



BUREAU OF THE TREASURY CITIZEN'S CHARTER

2025

1ST EDITION



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FOREWORD

In support to the continuing efforts of the government to provide responsive, timely, and efficient public service, the Bureau of the Treasury (BTr) adheres to Republic Act No. 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”, through the creation of the Citizen’s Charter.

To fulfill the commitment to expedite government transactions with the public and to fight against red tape in the government service, the BTr has streamlined and simplified its systems, procedures, and requirements, as agreed in its Citizen’s Charter.

The Citizen’s Charter serves as a comprehensive guide on the standard of service rendered by the Bureau in the provision of its frontline and internal services to its clients and stakeholders. The handbook is written in transparent and simple content that will authorize our clients and stakeholders to access the service charter for better and faster transactions.

We hope that the Citizen’s Charter of the Bureau will contribute to the government’s objective to attain efficient delivery of public service, while continuously striving to improve the quality of our services to the transacting public.

ORIGINAL SIGNED

SHARON P. ALMANZA

Treasurer of the Philippines



AGENCY PROFILE

I. MANDATE

The Bureau of the Treasury shall have the following functions:

Under Executive Order No. 449:

- Assist in the formulation of policies on borrowing, investment, and capital market development.
- Formulate adequate operations guidelines for fiscal and financial policies.
- Assist in the preparation by government agencies concerned of an annual program for revenue and expenditure targets, borrowing levels and cash balances of National Government.
- Maintain books of accounts of the cash transactions.
- Manage the cash resources, collect taxes made by the National Government (NG) and guarantee forward cover fees due NG, control and service its public debt, both foreign or domestic;
- Issue, service, redeems government securities for the account of the National Government as may be authorized by the President pursuant to law.
- Administer the Securities Stabilization Fund by purchase and sale in the open market of government bills and bonds to increase the liquidity and stabilize the value of said securities to promote private investment in government securities.
- Act as principal custodian of financial assets of the National Government, its agencies, and instrumentalities.
- Bond all accountable public officials and employees pursuant to the provisions of the Public Bonding Law and issue appropriate guidelines, therefore.
- Perform such other related functions as may be assigned to it by competent authorities.

Under Republic Act No. 245 as amended by Presidential Decree No. 142; Republic Act No. 1000:

- Certify allowable debt and guarantee.
- Manage contributions to the Bond Sinking Fund and the fund itself.

Under Republic Act No. 3844:

- Manage the Assurance Fund for the redemption of Land Reform Bonds.

Under Republic Act No. 6657:

- Manage the Agrarian Reform Fund.

Under Executive Order No. 739 and Republic Act No. 8250:

- Offset from the budgetary support to Government-Owned and Controlled Corporations (GOCCs) their corporate cash dividend under R.A. 7656, guarantee fees, advances for loans relented to GOCCs as well as for obligations which are guaranteed by the NG and other valid receivables of NG.



Under Act No. 3936 as amended by Presidential Decree No. 679:

- Initiate legal proceedings for escheat of unclaimed balances in favor of the government.

II. VISION

To be a proactive manager of the public funds characterized by active duration management, minimization of interest rate risks and hedging of financial risks.

III. MISSION

To efficiently and effectively manage the financial resources of the government by maximizing revenues from available funds and minimizing costs of financing whenever possible.

IV. QUALITY POLICY

We, the Bureau of the Treasury (BTr), commit to provide our clients and stakeholders with transparent, responsive, and cost-efficient Treasury services by continually improving our quality management systems and by adopting best practices in governance. We shall be steadfast in pursuing prudent and proactive management of financial resources and debt portfolio of the government.

We adhere to:

1. Deliver our services with excellence, professionalism, competitiveness and with a high degree of ethical standards in relations with clients, stakeholders, and the general public.
2. Comply with all applicable laws, rules, and regulations; and
3. Uphold continuous improvement through disciplined exercise of financial integrity and operational efficiency in our functions.

We advocate a high standard of public service through proactive quality culture in building economic progress and development, founded on empowered and skilled professionals.

We commit to attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

“Makabago, Maunlad at Mabisang Pamamahala ng Inatang-yaman.”



CENTRAL OFFICE EXTERNAL SERVICES



1. Provision of Data or information on Debt Securities to Various Agencies/Offices

Reports on Domestic Debt Securities Issued by the National Government

Table 2d - Long Term Debt Securities Table 2e -

Debt Securities

Table C2 - Maturity of Government Securities Table C3 -

Holders of Domestic GS

This report provides metadata on domestic debt securities issued by the Central Government, i.e. amount/ maturity/ holders as inputs to the Committee on Global Financial System (CGFS) survey.

Office or Division:	Liability Management Service (LMS) - Payments Division (PD)			
Classification:	Complex			
Type of Transaction:	Government-to-Government			
Who may avail:	Bangko Sentral ng Pilipinas (BSP), Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-mail request (soft copy)		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request	1.1 Receive email request and log in the record book.	None	5 minutes	<i>Treasury Operations Officer IV Treasury Operations Officer III Administrative Aide V Payments Division</i>
	1.2 Give directive regarding the request.	None	5 minutes	<i>Chief Treasury Operations Officer II Payments Division Director III Liability Management Service</i>



	1.3. Prepare the requested report.	None	5 days	Treasury Operations Officer IV Treasury Operations Officer III Payments Division
	1.4. Review correctness/accuracy of report prepared.	None	1 hour 40 minutes	Chief Treasury Operations Officer II Payments Division Director III Liability Management Service
	1.5. Email report to requesting party.	None	10 minutes	Treasury Operations Officer III Payments Division
TOTAL:		None	5 Days, 2 Hours	



2. Provision of Data or Information on NG External Debt to Various Agencies/Offices

This refers to data requests pertaining to the National Government (NG) external debt specified by the counterparties.

Office or Division:	Liability Management Service – Debt Monitoring and Analysis Division			
Classification:	Complex			
Type of Transaction:	Government-to-Government			
Who may avail:	Bangko Sentral ng Pilipinas (BSP), Commission on Audit (COA), and Department of Finance (DOF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-mail request		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request	1.1 Receive email request and give directive regarding the request	None	10 minutes	Chief Treasury Operations Officer II Chief Treasury Operations Officer I Debt Monitoring and Division
	1.2. Prepare the report requested by counterparty and transmittal letter	None	3 days	Treasury Operations Officer III/ Treasury Operations Officer II Debt Monitoring and Analysis Division
	1.3. Review correctness/ accuracy of report prepared and transmittal letter	None	1 hour	Treasury Operations Officer IV Treasury Operations Officer III



				Debt Monitoring and Analysis Division
	1.4. Sign transmittal letter (hard copy and soft copy)	None	20 minutes	<i>Chief Treasury Operations Officer</i> Debt Monitoring and Analysis Division
	1.5. Deliver report (in soft and hard copy) to requesting party	None	20 minutes	<i>Treasury Operations Officer</i> <i>Treasury Operations Officer</i> <i>Administrative Assistant III</i> Debt Monitoring and Analysis Division
TOTAL:		None	3 Days, 1 Hour, 50 minutes	



3. Issuance of Certificate of Final Income Tax Withheld (BIR Form 2306) on Interest Income on Government Securities (GS) Investments of Bond Holders

For prior taxable years (3-5 years only prior to current year)

The BTr-National Government, as a withholding agent accomplishes and issues this tax certificate to GS holders whose interest income on GS is subject to final tax. It is attached with the Statement of Taxes Withheld, prepared by Payments Division, which provides information on the amount of final withholding taxes withheld by BTr on the interest income due to the GS investments of financial entities covering the requested taxable period.

Office or Division:	Accounting Service - National Government Debt Accounting Division and Liability Management Service - Payments Division			
Classification:	Complex			
Type of Transaction:	Government-to-Business Entity			
Who may avail:	Financial Institutions (FIs) Government Securities (GS) Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (hard copy) with information on Period Covered, Payee's Name, Registered Address, Zip Code, Tax Identification Number (TIN), NRoSS Account Number		Provided by client		
Statement of Taxes Withheld		Provided by Payments Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends hard copy of letter request	1.1. Receive the letter request from Communications Records Management Division	None	10 mins.	Treasury Operations Officer I / Administrative Assistant III
	1.2. Give instruction to the Payments Division for appropriate action.		20 mins.	Director Liability Management Service



	1.3 Receive letter request and log in the External Document Distribution Record and prepare Statement of Final Tax Withheld for the period requested to support the preparation of BIR Form No. 2306	None	1 day	<i>Administrative Aide V / Treasury Operations Officer III</i> Payments Division
	1.4. Prepare the memorandum for Accounting Service, reviews correctness of report, signs the memorandum, and forward the signed memorandum to Accounting Service	None	2 days	<i>Chief Treasury Operations Officer II</i> Payments Division, <i>Director III</i> Liability Management Service
	1.5. Receive request and supporting documents from the Payments Division. Then forward to the preparer of BIR Form 2306	None	10 minutes	<i>Treasury Operations Assistant</i> National Government Debt Accounting Division
	1.6. Log the request on the monitoring sheet. Validate the information from the received documents then prepare in three (3) copies the BIR Form/s 2306 and transmittal letter to client. Encode the details to the monitoring sheet. Forward the BIR Forms and its	None	1.5 days	<i>Treasury Operations Officer I / II / III</i> National Government Debt Accounting Division



	attachments to the reviewer.			
	1.7. Review the correctness of information on the BIR Forms 2306 and transmittal letter, and the completeness of attachments. Initial on the BIR Forms 2306 and transmittal letter.	None	3 hours	<i>Treasury Operations Officer IV / Chief Treasury Operations Officer I</i> National Government Debt Accounting Division
	1.8. Approve the correctness of information on the BIR Forms 2306 and transmittal letter, and the completeness of attachments. Sign three (3) copies of the BIR Forms 2306 and initial on the transmittal letter. Forward to Account Analyst or Treasury Operations Assistant for forwarding to Accounting Service - Director Office	None	2 hours	<i>Chief Treasury Operations Officer II</i> National Government Debt Accounting Division
	1.9. Approve and sign the transmittal letter then return to NGDAD.	None	6 hours (includes waiting time)	<i>OIC - Director</i> Accounting Service



2. Claim the requested BIR Forms 2306 and sign the receiving copy; Accomplish the Feedback form.	2. Release the BIR Forms 2306 including the transmittal letter and Statement of Taxes Withheld.	None	20 minutes	<i>Treasury Operations Assistant / Treasury Operations Officer I / II</i> National Government Debt Accounting Division
TOTAL:		None	6 days	



4. Provision of Report on Reimbursement for Bond Interest/ Redemption Payments due on the 10-yr Agrarian Reform (AR) Bonds Issued by NG

The report provides information on the actual Agrarian Reform Bond redemption and interest payments made by Land Bank of the Philippines (LBP) to holders of the 10- year AR Bond issuances of NG which serves as basis of BTr in reimbursing LBP for the said payments.

