create via NLP Website and social media (Facebook Messenger and Instagram)



		Direct Messenger)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Chat through the NLP website ( <a href="http://web.nlp.gov.ph/nlp/">http://web.nlp.gov.ph/nlp/</a> ) or National Library of the Philippines FB messenger or Instagram, click the "Chat with us!" at the bottom right		None		Client
2. Fill-out all the necessary information, accept the terms and conditions, then click the send button		None		
3. Select the needed service and information provided in the FAQs  The chatbot will auto-reply if the queries are in the FAQs		None		
4. Client request to transact with chat agent if not satisfied with the FAQs		None		
5. Clients will automatically be connected with a liverarian	1. Chat agent assists client with the query.	None	10 minutes	LIVERarian
	2. Chat agent	None	20 minutes	LIVERarian



	<p>answers queries, coordinate/ confirm/ validate/ verify with the concerned Division if the client concerns need further information.</p> <p>Liverarian request/send feedback from client once inquiry was addressed.</p>			
6. Fill-out the Online Feedback Assessment Form	Liverarian marks the transaction as as solved		None	LIVERarian
	Liverarian marks the transaction as as solved		None	LIVERarian
<b>TOTAL:</b>		None	30 minutes	

## 8. Onsite Educational Tour

The onsite educational tour is being offered to the general public to provide library visits and promote the collections and services of the NLP. It is another way to showcase and promote awareness of the NLP collections that contribute to the intellectual, social, and cultural progress of Filipino society.

<b>Division:</b>	Research and Publications Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>Request Letter addressed to Director Cesar Gilbert Q. Adriano (1 electronic copy)</li> <li>List of participants (1 electronic copy)</li> </ol>	<ol style="list-style-type: none"> <li>Citizen or Client</li> <li>Citizen or Client</li> </ol>



<p>3. NLP Educational Tour Request Form submitted at least 3-5 days before the requested date of visit (1 electronic copy)</p> <p>4. Signed conforme of confirmation letter (1 electronic copy)</p>		<p>3. Online (<a href="https://tinyurl.com/NLPtour">https://tinyurl.com/NLPtour</a>)</p>	<p>4. Citizen or Client (confirmation letter to be sent via email)</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the NLP Educational Tour Request Form (<a href="https://tinyurl.com/NLPtour">https://tinyurl.com/NLPtour</a>). Attach the list of participants and the request letter addressed to:</p> <p style="text-align: center;"><b>Cesar Gilbert</b> <b>Q. Adriano</b> Director IV National Library of the Philippines</p>	<p>1. Check and evaluate the details of the request. Acknowledge receipt of the request and ask the client if additional information is needed.</p> <p>1.1. Forward the Request Letter to the Director's Office via email for approval.</p> <p>1.2. <b>If Approved:</b> Inform the client of the approval. Send a confirmation letter of the approved schedule. Inform other Divisions that will be involved in the Tour.</p> <p>1.3. <b>If Disapproved:</b> Inform the client of the disapproval and advise to reschedule.</p>	<p>None</p>	<p>1 day</p>	<p><i>Section Head and Staff</i> Public Relations Section, Research and Publications Division</p>
<p>2. Sign the conforme of the</p>	<p>2. Add the</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Section Head and Staff</i></p>



confirmation letter and send a copy to <a href="mailto:researchandpublications@nlp.gov.ph">researchandpublications@nlp.gov.ph</a>	schedule and other details to the RPD Calendar of Activities			Public Relations Section
3. Come to NLP on the confirmed schedule of the Educational Tour.	3. Welcome the client/s and conduct the Educational Tour focusing on details of the request.	None	1 hour and 30 minutes on average	<i>Section Head and Staff</i> Public Relations Section
4. Fill-out the Feedback Assessment Form.	4. Provide a tablet to answer the Feedback Form, or provide the link/QR code.	None	5 minutes per client	<i>Section Head and Staff</i> Public Relations Section
<b>TOTAL:</b>		None	1 day, 1 hour, 38 minutes	

## 9. Rare Collections

Request for access to restricted collections such as Rare Books, Manuscripts, and Special Collections.

<b>Division:</b>	Filipiniana Division (FD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter addressed to Director Cesar Gilbert Q. Adriano or directly to the Filipiniana email (1 electronic copy)		5. Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBL</b>



				<b>E</b>
1. Send a request letter to the Office of the Director ( <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a> ) or in the Filipiniana email ( <a href="mailto:filipiniana@nlp.gov.ph">filipiniana@nlp.gov.ph</a> )	1. Acknowledge receipt of the email	None	1 minute	DO Secretariat Librarian
	2. Search for the materials.	None	Maximum of 3 days	Librarian, Senior Historian, and Archivist, FD
	3. Notify the clients of the status of their requests. If available, prepare the materials needed, Otherwise, inform the client of the unavailability of the request.	None	5 minutes	Librarian, Senior Historian
<b>TOTAL:</b>		None	3 days and 6 minutes	

## 10. Scanning/Printing of Library Resources

Printing of microfilms/microimages are available at Multimedia Section while Scanning/Printing of hard copy and digitized copy are available at Information Technology Division.

<b>Division:</b>	Filipiniana Division (FD); Information Technology Division (ITD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. NLP Client's ID / Transaction Stub	1. NLP client/user registration station





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify and select the title, date and pages of the materials	1. Assist the clients and prepare the requested materials		10 minutes	Librarian and Administrative Aide
	2. Fills out the Order of Payment Form		1 minute	Librarian and Administrative Aide
	3. Coordinate with ITD for hard copy and digitized copy and Multimedia Section for microfilms		15 minutes	Librarian, Administrative Aide, and ITD Support Staff
2. Proceed to Cashier Section for payment	4. Issuance of Official Receipts (OR) to clientele	Scanning: 5.00PHP/page  Printing: 7.00PHP/page  CTC	5 minutes per Official Receipt	Cash Section Staff-Cash Section, Finance and Administrative Division
3. Go back to Reading Area and present the OR	5. Record the OR details and give the requested materials		3 minutes	Librarian, Administrative Aide, and ITD Support Staff
	<b>TOTAL:</b>	Scanning: 5.00PHP/page  Printing: 7.00PHP/page	24 minutes	

## 11. Virtual Educational Tour

An online tour provided through a video, giving a virtual library visit at NLP and aims to promote NLP's services and showcase its collection even to the distant library patrons and clients.



<b>Division:</b>	Research and Publications Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Request Letter addressed to Director Cesar Gilbert Q. Adriano (1 electronic copy)</li> <li>List of participants (1 electronic copy)</li> <li>NLP Educational Tour Request Form submitted at least 3-5 days before the requested date of visit (1 electronic submission)</li> <li>Signed Memorandum of Agreement (MOA) (1 electronic copy)</li> </ol>		<ol style="list-style-type: none"> <li>Citizen or Client</li> <li>Citizen or Client</li> <li>Online (<a href="https://tinyurl.com/NLPtour">https://tinyurl.com/NLPtour</a>)</li> <li>Citizen or Client (MOA to be sent via email)</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Accomplish the NLP Educational Tour Request Form (<a href="https://tinyurl.com/NLPtour">https://tinyurl.com/NLPtour</a>). Attach the list of participants and the request letter addressed to: <b>Cesar Gilbert Q. Adriano</b> Director IV National Library of the Philippines</li> </ol>	<ol style="list-style-type: none"> <li>Check and evaluate the details of the request. Acknowledge receipt of the request and ask the client if additional information is needed.               <ol style="list-style-type: none"> <li>Forward the Request Letter to the Director's Office via email for approval.</li> <li><b>If Approved:</b> Inform the client of the approval. Send a copy of the MOA.</li> </ol> </li> </ol>	None	1 day	<i>Section Head and Staff Public Relations Section</i>



	<p>Inform other Divisions that will be involved in the Tour.</p> <p><b>1.3. If Disapproved:</b> Inform the client of the disapproval and advise to reschedule.</p>			
2. Sign the MOA and send a copy to <a href="mailto:researchandpublications@nlp.gov.ph">researchandpublications@nlp.gov.ph</a>	2. Add the schedule and other details to the RPD Calendar of Activities, and send the online meeting link	None	5 minutes	<i>Section Head and Staff Public Relations Section</i>
3. Join the online meeting on the confirmed schedule of the Educational Tour.	3. Welcome the client/s and conduct the Educational Tour focusing on details of the request.	None	1 hour and 30 minutes on average	<i>Section Head and Staff Public Relations Section</i>
4. Fill-out the Feedback Assessment Form.	4. Provide the link/QR code for the Feedback Form.	None	5 minutes per client	<i>Section Head and Staff Public Relations Section</i>
<b>TOTAL:</b>		None	1 day, 1 hour, 40 minutes	



# **ACQUISITION EXTERNAL SERVICES**



## 1. Acceptance of Donation (Books, serials, theses, dissertations, and other library materials)

The NLP accepts books and other library materials that are deemed beneficial to its library users. The library materials donations will strengthen and augment its existing collections.

<b>Division:</b>	Collection Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business G2C-Government to Citizen			
<b>Who may avail:</b>	National Government Agencies Private Institutions General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Online Donation Form (electronic submission)</li> <li>2. Publication/s (print or electronic)</li> <li>3. Cover/request letter (1 original copy)</li> <li>4. List of publications for donation (1 original copy)</li> <li>5. Theses and Dissertations Infosheet (1 copy)</li> <li>6. Certificate of Donation (1 original copy)</li> <li>7. Acknowledgement Receipt (1 original copy)</li> </ol>		<ol style="list-style-type: none"> <li>1. <u>Online Donation form</u></li> <li>2. Donor/author/ or publisher</li> <li>3. Donor/author/ or publisher</li> <li>4. Donor/author/ or publisher</li> <li>5. Collection Development Division , Acquisition Section</li> <li>6. Collection Development Division , Acquisition Section</li> <li>7. Collection Development Division , Acquisition Section</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients shall accomplish the <u>Online Donation form</u> prior to submission of their library materials for Donation via walk-in, courier, through pick up or	1. System will notify CDD once an online donation form has been completed	None		CDD Staff

email				
	2. CDD will evaluate titles for donation		a. For 1 to 10 copies: 15 minutes b. For more than 10 copies: maximum 2 working days	
	3. CDD will inform the potential donors regarding the acceptance or approval of donated library materials			
<b>Walk-in:</b>  2. Upon receipt of notification from CDD, Proceed to the NLP Info desk and Present donated library materials and the written formal requests for certification	1. Check, record, collate and sort donated library materials after receipt	None	a. For 1 to 10 copies: 15 minutes  b. For more than 10 copies: maximum 1 working day	CDD Acquisition Section Staff
	2. Prepare, review, print, and certificate of donation and acknowledgment receipt (whichever is applicable)	None	10 Minutes	CDD Acquisition Section Staff and CDD Chief
3. Receives certificate of donation and acknowledgment receipt	3. Issue certificate of donation and acknowledgment receipt (whichever is applicable)	None	10 minutes	CDD Acquisition Section Staff



(whichever is applicable)				
<b>TOTAL:</b>		<b>None</b>	35 minutes to maximum of 3 working days	
<b>Courier</b> 1. Upon receipt of notification from CDD, Send donated library materials , and the written formal requests via courier or postal mail service	1. Receive, check, and encode record.	None	10 minutes	Receiving Staff, Records Section
	2. Forward donated library materials to CDD	None	15 minutes	Records Section
	3. Receive, check the donated library materials.	None	a.For 1 to 10 copies: 15 minutes b. For more than 10 copies: maximum 1 working day	CDD Acquisition Section Staff
	4. Prepare, review, print, and sign certificate of donation and acknowledgment receipt (whichever is applicable)	None	10 Minutes	CDD Acquisition Section Staff and CDD Chief



2. Receives certificate of donation and acknowledgment receipt	5. Issue certificate of donation and acknowledgment receipt (Whichever is applicable)	None	5 minutes	CDD Acquisition Section Staff
<b>TOTAL:</b>		<b>None</b>	45 minutes to maximum of 3 working days	
<b>Through Pick-up</b>				
1. Upon receipt of notification from CDD, Contact the CDD Staff in charge of receiving donations for the schedule of pick-up	1. Submit request for schedule of vehicle to ADO/Property Section	None	10 mins. .	CDD Acquisition Section Staff
	2. FAD will notify CDD of the availability of the vehicle	None	15 minutes	Administrative staff, FAD
	3. Pick-up the donated library materials	None	maximum of 1 day	CDD Acquisition Staff
	4. Receive, check the donated library materials.	None	a. For 1 to 10 copies: 15 minutes b. For more than 10 copies: Maximum of 1 working day	CDD staff
	5. Prepare, review,	None	10 Minutes	CDD Acquisition



	print, and certificate of donation and acknowledgment receipt			Section Staff and CDD Chief
2. Receives certificate of donation and acknowledgment receipt (whichever is applicable)	6. Issue certificate of donation and acknowledgment receipt (whichever is applicable)	None	5 minutes	CDD Acquisition Section Staff
<b>TOTAL:</b>		<b>None</b>	45 mins to 4 maximum working days	
<b>Through Email</b> 1. Upon receiving notification from CDD, please email digital/electronic publication(s) and the formal intent to donate books to <a href="mailto:cdd@nlp.gov.ph">cdd@nlp.gov.ph</a>	1. Receive, review / check the donated digital/electronic publications	None	a. For 1 to 10 copies: 15 minutes b. For more than 10 copies: Maximum of 2 working days	CDD staff
	2. Prepare, review, print, and sign deed of donation, certificate of donation and acknowledgment receipt	None	10 Minutes	CDD Acquisition Section Staff and CDD Chief



2. Receives certificate of donation and acknowledgment receipt via email	3. Issue certificate of donation and acknowledgment receipt (whichever is applicable ) via email	None	10 minutes	CDD Acquisition Section Staff
<b>TOTAL:</b>		<b>None</b>	35 mins to 3 maximum working days	

## 2. Procurement of Books and Other Forms of Library Materials (within Annual Procurement Plan) (Alternative Mode of Procurement)

This is the process of selecting and obtaining books and other forms of library materials through purchase. Procurement of library resources shall be governed by Republic Act 9184 and its 2016 Revised Implementing Rules and Regulations.

<b>Division:</b>	Collection Development Division (CDD) , Finance Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business G2C-Government to Citizen			
<b>Who may avail:</b>	National Government Agencies; Private Institutions; Book Dealers/Vendors/Publishers/Authors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request (3 original copies) 2. Notice of Award ( 4 original copies) 3. Notice to Proceed (4 original copies) 4. Purchase Order ( 3 original copies) 5. Obligation Request and Status (3 original copies) 6. IAR ( 4 original copies) 7. DV ( 4 original copies)		1. Collection Development Division, Acquisition Section 2. NLP-Bids and Awards Committee (BAC) 3. NLP-Bids and Awards Committee (BAC) 4. FAD-Procurement Section 5. Collection Development Division, Acquisition Section 6. FAD-Supply Section 7. Collection Development Division, Acquisition Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



		<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
	1. Prepare Purchase Request with the appropriate specifications of the items requested	None	2 working days	CDD Acquisition Section Staff
	2. Forward signed Purchase Request to Procurement Section for Purchase Request (PR) numbering	None	15 Minutes	CDD Acquisition Section Staff and CDD Chief
	3. PS Personnel validates PR per checklist requirements on the processing of PR. If incomplete, return to the End-user.	None	5 minutes	Administrative Aide I Procurement Section, FAD
	4. Record and Encode PR with complete requirements in the logbook and Procurement Monitoring Report (PMR) and forward documents to Administrative Officer V for validation.	None	5 minutes	Administrative Aide I, Procurement Section, Procurement Section, FAD
	5. Validates documents and encoded	none	5 minutes	Administrative Officer V, Procurement



	information at PMR when complete route to assign staff for PR numbering.			Section, FAD
	6. Assign number to PR in the following format Year-Month-Serial Number (e.g. 2024-01-0001). And record PR number in the PR Tracking and PMR.	none	10 minutes	Administrative Assistant III, Procurement Section FAD
	7. Submit numbered PR together with other supporting documents to Director IV for approval.	none	5 minutes	Administrative Aide I, Procurement Section, FAD
	8. Approve PR and transmit to the Procurement Section for processing.	none	2 working days, 15 minutes	Director IV/ & Administrative Service Assistant, DO
	9. Record and forward signed PR to BAC for processing	none	15 minutes	Administrative Service Assistant, DO
	10. Receive and record approved PR for processing and route to Administrative Officer V for information and further instruction.	none	5 minutes	Administrative Aide I, Procurement Section, FAD
	11. Conduct Procurement	none	maximum 10 working days (depending to	BAC



	Process; Prepare NOA ,BAC resolution ,NTP and other attachments		the mode of procurement being applied)	
	12. Submit PR, BAC resolution, NOA and NTP and other attachments to Head of Procuring Entity (HOPE) for approval	none	10 minutes	BAC
	13. Receive and record BAC Resolution, NOA and NTP, plus other attachments  Review and sign BAC Resolution, NOA and NTP	none	2 working days, 5 minutes	Director's Office
	14. Forward PR, Signed BAC resolution, NOA and NTP and other attachments to BAC	none	15 mins	Administrative Service Assistant, DO
1. Receive NOA from BAC	15. Send copy of NOA to suppliers for conforme/signature	none	2 days	BAC
2. Pay warranty security to cashier and provide copy of OR to BAC	16. Receive OR of warranty security from supplier	none	1 day	BAC
	17. Forward PR, Signed BAC resolution, NOA and NTP and other attachments	none	2 days	BAC



	to Procurement Section for preparation of Purchase Order			
	18. Prepare Purchase Order and forward to CDD for preparation of ORS	none	25 minutes	FAD-Procurement Section
	19. Prepare ORS and submit to CDD Chief for signature	none	10 mins	ADA III, CDD Chief
	20. Forward the signed ORS to the Budget Section for Budget Obligation	none	15 mins	Chief, CDD
	21. Budget Section receives, review, and sign ORS Monitor status of the request	none	15 minutes	Budget Officer Budget Officer III- Budget Section
	22. Forward ORS, PO and supporting documents to the receiving staff for release	none	10 minutes	Budget Officer Budget Officer III- Budget Section
	23. Review the PO and supporting documents and sign certification	None	20 minutes	Administrative Officer Accounting Section, FAD
	24. Forward to Director's Office for approval	None	10 minutes	Accounting Section staff



	25. Approval/ Disapproval of the Purchase Order Request	None	2 working days	Director IV Office of the Director
	26. Receive and record signed PO & ORS for Issuance to supplier.	none	5 minutes	Procurement Section
3. Receive/Sign Notice to Proceed and Purchase Order	27. Scan the approved P.O and notify the Publisher/Dealer through email to receive/sign the PO	None	10 minutes	Procurement Section
	28. Submit to COA the signed/conformed P.O by supplier	none	5 mins.	Procurement Section
4. Deliver procured books and other library materials (Deliver within the specified time frame stipulated in the purchase order)	29. Receive procured library materials from the publisher/dealer/author. Conduct the inspection of delivered books/library materials	None	1 hr	Supply Section Staff, Inspection Committee; COA, and Representative of End-users
	30. If the items conforms, Inspection and Acceptance Report (IAR) shall be prepared	None	10 minutes	Supply Section-FAD
	31. Route IAR to Inspection Committee for review and signature	None	Within 1 day	Supply Section-FAD , Inspection Committee



	32. Inspection Committee returns the signed IAR to Supply Section	None		
	33. Prepare ICS and route IAR/ICS to CDD for signature	None	15 minutes	Supply Section-FAD
	34. Receive the library materials with IAR/ICS from Supply Section and forward to CDD Chief for signature	None	1 hr	Admin Aide III , Acquisition Section, CDD Chief
	35. Head of Supply/Property Section to check and review the documents & sign the acceptance in the IAR form	none	15 mins	Administrative Officer V, Supply Section-FAD
	36. Receive the signed IAR/ICS and other documents for preparation of disbursement voucher	none	10 mins.	ADA III, CDD Acquisition Section Staff
	37. Prepare Disbursement Voucher (DV), sign and forward to the Accounting Section for processing and payment	None	30 mins. (per DV)	ADA III, CDD Acquisition Section Staff
	38. Review DV and its supporting documents	None	10 minutes	Accounting Section





	39. Assignment of Serial Number and encoding in Journal of Entry Voucher	None	5 minutes	Accounting staff- Accounting Section
	40. Sign and approve disbursement vouchers	None	3 minutes	Accountant III- Accounting Section
	41. Forward the approved DV and ORS with its supporting documents to the Director's Office for approval	None	2 minutes	Accounting Staff- Accounting Section
	42. Approval of disbursement vouchers	None	2 working days	Director IV Office of the Director
	43. Forward the approved disbursement vouchers to Cash Section for payment	None	2 minutes	Accounting Staff- Accounting Section
	44. Receive and encode the approved disbursement vouchers	None	5 minutes	Cashier III-Cash Section
	45. Preparation of LDDAP-ADA and/or check, ACIC	None	10 minutes	Cashier III-Cash Section
	46. Review and Approval of ADA package (LDDAP-ADA and/or check, ACIC)	None	10 minutes	Cashier III-Cash Section Cash Section
	47. Review and Certification of LDDAP	None	5 minutes	Accountant III- Accounting Section
	48. Approval and/or	None	2 working days	Director IV-Office



	signature of Head of the Agency or designated signatory of the ADA package			of the Director
5. Collect payment (Check/LDDAP)	49. Delivery of ADA package to LandBank	None	30 minutes	Cashier III-Cash Section
<b>TOTAL:</b>		None	28 days ,3 hrs.	