Office or Division:	Liability Management Service - Payments Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	Land Bank of the Philippines (LBP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (hard copy)		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request	1.1 Receive letter request and log in the record book	None	5 minutes	Administrative Aide V Payments Division
	1.2. Give directive regarding the request	None	5 minutes	Chief Treasury Operations Officer II Payments Division
	1.3. Prepare memorandum for Miscellaneous Accounts Accounting Division (MAAD) to request confirmation of AR Bond maturities and interest Accounts	None	10 minutes	Treasury Operations Officer IV/ Treasury Operations Officer III Payments Division
	1.4. Sign the memorandum	None	5 minutes	Chief Treasury Operations Officer II



				Payments Division
	1.5. Forward the signed memorandum to MAAD	None	5 minutes (1 Day-MAAD)	<i>Administrative Aide VI</i> Payments Division
	1.6. Receive confirmation of AR Bond Maturities and Interest Accounts from MAAD	None	5 minutes	<i>Chief Treasury Operations Officer II</i> Payments Division
	1.7. Prepare memorandum to Asset Management Service (AMS) to process the LBP reimbursement	None	10 minutes	<i>Treasury Operations Officer IV/ Treasury Operations Officer III</i> Payments Division
	1.8. Sign the memorandum	None	10 minutes	<i>Chief Treasury Operations Officer II</i> Payments Division <i>Director II</i> Liability Management Service
	1.9. Forward the signed memorandum to AMS	None	5 minutes	<i>Administrative Assistant I</i> Payments Division
TOTAL:			1 Hour (1 Day-MAAD)	



5. Issuance of Recognition/ Accreditation of Financial Institution (FI) as a Government Securities Eligible Dealer (GSED) Participant in the Auction of Government Securities (GS)

The BTr issues recognition/ accreditation of a financial institution as a GSED eligible to participate in the BTr auctions of government securities upon compliance with certain documentation requirements.

Office or Division:	Liability Management Service - Securities Origination Division			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Business			
Who may avail:	Financial Institutions (FIs) licensed by Bangko Sentral ng Pilipinas (BSP), the Insurance Commission (IC) or the Securities Exchange Commission (SEC) whose Articles of Incorporation include buying and selling of GS as a primary or secondary function			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GS Dealership/ Brokering License issued by SEC;		Securities and Exchange Commission (SEC)		
2. P100 Million unimpaired capital and surplus account;		Bangko Sentral ng Pilipinas (BSP), Insurance Commission (IC) or any regulator		
3. Compliance w/ statutory ratio as certified by the licensing government agency;		Licensing Government Agency		
4. Demand Deposit Account w/ BSP for the settlement of the securities purchased / awarded at auction;		Bangko Sentral ng Pilipinas (BSP)		
5. CAMELS / ROCA rating issued by BSP;		Bangko Sentral and Pilipinas (BSP)		
6. Latest three-year (3-yr) audited financial statements of the applicant		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends application letter to BTr together with documentary requirements.	1.1 Receives and logs in the logbook the application of the FI for Government Security	None	5 minutes	Fiscal Examiner / Securities Origination Division



	Eligible Dealer (GSED) accreditation attaching the list of BTr requirements			
	1.2 Evaluates completeness and validity of the documents submitted	None	15 days	<i>Treasury Operations Officer IV/ Treasury Operations Officer III Securities Origination Division</i>
	1.3. Prepares acknowledgment letter to the FI applicant	None	10 minutes	<i>Treasury Operations Officer IV/ Treasury Operations Officer III Securities Origination Division</i>
	1.4. Reviews and initials the letter	None	10 minutes	<i>Chief Treasury Operations Officer I Securities Origination Division</i>



	1.5. Approves and signs the accreditation letter of the FI as a GSED	None	1 day	<i>Director III, Liability Manageme nt Service</i> <i>Deputy Treasurer of the Philippines Treasurer of the Philippines</i>
TOTAL:			16 days, 25 minutes	



6. Review of Process and Assistance in National Collection System/ Arrangement

Provision of a standardized Memorandum of Agreement (MOA) template to clients who intend to adopt electronic national collection and payment solutions from authorized government depository banks and/or electronic payment gateway providers. Additionally, conduct a review of the MOA to ensure its accuracy, completeness, and compliance with relevant rules and regulations.

Office or Division:	Asset Management Service – Receipts, Investment, and Disbursement Division (RIDD); Office of the Treasurer of the Philippines; Office of the Deputy Treasurer; Legal Service, BTr-National Capital Region (NCR)			
Classification:	Complex			
Type of Transaction:	1. Government-to-Business (G2B) 2. Government-to-Government (G2G)			
Who may avail:	National Government Agencies (NGAs); Authorized Government Depository Banks (AGDBs); Electronic Payment Gateway Providers (EPGPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/Proposal		Issued by NGAs		
Standard Memorandum of Agreement Template		Legal Service/Asset Management Service-RIDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request/ proposal/ memorandum of agreement (MOA)	1.1 Receive the letter request/ proposal /MOA	None	30 minutes	Treasury Operations Officer IV Treasury Operations Officer III Administrative Assistant V Receipts, Investment, and Disbursement Division



	1.2 Assess the letter request/proposal/MOA and assign to the personnel concerned for further review.		1 day	Chief Treasury Operations Officer II/ Chief Treasury Operations Officer I Receipts, Investment, and Disbursement Division
	1.3 Provide the standard MOA template/proposed arrangement with NGA		2 hours	Treasury Operations Officer IV/ Treasury Operations Officer III Receipts, Investment, and Disbursement Division
2. Supply the required information in the standard MOA template and submit for review and approval	2.1 Conduct initial review and endorse the draft MOA to Asset Management Service, Accounting Service, and concerned BTr Regional Office for comment/review.		5 days	Chief Treasury Operations Officer II/ Chief Treasury Operations Officer I/ Treasury Operations Officer IV Treasury Operations Officer III Receipts, Investment, and Disbursement Division



	2.2 Compile comments and suggestions from the concerned BTr offices and forward the MOA to Legal Service for Contract Documentation	None	2 days	Treasury Operations Officer IV/ Treasury Operations Officer III Receipts, Investment, and Disbursement Division
	Conduct of Legal Service's Contract Documentation (clients shall be notified through email or letter)		Follows Legal Service's Contract Documentation Processing Time	Legal Service
	2.3 Incorporate Legal Service comments and Recommendation into the draft MOA then forward it to NGA.		2 days	Treasury Operations Officer IV Treasury Operations Officer III Receipts, Investment, and Disbursement Division



3. Sign and forward the MOA for signature	3.1 Endorse the MOA to BTr authorized signatories for signature	None	4 hours	Chief Treasury Operations Officer II/ Chief Treasury Operations Officer I/ Treasury Operations Officer IV/ Treasury Operations Officer III Receipts, Investment, and Disbursement Division
	3.2 Return the signed MOA to NGA for notary.		1 hour	Treasury Operations Officer IV/ Treasury Operations Officer III Receipts, Investment, and Disbursement Division
4. Provide copy of the fully signed and notarized MOA	4.1 Receive and compile the signed and notarized MOA	None	30 minutes	Treasury Operations Officer IV/ Treasury Operations Officer III/ Administrative Assistant V Receipts, Investment, and Disbursement Division
TOTAL:		None	11 days	



7. Preparation of comments on Commission on Audit (COA) - Audit Observation Memorandum (AOM)

The Audit Observation Memorandum (AOM) is issued by the Commission on Audit – Resident Auditor to the BTr regarding its audit findings and recommendations. The BTr is required to submit its comments on the audit observations and actions taken on the audit recommendations.

Office or Division:	Accounting Service – Miscellaneous Accounts Accounting Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audit Observation Memorandum		Issued by the Commission on Audit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Audit Observation Memorandum	1.1 Receive the Audit Observation Memorandum from the TOP/DTOP/ Director-AS, log in to the record book, and forward to the Division Chief for review	None	5 Minutes	Treasury Operations Officer I Miscellaneous Accounts Accounting Division
	1.2 Review the document and give instructions.		1 day	Chief Treasury Operations Officer II Miscellaneous Accounts Accounting Division
	1.3 Validated the audit findings, review affected transactions, and prepare adjustments & necessary action as		17 days	Chief Treasury Operations Officer I/ Treasury Operations Officer IV Miscellaneous Accounts Accounting



	recommended			Division
	1.4 Draft management comment and reply letter on the audit findings and attach supporting documents.		1 day	<i>Chief Treasury Operations Officer I/ Treasury Operations Officer IV Miscellaneous Accounts Accounting Division</i>
	1.5 Review, edit and affix initial.		6 hours	<i>Chief Treasury Operations Officer II Miscellaneous Accounts Accounting Division</i>
	1.6 Receive draft reply letter from the Division Chief and forward to the authorized signatory/ signatories.		5 minutes	<i>Treasury Operations Officer I Miscellaneous Accounts Accounting Division</i>
	1.7 Receive approved reply, reproduce copies and segregate the documents		20 minutes	<i>Treasury Operations Officer I Miscellaneous Accounts Accounting Division</i>
	1.8 Transmit the documents to COA – Resident Auditor		10 minutes	<i>Treasury Operations Officer I Miscellaneous Accounts Accounting Division</i>
	TOTAL:		19 days, 6 hours, 40 inutes	



8. Preparation of comments on Commission on Audit (COA) - Audit Observation Memorandum (AOM)

The Bank Reconciliation and Analysis Division (BRAD) replies and acts on the COA audit findings and recommendations.

Office or Division:	Accounting Service - Bank Reconciliation and Analysis Division			
Classification:	Complex -Current Year (CY) Highly Technical -Prior Years (PYs)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	COA - Resident Auditor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
COA Audit Observation Memorandum		Forwarded by COA - Resident Auditor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue audit findings and recommendations	1.1 Receive the COA Audit Observation Memorandum	None	30 minutes	<i>Treasury Operations Officer I</i> Bank Reconciliation and Analysis Division
	1. 2 Verify the audit findings/ observations and act on the recommendations of the COA Resident Auditor.	None	5 days for Current Year and 18 days for PYs	<i>Treasury Operations Officer IV</i> Bank Reconciliation and Analysis Division
	1.3 Prepare the reply letter and forward the same for initial.	None	4 hours	<i>Treasury Operations Officer IV</i> Bank Reconciliation and Analysis Division
	1.4 Review and affix initial in the letter reply to COA-AOM.	None	5 hours	<i>Officer-in-Charge</i> Bank Reconciliation



				and Analysis Division
	1.5 Forward reply letter for signature of the Director III - Accounting Service.	None	15 minutes	<i>Treasury Operations Officer I</i> Bank Reconciliation and Analysis Division
	1.6 Review and sign the Reply to COA-AOM	None	4 hours	<i>Director III</i> Accounting Service
	1.7 Forward the reply to COA-AOM to the COA Resident Auditor	None	30 minutes	<i>Treasury Operations Officer I</i> Bank Reconciliation and Analysis Division
TOTAL:		None	6 days, 6 hours, 15 minutes (for Current Year AOM) 19 days, 6 hours, 15 minutes (for Prior Years AOM)	



9. Payment of Fidelity Bond Premium of Bonded BTr-Officials/ Employees

The payment of Fidelity Bond Premium complies with laws governing the Fidelity Bonding of Accountable Public Officers, pursuant to the Public Bonding Law (Section 313 - 315, Chapter 15, Revised Administrative Code of 1917).

Office or Division:	Accounting Service – Bureau Accounting Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BTr-Officials and Employees required to be bonded			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fidelity Bond Application Form (FBAF)		Central and Regional Offices Concerned		
List of Bonded Officials and Employees		Central and Regional Offices Concerned		
Authority to Accept Payment		BTr-National Capital Region		
Obligation Request and Status		Bureau Budget Division		
Disbursement Voucher		Bureau Accounting Division		
List of Accountable Public Officials and Employees-Auto Debit Advise (LDDAP-ADA)		Bureau Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and submits complete Fidelity Bond requirement. Obligation Request and Status (ORS), Disbursement Voucher (DV) with supporting documents to BAD	1.1 Receive/ review/ checks the completeness and correctness of documents	None	20 minutes	<i>Administrative Officer III</i> Bureau Accounting Division
	1.2 Forward/ prepare the document to BTr NCR for evaluation and request Authority to Accept Payment (ATAP	None	1 day, 30 minutes	<i>Administrative Officer III</i> Bureau Accounting Division



	1.3 Sign the ORS/DV for payment.	None	15 minutes	<i>Chief Treasury Operations Officer II</i> Bureau Accounting Division
	1.4 Prepare LDDAP-ADA and transmit to signatories	None	2 days	<i>Accountant II</i> Bureau Accounting Division
	1.5 Forward to CCD LDDAP-ADA and transmit to signatories	None	2 days, 15 minutes	Cash and Custodial Division
	1.6 Releases Confirmation Letter and distribute copies to bonded officials and employees	None	5 minutes	BTr-NCR <i>Administrative Officer III</i> Bureau Accounting Division
TOTAL:		None	6 days, 25 minutes	



10. Issuance of Certification of Deposited National Collections

The National Cash Accounting Division (NCAD), as the principal record keeper of the cash accounts of the National Government, is mandated to issue Confirmation/Certification of Deposited National Collections to National Government Agencies pursuant to the Special Provisions in the General Appropriations Act and National Budget Circular which states that *“the release and realignment of funds shall be supported by the necessary certifications from the Bureau of the Treasury (BTr)”*.

Office or Division:	Accounting Service – National Cash Accounting Division			
Classification:	Highly Technical (Prior Years; One Quarter)			
Type of Transaction:	Government-to- Government			
Who May Avail:	National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Certification of Deposited National Collections (soft or hard copy, accurately and completely accomplished)		Downloadable on the BTr Website/ Accomplish thru GoogleForm/Platform		
Schedule of Deposited Collections (soft or hard copy, comprising 1 day to 1 quarter transactions of the prior years up to July 31, 2022, with details as to date deposited and amount)		Requesting NGAs		
Additional Requirements in case of Adjustment and Further Verification Needed: 1. NGA's Journal Entry Voucher (soft or hard copy, only required when there is a need for adjustment/ reclassification of fund)		Requesting NGAs		
2. Copy of Validated Deposit Slips and/ or its equivalent (soft or hard copy, only required when the deposit is not verifiable in the Abstract of National Collection/Report of Collection)		Requesting NGAs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Request Form (RF) from the BTr website; accurately and thoroughly accomplish the RF then submit with complete supporting documents either online submission through Google Form	Receive request form and required documents thru: CRMD - Printed hard copy	None	10 minutes	Treasury Operations Officer / National Cash Accounting Division



or hard copy to the BTr-CRMD.	1.1.2 Google Form – Soft copy			<i>Administrative Assistant V</i> National Cash Accounting Division
	1.2 Assign Control Number on the request received then record in the Google Sheet for Internal-External Document Control	None	5 minutes	<i>Administrative Assistant V/ Treasury Operations Officer I</i> National Cash Accounting Division
	1.3 Forward documents to the concerned personnel	None	2 minutes	<i>Treasury Operations Officer I</i> National Cash Accounting Division
	1.4 Receive and analyze the content and check the completeness of the document Note: Each personnel are assigned with a number of NGAs to handle and process certification of deposits.	None	1 day	<i>Treasury Operations Officer IV/ III/ II/ Accounts Analyst</i> National Cash Accounting Division
	1.5 Coordinate with concerned Agencies, BTr ROs/ POs and Other Divisions in	None	2 days	<i>Treasury Operations Officer IV/ III/ II/ Accounts Analyst</i>



	the Bureau to thresh out problems relating to the NGA's request.			National Cash Accounting Division
	1.6 Verify/validate deposited collections in the bank collection reports.	None	10 days	<i>Treasury Operations Officer IV/ III/ II/ Accounts Analyst</i> National Cash Accounting Division
	1.7 Prepare Journal Entry Voucher (JEV) to take up adjustment/ reclassification of deposits, if any.	None	1 day	<i>Treasury Operations Officer IV/ III/ II/ Accounts Analyst</i> National Cash Accounting Division
	1.8 Prepare the Statement of Deposited Collections and Certification then forward the printed copy to the Chief Treasury Operations I/ Treasury Operations Officer IV	None	1 day	<i>Treasury Operations Officer IV/ III/ II/ Accounts Analyst</i> National Cash Accounting Division



	1.9 Review and check the Statement of Deposited Collection and Certification: affix initials on the duplicate copy	None	18 minutes	Chief Treasury Operations Officer I/ Treasury Operations Officer IV National Cash Accounting Division
	1.10 Final review of the Certification; affix initial on the duplicate copy then forward to Treasury Operations Officer I	None	10 minutes	Chief Treasury Operations Officer II National Cash Accounting Division
	1.11 Attach barcode and encode the details of the document in the Document Tracking System (DTS) then forward the Certification of Deposited Collection to the OIC/ Director of the Accounting Service or the Deputy Treasurer of the Philippines Director, Accounting Service – P100M and below DTOP who has supervision over AS/ Alternate – Above P100M	None	10 minutes	Treasury Operations Officer I National Cash Accounting Division



	1.12 Check then sign the Certification.	None	10 minutes	Director Accounting Service Deputy Treasurer of the Philippines
	1.13 Receive the approved Certification then forward to concerned personnel	None	3 minutes	Treasury Operations Officer / National Cash Accounting Division
	1.14 Receive then segregate Certification and the Statement of Deposited Collections: - original copy- NGA; duplicate – NCAD file	None	5 minutes	Treasury Operations Officer IV/ III/ II/ Accounts Analyst National Cash Accounting Division
	1.15 Email the scanned copy of the certification to the NGA and/ or contact the agency representative to inform that the Certification is available for pick-up.	None	12 minutes	Treasury Operations Officer IV/ III/ II/ Accounts Analyst National Cash Accounting Division
2.Receive the Certification	2.1 Issue the Certification to the NGA representative to transmit to BTr CRMD for sending to concerned NGA through delivery or snail mail.	None	5 minutes	Treasury Operations Officer IV/ III/ II/ Accounts Analyst National Cash Accounting Division
TOTAL:		None	15 days, 1 hour, 30 minutes	



11. Issuance of Certificate of Availability of Funds

The National Budget Circular No. 581, series of 2020, mandates the BTr to issue certification stating that loan proceeds have been remitted to the BTr account. This certificate of availability of funds is one of the requirements of the Department of Budget and Management in issuing the Notice of Cash Allocation (NCA) to implementing agencies.

Office or Division:	ACCOUNTING SERVICE - National Government Debt Accounting Division (NGDAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Implementing Agencies Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Credit Advice		Bangko Sentral ng Pilipinas (BSP)		
1. Withdrawal Application Form (in case of Imprest/Special Account/Working Fund Scheme)		Implementing Agencies (IAs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BSP personnel sends through e-mail a swift message to confirm with the assigned NGDAD personnel the special account and amount to be credited for the identified loan proceeds.	1.1 Confirm the account and the amount of proceeds to the identified loan account. Coordinate with the BTr-Receipts, Investment, and Disbursement Division (RIDDD) for new loan accounts or recent loans availed.	None	30 Minutes	<i>Treasury Operations Officer III / Treasury Operations Officer IV</i> National Government Debt Accounting Division



2. IA sends through e-mail the Withdrawal Application Form upon request of the NGDAD.	2.2 Acknowledge receipt of the Withdrawal Application and validate it.	None	30 Minutes	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division
	2.3 Receive the BSP credit advice (CA) and stamp "Received" the CA and logs in the monitoring sheet. The CA is then printed and forwarded to the assigned personnel. (CA is received in batch together with other transactions per value date)	None	4 Hours	Treasury Operations Officer II/ Treasury Operations Assistant National Government Debt Accounting Division
	2.4 Validate the details in the advice	None	20 Minutes	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division



	2.5 Prepare the certificate of availability of funds of the loan proceeds with attached pertinent documents and log the details in the monitoring sheet; affix initial and forward it to the Section Chief	None	1 Hour and 30 Minutes	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division
	2.6 Review and validate the certification and supporting documents; affix initial; update the monitoring sheet; and forward the same to the Division Chief.	None	1 Hour and 30 Minutes	Treasury Operations Officer IV National Government Debt Accounting Division
	2.7 Further review and validate the certification and supporting documents; affix initial; update the monitoring sheet; and forward it to the assigned personnel for barcode.	None	1 Hour	Chief Treasury Operations Officer I / Chief Treasury Operations Officer II National Government Debt Accounting Division
	2.8 Attach barcode and encode details in the Documentary Tracking System (DTS); update the monitoring sheet; and forward it to the Office of the Director.	None	30 Minutes	Treasury Operations Officer II / Treasury Operations Officer III / Treasury Operations Officer V / Treasury Operations Assistant



				National Government Debt Accounting Division
	<p>2.9 Check the certification and (a) sign it:</p> <p>if the amount is ₱100 Million or less.</p> <p>(b) affix initial:</p> <p>if the amount is more than ₱100 Million;</p> <p>and forward it to the Office of the Deputy Treasurer of the Philippines for signature.</p> <p>Update the DTS and return or forward the certification to the proper Office.</p>	None	<p>4 Hours (inclusive of waiting time)</p> <p>20 Minutes</p>	<p>Accounting Service Director/ Officer-in-Charge</p> <p>Accounting Service</p> <p>Accounting Service' Staff</p>
	<p>2.10 Check the Certification and sign it.</p> <p>Update the DTS and returns the certification to NGDAD.</p>	None	<p>8 Hours (inclusive of waiting time)</p> <p>20 Minutes</p>	<p>Deputy Treasurer of the Philippines</p> <p>Deputy Treasurer of the Philippines' Staff</p>
3. IA acknowledges receipt of the scanned copy of the Certification.	3.1 Receive the signed certification, scan it and send it through e-mail to the IA; update the monitoring sheet.	None	30 Minutes	<p>Treasury Operations Officer III, Treasury Operations Officer IV</p> <p>National Government Debt Accounting Division</p>



	3.2 Update the DTS and forward the hard copy of the certification to the BTr-CRMD for transmittal to the DBM and IA.	None	1 Hour	Treasury Operations Officer II Treasury Operations Assistant National Government Debt Accounting Division
TOTAL:		None	3 days	



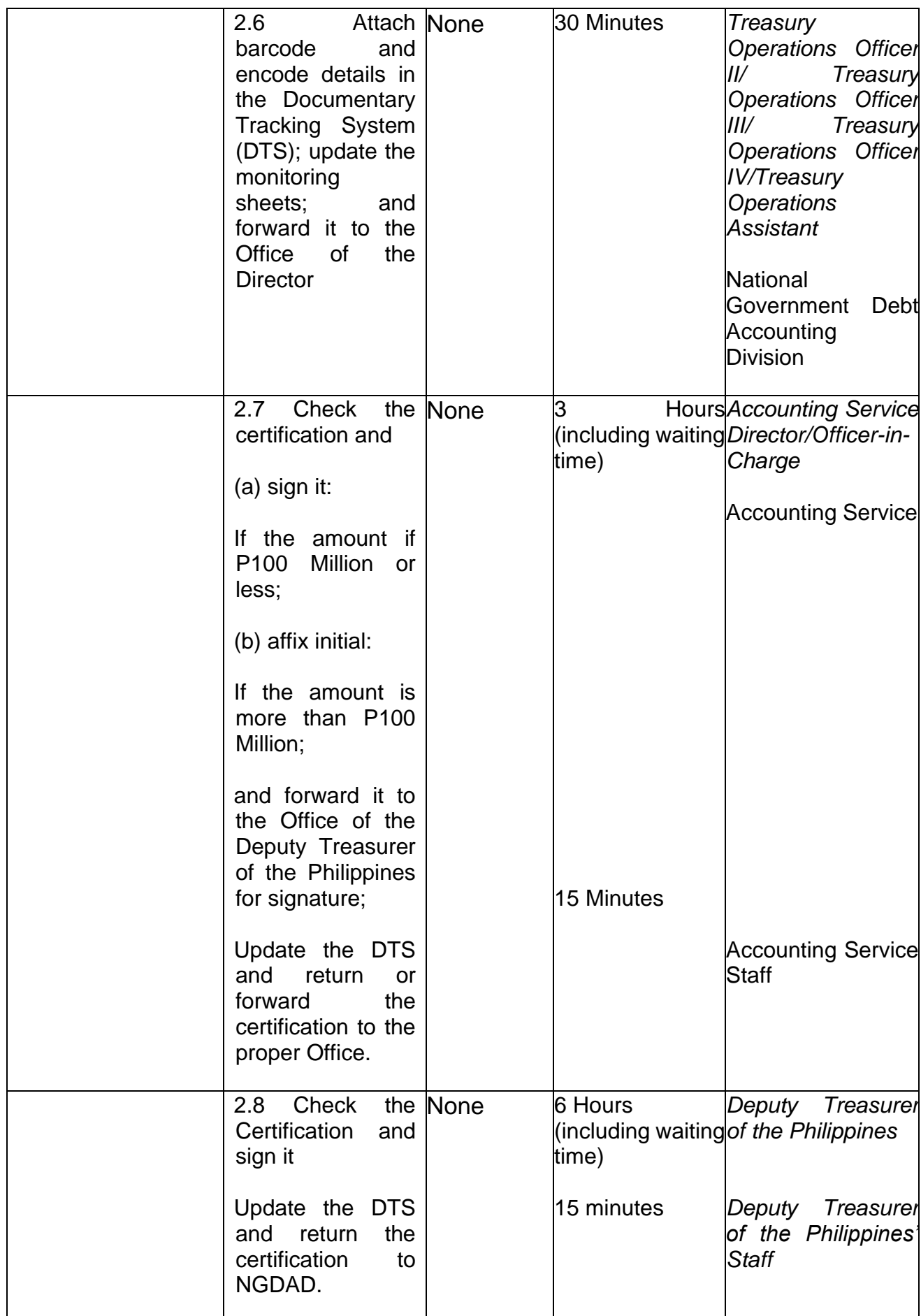
12. Issuance of Certificate of Direct Payment