### 3. Request for Certificate of Legal Deposit

This service is for authors or publishers who wish to comply with the Presidential Decree No. 812 (Legal Deposit Decree) and has not delivered the same copies to the NLP within one (1) month of its publication.

<b>Division:</b>	Collection Development Division; Finance and Administrative Division - Cashier Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business G2C-Government to Client
<b>Who may avail:</b>	National Government Agencies Private Institutions General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



**For walk-in clients or delivered through Service Courier or Postal Mail:**

1. Publications ( 2 best copies, bound)
2. Printed & signed Legal Deposit Information Sheets ( 2 original copies)
3. Certificate of Legal Deposit request letter ( 2 original copies) ( (upon request)

Refer to this address when sending publication/request:

**MELODY M. MADRID**

Librarian V/Chief  
Collection Development Division - Legal Deposit  
National Library of the Philippines  
T.M. Kalaw St. Ermita Manila, 1000, Philippines

**For online clients:**

1. 1 best PDF electronic copy
2. Accomplished Legal Deposit Information Sheet Google form
3. Scanned or digital copy of Certificate of Legal Deposit request letter (upon request)

**For walk-in clients or delivered through Service Courier or Postal Mail:**

1. Author/Publisher
2. Legal Deposit Information Sheet Online Google form QR Code
3. Author/Publisher



**For online clients:**

1. Author/Publisher
2. Legal Deposit Information Sheet Online Google form QR Code
3. Author/Publisher



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit publication/s,, & signed Legal Deposit Information Sheets and copies of Certificate of Legal Deposit request letter (if applicable)	1.Walk-in Check and receive the documents and deposits Receive and return client's copy  2. Delivered through Service Courier or postal mail  Check and receive the documents and deposits	None	5 minutes	CDD Acquisition Section Staff  CDD Acquisition Section Staff

	<p>forwarded to the CDD</p> <p>3. Sent/shared via email</p> <p>Access email and check received documents and deposits</p>			CDD Acquisition Section Staff
	<p>4. Check, record &amp; process received publications-</p> <p><i>(Requests exceeding the daily limit and submitted after 4:00 PM will be processed on the following working day)</i></p>	None	2 days	CDD Acquisition Section Staff
	5. Prepare Acknowledgment Receipt/s or Certificate of Legal Deposit/s	None	1 day	Acquisition Section Staff, CDD
	6. Check Acknowledgment Receipts and/or Certificate of Legal Deposits	None		Acquisition Section Head, CDD
	7. Check, sign & approve Acknowledgment Receipts / Certificate of Legal Deposits	None		Chief, CDD
	8. If request is approved, send notification of availability of the Certificate of the Legal Deposit otherwise, send notification of unavailability/disapproval.	None		Acquisition Section Staff, CDD



<p>2. Return to the NLP</p> <p>2.1. Claim Certificate of Legal Deposit and/or Acknowledgement Receipt</p>	<p>9. Issue Acknowledgment Receipt and/or Certificate of Legal Deposit</p> <ul style="list-style-type: none"> <li>- issue CLD</li> <li>- recording of OR numbers</li> </ul>		<p>5 minutes</p>	<p>CDD Acquisition Staff</p>
<p>3. Proceed to the Cashier Section for the payment of the following:</p> <ul style="list-style-type: none"> <li>• Document Stamp Tax and for the</li> <li>• Affixing of the NLP Dry Seal <b>(for those who need authenticated Certificate of Legal Deposit)</b></li> </ul>	<p>10. Issuance of Official Receipts to clientele / Affixing of dry seal</p>	<p>P30.00 per certificate (DTS)</p> <p>P100.00 per certificate (Dry Seal)</p>	<p>3 minutes</p>	<p>Cash Section Staff-Cash Section, Finance and Administrative Division</p>
<b>TOTAL:</b>		<p>130 per certificate</p>	<p>3 days , 18 minutes</p>	

#### 4. Request for Book Donation (Online)

This is a request made by a client who is not part of or does not represent any of the NLP-affiliated public libraries or barangay reading centers. Such clients may be in need of book donations for a public school, a book donation drive, a community, or an organization. Book donations to be given to these clients may vary from previously donated books, discarded NLP books, or excess copies of library materials from diverse donors. There is no guarantee that books or any library materials to be given under these requests are brand new.

<b>Division:</b>	Security Office; Director's Office (DO); Collection Development Division (CDD); Finance and Administration Division (FAD)- Property Section
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	General public who are not from affiliated public libraries and barangay reading centers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of request for book donation addressed to ( 1 electronic submission): <i>Dir. Cesar Gilbert Q. Adriano</i> <i>Director IV</i> <i>National Library of the Philippines</i></p> <p>State the following:</p> <ol style="list-style-type: none"> <li><i>Name of requesting client/ institution</i></li> <li><i>Primary beneficiary/ies</i></li> <li><i>Brief profile of the beneficiary/ies (ex: age range, sectoral representation, affiliation, etc.)</i></li> <li><i>Purpose of donation</i></li> <li><i>Date the books will be picked up from NLP</i></li> </ol> <p>2. Email Address 3. Property Transfer Report (PTR) ( 1 original copy, 4 photocopy) 4. Gate Pass (2 original copies)</p>		<p>1. Citizen or Client</p> <p>2. Citizen or Client 3. Collection Development Division , Acquisition Section 4. Collection Development Division , Acquisition Section</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of request for book donation to: <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a>	<p>1. Receive and acknowledge the letter request by the Director's Office</p> <p>*For disapproval of the request, the service ends in this office. DO will inform the requesting client of the disapproval of request</p> <p>*If approve, book</p>	None	2 working days	<i>Director's Office</i>



	donation requests will be forwarded to CDD			
2. Book donation requests will be forwarded to the Collection Development Division (CDD) for endorsement	2. CDD acknowledges the book donation request	None	5 minutes	CDD Acquisition Staff Division Chief, CDD
	3. CDD prepares the Property Transfer Receipt (PTR) for book donations (5 copies- (Receiving copy/ CDD, Accounting Section, Property Section, Catalog Division & COA) and Gate Pass	None	20 minutes if the materials for donation are already available,	CDD staff and CDD Division Chief
	4. CDD endorses the book donations to FAD - Property Section for inspection	None	5 minutes	CDD Acquisition Staff
	5. FAD- Property Section inspects the books for donation	None	10 minutes	Property Section Head, FAD
	6. Director's Office and Property Section signs the PTRs	None	15 minutes	Director's Office, Property Section Head, FAD
3. Receive notification letter from CDD indicating that requested library materials are ready for pickup	7. Notifies the client that requested library materials are ready for pickup.	None	5 minutes	CDD Staff
4. Requesting client signs the PTR and Gate Pass issued by the agency	8. CDD releases the book donations by asking the client to sign the PTRs and Gate Pass	None	20 minutes	CDD Staff
	9. Photo			



	documentation for the release of the book donations shall take place with any NLP staff and the requesting party at the NLP welcome logo			
5. Present Gate Pass to lobby guard for logging and release of book donations	10. Retrieve a copy of the PTR and Gate Pass from the client, record the details in the logbook, and release the book donations. Additionally, provide support to the client by aiding in the transportation of materials to their vehicle, if needed	None	5 minutes	Lobby Guard on Duty <i>NLP</i>
<b>TOTAL:</b>		None	1 day, 1 hr and 4 minutes	

## 5. Request for Book Donation (Walk In)

This is a request made by a client who is not part of or does not represent any of the NLP-affiliated public libraries or barangay reading centers. Such clients may be in need of book donations for a public school, a book donation drive, a community, or an organization. Book donations to be given to these clients may vary from previously donated books, discarded NLP books, or excess copies of library materials from diverse donors. There is no guarantee that books or any library materials to be given under these requests are brand new.

<b>Division:</b>	Security Office; Director's Office (DO); Collection Development Division (CDD); Finance and Administration Division (FAD)- Property Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business





<b>Who may avail:</b>		General public who are not from affiliated public libraries and barangay reading centers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of request for book donation addressed to ( 1 electronic submission):  <i>Dir. Cesar Gilbert Q. Adriano</i>  <i>Director IV</i>  <i>National Library of the Philippines</i></p> <p>State the following:          -Name of requesting client/ institution          -Primary beneficiary/ies          -Brief profile of the beneficiary/ies (ex: age range, sectoral representation, affiliation, etc.)          -Purpose of donation          -Date the books will be picked up from NLP</p> <p>2. Property Transfer Report (PTR)          ( 1 original copy, 4 photocopy)</p> <p>3. Gate Pass (2 original copies)</p>		<p>1. Citizen or Client</p> <p>2. Collection Development Division ,          Acquisition Section</p> <p>3. Collection Development Division ,          Acquisition Section</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in at the lobby guard on Duty; proceed to the receiving area of Records Section	1. Assist walk-in clients to log in at the main lobby	None	3 minutes	Lobby Guard on Duty NLP
2. Client submits request letter	2. Records Section Staff checks if the attachments are complete. If complete, accept the documents otherwise, return to the client.	None	3 minutes	Records Staff-Records Section
	3. Stamp "Received" on the record and indicate the name of the receiving officer and date and time	None	3 minutes	Records Staff-Records Section



	received.			
3. Receive the receiving copy	4. Give the receiving copy to the client	None	2 minutes	Records Staff-Records Section
	5. Encode document details in the logbook database	None	2 minutes	Records Staff-Records Section
	6. Forward request letter to Director's Office	None	3 minutes	Records Staff-Records Section
	7. Director's Office review the request  For disapproval of the request, the service ends in this office. DO will inform the requesting client of the disapproval of the request  *If approve, book donation requests will be forwarded to CDD	None	2 working days	Office of the Director
4. Book donation requests will be forwarded to the Collection Development Division (CDD) for endorsement	8. CDD acknowledges the book donation request	None	5 minutes	Division Chief CDD
	9. CDD prepares the Property Transfer Receipt (PTR) for book donations (5 copies- (Receiving copy/ CDD, Accounting, Section, Property Section, Catalog	None	30 minutes if the materials for donation are already available	CDD staff and CDD Division Chief



	<i>Division &amp; COA)</i> and Gate Pass			
	10. CDD endores the book donations to FAD - Property Section for inspection	None	5 minutes	CDD Acquisition Staff
	11. FAD- Property Section inspects the books for donation	None	10 minutes	Property Section Head, <i>FAD</i>
	12. Director and Property Section Head signs the PTRs	None	2 working days, 15 minutes	Director IV, Property Section Head, <i>FAD</i>
5. Requesting client signs the PTR and Gate Pass issued by the agency	13. CDD releases the book donations by asking the client to sign the PTRs and Gate Pass	None		CDD Staff
	14. Photo documentation for the release of the book donations shall take place with any NLP staff and the requesting party at the NLP welcome logo		30 minutes	
6. Present Gate Pass to lobby guard for logging and release of book donations	15. Retrieve a copy of the PTR and Gate Pass from CDD Staff, record the details in the logbook, and release the book donations. Additionally, provide support to the client by aiding in the transportation of materials to their vehicle, if needed.			



<b>TOTAL:</b>	None	1 hr and 4 minutes	
---------------	------	--------------------	--



# **COPYRIGHT EXTERNAL SERVICES**



## 1. Certification of Copyright Registration and Deposit

Certification is issued for the purpose of giving information on the fact of copyright registration and deposit in the National Library of the Philippines.

<b>Division:</b>	Copyright Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter addressed to Director IV Cesar Gilbert Q. Adriano with the following details (1 original) : <ul style="list-style-type: none"> <li>a. Name of Copyright Owner;</li> <li>b. Date of Registration;</li> <li>c. Title of Work/Creation; and</li> <li>d. Name of Author/s.</li> </ul>		1. Citizen or Client		
2. Official receipt of payment of PHP 100.00 Certification fee & Documentary Stamp Tax of PHP 30.00 (1 original)		2. Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter to Counter 7, Receiving Area.	1. Receive the request letter and verify the records.	None	10 minutes	<i>Copyright Staff</i> Copyright Division
2. Wait for notice.	2. Manual verification	None	7 working days	<i>Administrative Aide II</i> Copyright Division
3. Pay the required fees by presenting the order of	3. Issue the Official Receipt.	Certification fee of PHP 100.00 & DST of PHP	5 minutes	<i>Cash Section Staff</i> Finance and Administrative



payment.		30.00		Division
4. Return to the receiving area and present the official receipt.	4. Prepare the certification.	None	3 minutes	<i>Copyright Staff</i> Copyright Division
5. Receive the certification by signing the record book.	5. Issue the certification	None	1 minute	<i>Copyright Staff</i> Copyright Division
<b>TOTAL:</b>		PHP 130.00	7 working days, 19 minutes	

## 2. Certified True Copy (CTC) of the Certificate of Copyright Registration and Deposit/ Instrument

Certified true copy is a verification that the Certificate of Copyright Registration and Deposit/Copyright Instrument is a true copy of the original certificate/instrument issued by and filed with the National Library of the Philippines.

<b>Division:</b>	Copyright Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request letter addressed to Director IV Cesar Gilbert Q. Adriano with the following details (1 original): <ul style="list-style-type: none"> <li>a. Name of Copyright Owner;</li> <li>b. Date of Registration;</li> <li>c. Title of Work/Creation; and</li> <li>d. Name of Author/s.</li> </ul>	1. Citizen or Client
2. Official receipt of payment of CTC fee of PHP 100.00 per page (1 original)	2. Cash Section



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter to Counter 7, Receiving Area.	1. Receive the request letter.	None	1 minute	<i>Copyright Staff</i> Copyright Division
2. Wait for notice of payment.	2. Obtain the actual copy of the certificate (NLP-041)/ instrument in the stack room	None	7 working days	<i>Copyright Staff</i> Copyright Division
3. Receive order of payment	3. Prepare a copy of the certificate/ instrument.	None	15 minutes	<i>Copyright Staff</i> Copyright Division
4. Pay the required fees by presenting the order of payment.	4. Issue the Official Receipt.	Required fee of PHP 100.00 per page	5 minutes	<i>Cash Section Staff</i> Finance and Administrative Division
5. Present the official receipt to Counter 7 and receive the CTC of certificate/ instrument by signing the logbook.	5. Issue the CTC of certificate/ instrument	None	2 minutes	<i>Copyright Staff</i> Copyright Division
<b>TOTAL:</b>		PHP 100.00	7 working days, 23 minutes	





### 3. Copyright Registration and Deposit

Copyright registration and deposit refers to the creation of an official and public record of rights over an intellectual work/creation and submission of two copies of work/creation to the National Library of the Philippines for the purpose of completing its collection.

<b>Division:</b>	Copyright Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Two (2) copies (1 original &amp; 1 photocopy) of:               <ol style="list-style-type: none"> <li>a. Accomplished Application for Copyright Registration Form (NLP-034)</li> <li>b. NOTARIZED affidavit WITH DOCUMENTARY STAMP</li> </ol> </li> <li>2. Two (2) copies of materials/works being registered:               <ol style="list-style-type: none"> <li>a. Published - BEST copy of work as published with Copyright Notice [<i>Philippine Copyright (Year of Publication) by (Copyright Owner)</i>]</li> <li>b. Unpublished - saved in CD or USB flash drive with label [<i>Title of Work &amp; Name of Author</i>] on the CD case or envelope. Printed copy should be bound.</li> </ol> </li> <li>3. One (1) original copy of Official receipt of payment of non-refundable filing fee of PHP 200.00 &amp; documentary stamp tax of PHP 30.00</li> </ol> <p><b>Additional requirement for applicant who is not the author:</b></p> <ol style="list-style-type: none"> <li>4. One (1) original or CTC of Notarized supporting document indicating transfer of ownership, such as: waiver, deed of assignment, affidavit of heirship (executed by ALL of the heirs),</li> </ol>	<ol style="list-style-type: none"> <li>1. Copyright Division or online (<a href="http://bit.ly/3av5w8g">http://bit.ly/3av5w8g</a>)</li> <li>2. Author/creator or publisher</li> <li>3. Cashier Section</li> <li>4. Citizen or Client</li> </ol>	





Order of Payment		PHP 30.00 DST		Finance and Administrative Division
3. Return to the Copyright Receiving Area and present the Official Receipt	3. Issue the Claim Slip.	None	3 minutes	<i>Copyright Staff</i> Copyright Division
4. Wait for the release date of the Certificate as indicated in the claim slip.	4. Process the application	None	7 working days (for 1 to 10 applications)  <i>Bulk filing of MORE than ten (10) applications will be processed up to 120 working days</i>	<i>Copyright Staff</i> Copyright Division
<b>TOTAL:</b>		PHP 230.00	7 (or 120) working days, 18 minutes	

#### 4. Correction of Copyright Entries

Correction of copyright entries is a rectification of data in the copyright registry. Correction is limited to misspelled words or missing letters, numbers and special characters or omitted or overlooked information. No substantial change is allowed.

<b>Division:</b>	Copyright Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Request letter addressed to Director IV Cesar Gilbert Q. Adriano (1 original)		1. Citizen or Client	
2. Original Certificate of Copyright		2. Citizen or Client	



Registration and Deposit (NLP.RPD.F.001) and its attachment (application form (NLP-034) & affidavit)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to Counter 7, Receiving Area.	1. Receive the requirements.	None	1 minute	Copyright Staff Copyright Division
2. Wait for notice for the notice of release.	2. Process the request by checking the records, correcting the entries and preparing a new certificate.	None	3 working days	Copyright Staff Copyright Division
3. Receive the new certificate and sign the logbook	3. Issue the new Certificate of Copyright Registration and Deposit and return the attachment.	None	1 minute	Copyright Staff Copyright Division
<b>TOTAL:</b>		None	3 working days, 2 minutes	

## 5. Duplicate Copy of Certificate

Copyright holders whose registration year is 2024 onwards may request for a duplicate copy of Certificate of Copyright Registration and Deposit.

<b>Division:</b>	Copyright Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
<b>Who may avail:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request a letter addressed to Director	1. Citizen or Client



<p>IV Cesar Gilbert Q. Adriano with the following details (1 original copy):</p> <p>a. Name of Copyright Owner;</p> <p>b. Date of Registration;</p> <p>c. Title of Work/Creation; and</p> <p>d. Name of Author/s.</p> <p>2. Government-issued ID (author/creator) (1 photocopy copy)</p> <p>3. SEC Registration &amp; Secretary's Certificate (corporate/enterprise) (1 photocopy)</p> <p>4. Official receipt of payment (1 original)</p>				
		2. Citizen or Client	3. Citizen or Client	4. Cash Section
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to Counter 7, Receiving Area.	1. Receive the request letter and issue order of payment.	None	1 minute	<i>Copyright Staff</i> Copyright Division
2. Pay the corresponding fee	2. Issue official receipt.	PHP 230.00/ certificate	5 minutes	<i>Cash Section Staff</i> Finance and Administrative Division
3. Present the official receipt to Counter 7.	3. Issue a claim slip.	None	1 minute	<i>Copyright Staff</i> Copyright Division
4. Wait for notice of release.	4. Prepare a duplicate copy of the certificate.	None	3 working days	<i>Copyright Staff</i> Copyright Division
5. Receive the duplicate copy and sign the logbook.	5. Release the duplicate copy of certificate.	None	1 minute	<i>Copyright Staff</i> Copyright Division
<b>TOTAL:</b>		PHP 230.00	3 working days, 8 minutes	



## 6. Releasing of Certificate of Copyright Registration and Deposit

Certificate of Copyright Registration and Deposit will be issued for approved applications on the date indicated in the Claim Slip.