The National Budget Circular No. 581, series of 2020, mandates the BTr to issue certification indicating the peso value of the amount paid by the lending institution to the supplier/consultant, among others. This certificate of direct payment is one of the requirements of the Department of Budget and Management in issuing the Non-Cash Availment Authority (NCAA) to implementing agencies.

Office or Division:	ACCOUNTING SERVICE - National Government Debt Accounting Division (NGDAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Implementing Agencies Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Withdrawal Application Form		Implementing Agencies (IAs)		
2. Notice of Disbursements / Payment Advice		Creditor/Lending Institutions; or Department of Finance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 IA sends the Notice of Disbursements through e-mail upon request of the NGDAD for shared project loans.	1.1 Acknowledge receipt of the Notice of Disbursement (NOD)	None	15 Minutes	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division
	2.1 Generate and print the NOD from the creditor's portal, once available; or Receive the NOD or payment advice from DOF through forwarded e-mail by the BTr-Debt Monitoring and Analysis Division (DMAD).	None	45 Minutes	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division



1. IA sends the Withdrawal Application (WA) number through e-mail upon request of the NGDAD for verification of WA number, if applicable	2.2 Validate the details in the NOD and WA Form.	None	2 hours	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division
	2.3 Prepare the certification of direct payment with attached pertinent documents and log the details in the monitoring sheet; affix initial and forward it to the Section Chief.	None	4 hours	Treasury Operations Officer III / Treasury Operations Officer IV National Government Debt Accounting Division
	2.4 Review and validate the certification and supporting documents; affix initial; update the monitoring sheet; and forward the same to the Division Chief.	None	4 hours	Treasury Operations Officer IV National Government Debt Accounting Division
	2.5 Further review and validate the certification and supporting documents; affix initial; update the monitoring sheet; and forward it to the assigned personnel for barcode.	None	1 Hour and 30 Minutes	Chief Treasury Operations Officer I/II National Government Debt Accounting Division





1. IA acknowledges receipts of the scanned copy of the Certification	3.1 Receives the signed certification, scans it and send it through e-mail to the IA; updates the monitoring sheet.	None	30 minutes	Treasury Operations Officer III/ Treasury Operations Officer IV National Government Debt Accounting Division
	3.2 Updates the DTS and forwards the hard copy of the certification to the BTr-CRMD for transmittal to the DBM and IA.	None	1 hour	Treasury Operations Officer II/ Treasury Operations Assistant National Government Debt Accounting Division
TOTAL:		None	3 days	



13. Configuration of NRoSS Tokens and Issuance to System Users

The System Administration Division (SAD) configures National Registry of Scripless Securities (NRoSS) tokens based on approved information to be endorsed to participants.

Office or Division:	Management Information System Service – System Administration Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	NRoSS Direct Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Original Copy of Production User Enrolment Form (PUEF)		Scripless Securities Registry Division (SSRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SSRD to submit to SAD the PUEF received from NRoSS direct participants	1.1 SAD will configure the e-Token based on the information given by SSRD and package it together with the printed passwords contained in the brown envelope to preserve its confidentiality.	None	1 hour	<i>Technical Assistant</i> System Administration Division
	1.2 SAD will forward it to Helpdesk personnel for release.		15 minutes	<i>Technical Assistant</i> System Administration Division
	1.3 Upon release, Helpdesk will inform SAD		15 minutes	<i>Technical Assistant</i> System Administration Division



	1.4 SAD will inform SSRD of the newly released tokens to facilitate the payment charge		30 minutes	<i>Technical Assistant System Administration Division</i>
TOTAL:		None	2 Hours	



14. Configuration of NRoSS Virtual Private Network (VPN) Connection

The configuration of VPN connections of partners to BTr to connect to NRoSS.

Office or Division:	Management Information System Service – System Administration Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	NRoSS Direct Participants (GSED, GSB, Custodians, Trusts) and Regulators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VPN Connectivity Form		System Administration Division (SAD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished VPN Connectivity form to SAD	1.1 SAD will evaluate the VPN Form and Verify with SSRD of the Applicant is a direct participant of NRoSS	None	30 minutes	<i>Technical Assistant or IT Officer</i> System Administration Division
	1.2 SAD will configure the IPsec Tunnel in the NRoSS Firewall and send the pre-shared key to contact person provided in the form	None	30 minutes	<i>Technical Assistant or IT Officer</i> System Administration Division
	1.3 SAD will reach the IT contact person of the participant for testing.	None	1 day	<i>Technical Assistant or IT Officer</i> System Administration Division
TOTAL:		None	1 day, 1 hour	



15. Management and Provision of Branch Codes and Collecting Officer Codes

The Database Administration Division manages and maintains database libraries which contain bank branches from the Landbank of the Philippines (LBP), Development Bank of the Philippines (DBP), Philippine Veterans Bank (PVB), and National Collecting Officer codes.

Office or Division:	Management Information Systems Service (MISS) – Database Administration Division (DAD)			
Classification:	Simple			
Type of Transaction:	1. Government-to-Business 2. Government-to-Government			
Who may avail:	Authorized Government Servicing Banks (AGSB), National Government Agencies (NGAs), Bureau of the Treasury (BTR) Offices (Divisions, Regionals and Provincials)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Branch Code: A Support Request containing the Branch Name and location. Request for Collecting Officer Code: A Support Request containing Unified Accounts Code Structure (UACS) Org Code, name of collecting officer, agency, and designation		Via phone, Helpdesk Ticket, email or in-person request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client sends a request to DAD via phone, ticket, email or in person	1. The Technician checks and verifies the details in the Branch/CO Library.	None	15 minutes	Information Systems Analyst (ISA) III / Information Technology Officer (ITO) I
	2. If data is not in the library, the Technician will insert the data provided and the system will automatically generate the code.	None	15 minutes	Information Systems Analyst (ISA) III / Information Technology Officer (ITO) I



	3. The Technician will provide the requested code to the client.	None	5 minutes	Information Systems Analyst (ISA) III / Information Technology Officer (ITO) I
TOTAL:		None	35 minutes	



16. Provision of Statistical data/indicator on National Government Cash, Treasury and Outstanding Debt Operations and other related topics to requesting parties.

The Statistical Data Analysis Division (SDAD) provides services in relation to the generation and dissemination of National Government Cash, Treasury and Outstanding Debt Operations statistics. It processes data request other than those which can be found on the website through the following method:

- a. Email request
- b. Formal letter request

Office or Division:	Research Service- Statistical Data Analysis Division			
Classification:	Simple to Complex			
Type of Transaction:	G2G – Government to Government/ G2B – Government to Business Entity/ G2C – Government to Citizen			
Who may avail:	National Government Agencies (NGAs), Non-Government Organizations (NGOs), Academic Institutions and Researchers, Financial Institutions and Investors, Media Organizations, International Organizations, and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Specifics of data requested				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send data request/inquiry through any of the following method a. Email request statistics@treasury.gov.ph feedback@treasury.gov.ph Formal letter request	1. Acknowledgement of requests: a. Email request will be acknowledged within 24 hours of receipt. b. Physical and formal letter requests will be acknowledged within 3 business days of receipt.	None	2 Minutes	Any staff from the Statistical Data Analysis Division
	1.2 Assess the data request to ensure clarity and verify if data request is within the scope of SDAD	None	5 minutes	Treasury Operations Officer III Treasury Operations Officer IV Statistical Data



				Analysis Division
	1.3 Evaluate the complexity of the request to determine if higher level data clearance is required (complex transaction).	None	5 minutes	Treasury Operations Officer III Treasury Operations Officer IV Chief Treasury Operations Officer I Statistical Data Analysis Division
2. Data Clearance Process	2.1 Complex Transaction Request will be forwarded to the OIC/ Division Chief/ for review.	None	10 minutes	Treasury Operations Officer III Treasury Operations Officer IV Chief Treasury Operations Officer I Statistical Data Analysis Division
	2.2 Inform the client that data requested need special processing/ generation thus will be released within 3 to 15 days depending on complexity and sensitivity of data request; will be emailed.	None	2 minutes	Administrative Assistant Treasury Operations Officer II Treasury Operations Officer III Treasury Operations Officer IV Chief Treasury Operations Officer I Statistical Data Analysis Division
		None	1 day	Statistical Data Analysis Division



3. Processing the Data/Inquiry Request	3.1 Generate the data requested once approved by SDAD Chief/RS-OD	None	5 minutes	Treasury Operations Officer II
	2.6 Submit generated data requested to SDAD Chief/RS-OD for clearance of release.	None	1 day	Treasury Operations Officer III
	2.7 Inform client that data requested will be emailed	None	5 minutes	Treasury Operations Officer IV
	Complex data requests may require extensive data collation and analysis, which can take up to 15 business days. SDAD ensures the accuracy and reliability of the data before delivery.	None	15days	Chief Treasury Operations Officer I Statistical Data Analysis Division
4. Delivery of Data	3. Requested data will be sent electronically to the requester's provided email address.	None	5 minutes	Treasury Operations Officer II Treasury Operations Officer III Statistical Data Analysis Division
4. Fill out the Feedback Form	4. Ask the client to fill out the Feedback Form through email on the service rendered.	None	2 minutes	Treasury Operations Officer II Treasury Operations Officer III Statistical Data Analysis Division



TOTAL:	None	Simple: 2 days and 41 minutes Complex: 15 days	
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17. Request for Processing of Payment to Suppliers for Projects Procured Through Public Bidding

Payment to suppliers who completely delivered/rendered goods/services as stipulated in the approved and accepted Notice to Proceed (NTP) / Contract / Agreement.

Office or Division:	Administrative Service - Property and Supply Management Division	
Classification:	Simple	
Type of Transaction:	Government-to-Business	
Who may avail:	Suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved PR	Bids and Awards Committee Secretariat	
2. Certificate of Availability of Fund		
3. Technical Specs/Terms of Reference /Scope of Work		
4. Proof of PhilGEPS Posting		
5. Bidding Documents (Invitation to Bid, Bid Data Sheet, Instruction to Bidders)		
6. Abstract of Bids as Read and as Calculated		
7. Technical and Financial Bid with Breakdown of Bid Amount		
8. Notice of Post Qualification		
9. Notice of Award		
10. Notice to Proceed		
11. Agreement		
12. Proof of submission of procurement documents to COA		
13. Obligation Request and Status		
14. Delivery Receipts	To be submitted by the Supplier	
15. Sales Invoice		



16. Inspection and Acceptance Report		PSMD and Requesting Unit		
17. Certificate of Completion and/or Acceptance		Requesting Unit		
18. Disbursement Voucher		To be prepared by PSMD for signature by end-user / requesting unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of required goods/ services based on approved and accepted Notice to Proceed and Contract/ Agreement	1.1 Receipt of delivered goods/ services. 1.2	None	1 hour	<i>Supplier</i> <i>PSMD and/or requesting unit</i>
2. Submission of Sales Invoice / Billing Statement	2.1 Identification of submitted documents and preparation of checklist.	None	2 hours	<i>Senior Administrative Assistant IV Property and Supply Management Division</i>
	2.2 Review of pertinent documents and checklist		2 hours	<i>Administrative Officer V Chief Treasury Operations Officer I</i>



	2.3 Preparation of Disbursement Voucher (DV)		1 hour	Property And Supply Management Division <i>Senior Administrative Assistant IV</i> Property and Supply Management Division
	2.4 Review of DV		1 hour	<i>Administrative Officer V</i> <i>Chief Treasury Operations Officer I</i> Property And Supply Management Division
	2.5 Signing of DV by the requesting unit.		1 day	<i>Requesting Unit</i>
	2.6 Transmittal of DV with pertinent documents to the Bureau Accounting Division (BAD)		1 day	<i>Senior Administrative Assistant IV</i> Property and Supply Management Division
TOTAL:		None	2 days and 7 hours	



18. Request for Processing of Payment to Suppliers for Projects Procured through Shopping, Small Value Procurement and Lease of Venue

Payment to suppliers who completely delivered/rendered goods/services as stipulated in the approved and accepted Purchase Order (PO).

Office or Division:	Administrative Service - Property and Supply Management Division	
Classification:	Simple	
Type of Transaction:	Government-to-Business	
Who may avail:	Supplier	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved PR with complete specification and estimated unit cost	Property and Supply Management Division (PSMD)	
2. Certificate of Availability of Fund for Requests amounting to PHP50,000.00 and above		
3. Proof of PhilGEPS posting if request is above PHP50,000.00		
4. Request for Quotation		
5. Quotations		
6. Abstract of Quotations		
7. Referral of Abstract of Quotations to End-User for Recommendation		
8. End-User Recommendation		
9. Purchase Order		
10. Obligation Request and Status	To be submitted by the Supplier	
11. Delivery Receipt		
12. Sales Invoice	PSMD and Requesting Unit	
13. Inspection and Acceptance Report (IAR)		
14. Certificate of Completion and/or Acceptance	Requesting Unit	



15. Disbursement Voucher		To be prepared by PSMD for signature by end-user / requesting unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of required goods/services based on approved and accepted Notice to Proceed and Contract/Agreement	1.1 Receipt of delivered goods/services.	None	1 hour	<i>Supplier</i> <i>PSMD and/or requesting unit</i>
2. Submission of Sales Invoice / Billing Statement	2.1 Identification of submitted documents and preparation of checklist	None	2 hours	<i>Senior Administrative Assistant IV</i> <i>Property and Supply Management Division</i>
	2.2 Review of pertinent documents and checklist		2 hours	<i>Administrative Officer V and Chief Treasury Operations Officer</i> <i>Property and Supply Management Division</i>
	2.3 Preparation of Disbursement Voucher (DV)	None	1 hour	<i>Senior Administrative Assistant IV</i> <i>Property and Supply Management Division</i>
	2.4 Review of DV	None	1 hour	<i>Administrative Officer V and Chief Treasury Operations Officer I</i> <i>Property and Supply Management Division</i>



	2.5 Signing of DV by requesting unit.		1 day	<i>Requesting Unit</i>
	2.6 Transmittal of DV with pertinent documents to BAD		1 day	<i>Senior Administrative Assistant IV Property and Supply Management Division</i>
TOTAL:		None	2 days and 7 hours	



19. Request for Reactivation of Unclaimed Balances Accounts

This procedure is to provide the necessary guidelines and documents to be submitted by banks requesting for reactivation of unclaimed balances account on behalf of the depositors in the Bureau of the Treasury through the Law and Litigation Division – Legal Service.

Office or Division:	Legal Service – Law and Litigation Division	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business	
Who may avail:	Banks and other covered institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request of depositor/creditor;		Banks and other covered institutions.
2. Authentication by the covered institution;		Banks and other covered institutions.
3. Letter request of the covered institution;		Banks and other covered institutions.
4. Deed of undertaking;		Banks and other covered institutions.
5. In case the requesting party/depositor/ creditor is a Juridical Entity, a Board Resolution or Secretary's Certificate showing that the signatory to the request is fully authorized to transact with the BTr;		Juridical Entity concerned.
6. Copy of unclaimed balances report submitted to the Bureau of the Treasury indicating the names of requesting depositor/creditor;		Banks and other covered institutions.
<ul style="list-style-type: none">▪ In case the depositor/creditor is already dead, the surviving heir/s shall present the following:▪ Death Certificate of the depositor/creditor;▪ Judicial or Extrajudicial settlement of the estate;▪ Valid Identification Card/s and Birth Certificate/s of the surviving heir/s;▪ Estate tax return duly stamped by BIR; and		Claimants and/or Surviving Heirs



▪ Bond				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and records.	<p>1.1 Receive, assign a reference number, and record the request for authority to reactivate along with its attachments in the Legal Service's electronic and physical logbook.</p> <p>1.2 Transmit the request to the Law and Litigation Division.</p>	None	4 hours	<i>Philsaint B. Selibio</i> <i>Administrative Officer IV</i> Legal Service
	Receive, initially assess, and record the documents in the Division's electronic and physical logbook.		4 hours	<i>Joana Marie E. Solis</i> <i>Administrative Officer I</i> Law and Litigation Division
	1.4 Review the request, provide instructions, and assign the task to a Legal Officer or Special Investigator for appropriate action.		1 day	<i>Atty. Tyrone Val F. Brotarlo</i> <i>Attorney V</i> Law and Litigation Division
	<p>1.5 Evaluate the request and required attachments.</p> <p>1.6 If there are any lacking requirements, the assigned Legal Officer or Special</p>		7 days	<p><i>Justin S. Bayani/Rienzi</i> <i>E. Ikan</i> <i>Special Investigators</i> Law and Litigation Division</p> <p><i>Justine C. Berbigal/</i></p>



	Investigator communicates the missing document(s) to the requesting institution. The request will not be acted upon until all required documents and procedures are completed.		Clairevy G. Bantang/ Remson M. Mansalapus <i>Legal Officers</i> Law and Litigation Division
	1.7 Draft and countersign the reply letter.		
	1.8 Review and clear the draft letter by countersigning it. 1.9 If necessary, send comments, suggestions, and/or corrections to the assigned Legal Officer or Special Investigator. 1.10 Forward the cleared/revised reply letter to the signatory for final approval.	3 days	Pablo H. Evangelista, III <i>Attorney IV/Assistant Division Chief</i> Law and Litigation Division
	1.11 Review and sign/countersign the revised draft. Division Chief: Aggregate amount of unclaimed balance not exceeding PHP25,000.00. Director: Aggregate amount of unclaimed balance exceeding PHP25,000.00 but	5 days	Atty. Tyrone Val F. Brotarlo <i>Attorney V</i> Law and Litigation Division Atty. William A. Beluso, Jr., CESO IV <i>Director III</i> Legal Service Sharon P. Almanza <i>Treasurer of the</i>



	not exceeding PHP100,000.00.
	<p>Deputy Treasurer (DTOP): Aggregate amount of unclaimed balance exceeding PHP100,000.00 but not exceeding PHP500,000.00.</p> <p>Treasurer (TOP): Aggregate amount of unclaimed balance exceeding PHP500,000.00.</p> <p>If the TOP has the authority to sign, the letter must first go through the Division Chief, Director, and Deputy Treasurer for review and countersigning.</p>
	1.12 Receive the approved or signed reply letter for sending to the client.
	1.13 Note the account information subject to the request for reactivation in the Division's electronic monitoring sheet.

	<i>Philippines</i>
1 day	Joana Marie E. Solis <i>Administrative Officer I</i> Law and Litigation Division
1 day	<p>Justin S. Bayani/ Rienzi E. Ikan <i>Special Investigators</i> Law and Litigation Division</p> <p>Justine C. Berbigal/ Clairevy G. Bantang/ Remson M. Mansalapus</p>



			<i>Legal Officers Law and Litigation Division</i>
	1.14 Send the signed reply letter to the requesting institution through registered mail.	1 day	Joana Marie E. Solis <i>Administrative Officer I</i> Law and Litigation Division
TOTAL:		20 days	
	None		



CENTRAL OFFICE INTERNAL SERVICES



1. Processing of Obligation Request and Status (Budget Execution)

The Budget Execution is the process of implementing the Agency's priority plans, programs and activities within the approved budget consistent with the DBM's budgetary guidelines and policies on the release and utilization of funds. The objective is to ensure the effective and efficient utilization of the approved budget in compliance with the Government Accounting Manual (GAM) and Unified Account Codes Structure (UACS).

A. Processing of Obligation Request and Status (ORS)

1. Payment of Salaries, Allowances and Other Forms of Compensation including remittances to HMDF, PHIC, GSIS

- Payment of salaries and wages, allowances, and other forms of compensation
- Cash Advances and/or reimbursements for travelling expenses for local and foreign travel, seminars, and training.
- Other Operating Expenditures such as Utility and Communication Expenses
- Payment for the procurement of supplies and materials, Building and ICT maintenance, rental expenses, janitorial and security services.