<b>Division:</b>	Copyright Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Claim Slip (1 original)</li> <li>Official Receipt (1 original)</li> <li>Valid ID of the applicant (for lost Claim Slip) (1 original)</li> <li>For representative, authorization letter signed by the applicant (1 original) with scanned copy of a valid ID of the applicant and representative</li> </ol>		<ol style="list-style-type: none"> <li>Copyright Division</li> <li>Cash Section</li> <li>Citizen or Client</li> <li>Citizen or Client</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the claim slip/valid ID/ authorization letter to Counter 7, Receiving Area.	<ol style="list-style-type: none"> <li>Call the Copyright Division to bring the certificate (NLP-041) to Counter 7.  1.1 Prepare the logbook.</li> </ol>	None	10 minutes	<i>Copyright Staff</i> Copyright Division
2. Check the certificate and sign the logbook.	<ol style="list-style-type: none"> <li>Release the certificate (NLP.RPD.F.001).</li> </ol>	None	1 minute	<i>Copyright Staff</i> Copyright Division
<b>TOTAL:</b>		None	11 minutes	



## 7. Transmittal of IPOPHIL-Registered Copyright

Pursuant to Memorandum of Agreement (MOA) dated January 25, 2011, the NLP deputized the Intellectual Property Office of the Philippines (IPOPHIL) as receiving office for the registration and deposit of copyrighted works. On this account, all literary and artistic works registered with Intellectual Property Office - Bureau of Copyright and Other Related Rights (IPO-BCRR) are transmitted to NLP.

<b>Division:</b>	Copyright Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Copyright Documents and Deposited Works for each application (2 original copies)</li> <li>2. IPO-BCRR registration logbook (1 original copy)</li> <li>3. Transmittal form (1 original copy)</li> <li>4. Official receipt (1 original copy)</li> </ol>		<ol style="list-style-type: none"> <li>1. Citizen or Client</li> <li>2. IPO-BCRR</li> <li>3. IPO-BCRR</li> <li>4. Cash Section</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to Counter 7, Receiving Area.	1. Receive the requirements and assess the total amount to be paid	None	10 minute	<i>Copyright Staff</i> Copyright Division
2. Upload the copyright data to the NLP computer.	2. Assist the IPO-BCRR staff	None	2 hours	<i>Copyright Staff</i> Copyright Division
3. Pay the corresponding fee.	3. Issue official receipt	PHP 200.00/ registered work	5 minute	<i>Cash Section Staff</i> Finance and Administrative Division



4. Present the official receipt.	4. Sign the transmittal form.	None	1 minute	Copyright Staff Copyright Division
<b>TOTAL:</b>		PHP 200.00/ registered work	2 hours, 16 minutes	





# **FINANCE AND ADMINISTRATION EXTERNAL SERVICES**



## 1. Funds Availability

Certification by the Accountant that the amount indicated in the Purchase Order is available and the allotment to which the expenditures or obligation may be properly charged.

<b>Division:</b>	Finance and Administrative Division- Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Obligation Request Status (3 original) 2. Purchase Order / Contract (3 Original)		1. Budget Section 2. Procurement Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Budget Section forwards Purchase Order/Contract with approved ORS	None	10 minutes	Budget Section
	2. Receiving staff review and receives Purchase Order with approved ORS. Otherwise, return to Budget Section for ORS attachment.	None	15 mins	Accounting Section – Receiving Staff
	3. Forward to Accountant for Pre-audit	None	30 mins	Accounting Section – Accountant
	4. Accountant signs P.O with valid and complete documents. Incomplete documents will be returned to	None	10 mins	Accounting Section – Accountant



	the end user with notes to comply.			
	5. Receiving clerk records the release of P.O.	None	15 mins	Accounting Section – Receiving Staff
	6. Forward to the Director's Office to sign the P.O.	None	10 mins	Accounting Section – Receiving Staff
	7. Director's Office signs the P.O.		2 working days	Director's Office
<b>TOTAL:</b>		None	2 days, 1 hour and 30 mins	

## 2. Issuance of BIR Form (2307)

Issuance of BIR Form 2307 or Certificate of Creditable Tax Withheld at Source to the Supplier which shows the amount of tax deducted and withheld by the NLP.

<b>Division:</b>	Finance and Administrative Division- Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Supplier, end user, NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (OR) (1 original copy)		1. Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Supplier submits an original copy of Official Receipt (OR) at the Cash Section for payment of goods/services made by the NLP</p>	<p>1. Receive the original copy of Official Receipt (OR) issued by the supplier and forward to the Accounting Section</p>	<p>None</p>	<p>15 mins</p>	<p>End User Cash Section</p>
	<p>2. Receive the OR and retrieve the Disbursement Voucher (DV) of the supplier from the accounting files/records and forward the DV to the Accounting Staff</p>	<p>None</p>	<p>45 minutes</p>	<p>Receiving Staff, Accounting Section</p>
	<p>3. Prepares the BIR Form 2307 in 3 copies based on the details indicated in the DV and forward to the Accountant for signature</p>	<p>None</p>	<p>30 minutes</p>	<p>Accounting Staff, Accounting Section</p>
	<p>4. Accountant sign the BIR Form 2307 and forward to the receiving staff for release</p>	<p>None</p>	<p>15 minutes</p>	<p>Accountant, Accounting Section</p>
	<p>5. Receiving staff will forward the BIR Form 2307 to the Cash Section for issuance</p>	<p>None</p>	<p>15 minutes</p>	<p>Receiving Staff, Accounting Section</p>



	and signature of Supplier			
2. Supplier's authorized personnel will sign the the BIR Form 2307	6. Signed copy of BIR Form 2307 by the supplier will be forwarded to the Accounting Section for filing.	None	5 mins	Cash Section
<b>TOTAL:</b>		None	2 hours and 5 minutes	

### 3. Request for On-the-Job Training/Internship

This service offers graduating Library Science students hands-on experience in the aspects of librarianship by allowing them to apply the knowledge and skills from their courses to practical real-life situations and help them develop a deeper understanding of their field.

<b>Division:</b>	Finance and Administrative Division- Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Schools, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. <u>Request letter (1 Original Copy)</u>		1. HEI/OJT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Higher education institution (HEI) inquires and submits intent for internship at NLP with the following	1. Conduct initial assessment of the request, namely, the qualifications of the potential interns and their course/program	None	15 minutes	HRMS

<p>details:</p> <p>a. Course/Program</p> <p>b. Number of working hours required</p> <p>c. Number of students</p> <p>through email at <a href="mailto:hrms@nlp.gov.ph">hrms@nlp.gov.ph</a> or personally</p>				
	<p>2. Update the HEI on status of request:</p> <p>If the course/program fits the NLP Internship Program, send a copy of the Memorandum of Agreement to the HEI.</p> <p>IF NOT, send a letter to HEI informing them of why their request was rejected.</p>	None	15 minutes	HRMS
<p>2. Submit Signed MOA to NLP</p>	<p>3. Receive signed MOA and check for completeness.</p> <p>If complete, forward to the Director's Office for signature, If incomplete, return to client for completion</p>	None	15 minutes	HRMS
	<p>4. Signs the MOA</p>	None	2 working days	Director's Office
	<p>5. Returns signed MOA to client for notarization and provides copies of internship agreement</p>	None	15 minutes	HRMS
<p>3. Submit original copies of internship agreement</p>	<p>6. Collects the original copies of internship agreement and the notarized copy of the Memorandum of Agreement</p>	None	2 minutes	HRMS



	7. Identifies interns' schedules, outputs, and first day internship.	None	1 hour	HRMS/OJT Coordinators
4. Attend Intern Orientation	8. Provide orientation before the first day of duty including office rules and regulations, the functions of the various divisions and expected outputs.	None	1 hour	HRMS/OJT Coordinators
5. Comply with the set targets	9. Prepares Certificate of Completion to the Intern upon completion/submission of target outputs and provides assessment results of the students	None	1 working day	HRMS/OJT Coordinators
	10. Signs Certificates of Completion	None	1 working day	HRMS/OJT Coordinators
	11. Issues Certificates of Completion	None	5 mins	HRMS/OJT Coordinators
<b>TOTAL:</b>		None	3 days, 3 hours and 7 minutes	

#### 4. Procurement of Goods and Services under Negotiated (NP)

##### Description

<b>Division:</b>	Finance and Administrative Division- Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (1 Original Copy)		1. HEI/OJT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



		<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
<p>1. Higher education institution (HEI) inquires and submits intent for internship at NLP with the following details:</p> <p>a. Course/Program  b. Number of working hours required  c. Number of students</p> <p>through email at <a href="mailto:hrms@nlp.gov.ph">hrms@nlp.gov.ph</a> or personally</p>	<p>1. Conduct initial assessment of the request, namely, the qualifications of the potential interns and their course/program</p>	None	15 minutes	HRMS
	<p>2. Update the HEI on status of request:</p> <p>If the course/program fits the NLP Internship Program, send a copy of the Memorandum of Agreement to the HEI.</p> <p>IF NOT, send a letter to HEI informing them of why their request was rejected.</p>	None	15 minutes	HRMS
<p>2. Submit Signed MOA to NLP</p>	<p>3. Receive signed MOA and check for completeness.</p> <p>If complete, forward to the</p>	None	15 minutes	HRMS





	Director's Office for signature, If incomplete, return to client for completion			
	4. Signs the MOA	None	2 working days	Director IV Office of the Director
	5. Returns signed MOA to client for notarization and provides copies of internship agreement	None	15 minutes	HRMS
3. Submit original copies of internship agreement	6. Collects the original copies of internship agreement and the notarized copy of the Memorandum of Agreement	None	2 minutes	HRMS
	7. Identifies interns' schedules, outputs, and first day internship.	None	1 hour	HRMS/OJT Coordinators
4. Attend Intern Orientation	8. Provide orientation before the first day of duty including office rules and regulations, the functions of the various divisions and expected outputs.	None	1 hour	HRMS/OJT Coordinators
5. Comply with the set targets	6. Prepares Certificate of Completion to the Intern upon completion/submission of target outputs and provides assessment results of the students	None	1 working day	HRMS/OJT Coordinators
	7. Signs Certificates of Completion	None	1 day	HRMS/OJT Coordinators



	8. Issues Certificates of Completion	None	5 mins	HRMS/OJT Coordinators
<b>TOTAL:</b>		None	3 days, 2 hours	

## 5. Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below

The processing of Purchase Request for the Procurement of Goods and Services under NP - SVP with ABC of 100,000 and below is delegated to the Finance and Administrative Division (FAD) -Procurement Section (PS) through the Bids and Awards Committed (BAC) Resolution approved by Head of Procuring Entity (HOPE) . The process include PR numbering and approval, Preparation, Approval, Posting/Issuance of Request for Quotation (RFQ), Preparation and Approval of Abstract of Canvass (ACA), Notice of Award (NOA), Notice to Proceed, Issuance of NOA to Suppliers, Preparation and Approval of Purchase Order/Contract, Issuance Purchase Order/Contract and Submission of copies of conformed PO and signed contract to COA and Supply Section for information and acceptance of delivery respectively.

<b>Division:</b>	Finance and Administrative Division- Procurement Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government		
<b>Who may avail:</b>	Service Providers, End-users, Employees		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1. Purchase Request (PR) (3 Original Copy)	1. End-user		
2. Technical Specifications (TS) (1 Original Copy)	2. End-User		
3. Schedule of Requirements (SR) (1 Original Copy)	3. End-User		
4. Scope of Work (SOW) if applicable (1 Original Copy)	4. End-User		
5. Request for Quotation (1 Original Copy)	5. Procurement Section		
6. Abstract of Canvass (4 Original Copies)	6. Procurement Section		
7. Notice of Award	7. Procurement Section		
8. Notice to Proceed	8. Procurement Section		
9. Purchase Order (PO) (8 Original Copy /Contract (6 Original Copies)	9. Procurement Section		



10. Obligational Request and Status (ORS) (3 original copies)		10. Procurement Section /End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submit PR,TS, SR, SOW if applicable.	1. Receiving personnel validates PR per checklist requirements on the processing of PR. If incomplete, return to the End-user.	none	5 Minutes	Administrative Aide Procurement Section, FAD I
	2. Record and Encode PR with complete requirements in the logbook and Procurement Monitoring Report (PMR) and forward documents to Administrative Officer V for validation.	None	5 Minutes	Administrative Aide Procurement Section, Procurement Section, FAD I,
	3. Validates documents and encoded information at PMR when complete route to assign staff for PR numbering.	None	5 Minutes	Administrative Officer Procurement Section, FAD V,
	4. Assign number to PR in the following format Year-Month-Serial Number (e.g. 2024-01-0001). And record PR number in the PR Tracking and	None	10 Minutes	Administrative Assistant Procurement Section FAD III,



	PMR.			
	5. Submit numbered PR together with other supporting documents to Director IV for approval.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	6. Approve PR Number and transmit to the Procurement Section for processing.	None	2 working days	Director IV/ & Administrative Support Staff DO
	7. Receive and record approved PR for processing and route to Administrative Officer V for information and further instruction.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	8. Accomplish PS instruction slip and route it to concerned PS personnel for RFQ preparation.	None	2 minutes	Administrative Officer V Procurement Section FAD
	9. Prepare Request for Quotation (RFQ) and submit to Administrative Officer V (Procurement Officer III for approval	None	1 hour	Administrative Assistant II/Designated Canvasser
	10. Approve RFQ and route it to PS personnel for RFQ Issuance/Posting.	None	5 minutes	Administrative Officer V, Procurement Section, FAD
	11. <b><u>For RFQ with ABC 50,000 and below:</u></b> Issue RFQ	None	3 days	Administrative Assistant II /Designated

	<p>to suppliers with known qualifications via email for at least 3 calendar days.</p> <p><b><u>For RFQ with ABC 50,001 to 100,000:</u></b>          Post RFQ to Philippine Government Electronic Procurement System (PhilGEPS) website (<a href="https://notices.philgeps.gov.ph/GEP_SNONPILOT/login.aspx">https://notices.philgeps.gov.ph/GEP_SNONPILOT/login.aspx</a>), NLP website, social media accounts and bulletin board for at least 3 calendar days.</p>			Canvasser, Procurement Section, FAD
	<p>12. Review and evaluate bids offered based on the checklist of documents requirements. Upon review and evaluation prepare and submit Abstract of Canvass (ACA) and Notice of Award to Chief Administrative Officer for approval.</p>	None	1 hour	Administrative Assistant II/Designated Canvasser, Procurement Section FAD
	<p>13. Approve ACA and transmit to PS for filling, issuance and confirmation</p>	None	Chief Administrative Officer	Chief Administrative Officer, FAD



	of the supplier, and communication to end-user for failed procurement.			
	<p>14. <u>For successful procurement</u> Record and compile approved ACA. Issue NOA to supplier for conforme and posting of performance security/warranty security (if applicable).</p> <p><u>For failed procurement</u> Provide a copy of approved ACA to the end-user unit for review of their technical specifications, scope work , ABC among others.</p>	None	10 minutes	Administrative Assistant III/Administrative Aide I, Procurement Section, FAD
2. Supplier submitted conformed NOA and posted performance security and warranty security (if applicable)	<p>15. Receive /record conformed NOA. Prepare PO for all NOA.</p> <p><u>For PO whose end-users are FAD</u></p> <p>Prepare ORS for the PO/Contract and submit to FAD Chief for Approval.</p> <p><b><u>For PO</u></b></p>	None	25 minutes (PO)	Administrative Assistant III/ Procurement Section



	<p><b><u>whose end-users are other Divisions</u></b></p> <p>Submit PO/ Contract to the Division for preparation of ORS.</p>			
	16. Prepare/Approve ORS and submit PO and ORS to Budget Section for processing.	None	5 minutes	Division Chiefs/ Administrative Staff
3. End-user units submit ORS and PO for processing..	17. Receives, review and sign ORS Monitor status of the request	None	15 minutes	Budget Section Budget Officer
	18. Forward ORS, PO and supporting documents to Accounting Section for processing	None	10 minutes	Budget Section
	19. Receiving staff review and receives Purchase Order with approved ORS. Otherwise, return to Budget Section for ORS attachment.	None	15 mins	Accounting Section – Receiving Staff
	20. Forward to Accountant for Pre-audit	None	30 mins	Accounting Section – Accountant
	21. Accountant signs P.O with valid and complete	None	10 mins	Accounting Section – Accountant



	documents. Incomplete documents will be returned to the end user with notes to comply.			
	22. Receiving clerk records the release of P.O. and forward to DO for signature	None	15 mins	Accounting Section – Receiving Staff
	23. Director's Office signs the P.O.		2 working days	Director's Office
	24. Check the completeness of signed documents. If complete, Receive and Record PO for Issuance. Submit to AO V for information and further instructions.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	25. Accomplish PS instruction slip and route to Administrative Assistant III for Issuance.	None	2 minutes	Administrative Officer V, Procurement Section, FAD
	26. Scan and email/deliver approved PO for supplier's conforme.	None	10 minutes	Administrative Assistant III, Procurement Section, FAD
4. Supplier signed/conformed PO and submit to PS.	27. Record and submit to COA copy of conformed PO/Contract .  Submit all documents to the Supply Section for inspection and acceptance of	None	5 minutes	Administrative Aide I





	delivery.			
<b>TOTAL:</b>				

## 6. Receiving and dissemination of incoming records/mails

This service covers receiving and routing of incoming records to all divisions.

<b>Division:</b>		Finance and Administrative Division- Records Section Simple		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B- Government to Business G2C- Government to Citizen G2G- Government to Government		
<b>Who may avail:</b>		Service Providers, End-users, Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Uncontrolled document		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit document for receiving	1. Check the completeness of the document. If complete, accept the documents otherwise, return to the client.	None	3 minutes	Records Staff-Records Section
	2. Stamp "Received" on the record and indicate the name of the receiving officer and date and time received.	None	2 minutes	Records Staff-Records Section
2. Receive the receiving copy	3. Return the receiving copy to the client	None	2 minutes	Records Staff-Records Section
	4. Encode document details in the logbook database	None	3 minutes	Records Staff-Records Section
	5. Disseminate	None	10 minutes	Records Staff-Records



	Incoming records to intended recipient			Section
<b>TOTAL:</b>		None	20 minutes	

## 7. Retrieval of 201 Files of Officials/ Employees/Requests for Certificate of Employment by Former Employees

This pertains to the process for former NLP employees to request copies of their 201 file or for certificates of employment.

<b>Division:</b>	Finance and Administrative Division- Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Former NLP employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy) 2. Client's ID (1 photocopy/ Scanned Copy)		1. Requesting Party 2. Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter personally or through hrms@nlp.gov.ph	1. Check and review request letter	None	5 minutes	Requesting Party HRMS
	2. Check availability of record of employment from the 201 files	None	1 working day	HRMS
	3. Prepare document or photocopy the record and stamp with certified true copy	None	15 minutes	HRMS
	4. Review and certify requested document	None	15 minutes	HRMS



2. Claim requested document	5. Release requested document to client	None	5 minutes	HRMS
<b>TOTAL:</b>		None	1 day and 40 minutes	



# **NUMBERING SYSTEM**

## **EXTERNAL SERVICES**



## 1. ISSN Registration to International Center (IC)

All ISSN issuance data is encoded or cataloged by the Bibliographic Services Division and sent to the International Center's database.

<b>Division:</b>	Bibliographic Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Publishers; Author			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For First time applicant/s: 1. For print publication: Whole document (1 copy) 2. For Online : Published URL		1. From Publisher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to ISSN+ ( <a href="https://plus.issn.org/">https://plus.issn.org/</a> )	1. Constant communication to the ISSN International Center for database update/s	None	1 day	Bibliographic Services Division Staff Client
2. Search page : Search for bibliographic record		None	5 minutes	Client
3. Record editing (field 1: Structural fields)		None	10 minutes	Client
4. Record editing (field 2: Data fields)		None	15 minutes	Client
5. Click validate		None	10 minutes	Client
<b>TOTAL:</b>		None	1 day and 40	



		mins	
--	--	------	--

## 2. Request for International Standard Book Number (ISBN)

International Standard Book Number (ISBN) is an internationally recognized system whereby code numbers are assigned to books for easy identification and speedy exchange of information among publishers and all segments of the book industry and allied sectors. Specifically, it is a unique and unchangeable code number assigned to one title, one binding or edition of a published work

<b>Division:</b>	Bibliographic Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizens G2G-Government to Government
<b>Who may avail:</b>	Publishers; Author

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For First time applicant/s:				
1. National Book Development Board Certificate of Registration/ Accreditation as PUBLISHER (For first time applicant of ISBN) (1 PDF File) 2. Title page and Copyright page/ Editorial page (1 PDF File each) 3. Printed books or CD/DVD or email / link of downloadable files of your ebooks to NLP within 30 days of publication. (2 copies if not applied for Copyright Registration)		1. National Book Development Board (NBDB)  2. From Author/Publisher  3. From Author/Publisher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Creation of an Account				
1. Go to <a href="http://ins-poas.nlp.gov.ph/user/register">http://ins-poas.nlp.gov.ph/user/register</a>	1. Verify the account created	None	5 minutes	Bibliographic Services Division Staff



Fill-out all the necessary information, accept the terms and click the "Create New Account" button (Name of the Publisher should be the same with the Name in the NBDB CoR)	2. Approve / delete the account	None	10 minutes	Client
3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox	3. Email the client for approval / deletion	None	15 minutes	Client
B. ISBN Application (After setting up your password and you're already in the system or your account)		None	10 minutes	Client
1. Click the tab "ISBN Application"	1. Verify the necessary information	None	1 day	Bibliographic Services Division Staff
2. Fill-out the necessary information	2. Edit and encode the necessary details	None	10 minutes per application	Bibliographic Services Division Staff
3. Attach the documentary requirements in pdf file (title page and copyright page; it should be 1 file only and the copyright page must have a statement "Published by:	3. Save and lock the application	None		Client



Registered Name in the NBDB CoR)				
4. Click the "Preview" button and "Submit" button. Wait for an email notification for the status of your application. You may also click the "Submissions" tab to see the status of your application.		None	10 minutes	Client
<b>TOTAL:</b>		None	2 working days	

### 3. Request for International Standard Serial Number (ISSN)

International Standard Serial Number (ISSN) is an international identifier for serials and continuing resources in the electronic and print worlds. It can be assigned to any serial or continuing resource whether past, present or to be published in the foreseeable future whatever the medium of production (e.g. print, online, CD-ROM, etc.). It is not mandatory, and does not convey any form of legal or provide copyright protection on a work.

<b>Division:</b>	Bibliographic Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizens G2G-Government to Government			
<b>Who may avail:</b>	Publishers; Author			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mock-up of the publication (1 PDF File) 2. Company Identification (ID) Card 3. Printed serials or continuing resources. For online publications, you need to submit the URL / website links within 30 days (2 copies for printed)		1. .From Publisher 2. .From Publisher 3. .From Publisher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>





		<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
A. Creation of an Account				
1. Go to <a href="http://ins-poas.nlp.gov.ph/user/register">http://ins-poas.nlp.gov.ph/user/register</a>	1. Verify the account created	None	10 minutes	Bibliographic Services Division Staff
2. Fill out the form, no need to attached NBDB Registration	2. Approve / delete the account	None	10 minutes	Bibliographic Services Division Staff Client
3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox	3. Email the client for approval / deletion	None	15 minutes	Bibliographic Services Division Staff Client
B. ISSN Application (After setting up your password and you're already in the system or your account)		None	10 minutes	
1. Click the tab "ISSN Application"	1. Verify the necessary information	None	1 day	Client
2. Fill-out the necessary information	2. Edit and encode the necessary details	None	10 minutes per application	Bibliographic Services Division Staff Client
3. Attach mock-up copy of the publication for print application and accessible	3. Save and lock the application	None		Bibliographic Services Division Staff



URL/website for online application;				Client
4. Click the "Preview" button and "Submit" button. Wait for an email notification for the status of your application. You may also click the "Submissions" tab to see the status of your application.;		None	10 minutes	Client
<b>TOTAL:</b>		None	2 days	

#### 4. Request for International Standard Music Number (ISMN)

International Standard Music Number (ISMN) is used to identify publications of notated music, whether available for sale, hire, gratis or for copyright purposes only. The assignment of an ISMN to a publication of notated music shall not imply any meaning or value as legal evidence with regard to the ownership of rights to that publication.

<b>Division:</b>	Bibliographic Services Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizens G2G-Government to Government		
<b>Who may avail:</b>	Publishers; Author		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Printed and digital music publications i.e. notated music such as scores, vocal scores, sheet music, anthologies of music, music part or separate parts for a particular instrumentation from a specific publisher or producer. (1 copy / PDF File)		1. Author/Publisher	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Creation of an Account				
1. Create an account at <a href="https://ins-poas.nlp.gov.ph/user/register">https://ins-poas.nlp.gov.ph/user/register</a>	1. Verify the account created	None	5 minutes	Bibliographic Services Division Staff
2. Fill out the form, no need to attached NBDB Registration	2. Approve / delete the account	None	10 minutes	Bibliographic Services Division Staff Client
3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox	3. Email the client for approval / deletion	None	5 minutes	Bibliographic Services Division Staff Client
B. ISMN Application (After setting up your password and you're already in the system or your account)		None	10 minutes	
4. Go to the "ISMN Application" menu and fill out the required information at the ISMN Information Sheet;			10 minutes	Client
5. Attach a Product form or the physical or digital properties of a publication that	4. Verify the necessary information	None	1 day	Bibliographic Services Division Staff Client

<p>differentiate it as a product. E.g. the same edition of a publication may appear in different product forms: hardcover; Braille; .pdf; .html; etc. Product form or the physical or digital properties of a publication that differentiate it as a product. E.g. the same edition of a publication may appear in different product forms: hardcover; Braille; .pdf; .html; etc.</p>				
<p>6. Click the submit button</p>	<p>5. Edit and encode the necessary details</p>	<p>None</p>	<p>10 minutes per application</p>	<p>Client</p>
<p>7. Wait for an email notification to know the status of your application.</p>	<p>6. Save and lock the application</p>	<p>None</p>		<p>Client</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>2 days</p>	



# **PRODUCTION EXTERNAL SERVICES**



## 1. Indexing

The Bibliographic Services Division receives serial publications for indexing from the Collection Development Division (CDD). The purpose of Indexing is to describe and to identify documents in terms of their subject contents. Here, the ideas are extracted from documents by the process of analysis. The indexers transcribed into the elements of the indexing systems, such as thesauri, classification schemes, etc. The data elements are organized into easily accessible forms for easy retrieval.

<b>Division:</b>	Bibliographic Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizens G2G-Government to Government			
<b>Who may avail:</b>	Researchers, Publishers; Author			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Newspapers, Journals, Magazines acquired by NLP 2. Transmittal Slip (2 original copies)		1. Filipiniana Division 2. Bibliographic Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search the Online Public Access Catalog (OPAC) by title or author's name	Provision of desktops/laptops and indexing materials such as magazines, newspapers, journals, the like.	None	5 minutes	Bibliographic Services Division Staff
2. Encode the bibliographic data.	Check the encoded entries	None	10 minutes	Bibliographic Services Division Staff
3. Prepare transmittal slip for the Reading Areas.		None	10 minutes	Bibliographic Services Division Staff
<b>TOTAL:</b>		None	25 minutes	



## 2. Processing of Cataloging-in-Publication (CIP)

This service is offered free of charge and non-mandatory to Philippine publishers. CIP is printed on the copyright page or on the back of the title page of the book and also appears in the Philippine National Bibliography (PNB).

<b>Division:</b>	Catalog Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government-to-Government G2B-Government-to-Business			
<b>Who may avail:</b>	Publishers/Authors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Application Form (1 electronic PDF copy per title)		1. Catalog Division		
2. Title page and copyright page (1 scanned PDF copy per title)		2. Client (Publishers /Authors)		
3. Table of Contents(1 scanned PDF copy per title)		3. Client (Publishers /Authors)		
4. Introduction and /or preface (1 scanned PDF copy per title)		4. Client (Publishers /Authors)		
5. Sample content (1 scanned PDF copy per title)		5. Client (Publishers /Authors)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to accomplish CIP Application form at <a href="https://bit.ly/nlpCIP">https://bit.ly/nlpCIP</a>		none		Publisher / client
2. Email and submit complete documentary requirements at <a href="mailto:catalog@nlp.gov.ph">catalog@nlp.gov.ph</a>	1. Acknowledge and verify submitted documents	none	25 minutes	Catalog Division Technical Staff
	2. Evaluate the submitted requirements	none	2 hours	Catalog Division



	and inform the client the status of the application.  *For a disapproved application, the client will be informed via email.			Technical Staff
	3. Process the CIP data and review the record	none	8 hours	Catalog Division Librarian III and Chief of division
	4. Email the processed CIP data to the client	None	10 minutes	Catalog Division Technical Staff
	5. Record in logbook	None	15 minutes	Catalog Division Technical Staff
	6. Await for the client's response on the emailed CIP data.  *Taking action in response to the clients concerns on the CIP data.	None	16 hours	Catalog Division Technical Staff
2. Sign the conforme copy and email back the CIP data				Publishers / Authors
	7. Acknowledge the conforme copy and request the client to accomplish the online feedback form.		20 minutes	Catalog Division Technical Staff
	8. Encode CIP data to KOHA system	None	30 minutes	Catalog Division Technical Staff
3. Fill-out online feedback form				Publisher / client
	<b>TOTAL:</b>	None	3 days, 3 hours and 40 min.	





# **TECHNICAL ASSISTANCE TO PUBLIC LIBRARIES EXTERNAL SERVICES**



## 1. Distribution of Library Resource Allocation

To aid the collection development of affiliated public libraries and BRCs nationwide, NLP-PLD provides library resource allocation. This is in addition to the initial allocation received upon affiliation. The additional resources include various materials—print, non-print, and electronic—donated by various government agencies, non-government organizations, and private individuals.

<b>Division:</b>	Public Libraries Division- Field Libraries, Library Affiliation and Allocation and Resource Allocation, and Technical Assistance and Observation (FLLARATAO) Section; Finance and Administration Division (FAD) - Property Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Affiliated Public Libraries and BRCs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter requesting library resources addressed to Dir. Cesar Gilbert Q. Adriano through Ms. Blesila Velasco, Chief of PLD to be sent via email at <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a> cc: <a href="mailto:publiclibraries@nlp.gov.ph">publiclibraries@nlp.gov.ph</a> or courier to: <b>BLESILA P. VELASCO</b> <b>Chief, Public Libraries Division</b> National Library of the Philippines T.M. Kalaw St., Ermita, Manila, Philippines 1000 2. Property Transfer Report (1 Original Copy) 3. Gate pass (1 Original Copy)		1. Client  2. PLD-FLLARATAO Section  3. PLD-FLLARATAO Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits request letter for resource allocation via email, courier, or walk-in	1. PLD- FLLARATAO verifies if the request is from an affiliated public library.  <i>*note of the scheduled pickup from the letter</i>	None	5 mins	PLD - FLLARATAO Section Staff
	2. PLD- FLLARATAO then informs the client of the status	None	5 mins	PLD - FLLARATAO Section Staff



	of the request			
	3. Preparation and packing of library resources	None	20 mins	PLD - FLLARATAO Section Staff
	4. Preparation of Property Transfer Reports (PTR) for signature	None	20 mins	PLD-FLLARATAO Section
	5. Endorse the PTRs to the FAD - Property Section for signature.	None	15 mins	FAD - Property Section Staff
	6. Any PLD Official may sign the PTR on behalf of the Director's signature;	None	5 mins	PLD Official/ Librarian
2. Client/s will sign the PTRs and gate pass	7. PLD- FLLARATAO staff will request for the PTRs and a gate pass to be signed by the affiliated public library	None	20 mins	PLD-FLLARATAO Section
3. Client/s will join NLP staff for photo documentation with the library resource allocation	8. PLD Staff will take a photo as documentation Venue at the entrance lobby with the NLP logo			
4. Client/s will receive released library resource allocation	9. PLD- FLLARATAO staff will release the library resource allocation to the client/s	None	5 mins	PLD-FLLARATAO Section
5. The client will present a gate pass to be logged and released of library resources	10. The lobby guard will cross-check the details written on the gate pass and sign once cleared.	None	5 mins	PLD-FLLARATAO Section



	1. PLD- FLLARATAO staff to assist client/s in hauling the library resource in their vehicle.	None	5 mins	PLD- FLLARATAO Section
<b>TOTAL:</b>		None	1 hour, and 45 mins	

## 2. Online/Virtual Technical Assistance and Observation (TAO)

Affiliated public libraries may request the provision of Technical Assistance and Observation through virtual means, as an alternative to traditional onsite visits. This option is especially beneficial in instances where conflicts arise in scheduling, or when unforeseen reasons and circumstances hinder the feasibility of in-person engagements.

<b>Division:</b>	Public Libraries Division (PLD) - Field Libraries, Library Affiliation and Resource Allocation, Technical Assistance, and Observation Section (FLLARATAO) Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Affiliated Public Libraries and Barangay Reading Centers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter addressed to Dir. Cesar Gilbert Q. Adriano requesting technical assistance and observation (TAO) and sent via email <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a> and cc: <a href="mailto:publiclibraries@nlp.gov.ph">publiclibraries@nlp.gov.ph</a></li> <li>Online Monitoring Report Form</li> </ol>		<ol style="list-style-type: none"> <li>Client</li> <li>Accessible online through the following links: via website - <a href="https://web.nlp.gov.ph/public-libraries-online-monitoring/">https://web.nlp.gov.ph/public-libraries-online-monitoring/</a> downloadable - <a href="https://bit.ly/omrf">https://bit.ly/omrf</a></li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. via Online Meeting Application</b> 1. The client submits a request letter for Online	1. The agency receives the request and forwards it to PLD for onsite visit planning	None	2 working days	Director's Office Staff



<p>Technical Assistance and Observation with the following details.</p> <p>A. Name of Public Library</p> <p>B. Mode of TAO</p> <p>C. Schedule of TAO</p>				
	2. PLD- FLLARATAO Section staff checks availability on the schedule requested.	None	5 mins	PLD- FLLARATAO Section Staff
	3. PLD- FLLARATAO Section staff provides feedback to the client on the status of their request and sends meeting details for the client to join in.	None	5 mins	PLD- FLLARATAO Section Staff
2. The client joins the meeting platform for the conduct of Online / Virtual TAO	4. PLD- FLLARATAO Section staff then assists the client to ensure the smooth flow of the Online/Virtual TAO	None	10 mins	PLD- FLLARATAO Section Staff
3. The client provides a virtual tour of the library and answers inquiries by PLD- FLLARATAO Section staff	5. PLD- FLLARATAO Section staff conducts the Online/Virtual TAO	None	30 mins	PLD- FLLARATAO Section Staff
	6. PLD- FLLARATAO Section staff prepares a thank you letter with the commendations and recommendations of the library addressed to the LCE through the public librarian or officer in charge	None	5 days	PLD- FLLARATAO Section Staff
	7. PLD- FLLARATAO Section staff updates the	None	5 mins	PLD- FLLARATAO Section Staff



	Directory of Affiliated Public Libraries			
<b>TOTAL:</b>		None	6 days and 55 mins	
<b>B. via Online Monitoring Form</b> 1. Affiliated public libraries and barangay reading centers answer the online monitoring form	1. PLD-FLLARATAO Section staff harvests data responses of affiliated public libraries and consolidates them in the database.	None	30 minutes	PLD-FLLARATAO Section Staff
	2. PLD-FLLARATAO Section sends an automated email confirmation to public libraries and BRCs acknowledging their submitted responses.	None	1 minute	PLD-FLLARATAO Section Staff
<b>TOTAL:</b>		None	31 mins	
<b>C. via Phone Call</b> 1. The client submits a request letter for Online Technical Assistance and Observation with the following details: A. Name of Public Library B. Mode of TAO C. Schedule of TAO	1. The agency receives the request and forwards it to PLD for onsite visit planning	None	2 working days	Director's Office Staff
	2. PLD-FLLARATAO Section staff checks availability on the schedule requested.	None	5 mins	PLD-FLLARATAO Section Staff
2. The client prepares and sends photographs and	3. PLD-FLLARATAO Section staff provides feedback to the client on the	None	5 mins	PLD-FLLARATAO Section Staff



video presentations for the status of the library	status of their request			
2. The client answers the phone calls and inquiries of PLD-FLLARATAO Section staff	4. PLD-FLLARATAO Section staff calls the contact number of the client	None	15 mins	PLD-FLLARATAO Section Staff
	5. PLD- FLLARATAO Section staff prepares a thank you letter with the commendations and recommendations for the library addressed to the LCE through the public librarian or officer in charge	None	5 days	PLD-FLLARATAO Section Staff
	6. PLD- FLLARATAO Section staff updates the Directory of Affiliated Public Libraries	None	5 mins	PLD-FLLARATAO Section Staff
<b>TOTAL:</b>			6 days and 30 mins	

### 3. Onsite Technical Assistance and Observation

Affiliated public libraries can request an onsite visit from the NLP-PLD. Such requests typically arise when libraries are benchmarking with each other or seeking technical assistance from the NLP. Individuals who want their public libraries assessed for compliance with the Standards for Philippine Public Libraries and alignment with current best practices among public libraries can also avail of this service.

<b>Division:</b>	Public Libraries Division(PLD) - Field Libraries, Library Affiliation and Resource Allocation, and Technical Assistance and Observation(FLLARATAO) Section; Director's Office; FAD- Budget Section; FAD-Records
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen
<b>Who may avail:</b>	Local Government Units (LGU); affiliated public libraries and reading centers; and the general public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



<p>1. Letter addressed to Dir. Cesar Gilbert Q. Adriano for the request to conduct technical assistance and observation (TAO) and sent via email to do@nlp.gov.ph and cc: publiclibraries@nlp.gov.ph with the following details.</p> <ol style="list-style-type: none"> <li>Name of Public Library</li> <li>Mode of TAO</li> <li>Schedule of TAO</li> </ol>	1. Client			
<p>Public libraries to be visited must prepare the following documents:</p> <ol style="list-style-type: none"> <li>Letter of request for onsite TAO</li> <li>Library policy manual (if existing)</li> <li>Annual investment plan indicating the budget allocation of the library for the current fiscal year</li> <li>Library organization chart</li> <li>Library floor plan</li> <li>Accession book</li> <li>Most updated LGU development plan (for inactive public libraries)</li> <li>LGU organizational chart previously indicated the public library (for inactive public libraries)</li> <li>Annual investment plan indicating the budget allocation of the library for the current fiscal year (for inactive public libraries)</li> </ol>	<ol style="list-style-type: none"> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> <li>Client</li> </ol>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The client submits a request letter for Online Technical Assistance and Observation with the following details.</p> <ol style="list-style-type: none"> <li>Name of Public Library</li> <li>Mode of TAO</li> <li>Schedule of TAO</li> </ol>	<p>1. The agency receives the request and forwards it to PLD for onsite visit planning</p>	None	2 working days	Director's Office Staff
	<p>2. PLD-FLLARATAO Section staff checks availability</p>	None	5 mins	PLD-FLLARATAO Section Staff





	on the schedule requested			
	3. PLD-FLLARATAO Section staff plans and coordinates with the Provincial Librarian for assistance with the logistics of the travel	None	1 day	PLD-FLLARATAO Section Staff
	4. PLD-FLLARATAO Section staff drafts request letter with the itinerary of staff for budget clearance; Director's Approval; and issuance of an Office Order	None	5 days	Director's Office; FAD-Budget; and FAD-Records
	5. PLD-FLLARATAO Section staff provides feedback to the client on the status of their request  *if disapproved the process ends here. If approved proceed to the next step	None	5 mins	PLD-FLLARATAO Section Staff
2. Client/s then prepares the documents needed during the visit.	6. PLD-FLLARATAO Section staff sends a notification letter to affiliated public libraries to be visited including the necessary documents to be prepared by the Officer-In-Charge /Librarian-In-Charge	None	5 mins	PLD-FLLARATAO Section Staff
3. The client provides a tour of	7. PLD-FLLARATAO	None	45 mins	PLD-FLLARATAO



the library to the PLD- FLLARATAO Section staff and answers inquiries during the visit.	Section staff conducts Onsite TAO to the client			Section
4. Post-visit, the clients issue a Certificate of Appearance (CA) for the PLD Staff and proceed to the Provincial/City/Municipal Hall for a courtesy Call	8. PLD-FLLARATAO Section staff accepts the CA and proceeds to the Provincial/City/Municipal Hall for a courtesy call.	None	5 mins	PLD-FLLARATAO Section
	9. PLD-FLLARATAO Section staff attends to the courtesy call	None	30 mins	PLD-FLLARATAO Section
	10. PLD-FLLARATAO Section staff prepares a thank you letter with the commendations, observations, and recommendations for the library addressed to the LCE through the public librarian or officer in charge	None	5 working days	PLD-FLLARATAO Section
<b>TOTAL:</b>		None	12 days 1 hr and 35 mins	

#### 4. Submission of Requirements for Affiliation of Public Library with NLP

Per Section 2 of Republic Act No. 7743, all local government units (LGUs) are mandated to establish their local public library or barangay reading center (BRC). To affiliate their library with NLP, LGU must comply with and submit requirements to NLP. Once their library is affiliated with NLP, the public library or BRC will receive its initial library resource allocation as well as the orientation of their roles and responsibilities as affiliates.