Office or Division:	Research Service - Bureau Budget Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Internal Clients, Stakeholders, Requesting Units, End-Users
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Processing of Obligation Request and Status (ORS) 1. Payment of Salaries, Allowances and Other Forms of Compensation including remittances to HMDF, PHIC, GSIS <ul style="list-style-type: none"> • Three (3) hard copies of Obligation Request and Status (ORS) and Disbursement Voucher (DV) Form duly approved by Head of Requesting Unit • Certified true copy of the Approved Appointment and Assumption to Duty (Initial), • Approved and/or signed Payroll - List of Employees • Approved authority and/or legal basis to pay salaries, allowances and others • Certified true copy of Daily Time Record (If applicable) • Approved Accomplishment Report 	Provided by Client (Requesting Unit and/or End User)



<p>2. Cash advances</p> <ul style="list-style-type: none"> ● Foreign and Local Travel <ul style="list-style-type: none"> ○ Three (3) hard copies of Obligation Request and Status (ORS) and Disbursement Voucher (DV) Form duly approved by Head of Requesting Unit ○ Certified true copy of Travel Order / Travel Authority ○ Approved Itinerary of Travel ○ UNDP daily rate (foreign) ○ Certificate that the previous cash advance has been liquidated. ● Seminar and trainings, <ul style="list-style-type: none"> ○ Three (3) hard copies of Obligation Request and Status (ORS) and Disbursement Voucher (DV) Form duly approved by Head of Requesting Unit ○ Certified true copy of Treasury Personnel Order ○ Approved Cost Estimates and Breakdown of expenses ○ Canvass and/or Quotations of three (3) service provider, if applicable ○ 	<p>Provided by Client (Requesting Unit and/or End User)</p>
<p>3. Reimbursements</p> <ul style="list-style-type: none"> ● Foreign and Local Travel <ul style="list-style-type: none"> ○ Three (3) hard copies of Obligation Request and Status (ORS) and Disbursement Voucher (DV) Form duly approved by Head of Requesting Unit ○ Certified true copy of Travel Order / Travel Authority ○ Approved Itinerary of Travel ○ Approved Reimbursement Expense Receipt (RER) ○ Approved and/or signed Certificate of Travel Completed ○ Original copy of Bus/Plane ticket ○ For plane fare, quotations of three (3) travel agencies or equivalent ○ Original copy of Boarding Pass, Terminal Fees, Official Receipts ○ Certified true copy of Certificate of appearance/attendance ○ UNDP daily rate (foreign) 	<p>Provided by Client (Requesting Unit and/or End User)</p>



<ul style="list-style-type: none">● Seminar and trainings, letter of invitation by host/agency/organization<ul style="list-style-type: none">○ Three (3) hard copies of Obligation Request and Status (ORS) and Disbursements Voucher (DV) Form duly approved by Head of Requesting Unit○ Certified true copy of Treasury Personnel Order○ Original copy of Official Receipts and/or Invoice○ Canvass and/or Quotations of three (3) service provider, if applicable● Replenishment of Cash Advances through Petty Cash Fund<ul style="list-style-type: none">○ Three (3) hard copies of Obligation Request and Status (ORS) and Disbursements Voucher (DV) Form duly approved by Head of Requesting Unit○ Approved and/or signed Summary Report on Paid Petty Cash Vouchers○ Approved and/or signed Petty Cash Voucher○ Original copy of Official Receipt and/or Invoice○ Certified true copy of Treasury Personnel Order /Treasury Office Order○ Approved and/or signed Notice of Meeting○ Attendance Sheet○ Canvass and/or Quotations of three (3) service provider, if applicable	
<p>4. Other Operating Expenditures</p> <ul style="list-style-type: none">● Three (3) hard copies of Obligation Request and Status (ORS) and Disbursements Voucher (DV) Form duly approved by Head of Requesting Unit● Original copy of Statement of Accounts / Billing Statements● Original copy of Official Receipt and/or Invoice● For Communication, duly signed Certification that all NDD are official calls.	Provided by Client (Requesting Unit and/or End User)



5. Procurement for Goods and Services <ul style="list-style-type: none"> • Three (3) hard copies of Obligation Request and Status (ORS) and Disbursements Voucher (DV) Form duly approved by Head of Requesting Unit • Approved Purchase Request • Approved Purchase Order • Approved Notice to Proceeds / Notice of Awards / Contracts / Memorandum of Agreement • Approved Certificate of Completion/Inspection/Acceptance • Approved and/or signed Accomplishment Reports • Original copy of Billing Statements, Official Receipt, Invoice • Certificate of Availability of Fund (Appropriation/Allotment), if applicable • Approved BAC Resolution (if applicable) 		Provided by Client (Requesting Unit and/or End User)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for processing of Obligation Request and Status (ORS) with supporting documents	1.1 Receive ORS, DV and other supporting documents duly signed by the Head of Requesting Unit.	None	10 Minutes	<i>Administrative Assistant V</i> Bureau Budget Division
	1.2 Ensure complete documentation prior to processing of ORS.	None	10 Minutes	<i>Administrative Assistant V</i> Bureau Budget Division
	1.3 Incomplete and/or inaccurate documentation shall be returned accordingly to personnel concerned	None	5 Minutes	<i>Administrative Assistant V</i> Bureau Budget Division



	and/or requesting unit.			
	1.4 Forward to Division Chief to endorse to the concerned Section.	None	5 Minutes	<i>Administrative Assistant V</i> Bureau Budget Division
	1.5 Analyze and classify the ORS for Obligation. Verify the availability of allotment based on Registry of Allotments, Obligations and Balances.	None	45 Minutes	<i>Administrative Officer V and Administrative Officer IV</i> <i>Administrative Officer II</i> Bureau Budget Division
	1.6 Type and/or indicate in the ORS the following: a. Serial No. and Date b. Fund Cluster and Fund Source c. Program, Activity, and Project (PAP) d. Allotment Class e. Account Title (Object of Expenditures)	None	20 Minutes	<i>Administrative Officer II</i> Bureau Budget Division
	1.7 Record the ORS in RAOD	None	30 Minutes	<i>Administrative Officer V</i> <i>Administrative Officer IV</i> Bureau Budget Division



	1.8 Update and record to internal monitoring tools.	None	30 Minutes	Administrative Officer V
	*Monitoring tools such as the ORS Control Series, Monthly Breakdown of Obligation by Object of Expenditures, Monthly Billings, Monitoring on CAF Issued.			Administrative Officer IV Administrative Officer II Bureau Budget Division
	1.9 Review and validate ORS	None	20 Minutes	Administrative Officer V Bureau Budget Division
	1.10 Section Head review and affix initials on Section B of ORS.	None	10 Minutes	Administrative Officer V Bureau Budget Division
	1.11 Assistant Division Chief review and affix initials on Section B of ORS.	None	10 Minutes	Chief Treasury Operations Officer I Bureau Budget Division
	1.12 Forward to CTOO II/DC for approval.	None	5 Minutes	Administrative Assistant V Bureau Budget Division
	1.13 Approve and/or sign ORS Approve and/or sign Section	None	10 Minutes	Chief Treasury Operations Officer II Bureau Budget Division



	B of ORS, certifying the availability of allotment and			
	the amount obligated.			
	1.14 Record on Logbook (Outgoing) for tracking purposes.	None	15 Minutes	<i>Administrative Assistant V Bureau Budget Division</i>
	1.15 Forward approved ORS to BAD	None	30 Minutes	<i>Administrative Assistant V Bureau Budget Division</i>
TOTAL:		None	4 Hours 15 Minutes	



2. Management and Provision of Branch Codes and Collecting Officer Codes

The Database Administration Division manages and maintains database libraries which contain bank branches (LBP, DBP, PVB, UCPB, PPSB), and collecting officer codes.

Office or Division:	Management Information System Service – Database Administration Division			
Classification:	Simple			
Type of Transaction:	1. Government-to-Business 2. Government-to-Government			
Who may avail:	BTr Regional/ Provincial Offices (RO/POs, Fund Validation Division (FVD), National Cash Accounting Division (NCAD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NCS Reports from Regions		Database Administration Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BTR ROs sends NCS reports to DAD via e-mail	1.1 Consolidate all data received from BTR ROs into one transaction date (received date)	None	25 minutes	<i>Information System Analyst III</i> Database Administration Division
	1.2 Upload the consolidated data to National Collection System Database (NCS DB)	None	20 Minutes	<i>Information System Analyst III</i> Database Administration Division
	1.3 Sends confirmation report to ROs via e-mail	None	5 Minutes	<i>Information System Analyst III</i> Database Administration Division
TOTAL:		None	50 Minutes	



3. Provision of Level 1 Technical Support* to BTr end users

*Level 1: refers to requests that are easy and can be solved within the division. This is the process of providing technical support to internal end users that are classified under Level 1.

Office or Division:	Management Information System Service- Hardware Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BTr End Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Support Request		via Call		
		via Email		
		via In-person (HMD Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Support Ticket (Call Helpdesk / Email Helpdesk/ Go the Hardware Maintenance Division)	1.1 Receive request and process ticket.	None	1 hour	<i>Administrative Assistant II, Administrative Assistant V Hardware Maintenance Division</i>
	1.2 Assess and access Knowledge Base Files for possible resolution and then perform the technical support.	None	6 hours	<i>Administrative Assistant II, Administrative Assistant V Senior Administrative Assistant I Hardware Maintenance Division</i>
2. Once resolved, client will acknowledge that the support is done	1.3 Supply details on ticket and close.		1 hour	
TOTAL:		None	8 hours	



4. Provision of Level 2 Technical Support* to BTr end users

*Level 2: refers to requests that are intermediate and can be solved within the Bureau.

This is the process of providing technical support to internal end users that are classified under Level 2.

Office or Division:	Management Information System Service- Hardware Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BTr End Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Support Request		via Call		
		via Email		
		via In-person (HMD Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Support Ticket (Call Helpdesk / Email Helpdesk/ Go the Hardware Maintenance Division)	1.1 Receive request and process ticket.	None	1 hour	<i>Administrative Assistant II, Administrative Assistant V Hardware Maintenance Division</i>
	1.2 Assess and access Knowledge Base Files for possible resolution and then perform the technical support.	None	6 hours	<i>Administrative Assistant II, Administrative Assistant VI Hardware Maintenance Division</i>
	1.3 If an issue is unresolved due to complexity, assign technical support	None	1 day	<i>Senior Administrative Assistant II, Administrative Assistant VI</i>



	specialists (e.g. DAD, SAD, SDD, and other support groups depending on the assessment and assigned personnel will conduct support.			<i>Administrative Assistant II, Administrative Assistant VI Computer Programmer II, Senior Administrative Assistant II, Administrative Assistant VI Computer Programmer II, Information Systems Researcher II, Information Technology Officer I</i>
	1.4 Supply details on ticket and close.	None	1 hour	<i>Administrative Assistant II, Administrative Assistant V Hardware Maintenance Division</i>
TOTAL:		None	days	



5. Provision of Level 3 Technical Support* to BTr end users

*Level 3: refers to requests that are difficult and require external or third-party support.

This is the process of providing technical support to internal end users that are classified under Level 3.

Office or Division:	Management Information System Service- Hardware Maintenance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BTr End Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Support Request		via Call		
		via Email		
		via In-person (HMD Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Support Ticket (Call Helpdesk / Email Helpdesk/ Go the Hardware Maintenance Division)	1.1 Receive request and process ticket.	None	1 hour	<i>Administrative Assistant II, Administrative Assistant V</i> Hardware Maintenance Division
	1.2 Assess and access Knowledge Base Files for possible resolution and then perform the technical support.	None	6 hours	<i>Administrative Assistant II, Administrative Assistant VI</i> Hardware Maintenance Division
	1.3 If an issue is unresolved due to complexity, assign technical support specialists (e.g. DAD, SAD,	None	1 day	<i>Senior Administrative Assistant II, Administrative Assistant VI</i> <i>Administrative Assistant II,</i>



	SDD, and other support groups depending on the assessment and assigned personnel will conduct support.			Administrative Assistant VI Computer Programmer II, Senior Administrative Assistant II, Administrative Assistant VI Computer Programmer II, Information Systems Researcher II, Information Technology Officer I
	1.4 If an issue is unresolved due to complexity and third party dependency, coordinate with concerned third party vendor or entity to recheck, return or repair the unit and issue another unit to the end user with proper documentation		11 days	Administrative Assistant II Administrative Assistant V Hardware Maintenance Division
3. Once resolved, client will acknowledge that the support is done.	2.1 Supply details on ticket and close.	None	1 hour	Administrative Assistant II, Administrative Assistant V Hardware Maintenance Division
TOTAL:			13 Days	



6. Regular Preventive Maintenance: Availability of Workstation Peripherals

Planned regular preventive maintenance on the Workstation Peripherals to ensure the availability of the equipment and continuous BTr operations.

Office or Division:	Management Information System Service- Hardware Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BTr End Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preventive Maintenance (PM) Plan and Memorandum on the impending schedule of the PM.		Confirmation of end users of the impending schedule of PM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirmation via call/email/in person of the schedule specified on the PM. 2. Once done, end user will acknowledge on the logs.	1.1 Perform the preventive maintenance.	None	11 Hours	<i>Technical Assistant and Senior Administrative Assistant II, Administrative Assistant VI</i> Hardware Maintenance Division
	1.2 Record on the PM Logs.	None	1 hour	
	1.3 Sign the record log.	None	1 hour	
TOTAL:			7 Days	



7. Provision of Data and Certification for Attendance transactions

This refers to the data and certifications requested by end-users to reflect their transactions in the Biometrics and e-Bundy.