<b>Division:</b>	Public Libraries Division(PLD) - Field Libraries, Library Affiliation and Resource Allocation, and Technical Assistance
------------------	---



	and Observation(FLLARATAO) Section; Director's Office; FAD-Budget Section; FAD-Records
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen
<b>Who may avail:</b>	Local Government Units (LGU); affiliated public libraries and reading centers; and the general public

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Interested LGU (provincial, city, municipal, barangay must prepare the following documents (all in hard copies):</p> <ol style="list-style-type: none"> <li>1. Two (2) copies of the Signed MOA (2 original copies)</li> <li>2. A Resolution adopted by the Sangguniang Panlalawigan/ Panlungsod/Pangbayan/Pangbarangay expressing their intent to establish and affiliate a library. (1 original copy)</li> <li>3. Regular annual appropriation for local and foreign periodicals, including national and local newspaper subscriptions (1 originally signed and certified true copy by LGU-Treasurer)</li> <li>4. Resume of designated librarian or permanent staff (must be assigned full-time in the library). (1 original copy)</li> <li>5. Photos of the Library (1 original copy)               <ol style="list-style-type: none"> <li>a. Separate building/room of adequate size</li> <li>b. Sufficient number of chairs, reading tables, bookshelves, and other library equipment, fixtures, and furniture necessary for effective library operation</li> <li>c. Signage/Facade</li> <li>d. Other exterior and interior views</li> </ol> </li> <li>6. Official Library email address</li> <li>7. Official Library website or social media account</li> <li>8. Proof of internet connection subscription. (1 original copy)</li> </ol>	<ol style="list-style-type: none"> <li>1. PLD- FLLARATAO Section</li> <li>2. PLD- FLLARATAO Section</li> <li>3. Client</li> <li>4. Client</li> <li>5. Client</li> <li>6. Client</li> <li>7. Client</li> <li>8. Client</li> </ol>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The LGU submits required documents via courier	1. Records Section Staff checks if the attachments are	None	3 minutes	Records Staff-Records Section



addressed to: <b>The Chief Public Libraries Division National Library of the Philippines T.M. Kalaw St., Ermita, Manila, Philippines 1000</b>	complete. If complete, accept the records/documents otherwise, return to the client.			
	2. Stamp "Received" on the record and indicate the name of the receiving officer and date and time received.	None	3 minutes	Records Staff- Records Section
	3. Encode document details in the logbook database	None	2 minutes	Records Staff- Records Section
	4. Forward request to PLD	None	3 minutes	Records Staff- Records Section
	PLD- FLLARATAO Section evaluates required documents and coordinates with the LGU for the status of their documents;	None	5 working days	PLD - FLLARATAO Section Staff
	6. PLD Division Chief signs the MOA of affiliation of the public library;	None	1 day	PLD -Division Chief and FLLARATAO Section
	7. PLD- FLLARATAO Section Endorses the MOA to the Director's Office for signature	None	5 working days	Director's Office
	Requests for petty cash for the notarization of document	None	10 minutes	PLD - FLLARATAO Section Staff
	9. FAD-Cashier then issues petty cash for notarization	None	1 day	FAD - Cashier Section Staff



	<p>PLD- FLLARATAO Section processes the MOA for notarization</p> <p>*Date of notarization signifies the date of affiliation</p>	None	1 day	PLD - FLLARATAO Section Staff
	11. PLD- FLLARATAO Section encodes the details of the library for the recipients of book allocation, updating of the Official Directory of Affiliated Public Libraries, and target participants for the orientation training of newly affiliated public libraries	None	10 minutes	PLD- FLLARATAO Section and Training Section staff
	12. Requests for petty cash for the postage and courier of document	None	10 minutes	PLD- FLLARATAO Section and Training Section staff
	13. FAD-Cashier then issues petty cash for postage and courier	None	1 day	FAD - Cashier Section Staff
	PLD- FLLARATAO Section sends the notarized MOA and Certificate of Affiliation to the LGU via courier	None	5 working days	Courier Service
	15. Copy of the original notarized MOA of the newly affiliated public library is sent to the FAD- Records Section for filing	None	1 day	PLD- FLLARATAO Section and Training Section staff
	<b>TOTAL:</b>	None	20 days and 40 mins	



## 5. Training to Affiliated Public Libraries and Reading Centers

As part of the technical assistance provided by the agency for all affiliated public libraries and barangay reading centers (BRCs), PLD provides various training to librarians and officers in charge of public libraries and BRCs. The training may be conducted onsite or virtually, depending on the request, and may include not just those activities related to public libraries and BRCs, but even those skills that can be taught by the other divisions of NLP. For example, basic cataloging, conservation, and preservation, basic records management, children's services, et.al.

<b>Division:</b>	Public Libraries Division (PLD) - Training Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen
<b>Who may avail:</b>	Local Government Units (LGU); affiliated public libraries and reading centers; and the general public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Letter requesting library resources addressed to Dir. Cesar Gilbert Q. Adriano through Ms. Blesila Velasco, Chief of PLD to be sent via email at <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a> cc: <a href="mailto:publiclibraries@nlp.gov.ph">publiclibraries@nlp.gov.ph</a> or courier to:</p> <p><b>The Chief</b>  <b>Public Libraries Division</b>  National Library of the Philippines  T.M. Kalaw St., Ermita, Manila,  Philippines 1000</p> <p>The letter must contain the following details</p> <ol style="list-style-type: none"> <li>Date, time, and venue of the training</li> <li>Brief context of the training to be conducted</li> <li>Target participants</li> <li>No. of participants</li> <li>Training requirements and other arrangements</li> </ol>	<ol style="list-style-type: none"> <li>Client</li> </ol>
<p>Post training:</p> <ol style="list-style-type: none"> <li>Actual List of Participants (1 electronic copy) (if needed)</li> <li>Certificate of participation/ attendance/ completion (1 electronic copy/1 original)</li> <li>Recording of the training (for training conducted virtually)</li> <li>Documentation photos (if needed)</li> </ol>	<ol style="list-style-type: none"> <li>PLD-Training Section, request sent to <a href="mailto:nlpwebinar@nlp.gov.ph">nlpwebinar@nlp.gov.ph</a></li> <li>PLD-Training Section</li> <li>PLD-Training Section</li> <li>PLD-Training Section</li> </ol>



<p>5. Training outputs (1 electronic copy/1 original) (if needed)</p> <p>6. Training materials (1 electronic copy) (presentations, videos etc.)</p>	<p>5. PLD-Training Section</p> <p>6. PLD-Training Section</p> <p>*electronic copies are provided when Training, Seminar, and Workshops are conducted online</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Login at the Lobby guard and proceed to the receiving counter at the Lobby</p>	<p>1. Assist the client in proceeding to the receiving counter at the Lobby</p>	<p>None</p>	<p>5 mins</p>	<p>Lobby Guard on Duty <i>NLP</i></p>
<p><b>For Online Submission</b> 2.1 The client submits a request letter for Training, Seminars, and/or workshops via email with the following details</p> <ol style="list-style-type: none"> <li>Date, time, and venue of the training</li> <li>Brief context of the training to be conducted</li> <li>Target participants</li> <li>No. and name of participants</li> <li>Training requirements and other arrangements</li> </ol> <p><b>For Walk-In Submissions</b> 2.2 Submit the request letter to the receiving counter at Lobby</p>	<p>2. The agency receives the request for training and forwards it to PLD with the status of the request</p> <p>*if disapproved the process ends here. If approved proceed to the next step</p>	<p>None</p>	<p>Online 1-day</p> <p>Walk-In 5 mins</p>	<p><i>Director's Office Staff</i></p>
	<p>3. PLD-Training Section coordinates with the division for the</p>	<p>None</p>	<p>5 working days</p>	<p>PLD-Training Section Staff</p>



	<p>schedule of training and other preparations for the conduct of the training</p>			
	<p>4. PLD-Training Section coordinates with the requesting client regarding the details and conduct of training.</p> <p>*For training expenses to be shouldered by the requesting client, and which expenses are to be requested from the Agency should be made clear to the agency.</p>	None	3 working days	PLD-Training Section Staff
	<p>5. PLD-Training Section Head prepares training module and travel itinerary (if Face-to-Face) to be approved and endorsed by the Division Chief to the Director's Office for approval with budget clearance (if needed)</p>	None	1 working day	<p>PLD Division Chief and Training Section Director's Office</p> <p>FAD-Budget</p>
	<p>6. Upon approval, of the Director, DO issues an Office Order indicating the details of the training such as NLP Personnel to attend, allowed expenses, and travel period.</p> <p>*Applicable if training is Face-to-Face</p>	None	3 working days	<p>Head of Director's Office; FAD-Records Section</p>
3. The client/s	7. NLP Staff to	None	1 working day	PLD Division Chief





<p>attends to the conduct of the training</p>	<p>conduct the training at preferred modality</p> <p>*Online/Virtual or Face-to-Face</p>			<p>and Training Section Director's Office</p> <p>FAD-Budget</p>
<p>4. The client receives/ requests post-training documents</p>	<p>8. PLD- Training Section issues post-training certificates such as Certificate of Participation, and Certificate of Appearance</p> <p>*Signed, hard copies of these certificates should be communicated before the conduct of training</p> <p>*Electronic copies of these certificates could be distributed via email upon the conduct of training</p> <p>*Requests for other training materials should be communicated via email to PLD Training Section after the conduct of training. Examples of these documents are:</p> <ul style="list-style-type: none"> <li>a. Recording of the training (for training conducted virtually),</li> <li>b. Documentation photos,</li> <li>c. Training outputs (if needed); and</li> <li>d. Training materials (speaker's presentation, videos, etc.)</li> </ul>	<p>None</p>	<p>Online 5 working days</p> <p>Onsite 15 mins</p>	<p>PLD-Training Section Staff</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p>13 days 23 mins to 19 days</p>	



# **COPYRIGHT INTERNAL SERVICES**



## 1. Monthly Transmittal of Published Books and Magazines

One of the copies of published books is transmitted to Collection Development Division (CDD) for mechanical and technical processing before utilization in the reading area or donation to affiliated public libraries under the *Resource Allocation Program* of the Public Libraries Division (PLD).

<b>Division:</b>		Copyright Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2C – Government to Citizen G2B – Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transmittal Form (NLP-017) (2 original copies)		1. Copyright Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and deliver the copies of published books to CDD.	1. Check the quantity and title of the book and sign the transmittal form.	None	3 minutes	<i>CDD Staff</i> Collection Development Division
2. Receive the signed transmittal form.	2. Receive the copies of published books	None	3 minutes	<i>CDD Staff</i> Collection Development Division
<b>TOTAL:</b>		None	6 minutes	



# **COLLECTION DEVELOPMENT INTERNAL SERVICES**



## 1. Processing of Library Materials

Mechanical and technical processing of library materials are procedures that the library undertakes to make newly acquired library materials in all formats shelf-ready for circulation and use.

<b>Division:</b>	Collection Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may avail:</b>	Catalog Division, Filipiniana Division, Reference Division , Public Libraries Division			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accession Register ( 3 original copies)</li> <li>2. Transmittal Slip (3 original copies)</li> <li>3. Inventory Custodian Slip (4 original copies)</li> <li>4. Property Acknowledgment Receipt ( 3 original copies)</li> <li>5. Online Feedback Link</li> </ol>		<ol style="list-style-type: none"> <li>1. Collection Development Division</li> <li>2. Collection Development Division</li> <li>3. Collection Development Division</li> <li>4. Collection Development Division</li> <li>5. CSMT</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. For Print Materials</b>	1.1. Receive and check books for processing delivered by supplier against PO/documents	None	1 hr	CDD Mechanical Section Staff

	1.2. Mechanical processing of library materials (Collating, stamping, accessioning and affixing of barcodes and security strips)	None	7 hrs (25 vols.)	CDD Mechanical Section Staff
	1.3. Searching of titles in KOHA database	None	4 hrs (25 vols.)	CDD Mechanical Section Staff
	1.4. Encoding of bibliographic data in the NLP Koha Library System (Technical Processing)	None	4 hrs (25 vols.)	CDD Mechanical Section Staff
	1.5. Item Registration (KOHA)	None	1 hr (25 vols.)	CDD Mechanical Section Staff
	1.6. Print/generate accession register, Transmittal Slip, Property acknowledgment Receipt/Inventory Custodian Slip (whichever is applicable)	None	10 mins.	CDD Mechanical Section Staff
	1.7. Review and sign Accession Register,	None	10 mins.	CDD ,Assistant Chief and CDD,



	Transmittal Receipt, Inventory Custodian Slip/ Property Acknowledgment Receipt (whichever is applicable)			Division Chief
	1.8.Assign ICS/PAR number	None	1 min.	CDD Mechanical Section Staff
	1.9. Record accession numbers/ICS number in the logbook for delivery	None	1 min.	CDD Mechanical Section Staff
	1.10. Deliver library materials to the recipient division/s for processing/distribution	None	10 mins. (maximum for bulk deliveries)	CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Public Libraries Division
2. Check and Sign Accession Register, Transmittal Receipt, Inventory Custodian Slip/ Property Acknowledgment Receipt (whichever is applicable)	2.1.Receive and file signed documents	None	5 mins.	CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Public Libraries Division
3. Accomplish Online feedback form	3.1.Request the recipient divisions to accomplish the Online feedback form	None	1 min.	CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Public Libraries Division



<b>TOTAL</b>		None	2 days / 1 hr and 38 mins.	
<b>2. For Non-Print Materials (E-Books)</b>	2.1.Receive and check e-books for processing delivered by supplier against PO/documents	None	1 hr	CDD Mechanical Section Staff
	2.2.Access e-resources database/platform.	None	5 mins	CDD Mechanical Section Staff
	2.3.Search/verify titles found in the Purchase Order if they are accessible or available in the database/platform.	None	3 hrs/ 25 titles .	CDD Mechanical Section Staff
	2.4.Verify/Check bibliographic data of available/ accessible e-Book/audiobook titles in the NLP database (KOHA)	None	3 hrs /25 titles	CDD Mechanical Section Staff
	2.5.Collation and Accessioning of e-books	None	5 hrs/ 25 titles/25 vols	CDD Mechanical Section Staff
	2.6. For limited access of e-book download the e-books , assign accession no and save to synology server 2.7.For perpetual copy , copy and paste the URL in MARC tags 856	None	5 hrs / 25 titles/25 vols	CDD Mechanical Section Staff
	2.8.Searching and Encoding of records	None	5 hrs/ 25 titles/25 vols	CDD Mechanical Section Staff





	to KOHA database			
	2.9. Item Registration (KOHA)	None	2 hrs /25 titles/25 vols	CDD Mechanical Section Staff
	2.10. Print/generate accession register, Transmittal Slip, Property Acknowledgment Receipt/Inventory Custodian Slip (whichever is applicable)	none	10 mins.	CDD Mechanical Section Staff
	2.11. Review and sign Accession Register, Transmittal Receipt, Inventory Custodian Slip/ Property Acknowledgment Receipt (whichever is applicable)	none	10 mins.	CDD Assistant and Division Chief
	2.12. Assign ICS no./PAR n0.	none	1 min.	CDD Mechanical Section Staff
	2.13. Record accession no./ICS no. /PAR no.in the logbook for delivery	none	1 min.	CDD Mechanical Section Staff
	2.14. Forward ICS and Accession Register of e-books/e-resources materials process to the recipient division/s for processing	none	10 mins. (maximum for bulk deliveries)	CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Public Libraries Division



2.1. Check and Sign Accession Register, Transmittal Receipt, Inventory Custodian Slip/ Property Acknowledgment Receipt (whichever is applicable)	1.1.Receive and file signed documents	none	5 mins.	CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Public Libraries Division
2.2. Accomplish Online feedback form	1.2.Request the recipient divisions to accomplish the Online feedback form	none	1 min.	CDD Mechanical Section Staff/Catalog Division, Filipiniana Division, Public Libraries Division
<b>TOTAL</b>		None	2 days/ 44 minutes	

## 2. Cataloguing and Classification

<b>Division:</b>	Catalog Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen
<b>Who may avail:</b>	CDD ,Filipiniana Division, Reference Division, Public Libraries Division
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Inventory Custodian Slip (1 copy each)	1. Collection Development Division, Reading Area and PLD
2. Delivery Receipt (1 copy each)	2. Catalog Division, Reading Area and PLD
3. Accession Register (1 copy each)	3. Collection Development Division, Reading



4. Logbook (2 logbooks)		Area and PLD 4. Catalog Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Receive sets of library materials from CDD.  a..Counter checking of library materials against the accession registry and inventory custodian slip ; return the materials if found discrepancy)	none	25 mins	Catalog Division (CD) Mechanical Staff
	2. Sign the accession registry	none	1 min.	(CD) Mechanical Staff
	3.Record the received library materials in the logbook	none	5 mins.	(CD) Mechanical Staff
	4.Performs Cataloging and Classification of Library materials  a.Searching of record in KOHA  b.Edit and complete the bibliographic description and MARC Tags fields  c.Search and assign LC Subject Headings for subject entries  d.Assign call number (DDC, LC and GP No. Cutter No.)	none	25 vols./set  1 hour  4 hours  12 hours  9 hours	(CD) Technical Staff



	5. Edit item registration	none	1 hour	(CD) Technical Staff
	6. Checking, editing, and final revision of the processed library materials	none	4 hours	(CD) Librarians III & Division chief
	7. Printing of delivery receipt	none	15 mins.	(CD) Technical Staff
	8. Write the call number in the copyright page	none	11 min.	(CD) Technical Staff
	9. Forward the processed library materials to Mechanical section for labeling, sticking and checking of books prior to delivery	none	1 hr and 23 mins.	(CD) Mechanical Staff
	10. Deliver the processed library materials to respective divisions	none	20 mins.	(CD) Mechanical Staff
1. Counter Check and Receive Library materials in the logbook ; return the Catalog copy of delivery receipt				Filipiniana Division ,Reference Division, and PLD
	11. File the signed delivery receipt		5 minutes	(CD) Technical Staff
2. Fill-out online feedback form	12. Request the recipient divisions to accomplish the Online feedback form			Filipiniana Division, Reference Division, and PLD
	TOTAL:	None	4 days, 1 hour and 45 mins	



# **FINANCE AND ADMINISTRATION INTERNAL SERVICES**



## 1. Designation of Petty Cash Fund Custodian

<b>Division:</b>	Finance and Administrative Division- Procurement Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office Order (3 copies) 2. Enrollment to Online Fidelity Bond System of Bureau of Treasury (BTR) 3. Obligational Request Status (ORS) (3 original copies) 4. Disbursement Voucher (DV) (3 original copies)		1. Records Section 2. Cashier Section 3. Procurement Section 4. Procurement Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Select Petty Cash Fund Custodian (PCFC)	1. Prepare request indicating the recommended PCFC, amount for Petty Cash Fund, allowable cash advances and reimbursement under the PCF	None	20 Minutes	Chief Administrative Officer, Finance and Administrative Division
	2. Submit a request to the Office of the Director for approval and issuance of Officer Order.	None	5 Minutes	Chief Administrative Officer, Finance and Administrative Division
	3. Approve request for the Petty Cash Fund Custodian through the issuance of Office	None	2 working days	Director's Office



	<p>Order and provide a copy to the records section for information dissemination.</p> <p>If disapproved, return the request indicating the nature of disapproval.</p>			
	4. Disseminate the approved Office Order	None	5 minutes	Records Section
	5. Facilitate the Enrollment of PCFC to the BTR for the Fidelity Bond	None	30 minutes	Administrative Officer V (Cashier III)
	6. Fill-up/accomplish information needed from the Online Fidelity Bonding System of BTR and submit 2 x 2 picture to the Cashier's Office for processing.	None	15 minutes	Designated PCF Custodian
	7. Process and submit documents for Fidelity Bond request to BTR.	None	30 minutes	Administrative Officer V (Cashier III)
	8. Communicate to PCFC of the Fidelity Bond Approval by the BTR	None	5 minutes	Administrative Officer V (Cashier III)
	9. Prepare and submit OBR, Voucher and other documentary requirements for payment of the Petty Cash Fund. (10 minutes)	None	10 minutes	PCF Custodian
	10. Approve OBR and		5 minutes	Chief Admin.



	submit to the Budget Section for processing.			Officer
	11. Process OBR and submit to Accounting for processing of DV	None	15 minutes	Administrative Aide III /Administrative Officer V
	12. Receive and review by the receiving clerk. DV with incomplete signature will be returned to end-user	None	10 mins	<i>Accounting staff- Accounting Section</i>
	13. Review and assignment of a corresponding Disbursement Voucher Number (DV No.) and encode in the logsheet the DV number, date, creditor/payee, particular and amount.	None	20 mins	Administrative Officer, Accounting Section
	14. Review the completeness and validity of the supporting documents pursuant to the provision of COA-Circular 2023-004: Updated Documentary Requirements for Common Government Transactions. If additional documents are needed, notes for compliance will be written in the routing slip and returned to the PCFC for	None	30 mins	Accountant III, Accounting Section





	compliance.If complete, sign / Certify the Box C of DV			
	15. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.	None	10 mins	Accounting Staff, Accounting Section
	16. Approve DV	None	2 working days	Director IV
	17. Create LDDAP-ADA online (LBP eMDS)	None	10 mins	Cashier III, Cash Section
	18. Approve LDDAP-ADA	None	2 working days	Director IV
<b>TOTAL:</b>		None	6 days, 3 hours, 40 minutes	

## 2. Delivery, Inspection and Acceptance of Supplies, Materials & Equipment

Inspect delivered items in accordance with approved quantity and in conformity with specifications based on the approved contract /Purchase Order.

<b>Division:</b>	Finance and Administrative Division- Supply Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government	
<b>Who may avail:</b>	Service Providers, End-users, Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Purchase Order/Contract 2. Invoice/ Statement of Account (2 copies)		1. Procurement Section 2. Supply Section



3. Delivery Receipt (2 copies)		3. Supply Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate w/ the Procurement Section on the schedule of delivery.	1. Endorsement of PO & attached documents to Supply Section.	None	10 minutes	Procurement Section
	2. Inspect delivered items in accordance w/ approved quantity & specifications	None	30 minutes	Supply Section-FAD
	3. Check completeness of items and specifications	None	30 minutes	Inspection Committee
2. External Provider / Supplier received the signed Invoice / SOA and Delivery Receipt	4. Acceptance of delivery	None	10 minutes	Supply Section-FAD
	5. If the items conforms, Inspection and Acceptance Report (IAR) shall be prepared	None	10 minutes	Supply Section-FAD
	6. Route IAR to Inspection Committee for review and signature	None	within 1 working day	Supply Section-FAD
	7. Inspection Committee returns the signed IAR to Supply Section	None		Inspection Committee
	8. Route IAR to end-user for signature.	None	15 minutes	Supply Section-FAD



	9. End-user returns signed IAR to Supply Section	None	20 minutes	End-user
	10. Head of Supply Section to check & review the documents & sign the Acceptance in the IAR form	None	15 minutes	Administrative Officer V Supply Section-FAD
<b>TOTAL:</b>		None	1 working day, 2 hours & 20 minutes	

### 3. Issuance of Property Clearance (Applicant with Property Accountability)

Officials and employees shall secure clearance from money, property and work related accountabilities for purpose of transfer to other agencies, retirement, separation, leaving the Philippines and going on maternity leave

<b>Division:</b>	Finance and Administrative Division- Supply Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance Form (3 original copies)		1. HRMS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Clearance Form for signature	1. Checking and receiving of clearance form	None	5 minutes	Supply Section-FAD
	2. Verify list and review accountabilities	None	within 1 working day	Supply Section-FAD



	from issued PAR /ICS and RPCPPE			
	3. Transfer all accountabilities to next end-user and prepare PAR /ICS for signature.	None		Supply Section-FAD
	4. End-user to receive and accept accountabilities, then sign the PAR / ICS	None		End-user
	6. Head of Supply Section to sign the clearance form.	None		Administrative Officer V Supply Section-FAD
2. Receiving the Clearance Form	7. Release the clearance form to the requesting party	None	5 minutes	Supply Section-FAD
<b>TOTAL:</b>		None	1 working day & 10 minutes	

#### 4. Liquidation (without refund)

Cash advance granted shall be reported/liquidated as soon as the purpose for which it was granted has been served.

<b>Division:</b>	Finance and Administrative Division- Accounting Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government	
<b>Who may avail:</b>	Service Providers, End-users, Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Liquidation Report (2 original)</li> <li>2. CTC of Office Order (2 CTC copies)</li> <li>3. Accomplishment Report/Travel Report (1 Original, 1 Photocopy)</li> <li>4. Report of Disbursement (2 Original) (for conduct of specific activity)</li> </ol>		<ol style="list-style-type: none"> <li>1. End user</li> <li>2. Records Section</li> <li>3. End user</li>   <li>4. End user</li> </ol>



5. Certificate of Travel Completed (2 Original) 6. Actual Itinerary of Travel (2 Original) 7. Original Boarding Pass and Certificate of Appearance (for travel) (1 Original; 1 photocopy) 8. Original Official Receipts (1 Original; 1 Photocopy) 9. Attendance Sheet (for conduct of specific activity (1 Original; 1 Photocopy) 10. Trip ticket (for gasoline) (2 photocopy)	5. End user 6. End user 7. End user  8. End user 9. End user  10. End user
---	---

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End user prepares the Liquidation Report (LR) with supporting documents	1. Receiving staff reviews the LR. If complete, receive the Liquidation Report with supporting documents and indicate the date and time of receipt in the routing slip. Otherwise, return to the end user.	None	10 minutes	End User (Concerned Division/Section/Committee)  Receiving Staff, Accounting Section
	2. Forward to Accountant for pre-audit		5 minutes	Receiving Staff, Accounting Section
	3. Accountant reviews the validity and completeness of supporting documents		35 minutes	Accountant, Accounting Section
	4. Accountant		10 minutes	Accountant,



	signs the Liquidation Report.			Accounting Section
	5. Record in the Journal Entry Voucher as fully liquidated		15 minutes	Accountant, Accounting Section
<b>TOTAL:</b>		None	1 hr 15 minutes	

## 5. Liquidation (with refund)

Cash advance granted shall be reported/liquidated as soon as the purpose for which it was granted has been served and to refund any amount in excess of cash advance granted

<b>Division:</b>	Finance and Administrative Division- Accounting Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government		
<b>Who may avail:</b>	Service Providers, End-users, Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Liquidation Report (2 Original)		1. End user	
2. CTC of Office Order (2 CTC copies)		2. Records Section	
3. Accomplishment Report/Travel Report (1 Original; 1 Photocopy)		3. End user	
4. Report of Disbursement (for conduct of specific activity (2 Original)		4. End user	
5. Certificate of Travel Completed (2 Original)		5. End user	
6. Actual Itinerary of Travel (2 Original)		6. End user	
7. Original Boarding Pass and Certificate of Appearance (for travel) (1 Original ; 1 Photocopy)		7. End user	
8. Original Official Receipts (1 original; 1 Photocopy)		8. End user	
9. Attendance Sheet (for conduct of		9. End user	



specific activity (1 Original; 1 Photocopy) 10. Trip ticket (for gasoline) (2 Photocopy) 11. Order of Payment (2 Original)		10. End user 11. Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End user prepares the Liquidation Report (LR) with supporting documents	1. Receiving officer reviews the LR. If complete, receive the Liquidation Report with supporting documents and indicate the date and time of receipt in the routing slip. Otherwise, return to the end user.	None	15 mins	End User (Concerned Division/Section/Committee)  Receiving Staff, Accounting Section
	2. Forward to Accountant for pre-audit	None	5 mins	Receiving Staff, Accounting Section
	3. Accountant reviews the validity and completeness of supporting documents	None	35 mins	Accountant, Accounting Section
	4. Accountant prepares Order of Payment	None	15 mins	Accountant, Accounting Section
	5. Receiving clerk record the release of LR and forward to the end user for refund of excess CA	None	10 minutes	Receiving Staff, Accounting Section
2. End user refund the excess CA to the Cash Section	6. Cash section issues official receipt for refund of excess CA	None	15 mins	Cashier, Cash Section
3. Forward the LR with official	7. Accountant signs the Liquidation	None	10 mins	Accountant, Accounting



receipt to the Accountant	Report.			Section
	8. Record in the Journal Entry Voucher as fully liquidated	None	15 mins	Accountant, Accounting Section
<b>TOTAL:</b>		None	2 hrs	

## 6. Payroll Processing of Job Order and Contract of Service

<b>Division:</b>	Finance and Administrative Division- Human Resource Management Section Simple			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Signed Daily Time Record (3 original copies)</li> <li>2. Accomplishment Report (3 original copies)</li> <li>3. Payroll (3 original copies)</li> <li>4. Disbursement Voucher (3 original copies)</li> </ol>		<ol style="list-style-type: none"> <li>1. Employee</li> <li>2. Employee</li> <li>3. Human Resource Section</li> <li>4. HRMS</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DTR and Accomplishment Report within three days from issuance of DTR	1. Receive and record the submitted documents in the logbook	None	5 minutes	AO II/HRMS





	2. Review the submitted documents for lates and absences and prepare Report on Absences, Lates and Undertime for deductions	None	1 day	AO II/HRMS
	3. Prepare payroll and disbursement voucher	None	1 hour	ADAS III/HRMS
	4. Review and sign prepared payroll	None	15 minutes	AOV/HRMS
	5. Forward signed payroll and DV to Accounting Section for processing	None	10 minutes	ADAS III/HRMS
	6. Check the completeness of signature, receive the payroll and forward to the Accountant for review.	None	15 mins	Accounting Section - Receiving Clerk
	7. Review the correctness of computation and completeness of supporting documents.	None	1 day	Accounting section - Accountant
	8. Assign Disbursement Voucher (DV) No. and encode the transaction in the google drive	None	20 mins	Accounting Section - Accounting Staff
	9. Certifies the disbursement	None	10 mins	Accounting section -



	voucher and payroll			Accountant
	10. Record the release of DV and payroll and forward to Director's Office for DV approval	None	15 mins	Accounting Section - Receiving Clerk
	11. Forward documents to Cash Section for preparation of LDDAP-ADA	None	15 mins	Office of the Director
	12. Create LDDAP-ADA online (LBP eMDS).	None	10 mins	Cash Section
	13. Approve LDDAP-ADA	None	2 working days	Office of the Director
*Note: Payment processing for JO/COS should not exceed 5 days after submission of DTR and accomplishment report.	14. For general payroll, create ATM Payroll (FinDES text file).	None	1 hour	Cash Section
	15. Upload FinDES text file online (LBP weAccess)	None	10 mins	Cashier III, Cash Section
	16. Authorize ATM Payroll.	None	30 minutes	Office of the Director
	<b>TOTAL:</b>	None	4 days, 4 hours, 35 minutes	

## 7. Petty Cash Fund Administration for the Procurement of Goods and Services for Petty Miscellaneous Expenses (15K and Below)

The Petty Cash Fund Administration pertains to the processing of purchase request/s for goods and services classified as petty miscellaneous expenses whose budget ceiling is Fifteen (15,000) and below. It involves the process of Purchase Request (PR) , Petty Cash Voucher (PCV) numbering and approval, Purchasing, Canvassing, Inspection, Requisition and Issue Slip (RIS) preparation, Liquidation and the Replenishment of Petty Cash Fund.



<b>Division:</b>	Finance and Administrative Division- Procurement Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government	
<b>Who may avail:</b>	Service Providers, End-users, Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Purchase Requests (3 original copies) with complete information on Technical Specifications , Scope of Work (SOW) and Schedule of Requirements (SR)</li> <li>2. Petty Cash Voucher (PCV) 3 original copies</li> <li>3. Pre-Inspection Report (for repair and maintenance PR)</li> <li>4. Request for Quotation (RFQ) (1 Original copy) /Canvass Form (3 Original copies)</li> <li>5. Abstract of Canvass (ACA) (4 Original copies)</li> <li>6. Original Official Receipts/ Sales Invoice duly inspected (1 Original, 2 copies)</li> <li>7. Post Inspection Report (for repair and maintenance PR)</li> <li>8. Waste Materials Report (for repair and maintenance PR)</li> <li>9. RIS (1 Original copy, 2 copies)</li> <li>10. Inventory Custodian Slip (ICS) for semi-expendable items.</li> <li>11. Inventory and Acceptance Report (IAR)</li> <li>12. Petty Cash Fund Register (PCFReg) (3 Original Copies)</li> <li>13. Report on Paid Petty Cash Vouchers (RPCV) (3 Original Copies)</li> <li>14. Petty Cash Fund Record (PCFR) (3 Original Copies)</li> <li>15. Obligation Request Status (3</li> </ol>	<ol style="list-style-type: none"> <li>1. End-user</li> <li>2. End-user</li> <li>3. Supply Section</li> <li>4. Procurement Section</li> <li>5. End-user</li> <li>6. End-user</li> <li>7. Supply Section</li> <li>8. Supply Section</li> <li>9. Supply Section</li> <li>10. Supply Section</li> <li>11. Supply Section</li> <li>12. Procurement Section</li> <li>13. Procurement Section</li> <li>14. Procurement Section</li> <li>15. Procurement Section</li> </ol>	



original copies) 16. Disbursement Voucher (3 original copies)		16. Procurement Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user Prepare and submit duly signed Purchase Request (PR), Petty Cash Voucher (PCV), Certificate of Emergency Purchase, Printout of Certificate of Non-availability of Stocks (CNAS) at <a href="https://ps-philgeps.gov.ph/home/index.php/what-we-sell/common-use-items">https://ps-philgeps.gov.ph/home/index.php/what-we-sell/common-use-items</a>	1. Receive and check the completeness of submitted documents if complete record the request and route to PCFC for validation. If incomplete, return to end-user.	None	5 minutes	Administrative Aide, Procurement Section
	2. Validate submitted request and route to Administrative Aide for PR Numbering and recording.	None	5 minutes	Administrative Officer V
	3. Issue/Record PR No. and Submit to Director for Approval.		10 minutes	Administrative Aide
	4. Approve PR and transmit approved copy to PCFC		2 working days	Director IV/DO Staff
	5. Receive/Record approved PR and	None	5 minutes	Administrative Aide



	other supporting documents and route to AO V for PCV Numbering.			
	6. If documents are complete PCFC assign the PCV No. in the following format respectively: PCV-Year-Month-Number (e.g. PCV No. Year-Month-Number; PR No. Year-Month-Number)	None	5 minutes	PCFC
	7. PCFC grant the PCV by signing the portion of the Box "B" (Paid by:) of the PCV Form .	None	5 minutes	PCFC
	8. If a request is disapproved, PCFC shall inform the requesting officer/unit of the nature of disapproval.	None	5 minutes	PCFC



<p>2. End User Receives the requested Cash Advance from the PCFC by signing the portion of Box "B" (Cash Received by:) of the PCV Form.</p>	<p>9. <u>For PR with ABC less than P2,000.</u> Purchase the goods and services. Submit the official receipt for inspection. Once inspected, Fill-up the PCV Form particularly Item No.II (Total Amount Granted, Total Amount Paid, OR or Sales Invoice No., and Amount Refunded.) Submit all the documents to PS for signature of Box C.</p> <p><u>For PR with ABC to P2,000 up to P15,000</u> End-user facilitate the canvassing and provide at least three (3) price quotations. Prepare /Sign abstract of canvass (ACA) and submit it to the office of the Director for approval.</p>	<p>None</p>		<p>End-user</p>
<p>3. End-user submit ACA for ABC 2,000 up to 15,000 above</p>	<p>10. Office of the Director approve the ACA and transmit ACA to end-user for purchase/process</p>		<p>2 working days</p>	<p>Director IV</p>

	ing			
	11. Purchase the goods and services Submit the official receipt to designated inspector for inspection.	None		End-user
	12. Inspect purchased materials and prepare IAR or ICS if applicable. Transmit documents to the end-user for accomplishment of Box C.	None	1 day	Inspector/ Supply Section
	13. Fill-up the PCV Form particularly Item No.II (Total Amount Granted, Total Amount Paid, OR or Sales Invoice No., and Amount Refunded.) Submit all the documents to PS for signature of Box C.	None		End-User
4. End-user submit official receipt duly inspected to PS.	14. Review submitted documents if complete, PCFC sign Box C. Once signed end-user shall affix their signature at Box D. Once complete record and submit documents to Supply Section for RIS. Otherwise, if documents are incomplete return to end-user.	None	5 mins	PCFC/ Administrative Aide I/ Procurement Section, FAD End-user
	15. Prepare RIS and	None	5 minutes	Administrative



	ICS (if applicable) and submit it for approval.			Aide/Administrative Officer V (Supply Officer III)
	16. Approve RIS and transmit to Property	None	2 working days	DO
5. Supply Section Submit the approved RIS and other Supporting Documents	17. Receives RIS and other supporting documents for consolidation.	None	5 minutes	Administrative Aide/Procurement Section, FAD
	18. If PCF reaches 70% Prepare Report for replenishment such as Petty Cash Fund Register (PCFR), Report on Paid Petty Cash Vouchers (RPCV), Petty Cash Fund Record (PCFR)OBR, DV and other supporting documents. Submit to FAD chief for OBR Approval.	None	2 hours	PCFC
	19. Approve and Submit OBR to Budget Section for processing.	None	5 minutes	Chief AO
	20. Approve OBR and submit DV to Accounting	None	20 minutes	Budget Section
	21. Receive and review by the receiving clerk. DV with incomplete signature will be returned to end-user	None	10 mins	Accounting staff-Accounting Section
	22. Review and	None	20 mins	Administrative





	assignment of a corresponding Disbursement Voucher Number (DV No.) and encode in the logsheet the DV number, date, creditor/payee, particular and amount.			Officer, Accounting Section
	23. Review the completeness and validity of the supporting documents pursuant to the provision of COA-Circular 2023-004:Updated Documentary Requirements for Common Government Transactions. If additional documents are needed, notes for compliance will be written in the routing slip and returned to the PCFC for compliance.If complete, sign / Certify the Box C of DV	None	30 mins	Accountant III, Accounting Section
	24. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of	None	10 mins	Accounting Staff, Accounting Section



	DV.			
	25. Approve DV and transmit to Cash Section for LDDAP preparation	None	2 working days, 15 minutes	Director IV, & DO Staff
	26. Create LDDAP-ADA online (LBP eMDS)	None	10 mins	Cashier III, Cash Section
	27. Approve LDDAP-ADA	None	2 working days	Director IV
<b>TOTAL:</b>		None	9 days, 4 hours, 55 minutes	

## 8. Processing of Disbursement

Consist of all cash paid out during a given period either by check or LDDAP ADA in payment to suppliers and internal creditors. It may include but is not limited to settlement of government payables for goods and services obtained, payroll of employees, and grant of cash advances.