Office or Division:	Management Information Systems Service (MISS) – Database Administration Division (DAD)			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	Bureau of the Treasury (BTr) Divisions, BTR NCR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request containing details of the employee.		Via phone, Helpdesk Ticket, email or in person (at DAD Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client sends a request to DAD via phone, ticket, email or in person	1. The Technician checks the concern and creates ticket if no ticket has been created.	None	15 minutes	Administrative Assistant (ADAS) V / Information Technology Officer (ITO) I/ Information Systems Analyst (ISA) III
	2. Upon creation, the Technician assigns the ticket to the appropriate specialist.	None	5 minutes	Administrative Assistant (ADAS) V / Information Technology Officer (ITO) I/ ISA III
	3. The Specialist verifies the details provided and performs transaction checking and validation.	None	15 minutes	Administrative Assistant (ADAS) ADAS V / ITO I/ Information Systems Analyst (ISA) III



	4. The Specialist creates the certificate and forwards it to the Division Chief (DC) or the Assistant Division Chief (ADC) for signature.	None	5 minutes	Administrative Assistant (ADAS) ADAS V / ITO I/ Information Systems Analyst (ISA) III
	5. The Division Chief (DC) or the Assistant Division Chief (ADC) reviews and signs the certificate.	None	5 minutes	Chief Treasury Operations Officer II (CTOO II) / Chief Treasury Operations Officer I (CTOO I)
	6. The Specialist issues the certificate to the requestor.	None	5 minutes	Administrative Assistant (ADAS) ADAS V / ITO I/ Information Systems Analyst (ISA) III
TOTAL:		None	50 minutes	



8. Request for Legal Services

i. Conduct of Legal Investigation

Service Information: As part of the internal control as well as the disciplinary function of the Legal Service, the Complaints and Investigation Division is tasked to conduct investigation of erring Treasury employees or complaints filed by persons against BTr officers and employees for misconduct. The effective investigation and prosecution of these complaints are keys to ensuring a disciplined and controversy-free Bureau. An administrative proceeding may be initiated by the disciplining authority *motu proprio* or upon complaint of any other person in writing and subscribed and sworn to by the complainant. In case initiated by the proper disciplining authority or his/her authorized representative, a show cause order is sufficient.

Office or Division:	Legal Service - Complaints and Investigation Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government-to-Citizen, G2B Government-to-Business			
Who may avail:	Human Resource Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/ Memorandum/ Instruction		Management or Supervising Officer		
Supporting Documents/ Evidence				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall forward the documents to Legal Service	1.1 Receiving and recording of documents Requests for the conduct of Legal Investigation shall include the following documents: For Fact-Finding Investigation 1. Memorandum request for the conduct of legal investigation 2. Supporting documents	None	5 Minutes	<i>Administrative Assistant</i> Legal Service



	<p>1.2 Receiving and recording the documents</p> <p>The Administrative Officer receives the forwarded request and attachments in the Records Management System of the Division. It shall then be transmitted to Attorney IV for review and distribution of assignment.</p>	None	5 Minutes	<i>Administrative Officer Complaints and Investigation Division</i>
	<p>1.3 Assigning Legal Investigation</p> <p>Attorney IV reviews the document and identifies to whom the investigation will be assigned.</p> <p>The Attorney IV shall instruct the Administrative Officer to prepare a corresponding Mission Order for the conduct of legal investigation.</p>	None	15 Minutes	<i>Attorney IV</i>
	<p>1.4 Preparation of Mission Order</p> <p>The Administrative Officer drafts and prepares the Mission Order.</p>	None	5 Minutes	<i>Administrative Officer Complaints and Investigation Division</i>



	<p>1.5 Reviewing and Approval</p> <p>Attorney IV reviews the Mission Order and puts the initial, if found in order.</p>	None	10 Minutes	Attorney IV Complaints and Investigation Division
	<p>1.6 Recommendation and Approval</p> <p>Attorney V reviews the Mission Order and puts initial, if found in order.</p> <p>If approved, Attorney V submits in Records Management System the document to the Director for approval</p>	None	15 Minutes	Attorney V Complaints and Investigation Division
	<p>1.7 Review, Approval, and Finalization</p> <p>Director reviews in Records Management System uploaded Mission Order.</p> <p>Director uploads such in Records Management System the approved Mission Order</p>	None	15 Minutes	Director III Legal Service



	<p>1.8 Recording of Mission Order</p> <p>Administrative Officer records the Mission Order in the External Document Distribution Record</p>	None	5 Minutes	<i>Administrative Officer</i> Complaints and Investigation Division
	<p>1.9 Handling of Legal Investigation</p> <p>Reviews and gives instruction to the assigned Special Investigator in the Records Management System.</p> <p>The Special Investigator receives the Mission Order in the Records Management System. The physical copy together with the attached relevant documents pertaining to the conduct of legal investigation shall be endorsed to the assigned investigator</p>	None	15 Minutes	<i>Attorney IV</i> Complaints and Investigation Division
	<p>1.10 Conduct of Legal Investigation</p> <p>The assigned Special Investigator</p>	None	Fact-Finding Investigation – Thirty (30) days	<i>Special Investigator</i> Complaints and Investigation Division



	<p>conducts legal investigation by coordinating with the concerned government agencies/offices to verify, validate or confirm the authenticity and genuineness of the documents submitted for legal investigation.</p> <p>After verification of the documents concerning government agencies and gathering of relevant information, the Special Investigator shall make a report.</p> <p>The Special Investigator must submit the report to Attorney IV.</p>			
	<p>1.11 Reviewing of the Report and Approval</p> <p>The report of the Special Investigator shall be reviewed first by Attorney IV.</p> <p>If approved, Attorney IV shall sign the draft report. Otherwise, the draft report will be referred to the</p>	None	1 day	<i>Attorney IV</i> Complaints and Investigation Division



	Special Investigator for revision			
	<p>1.12 Recommendation and Approval</p> <p>If approved, Attorney V shall sign the report. Otherwise, the report will be referred to the Special Investigator for further revision.</p> <p>Attorney V submits the draft report to the Records Management System for the approval of the Director.</p>	None	30 Minutes	Attorney V Complaints and Investigation Division
	<p>1.13 Review, Approval and Finalization</p> <p>Director III reviews the uploaded report in the Records Management System.</p> <p>The Director uploads the approved version of the report in the Records Management System</p>	None	30 Minutes	Director III Legal Service
	1.14 Releasing	None	15 Minutes	Administrative Officer



	The Administrative Officer shall serve the report to the requesting party. A file copy shall be retained.			Complaints and Investigation Division
TOTAL:		None	Fact-Finding Investigation: 32 days	



ii.Contract Documentation

Prepare, review, and recommend action on all contracts/agreements and other legal documents entered into or executed by the Bureau.

Office or Division:	Legal Service – Securities and Documentation Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	BTr Divisions/Regional Offices/Provincial Offices and other concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Briefer of the Contract		Requesting Party		
2. Copy of Draft Contract		Requesting Party		
3. Comments of the Requesting Party		Requesting Party and other concerned agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall forward the documents to LS through personal delivery or e-mail	1.1 Receives the documents and records in the electronic and physical logbook	None	5 Minutes	<i>Administrative Assistant</i> Legal Service
	1.2 Receives the documents and records in the electronic and physical logbook		5 Minutes	<i>Administrative Officer</i> Securities and Documentation Division
	1.3 If there is insufficiency of documents, a memorandum letter shall be sent to the requesting party for the completion of		15 Minutes	<i>Administrative Officer</i> Securities and Documentation Division



	necessary documents			
	1.4 Assigns the task to the concerned personnel for review		10 Minutes	<i>Attorney V</i> Securities and Documentation Division
	1.5 Conducts legal research and drafts contract review		7 Days	<i>Special Investigator</i> or <i>Attorney IV</i> Securities and Documentation Division
	1.6 Reviews and approves the draft contract review		1 Day	<i>Attorney IV, Attorney V</i> Securities and Documentation Division <i>Director III</i> Legal Service
	1.7 If not approved, the assigned personnel shall conduct further research and do some revisions on the draft contract review.		-	<i>Special Investigator</i> or <i>Attorney IV</i> Securities and Documentation Division
	1.8 If approved, the signed contract review shall be released to the requesting party		15 Minutes	<i>Administrative Officer</i> Securities and Documentation Division
TOTAL:		None	15 days	



9. Request for Legal Advisory on Tax Exemption

Provide re-validation of the Bureau of Internal Revenue (BIR) confirmatory ruling on the withholding taxes of GS investors.

Office or Division:	Legal Service – Securities and Documentation Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B – Government to Business; G2G – Government to Government			
Who may avail:	Liability Management Service - Scripless Securities Registration Division (SSRD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Scripless Securities Registration Division (SSRD)		
2. Valid BIR Ruling and other documentary requirements		Bureau of Internal Revenue and GS Investors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SSRD shall forward the documents to LS through personal delivery or e-mail	1.1 Receives the documents and records in the electronic and physical logbook	None	5 minutes	<i>Administrative Assistant</i> Legal Service
	1.2 Receives the documents and records in the electronic and physical logbook		5 minutes	<i>Administrative Officer</i> Securities and Documentation Division
	1.3 Reviews and assesses the completeness of the submitted documents		15 minutes	<i>Attorney V</i> Securities and Documentation Division
	1.4 If there is insufficiency of documents, a		15 minutes	<i>Administrative Officer</i>



	memorandum letter shall be sent to SSRD for the completion of necessary documents			Securities and Documentation Division
	1.5 Assigns the task to the concerned personnel for review		10 minutes	<i>Attorney V</i> Securities and Documentation Division
	1.6 Conducts legal research and drafts legal opinion		7 days	<i>Special Investigator</i> Securities and Documentation Division
	1.7 Reviews and approves the draft legal opinion		1 day	<i>Attorney IV, Attorney V</i> Securities and Documentation Division <i>Director III</i> Legal Service
	1.8 If not approved, the assigned personnel shall conduct further research and do some revisions on the draft legal opinion		-	<i>Special Investigator</i> Securities and Documentation Division
	1.9 If approved, the signed legal opinion shall be released to the requesting party		15 minutes	<i>Administrative Officer</i> Securities and Documentation Division
TOTAL:		None	10 Days	



10. Request for Legal Advisory - Other Request for Legal Opinion

Provides legal advisory related to debt/liability management and asset/cash management operations of the Bureau.

Office or Division:	Legal Service – Securities and Documentation Division			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	BTr Divisions/Regional Offices/Provincial Offices and other concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Briefer of the subject matter		Requesting Party		
2. Laws, rules, policies and other documents cited in the request		Electronic Sources		
3. Documentary records		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. The requesting party shall forward the documents to LS through personal delivery or e-mail	1.1. Receives the documents and records in the electronic and physical logbook	None	5 Minutes	<i>Administrative Assistant</i> Legal Service
	1.2 Receives the documents and records in the electronic and physical logbook		5 Minutes	<i>Administrative Officer</i> Securities and Documentation Division
	1.3 Reviews the submitted documents and assigns the task to the concerned personnel		15 Minutes	<i>Attorney V</i> Securities and Documentation Division
	1.4 Conducts legal research		7 Days	<i>Special Investigator</i>



	and drafts legal opinion			Or Attorney IV Securities and Documentation Division
	1.5 Reviews and approves the draft legal opinion		1 Day	Attorney IV, Attorney V Securities and Documentation Division Director III Legal Service
	1.6 If not approved, the assigned personnel shall conduct further research and do some revisions on the draft legal opinion		-	Special Investigator or Attorney IV Securities and Documentation Division
	1.7 If approved, the signed legal opinion shall be released to the requesting party		15 minutes	Administrative Officer Securities and Documentation Division
TOTAL:		None	15 days	



11. Preparation of Position Paper

The purpose of this procedure is to provide the necessary guidelines and documents in the preparation of a requested Position Paper in matters involving the Bureau and/or its officials.