<b>Division:</b>	Finance and Administrative Division- Accounting Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government		
<b>Who may avail:</b>	Service Providers, End-users, Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. <b>Division:</b>	Finance and Administrative Division- Accounting Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government		
<b>Who may avail:</b>	Service Providers, End-users, Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Mandatory Expenses <b><u>Water and Electricity</u></b>			
1. Approved Obligation Request and		1. Budget Section	



Status (ORS) (3 original copies) 2. Billing Statement/Statement of Account (1 original and 1 photocopy)	2. Service Provider
<b><u>Mobile /Landline</u></b>	
1. Approved Obligation Request and Status (ORS) (3 original copies) 2. Billing Statement/Statement of Account (1 original and 1 photocopy) 3. Individual Statement of Accounts Computation (2 copies)	1. Budget Section 2. Telecommunications Service Provider 3. Accounting Staff
<b><u>Security Services</u></b>	
1. Approved Obligation Request and Status (ORS) (3 Original and 1 photocopy for succeeding claims) 2. Duly signed and notarized contracts with certificate of availability of funds (certified true copy for succeeding claims) 3. Billing Statement/Statement of Account (1 original and 1 photocopy) 4. Daily Time Record duly certified by the HRMS (2 copies)	1. Budget Section 2. Records Section 3. Security Service Provider 4. Security Service Provider
<b><u>General Services (JO)</u></b>	
1. Approved Obligation Request and Status (ORS) (3 original copies) 2. Contract duly signed, notarized with certificate of availability of funds (3 original copies and 4 photocopies) 3. Accomplishment Report (3 original copies) 4. Approved daily Time Record duly verified by HRMS (3 original copies)	1. Budget Section 2. Records Section 3. Contracted Job Order 4. Contracted Job Order
<b><u>Cash Advance</u></b>	
<b><u>Special Disbursing Officer / Advances to Officers and Employees</u></b>	<b><u>Special Disbursing Officer / Advances to Officers and Employees</u></b>
1. Approved Obligation Request and Status (ORS) (3 original copies) 2. Office Order duly certified thru copy by Records Section (2 copies) 3. Certification form the Accounting Section that the previous CA have been fully liquidated (2 copies) 4. Summary/Breakdown of Expenses (1 original and 1 photocopy) 5. Fidelity Bond (for SDO) (2 copies)	1. Budget Section Approved Obligation Request and Sta 2. Records Section certified thru copy by Records Section (2 copies) 3. Accounting Section the Accounting Section that the previous CA have been fully liquidated (2 copies) 4. Designated SDO (1 original and 1 photocopy) 5. Cash section
<b><u>Cash Advance Foreign Travel</u></b>	<b><u>Cash Advance Foreign Travel</u></b>



<ol style="list-style-type: none"> <li>1. Approved Obligation Request and Status (ORS) (3 original copies)</li> <li>2. Office Order duly certified thru copy by Records Section (2 copies)</li> <li>3. Certification form the Accounting Section that the previous CA have been fully liquidated (2 copies)</li> <li>4. Approved Itinerary of Travel (1 original and 1 photocopy)</li> <li>5. Letter of Invitation of Host/Sponsoring country (1 original and 1 photocopy)</li> <li>6. Daily Subsistence Allowance (DSA) Rate (2 copies)</li> <li>7. Basis of exchange rate used</li> </ol>	<ol style="list-style-type: none"> <li>1. Budget Section Approved Obligation Request and Sta</li> <li>2. Records Section certified thru copy by Records Section (2 copies)</li> <li>3. Accounting Section the Accounting Section that the previous CA have been fully liquidated (2 copies)</li> <li>4. Employee (1 original and 1 photocopy)</li> <li>5. Host country</li> <li>6. International Civil Service Commission (ICSC) of United Nations</li> <li>7. BSP website</li> </ol>
<p><b>Cash Advance</b> <b><u>Local Travel</u></b></p> <ol style="list-style-type: none"> <li>1. Approved Obligation Request and Status (ORS) (3 original copies)</li> <li>2. Office Order duly certified thru copy by Records Section (2 copies)</li> <li>3. Certification form the Accounting Section that the previous CA have been fully liquidated (2 copies)</li> <li>4. Approved Itinerary of Travel (1 original and 1 photocopy)</li> </ol>	<p><b>Cash Advance</b> <b><u>Local Travel</u></b></p> <ol style="list-style-type: none"> <li>1. Budget Section Approved Obligation Request and Sta</li> <li>2. Records Section certified thru copy by Records Section (2 copies)</li> <li>3. Accounting Section the Accounting Section that the previous CA have been fully liquidated (2 copies)</li> <li>4. Designated SDO (1 original and 1 photocopy)</li> </ol>
<p><b><u>Replenishment of Petty Cash Advance</u></b></p> <ol style="list-style-type: none"> <li>1. Approved Obligation Request and Status (ORS) (3 original copies)</li> <li>2. Office Order duly certified thru copy by Records Section (2 copies)</li> <li>3. Official receipts/Sales Invoices duly inspected by one of the Inspection Committee (1 original and 1 photocopy)</li> <li>4. Replenishment Report (1 original and 1 photocopy)</li> <li>5. Approved Purchase Request (1 original and 1 photocopy)</li> <li>6. Certificate of Emergency purchase (1 original and 1 photocopy)</li> <li>7. Certificate of Inspection and Acceptance Report (1 original and 1 photocopy)</li> <li>8. Report of waste Materials, in case of repair (1 original and 1 photocopy)</li> <li>9. Three (3) Quotations from Suppliers (1 original and 1 photocopy)</li> </ol>	<p><b><u>Replenishment of Petty Cash Advance</u></b></p> <ol style="list-style-type: none"> <li>1. Budget Section</li> <li>2. Records Section</li> <li>3. Supplier</li> <li>4. Petty cash Fund Custodian</li> <li>5. Requesting Party (1 original and 1 photocopy)</li> <li>6. Director's Office (1 original and 1 photocopy)</li> <li>7. Inspection Committee</li> <li>8. Inspection Committee</li> <li>9. Suppliers</li> <li>10. Requesting Party (1 original and 1</li> </ol>



<p>10. Abstract of Quotations (1 original and 1 photocopy)</p>	<p>photocopy)</p>
<p><b><u>Consultancy Service</u></b></p> <ol style="list-style-type: none"> <li>1. Approved Obligation Request and Status (ORS) (3 original copies)</li> <li>2. Signed and notarized contracts with Certificate of Availability of Funds (3 original and 3 photocopy)</li> <li>3. Approved Expected Outputs/deliverables (1 original and 1 photocopy)</li> <li>4. Terms of Reference (1 original and 1 photocopy)</li> <li>5. Letter Request for payment (1 original and 1 photocopy)</li> <li>6. Copy of Curriculum Vitae of the Consultants (2 photocopies)</li> <li>7. Approved Consultancy Progress/Final Reports (1 original and 1 photocopy)</li> <li>8. Progress/Final Billing (1 original and 1 photocopy)</li> </ol>	<ol style="list-style-type: none"> <li>1. Budget Section</li> <li>2. Records Section</li> <li>3. Consultant</li> <li>4. Consultant</li> <li>5. Consultant</li> <li>6. Consultant</li> <li>7. Concerned office/ end user</li> <li>8. Consultant</li> </ol>
<p><b><u>Personnel Services</u></b> <b><u>First Salary of permanent employee</u></b></p> <ol style="list-style-type: none"> <li>1. Approved Obligation Request and Status (ORS) (3 original copies)</li> <li>2. Duly approved Appointment (1 original and 1 photocopy)</li> <li>3. Oath of Office (1 original and 1 photocopy)</li> <li>4. Certificate of Assumption to Duty (1 original and 1 photocopy)</li> <li>5. Statement of Assets, Liabilities and Net Worth (SALN) (1 original and 1 photocopy)</li> <li>6. Approved Daily Time Record verified by HRMS (1 original and 1 photocopy)</li> <li>7. BIR certificate of registration (form 1902 ) (2 photocopies)</li> </ol>	<ol style="list-style-type: none"> <li>1. Budget Section</li> <li>2. HRMS</li> <li>3. HRMS</li> <li>4. HRMS</li> <li>5. Newly hired employee</li> <li>6. HRMS</li> <li>7. Newly hired employee</li> </ol>
<p><b><u>SUPPLIER/CONTRACTOR/SERVICE PROVIDER</u></b></p> <p><b><u>Books/Repair and Maintenance of Motor Vehicle/Equipment</u></b></p> <ol style="list-style-type: none"> <li>1. Approved Obligation Request and Status (ORS) (3 original copies)</li> <li>2. Inspection and Acceptance Report (1 original and 1 photocopy)</li> </ol>	<ol style="list-style-type: none"> <li>1. Budget Section</li> <li>2. Inspection Committee</li> </ol>



<ol style="list-style-type: none"> <li>3. Sales Invoice/Delivery Receipt/Service Invoice (1 original and 1 photocopy)</li> <li>4. Duly signed Purchase Order (PO) (4 original copies)</li> <li>5. Notice to Proceed (1 original and 1 photocopy)</li> <li>6. Notice of Award (1 original and 1 photocopy)</li> <li>7. BAC Resolution (1 original and 1 photocopy)</li> <li>8. Quotation from three (3) suppliers (1 original and 1 photocopy)</li> <li>9. Certificate of Exclusivity (1 original and 1 photocopy)</li> <li>10. Official Receipt (Performance Security Bond) (2 photocopies)</li> <li>11. Certificate of Tax Exemption/Tax Clearance (2 photocopies)</li> <li>12. Certificate of PhilGeps Registration (2 photocopies)</li> <li>13. Certificate of Eligibility of Documents (2 photocopies)</li> <li>14. Pre-repair Evaluation/Inspection report(1 original and 1 photocopy)</li> <li>15. Vehicle Repair Request (2 original copies)</li> <li>16. Abstract of Quotation (1 original and 1 photocopy)</li> <li>17. Waste Material Report (1 original and 1 photocopy)</li> </ol>		<ol style="list-style-type: none"> <li>3. Supplier</li> <li>4. Procurement Section</li> <li>5. Bids and Awards Committee</li> <li>6. Bids and Awards Committee</li> <li>7. Bids and Awards Committee</li> <li>8. Supplier</li> <li>9. Supplier</li> <li>10. Supplier</li> <li>11. Supplier</li> <li>12. Supplier</li> <li>13. Supplier</li> <li>14. Inspection Committee</li> <li>15. Driver</li> <li>16. Supplier</li> <li>17. Inspection Committee</li> </ol>		
<ol style="list-style-type: none"> <li>1. Prepare and submit Disbursement Voucher (DV) in 3 copies with supporting documents</li> </ol>	<ol style="list-style-type: none"> <li>1. Receive and review by the receiving clerk. DV with incomplete signature will be returned to end-user</li> </ol>	None	10 mins	Accounting staff- Accounting Section, FAD
	<ol style="list-style-type: none"> <li>2. Review and assignment of a corresponding Disbursement Voucher Number (DV No.) and encode in the logsheet the DV number, date, creditor/payee, particular and</li> </ol>	None	20 mins	Administrative Officer, Accounting Section, FAD



	amount.			
	<p>3. Accountant III reviews the completeness and validity of the supporting documents pursuant to the provision of COA-Circular 2023-004:Updated Documentary Requirements for Common Government Transactions. If additional documents are needed, notes for compliance will be written in the routing slip and returned to the concerned division/section/committee.If complete, sign / Certify the Box C of DV</p>	None	30 mins	Accountant III, <i>Accounting Section, FAD</i>
	<p>4. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.</p>	None	10 mins	Accounting Staff, <i>Accounting Section, FAD</i>
	<b>TOTAL:</b>	None	1 hour and 10 minutes	



## 9. Processing of Obligation, Request, and Status (ORs)

<b>Division:</b>		Finance and Administrative Division- Budget Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B- Government to Business G2C- Government to Citizen G2G- Government to Government		
<b>Who may avail:</b>		Service Providers, End-users, Employees		
<b>2. CHECKLIST OF REQUIREMENTS</b>		<b>1. WHERE TO SECURE</b>		
1. Responsible Officer prepares and submits obligation request with supporting documents	1. Receives, review, and sign ORS Monitor status of the request	None	15 mins	Budget Section Budget Officer
	2. Forward ORS, DV and supporting documents to the receiving staff for release.	None	10 mins	Budget Section
<b>TOTAL</b>		None	25 mins	

## 10. Procurement of APP-CSE at PS-DBM Virtual Store

This pertains to the purchase of the Agency's requirements for Common-Use Supplies and Equipment which are available at PS-DBM Virtual Store.

<b>Division:</b>	Finance and Administrative Division- Procurement Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government





<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Annual Procurement Plan for Common- Use Supplies and Equipment (APP-CSE) available at PS-DBM ( 5 Original Copies)</li> <li>2. Obligational Request and Status (ORS) (3 original Copies)</li> <li>3. Disbursement Voucher (DV) (3 original Copies)</li> <li>4. LDDAP-ADA Information (1 copy)</li> <li>5. Official Receipt (1 Original, 1 Copy)</li> <li>6. Purchase Request ( 3 original copies)</li> <li>7. Order Confirmation Slip (2 online generated copies)</li> <li>8. Secure Online Appointment</li> <li>9. Appointment Confirmation (1 copy)</li> <li>10. Copy of Available Cash Balance at Virtual Store (1)</li> </ol>		<ol style="list-style-type: none"> <li>1. Supply Section</li> <li>2. Procurement Section</li> <li>3. Procurement Section</li> <li>4. Cash Section</li> <li>5. Procurement Section</li> <li>6. Supply Section</li> <li>7. Procurement Section</li> <li>8. Procurement Section</li> <li>9. Procurement Section</li> <li>10. Supply Section</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-user submits APP-CSE to Supply Section	1. Review, consolidate APP-CSE and submit to Budget Section for Budget Clearance and signature	None	Within 3 working days	Administrative Officer V, Supply Section, FAD
	2. Sign APP-CSE and submit to Accountant for signature	None	3 Minutes	Administrative Officer V, Budget Section, FAD
	3. Sign APP-CSE and submit to Director IV for approval	None	15 mins	Accountant III, Accounting Section
	4. Approve APP-CSE and transmit	None	2 working days, 15	Director IV, Office of the



	to property for uploading to PhilGEPS		minutes	Director
	5. Upload at <a href="http://www.philgeps.gov.ph">www.philgeps.gov.ph</a> and submit for approval of Director	None	25 minutes	Administrative Officer V, Supply Section, FAD
	6. Approve APP-CSE at <a href="http://www.philgeps.gov.ph">www.philgeps.gov.ph</a>	None	2 working days	Director IV-Office of the Director
	7. Print and submit computer generated approved APP-CSE to COA, Budget Accounting, PS and ITD for posting at the NLP website	None	1 working day	Administrative Officer V, Supply Section, FAD
	8. Post at Agency website approved APP-CSE	None	30 minutes	ITD Staff
	9. Prepare ORS and DV for funding of Virtual Wallet and submit to FAD Chief Administrative Officer	None	15 minutes	Administrative Assistant III, Procurement Section
	10. Approve OBR and submit to Budget Section for processing	None	5 minutes	Chief Administrative Officer
	11. Receives, review, and sign ORS Monitor status of the request	None	15 mins	Budget Section Budget Officer
	12. Forward ORS, DV and supporting documents to Accounting	None	10 mins	Budget Section



	Section for processing.			
	13. Receive and review by the receiving clerk. DV with incomplete signature will be returned to end-user	None	10 mins	<i>Accounting staff- Accounting Section</i>
	14. Review and assignment of a corresponding Disbursement Voucher Number (DV No.) and encode in the logsheet the DV number, date, creditor/payee, particular and amount.	None	20 mins	Administrative Officer, Accounting Section
	15. Review the completeness and validity of the supporting documents pursuant to the provision of COA-Circular 2023-004: Updated Documentary Requirements for Common Government Transactions. If additional documents are needed, notes for compliance will be written in the routing slip and returned to the PCFC for compliance. If complete, sign / Certify the Box C of DV	None	30 mins	Accountant III, Accounting Section



	16. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.	None	10 mins	Accounting Staff, Accounting Section
	17. Create LDDAP-ADA online (LBP eMDS)	None	10 mins	Cashier III, Cash Section
2. Cash Section provide copy of LDDAP-ADA information to PS	18. Submit copy of LDDAP-ADA Information to PS DBM for validation and loading to NLP Virtual Wallet and for issuance of Official Receipt . Attach OR to Voucher.	None	2 hours	Administrative Assistant III/Procurement Section
3. Supply Section prepare and submit PR for CSE available at PS-DBM	19. Approve PR and transmit to PS for PR Numbering	None	5 minutes	Chief Finance and Administrative Officer, FAD
	20. Receiving personnel validates PR per checklist requirements on the processing of PR. If incomplete, return to the End-user.	None	5 minutes	Administrative Aide, Procurement Section, FAD
	21. Record and Encode PR with complete requirements in	None	5 minutes	Administrative Assistant II, Procurement Section, FAD



	the logbook and Procurement Monitoring Report (PMR) and forward documents to Administrative Officer V for validation			
	22. Validate documents and encoded information at PMR when complete route to assign staff for PR numbering.	None	5 minutes	Administrative Officer V, Procurement Section, FAD
	23. Assign number to PR in the following format Year-Month-Serial Number (e.g. 2024-01-0001). And record PR number in the PR Tracking and PMR	None	10 minutes	Administrative Assistant III, Procurement Section, FAD
	24. Submit numbered PR together with other supporting documents to Director IV for approval.	None	5 minutes	Administrative Assistant III, Procurement Section, FAD
	25. Approve PR and transmit to PS for ordering	None	2 working days, 15 minutes	Director IV/ and Administrative Service Assistant/ DO
	26. Receive and record approved PR and facilitate online ordering at mphilGEPS.	None	20 minutes	Administrative Aide, Procurement Section, FAD
	27. Print Virtual Store	None	5 minutes	Administrative



	Order Confirmation			Assistant III, Procurement Section, FAD
	28. Scan Order Confirmation and LDDAP-ADA as proof of payment and Secure Online Appointment for pick-up Orders.	None	10 minutes	Administrative Assistant III, Procurement Section, FAD
	29. Pick-up the items and submit the delivery receipt, Order Confirmation, to the Supply Section.	None	3 hours	Administrative Assistant III, Drive, Administrative Aide Procurement Section/ Driver
	<b>TOTAL:</b>	None	10 days, 10 hours, and 13 minutes	

### 11. Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below

The processing of Purchase Request for the Procurement of Goods and Services under NP -SVP with ABC of 100,000 and below is delegated to the Finance and Administrative Division (FAD) - Procurement Section (PS) through the Bids and Awards Committed (BAC) Resolution approved by Head of Procuring Entity (HOPE) . The process include PR numbering and approval, Preparation, Approval, Posting/Issuance of Request for Quotation (RFQ), Preparation and Approval of Abstract of Canvass (ACA), Notice of Award (NOA), Notice to Proceed, Issuance of NOA to Suppliers, Preparation and, Approval of Purchase Order/Contract, Issuance Purchase Order/Contract and Submission of copies of conformed PO and signed contract to COA and Supply Section for information and acceptance of delivery respectively.

<b>Division:</b>	Finance and Administrative Division- Procurement Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government
<b>Who may avail:</b>	Service Providers, End-users, Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>1. Purchase Request (PR) (3 Original Copy)</li> <li>2. Technical Specifications (TS) (1 Original Copy)</li> <li>3. Schedule of Requirements (SR) (1 Original Copy)</li> <li>4. Scope of Work (SOW) if applicable (1 Original Copy)</li> <li>5. Request for Quotation (1 Original Copy)</li> <li>6. Abstract of Canvass (4 Original Copies)</li> <li>7. Notice of Award</li> <li>8. Notice to Proceed</li> <li>9. Purchase Order (PO) (8 Original Copy /Contract (6 Original Copies)</li> <li>10. Obligational Request and Status (ORS) (3 original copies)</li> </ol>		<ol style="list-style-type: none"> <li>1. End-user</li> <li>2. End-User</li> <li>3. End-User</li> <li>4. End-User</li> <li>5. Procurement Section</li> <li>6. Procurement Section</li> <li>7. Procurement Section</li> <li>8. Procurement Section</li> <li>9. Procurement Section</li> <li>10. Procurement Section /End User</li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submit PR,TS, SR, SOW if applicable.	1. Receiving personnel validates PR per checklist requirements on the processing of PR. If incomplete, return to the End-user.	none	5 Minutes	Administrative Aide Procurement Section, FAD
	2. Record and Encode PR with complete requirements in the logbook and Procurement Monitoring Report (PMR) and forward documents to Administrative Officer V for	None	5 Minutes	Administrative Aide Procurement Section, Procurement Section, FAD



	validation.			
	3. Validates documents and encoded information at PMR when complete route to assign staff for PR numbering.	None	5 Minutes	Administrative Officer V, Procurement Section, FAD
	4. Assign number to PR in the following format Year-Month-Serial Number (e.g. 2024-01-0001). And record PR number in the PR Tracking and PMR.	None	10 Minutes	Administrative Assistant III, Procurement Section FAD
	5. Submit numbered PR together with other supporting documents to Director IV for approval.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	6. Approve PR Number and transmit to the Procurement Section for processing.	None	2 working days , 15 minutes	Director IV/ & Administrative Support Staff DO
	7. Receive and record approved PR for processing and route to Administrative Officer V for information and further instruction.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	8. Accomplish PS instruction slip and route it to concerned PS personnel for RFQ	None	2 minutes	Administrative Officer V Procurement Section FAD





	preparation.			
	9. Prepare Request for Quotation (RFQ) and submit to Administrative Officer V (Procurement Officer III for approval	None	1 hour	Administrative Assistant II/Designated Canvasser
	10. Approve RFQ and route it to PS personnel for RFQ Issuance/Posting.	None	5 minutes	Administrative Officer V, Procurement Section, FAD
	11. <b><u>For RFQ with ABC 50,000 and below:</u></b> Issue RFQ to suppliers with known qualifications via email for at least 3 calendar days.  <b><u>For RFQ with ABC 50,001 to 100,000:</u></b> Post RFQ to Philippine Government Electronic Procurement System (PhilGEPS) website ( <a href="https://notices.philgeps.gov.ph/GEP_SNONPILOT/login.aspx">https://notices.philgeps.gov.ph/GEP_SNONPILOT/login.aspx</a> ), NLP website, social media accounts and bulletin board for at least 3 calendar days.	None	3 days	Administrative Assistant II /Designated Canvasser, Procurement Section, FAD
	12. Review and evaluate bids	None	1 hour	Administrative Assistant



	<p>offered based on the checklist of documents requirements . Upon review and evaluation prepare and submit Abstract of Canvass (ACA) and Notice of Award to Chief Administrative Officer for approval.</p>			II/Designated Canvasser, Procurement Section FAD
	<p>13. Approve ACA and transmit to PS for filling, issuance and confirmation of the supplier, and communication to end-user for failed procurement.</p>	None	15 minutes	Chief Administrative Officer, FAD
	<p><u>For successful procurement</u>            14. Record and compile approved ACA. Issue NOA to supplier for conforme and posting of performance security/warranty security (if applicable).</p> <p>For failed procurement            Provide a copy of approved ACA to the end-user unit for review of their technical specifications, scope work , ABC among others.</p>	None	10 minutes	Administrative Assistant III/Administrative Aide I, Procurement Section, FAD



<p>2. Supplier submitted conformed NOA and posted performance security and warranty security (if applicable)</p>	<p>15. Receive /record conformed NOA. Prepare PO for all NOA.</p> <p>For PO whose end-users are FAD</p> <p>Prepare ORS for the PO/Contract and submit to FAD Chief for Approval.</p> <p><b>For PO whose end-users are other Divisions</b></p> <p>Submit PO/ Contract to the Division for preparation of ORS.</p>	<p>None</p>	<p>25 minutes (PO)</p>	<p>Administrative Assistant III/ Procurement Section</p>
	<p>16. Prepare/Approve ORS and submit PO and ORS to Budget Section for processing.</p>	<p>None</p>	<p>5 minutes</p>	<p>Division Chiefs/ Administrative Staff</p>
<p>3. End-user units submit ORS and PO for processing.</p>	<p>17. Receives, review and sign ORS Monitor status of the request</p>	<p>None</p>	<p>15 minutes</p>	<p>Budget Section Budget Officer</p>
	<p>18. Forward ORS, PO and supporting documents to Accounting Section for processing</p>	<p>None</p>	<p>10 minutes</p>	<p>Budget Section</p>
	<p>19. Receiving staff</p>	<p>None</p>	<p>15 mins</p>	<p>Accounting</p>



	review and receives Purchase Order with approved ORS. Otherwise, return to Budget Section for ORS attachment.			Section – Receiving Staff
	20. Forward to Accountant for Pre-audit	None	30 mins	Accounting Section – Accountant
	21. Accountant signs P.O with valid and complete documents. Incomplete documents will be returned to the end user with notes to comply.	None	10 mins	Accounting Section – Accountant
	22. Receiving clerk records the release of P.O. and forward to DO for signature	None	15 mins	Accounting Section – Receiving Staff
	23. Director's Office signs the P.O.	None	2 working days	Director IV, Director's Office
	24. Check the completeness of signed documents. If complete, Receive and Record PO for Issuance. Submit to AO V for information and further instructions.	None	5 minutes	Administrative Aide I, Procurement Section, FAD
	25. Accomplish PS instruction slip and route to Administrative Assistant III for Issuance.	None	2 minutes	Administrative Officer V, Procurement Section, FAD



	26. Scan and email/deliver approved PO for supplier's conformed.	None	10 minutes	Administrative Assistant III, Procurement Section, FAD
4. Supplier signed/conformed PO and submit to PS.	27. Record and submit to COA copy of conformed PO/Contract .  Submit all documents to the Supply Section for inspection and acceptance of delivery.	None	5 minutes	Administrative Aide I
TOTAL		None	7 days, 4 hours, 49 minutes	

## 12. Refund of GSIS Loan Amortization

Refund of NLP employees monthly amortization of loans to GSIS due to renewal and full payment of loans

<b>Division:</b>	Finance and Administrative Division- Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Supplier, end user, NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. GSIS Clarificatory Report / List (3 Original) 2. Disbursement Voucher (3 Original)		1. GSIS Electronic Billing and Collection System (GSIS EBCS)  2. Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Remit the monthly	None	3 hrs	Accounting



	loan amortization of employees thru GSIS EBCS			Staff, Accounting Section
	2. GSIS EBCS will generate a clarificatory report / List for the variance between the amount billed by GSIS and the amount remitted by NLP which are below the GSIS threshold	None	1 hr	GSIS EBCS (GSIS Online) Accounting Staff, Accounting Section
	*** 1. Submit GSIS Clarificatory Report(s) to the HRMS for verification.	None	1 min	Accounting Staff, Accounting Section
	3. Prepares DV based on the clarificatory report/ list.	None	45 mins	Accounting Staff, Accounting Section
	4. Assign a corresponding DV No. and encode in the logsheet the DV no., date, creditor/payee, particular and amount.	None	45 mins	Accounting Staff, Accounting Section
	5. Accountant reviews the correctness of amount and completeness of documents and certifies box C of DV. Forward to receiving staff for release	None	20 mins	Accountant III, Accounting Section
	6. Review if all DV copies were completely	None	10 mins	Receiving Staff, Accounting



	signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.			Section
	7. Process the approval of DV and forward to Cash for processing	None	2 working days , 15 minutes	Directors Office
	8. Create LDDAP-ADA online (LBP eMDS)	None	10 mins	Cashier III, Cash Section
	9. Approve LDDAP-ADA	None	2 working days	Office of the Director
	10. For general payroll, create ATM Payroll (FinDES text file).	None	30 mins	Cash Section
	11. Upload FinDES text file online (LBP weAccess)	None	10 mins	Cashier III, Cash Section
	12. Authorize ATM Payroll	None	30 minutes	Director IV, Office of the Director
	TOTAL	None	4 days, 4 days, 3 hours, 36 minutes	

### 13. Remittance of Mandatory Contribution and Loans

Remittance of monthly mandatory contribution and amortization of loans to GSIS, PHILHEALTH and PAGIBIG.

<b>Division:</b>	Finance and Administrative Division- Accounting Section
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2B- Government to Business



	G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Supplier, end user, NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Remittance List (3 Original) 2. Obligation Request Status (3 Original) 1. Disbursement Voucher (3 Original) 2. Statement of Premium Account (Philhealth) (3 Original) 3. Summary of Totals (GSIS) (3 Original)		1. Accounting Section 2. Accounting Section 1. Accounting Section 2. Accounting Section 3. Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepare a schedule of monthly mandatory contribution of NLP employees such as GSIS, PHILHEALTH, PAG (-IBIG, Tax based on the amount deducted on the payroll & billing	None	3 hrs	Accounting Staff, Accounting Section
	2. Remit the monthly mandatory contribution through an electronic payment system and prepare an ORS and DV.	None	1 hr	Accounting Staff, Accounting Section
	3. Assign a corresponding DV No. and encode in the logsheet the DV no., date, creditor/payee, particular and amount.	None	45 mins	Accounting Staff, Accounting Section
	4. Forward to Receiving Staff for release to the Budget Section for obligation and ORS No.	None	5 mins	Receiving Staff, Accounting Section





	5. Receives, review, and sign ORS Monitor status of the request	None	15 mins	Budget Section Budget Officer
	6. Forward ORS, DV and supporting documents to the receiving staff for release.	None	10 mins	Budget Section
	7. Receive and review by the receiving clerk. DV with incomplete signature will be returned to the end-user. Complete signature will be forwarded to the Accountant.	None	15 mins	Receiving Staff, Accounting Section
	8. Accountant signs the DV and forward to receiving staff for release.	None	10 mins	Accountant III, Accounting Section
	9. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.	None	10 mins	Receiving Staff, Accounting Section
	10. Process the approval of DV and forward to Cash for processing		2 working days, 15 minutes	Directors Office
	11.1 Create LDDAP-ADAs for Pag-IBIG remittances.	None	30 mins	Cashier III, Cash Section
	11.2 Create Check for GSIS or Pag-IBIG remittance	None	20 mins	Cash Staff, Cash Section
	12. Create ACIC.	None	10 mins	Cashier III, Cash Section



	13. Submit copy of ACIC, LDDAP-ADA/Check to the LBP - Intramuros for processing.	None	15 mins	Cash Section
<b>TOTAL:</b>		None	2 days, 7 hours 20 minutes	

#### 14. Remittance of Other Payables

Remittance of monthly loan amortization and contribution of NLP employees to TNLECO, TNLEA and LANDBANK E-Salary Loan

<b>Division:</b>	Finance and Administrative Division- Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Supplier, end user, NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Remittance List (3 Original) 2. Disbursement Voucher (3 Original)			1. Human Resource Section 2. Human Resource Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepares the monthly remittance list of loan amortization and contribution of NLP employees to TNLEA, TNLECO & LANDBANK E-Salary Loan based on the amount deducted on the Payroll	None	20 mins	Administrative Assistant III/HRMS
	2. Prepared DV and forward to Accounting Section		10 mins	Administrative Assistant III/HRMS



	3. Receive the DV with attached Remittance List and indicate the date and time of receipt in the routing slip.	None	10 mins	Receiving Staff, Accounting Section
	4. Review the correctness of the prepared schedule based on the amount deducted in the payroll.		1 hr	Accounting Staff, Accounting Section
	5. Assign a DV No. and encode in the logsheet the DV no., date, creditor/payee, particular and amount. Forward to Accountant for signature		15 mins	Accounting Staff, Accounting Section
	6. Review the completeness and correctness of supporting documents and sign Box C of DV. Forward to receiving staff for release		15 mins	Accountant III, Accounting Section
	7. Review if all DV copies were completely signed. Record in the logbook as outgoing and forward it to the Director's Office for approval of DV.	None	10 mins	Receiving Staff, Accounting Section
	8. Process the approval of DV and forward to	None	2 working days, 15 minutes	Director IV/ Administrative Support



	Cash for processing			Assistant, Director's Office
	9. Create LDDAP-ADA for TNLEA and TNLECO payments online (LBP eMDS)	None	10 mins	Cashier III, Cash Section
<b>TOTAL:</b>		None	2 days, 2 hours 45 minutes	

## 15. Request for Budget Clearance

When the delivery unit(s) wants to procure items not included in their (submitted) APP or when Management implements changes in priority programs/projects/activity.

<b>Division:</b>	Finance and Administrative Division- Budget Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request letter (1 original copy)		1. Requesting party		
1. Responsible Officer prepares and submits (Director approved) letter/request for additional budget, revised ppmp/app, purchase request.	1. Receives, reviews and signs request for budget clearance	None	15 mins	Budget Section Budget Officer
	2. Forward approved letter/request to Director's Office	None	10 mins	Budget Section



<b>TOTAL</b>	None	25 minutes	
--------------	------	------------	--

## 16. Request for Certified True Copy (CTC) of Records

Certified True Copy of Records is issued to authenticate an official record.

<b>Division:</b>	Finance and Administration Division- Records Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may avail:</b>	NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1 originally signed or via Google Form) 2. Official NLP Email for requests via Google Form		1. Records Section  2. IT Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request Form via Google Form	1. Receives request	None	2 minutes	Records Section Staff, Records Section-FAD
	2. Check the availability of requested records in the database	None	10 minutes	Records Section Staff, Records Section-FAD
	3. If available, retrieve and print/photocopy the requested document; otherwise, inform the requesting party	None	5 minutes	Records Section Staff, Records Section-FAD



	4. Stamp "Certified True Copy" on the document and sign the requested authenticated copy	None	2 minutes	Administrative Officer V Records Section-FAD
2. Receiving the requested certified copy of record	5. Release the certified record to the requesting party.	None	2 minutes	Records Staff, Records Section-FAD
<b>TOTAL:</b>		None	21 minutes	

## 17. Request for Maintenance and Repair

This service pertains to requests of officials and employees relative to repair and maintenance work.

<b>Division:</b>	Finance and Administrative Division- Supply Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Maintenance Job Request Form (1 original copy)		1. Supply Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request Form.	1. Request receive	None	5 minutes	Maintenance staff-Supply Section-FAD
	2. Evaluate the nature of request and the scope of	None	within 1 hour	Administrative Officer V Supply Section-FAD



	maintenance work.			
	3. Sign and approve the request form	None	5 minutes	Administrative Officer V Supply Section-FAD
	4. Assign and delegate the task to skilled maintenance staff.	None	10 minutes	Administrative Officer V Supply Section-FAD
	5. Perform the maintenance work and sign the maintenance request form.	None	within 1 working day	Maintenance staff-Supply Section-FAD
TOTAL:		None	1 working day, 1 hour & 20 minutes	

### 18. Request for Transport Service (within NCR and out-of-town trips)

This outlines the procedure for requests by employees in the NLP for the provision of transportation service in line with official business.

<b>Division:</b>	Finance and Administrative Division-Supply Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Service Providers, End-users, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request to Use Official Vehicle Form (1 original copy) 2.Office Order/Memo (1 certified true copy)		1.Finance and Administrative Division  2.Office of the Director		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES</b>	<b>PROCESSING</b>	<b>PERSON</b>



		TO BE PAID	TIME	RESPONSIBLE
1. Accomplish the Request Form.	1. Checking and receiving of request.	None	5 minutes	Job Order staff/FAD
	2. Evaluate request and check the availability of service vehicles & drivers.	None	10 minutes	Job Order staff/FAD
	3. Chief Administrative Officer to sign the Request form	None	5 minutes	Chief Administrative Officer-FAD
	4. Inform employees of the assigned vehicle and driver.	None	5 minutes	Job Order staff/FAD
	5. Inform the driver of the assigned vehicle.	None	5 minutes	Job Order staff/FAD
2. Receives the approved vehicle request form	6. Release the signed vehicle request form to the requesting party	None	5 minutes	Job Order staff/FAD
TOTAL:		None	35 minutes	

## 19. Request for Service Record

Service record is issued to a former/current NLP employee as a proof of the details of their services rendered to the agency.

<b>Division:</b>	Finance and Administration Division- Records Records
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen
<b>Who may avail:</b>	NLP Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Request Form ( via Google Form) 2. Official NLP Email for requests via Google Form	1. Records Section





3. Certificate of Leave Without Pay (1 signed original)		2. IT Division 3. Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form via Google Form or Request Form	1. Receives request	None	2 minutes	Records Staff-Records Section
	2. Request for Certificate of Leave Without Pay (LWOP) to HRMS	None	1 minute	Records Staff-Records Section
	3. Issuance of Certificate of LWOP	None	15 minutes	HRMS Staff-HRMS Section
	4. Prepare the requested Service Record	None	10 minutes	Records Staff-Records Section
	5. Sign the service record copy	None	2 minutes	Administrative Officer V Records Section-FAD
2. Receive the requested Service Record	6. Release of Service Record	None	5 minutes	Records Section
<b>TOTAL:</b>		None	35 minutes	

## 20. Request and issuance of supplies and materials

Division / Office may request supplies/goods carried in stock by the Supply Section.

<b>Division:</b>	Finance and Administration Division- Supply Records
------------------	---



<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G-Government to Government G2C-Government to Citizen		
<b>Who may avail:</b>		NLP Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for supplies (2 original copies)		1. End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	1. Request receive	None	5 minutes	Supply Section-FAD
	2. Check availability of supplies at the Supplies Monitoring Report	None	15 minutes	Supply Section-FAD
	3. If available, pick up supplies at the stockroom. If not available return request	None	1 hour	Supply Section-FAD
	4. Update the Supplies Monitoring Report	None	10 minutes	Supply Section-FAD
	5. Prepare Requisition & Issue Slip (RIS)	None	15 minutes	Supply Section-FAD
	6. Release / deliver supplies/materials to end-user	None	20 minutes	Supply Section-FAD
2. End-user receiving the supplies	7. Sign RIS by the end-user	None	5 minutes	End-user



<b>TOTAL:</b>	None	2 hours & 10 minutes	
---------------	------	----------------------	--

## 21. Request for Personnel Records

This service refers to preparation of documents for requests for personnel records, including certificate of employment and compensation, certificate of leave balance, certificate of COC balance, individual performance and commitment review ratings and targets, certificate of no pending administrative case, leave without pay record, and other personnel records necessary for legal purposes

<b>Division:</b>	Finance and Administrative Division- Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Current Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1 originally signed or via Google Form) 1. Official NLP Email for requests via Google Form		1. Requesting Party 2. ITD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request Form via Google Form or submit request letter via hrms@nlp.gov.ph	1. Receive request	None	5 mins	HRMS
	2. Retrieve the requested record from 201 file/HR file	None	15 mins	HRMS
	3. Prepare requested document OR photocopy the record and stamp with	None	15 mins	HRMS



	certified true copy			
	4. Review and certify requested document	None	15 mins	HRMS
2. Claim requested document	5. Release requested document to client	None	5 mins	HRMS
<b>TOTAL:</b>		None	1 hour	

## 22. Renewal of Contracts for Job Order/ Contract of Service Personnel

This service refers to the preparation of contracts of job order/contract of service personnel based on the request of the concerned division.

<b>Division:</b>	Finance and Administration Division- Human Resource Management Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may avail:</b>	NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authority to Rehire Form (3 original copies)		1. Division chief		
2. JO/COS Contract (3 original copies)		2. Division chief		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit Authority to Rehire	1. Receive, check, and collate received documents and forward to Budget Section for Budget Clearance	None	1 day	End User HRMS
	2. Forward documents to Director's Office for approval and signature	None	10 mins	Budget Section
	3. Forward documents to HRMS for preparation of contracts	None	1 day	Director's Office
	4. Prepare contracts (three copies each) and distribute to JO/COS staff for signature	None	4 hours	HRMS
2. Submit signed contract	5. Receive signed contracts and forward to Director's Office for signature	None	5 mins	HRMS
	6. Forwarded signed contracts to HRMS for distribution to JO/COS	None	1 day	Director's Office
	7. Return signed contract to JO/COS for notarization	None	10 mins	HRMS



3. Submit notarized contract	8. Receive notarized contracts and forward to Budget Section for processing	None	15 mins	HRMS
	9. Affix serial number and forward contracts to Accounting Section for signature	None	20 mins	Budget Section
	10. Affix signature on contracts and forward to Records Section for affixing of contract number	None	20 mins	Accounting Section
	11. Indicate number, photocopy, and return copies to HRMS for release to JO/COS	None	15 minutes	Records Section
4. Receive original copy of contract	12. Release JO/COS copy of completed contract	None	15 minutes	JO/COS HRMS
<b>TOTAL:</b>		None	3 days, 6 hours, 10 minutes	



# **INFORMATION AND TECHNOLOGY**

## **Internal Services**



## 1. Repair of Software/Hardware

Technical assistance on software and hardware installation, configuration, and repair services will be provided upon request alongside comprehensive system diagnostics, performance evaluations, giving of recommendations, conducting of scheduled physical units cleaning and periodic system and security updates as preventive maintenance measures.

<b>Division:</b>	Information Technology Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	NLP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report Documentation form (2 original copies)		1. I.T. Division		
2. Case Investigation Report form (1 copy)		2. I.T. Division		
3. Pull out form (if the equipment cannot be repaired on site) (2 original copies)		3. I.T. Division		
4. User Acceptance Report form (2 original copies)		4. I.T. Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for technical support	1. Initial troubleshooting	None	1 min.	Information Technology Division
2. Sign the Report Documentation form	2. Fill out Report Documentation form	None	1 min.	ITD Staff (Technical)
	3. Fill up the Case Investigation Report form	None	5 mins.	ITD Staff (Technical)
	4. Identification of solution	None	10 mins.	ITD Staff (Technical)
	5. Implement the	None	10 mins.	ITD Staff





	solution			(Technical)
3. If successful, sign the Case Investigation Report. If failed, sign the Pull out form.	6. If successful, sign the Case Investigation Report. Otherwise, fill up the Pull-out form if the equipment could not be fixed on site.	None	1 min.	ITD Staff (Technical)
	7. Fix the hardware /software	None	3 days	ITD Staff (Technical)
4. Sign the User Acceptance form	8. Success or fail, fill up the User Acceptance form	None	1 min.	ITD Staff (Technical)
<b>TOTAL:</b>			3 days and 29 mins.	