Office or Division:	Legal Service – Law and Litigation Division			
Classification:	Highly-Technical			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business G2B – Government to Government			
Who may avail:	The Bureau and/or its officials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
Supporting documents		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request Letter and Supporting Documents.	1.1 Receives the document and records in the electronic and physical logbook. Transmits to the LLD.	None	5 Minutes	<i>Administrative Assistant</i> Legal Service
	1.2 Receives, assesses, and records the document in the electronic and physical logbook.		5 Minutes	<i>Administrative Officer</i> Law and Litigation Division
	1.3 Reviews the request and assigns the task to concerned personnel		15 Minutes	<i>Attorney V</i> Law and Litigation Division
	1.4 Conducts legal research and drafts position paper		7 Days	<i>Special Investigator</i> Law and Litigation Division



	1.5 Reviews and approves draft position paper		1 Day	Attorney V Law and Litigation Division Director III Legal Service
	1.6 If not approved, the assigned personnel shall conduct further research and do some revisions on the draft position paper		-	Special Investigator Law and Litigation Division
	1.7 If approved, the signed position paper shall be released to the requesting party		15 Minutes	Administrative Officer Law and Litigation Division
TOTAL:		None	20 days	



REGIONAL OFFICE EXTERNAL SERVICES



1. Fidelity Bonding

To bond all accountable public officers pursuant to the provisions of the Public Bonding Law

1.1. Online Application (Online Fidelity Bonding System)

Office or Division:	District Offices and Provincial Offices	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Accountable Public Officer (NGAs, GOCCs and LGUs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Fidelity Bond Application Form (FBAF) – 2 hard copies (original or electronic copy, signed, and subscribed and sworn to before any officer authorized to administer oath or notarized)		System generated form
1. Passport Size ID Picture - 2 hard copies or electronic copy		Provided by Client
3. List of Bonded Accountable Public Officer/s – 2 original copies (hard copies or electronic copy)		System generated form
Additional Requirements for Barangays and Sangguniang Kabataan (SK) Officials		
1. Approved Annual Budget and Barangay Appropriation Ordinance (Annual Barangay Youth Investment Program (ABYIP) in lieu of Ordinance) – 1 photocopy or electronic copy		Provided by Client
2. Annual Inventory of Plant, Property and Equipment and/or Annual Post-Closing Trial Balance with stamp received by COA – 1 photocopy or electronic copy		Provided by Client
3. Current monthly Inventory of Supply and Materials at the time of application – 1 photocopy or electronic copy		Provided by Client
4. LGU applicants who are not included in the list of LGU incumbent officials with BTr DO/PO shall secure any of the following: a. Certificate of Incumbency from the Department of the Interior and Local Government (DILG) in their respective Regions (1 photocopy or electronic copy) b. Oath of Office by Barangay/SK Chairperson (1 photocopy or electronic copy)		Provided by Client



c. Duly notarized Resolution for Appointment of Barangay/SK Treasurer (1 photocopy or electronic copy)				
A. FOR CLIENTS PAYING OVER-THE-COUNTER VIA LDDAP-ADA, OnCall PAYMENT SLIP/CASH OR CHECK DEPOSIT THRU AUTHORIZED GOVERNMENT DEPOSITORY BANKS (AGDBs)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online application/s ¹ in the OFBS.	None	None		Agency User/ Public Official
2. Approve/reject the online application/s in the OFBS.	None	None		Agency Approver/ Head of Agency
3. Submit the documentary requirements.	3.1 Evaluate the completeness of submitted requirements.	None	5 Minutes (single); 7 Hours (batch) ²	PO/DO User ³ - Provincial/ District Office
	3.2 Prepare Authority to Accept Payment (ATAP) indicating the amount of Fidelity Bond Premium to be paid and transmit the same to PO/DO Approver for review and approval.	None	3 Minutes (single); 3 Hours (batch)	PO/DO User- Provincial/ District Office
	3.3 Review, approve and return ATAP to PO/DO User.	None	3 Minutes (single); 5 Hours & 54 Minutes (batch)	PO/DO Approver ⁴ - Provincial/ District Office
	3.4 Receive, record and issue	None	2 Minutes (single);	PO/DO User – Provincial/ District Office



	approved ATAP to the client/ applicant.		3 Minutes (batch)	
4. Proceed to the nearest AGDB where the TOP has a deposit account for payment of the bond premium and receive bank-validated deposit slip/ LDDAP-ADA/ OnColl Payment Slip and ATAP from AGDB. ⁵	None	Fidelity Bond Premium ⁶		Client/Applicant
5. Submit bank-validated deposit slip/ LDDAP-ADA/ OnColl Payment Slip and ATAP.	5.1 Receive bank-validated deposit slip/ LDDAP-ADA/ OnColl Payment Slip and ATAP from applicant as proof of payment of fidelity bond, tag as paid the application, and prepare Confirmation Letter (CL), ensuring that the effectivity period indicates that the issue date of bond shall not be earlier than the date of payment/depos it indicated in the ATAP and the expiry date	None	3 Minutes (single); 1 Hour & 32 Minutes (batch)	PO/DO User-Provincial/ District Office



	<p>shall be one year, two years or three years after the issue date.</p> <p>5.2 Review and approve the application in the system.</p> <p>5.3 Register the name and risk number of the Bondee/s in the Registry of Bonded Public Officers, print CL and transmit to PO/DO Approver.</p> <p>Assignment of risk number with corresponding suffix "N" for new application or "R" for renewal of application is system generated.</p> <p>5.4 Sign the CL and return to PO/DO User.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>4 Minutes (single); 1 Hour & 32 Minutes (batch)</p> <p>4 minutes (single); 1 Hour & 25 minutes (batch)</p> <p>2 Minutes (single); 1 Hour & 24 Minutes (batch)</p>	<p>PO/DO Approver – Provincial/ District Office</p> <p>PO/DO User- Provincial/ District Office</p> <p>PO/DO Approver – Provincial/ District Office</p>
5. Submit a copy of requirements and receive Confirmation Letter.	6.1 Release the approved CL and get a copy of submitted requirements.	None	2 Minutes (single); 10 Minutes (batch)	PO/DO User- Provincial/ District Office



TOTAL:	Fidelity Bond Premium	28 Minutes (single); 2 Days & 6 Hours (batch)	
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¹ The Agency must submit OFBS Enrollment Form to BTr Provincial/District Office for the enrollment of their accounts, including the Agency Administrator, Agency Approver and Agency User.

² Single processing involves one (1) to five (5) bonded officials in one application.

Batch processing involves six (6) or more bonded officials in one application.

³ PO/DO User – Treasury Operations Officer or duly authorized personnel (District/Provincial Office)

⁴ PO/DO Approver – Chief Treasury Operations Officer II/ Officer-in-Charge/ In-Charge-of-Office (District/Provincial Office)

⁵ List of AGDBs:

- a. Land Bank of the Philippines (LBP)
- b. Development Bank of the Philippines (DBP)
- c. Philippine Veterans Bank (PVB)
- d. Overseas Filipino Bank (OFB)

⁶ Fidelity Bond Premium is automatically computed in OFBS based on the amount and type of accountability provided in Treasury Circular (TC) No. 02-2019 dated 25 April 2019, TC No. 01-2022 dated 30 May 2022, TC No. 04-2021 dated 29 November 2021, and Treasury Office Order No. 11-2021 dated 26 April 2021.

B. FOR CLIENTS PAYING VIA ONLINE/ELECTRONIC PAYMENT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online application/s. ¹	None	None		Agency User/Public Official
2. Approve/ reject online application/s.	None	None		Agency Approver/Head of Agency
3. Proceed with the online payment option in the OFBS to pay the Fidelity Bond Premium. Client will be automatically redirected to online payment portal options.	None	Fidelity Bond Premium ²		Client/Applicant



4. Submit documentary requirements and proof of payment of Fidelity Bond Premium.	4.1 Evaluate the completeness of submitted requirements .	None	5 Minutes (single); 7 Hours (batch) ³	PO/DO User ⁴ - Provincial/ District Office
	4.2 Tag as paid the application and prepare the Confirmation Letter (CL), ensuring that the effectivity period indicates that the issue date of bond shall not be earlier than the date of payment/ deposit indicated in the ATAP and the expiry date shall be one year, two years or three years after the issue date.	None	3 Minutes (single); 1 Hour & 32 Minutes (batch)	PO/DO User - Provincial/ District Office
	4.3 Review and approve the application in the system and create CL.	None	4 Minutes (single); 1 Hour & 32 Minutes (batch)	PO/DO Approver ⁵ - Provincial/ District Office
	4.4 Register the name and risk number of the Bondee/s in the Registry of Bonded Public	None	4 Minutes (single); 1 Hour & 25 Minutes (batch)	PO/DO User – Provincial/ District Office



	Officers, print CL and transmit to PO/DO Approver.			
	4.5 Sign the CL and return to PO/DO User.	None	2 Minutes (single); 1 Hour & 24 Minutes (batch)	PO/DO Approver – Provincial/ District Office
5. Submit copy of requirements and receive Confirmation Letter.	5.1 Release the approved CL and get a copy of submitted requirements .	None	2 Minutes (single); 10 Minutes (batch)	PO/DO User – Provincial/ District Office
TOTAL:		Fidelity Bond Premium	20 Minutes (single); 1 Day, 5 Hours & 3 Minutes (batch)	

¹ The Agency must submit OFBS Enrollment Form to BTr Provincial/District Office for the enrollment of their accounts, including the Agency Administrator, Agency Approver and Agency User.

² Single processing involves one (1) to five (5) bonded officials in one application.

Batch processing involves six (6) or more bonded officials in one application.

³ Fidelity Bond Premium is automatically computed in OFBS based on the amount and type of accountability provided in Treasury Circular (TC) No. 02-2019 dated 25 April 2019, TC No. 01-2022 dated 30 May 2022, TC No. 04-2021 dated 29 November 2021, and Treasury Office Order No. 11-2021 dated 26 April 2021.

⁴ PO/DO User – Treasury Operations Officer or duly authorized personnel (District/Provincial Office)

⁵ PO/DO Approver – Chief Treasury Operations Officer I/II/Officer-in-Charge/In-Charge-of- Office (District/Provincial Office)



1.2. Manual Application (Submission through Email or Drop Box in lieu of Over-the-Counter Transactions)

Office or Division:	District Offices and Provincial Offices
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Accountable Public Officer (NGAs, GOCCs and LGUs)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Fidelity Bond Application Form (FBAF) – 2 hard copies (original or electronic copy, signed, and subscribed and sworn to before any officer authorized to administer oath or notarized)	Bureau of the Treasury Website for Fidelity Bond Application Form (FBAF)
2. Passport Size ID Picture - 2 hard copies or electronic copy	Provided by Client
3. List of Bonded Accountable Public Officer/s – 2 original copies (hard copy or electronic copy)	Bureau of the Treasury Website
Additional Requirements for Barangays and Sangguniang Kabataan (SK) Officials	
1. Approved Annual Budget and Barangay Appropriation Ordinance (Annual Barangay Youth Investment Program (ABYIP) in lieu of Ordinance) – 1 photocopy or electronic copy	Provided by Client
2. Annual Inventory of Plant, Property and Equipment and/or Annual Post-Closing Trial Balance with stamp received by COA – 1 photocopy or electronic copy	Provided by Client
3. Current monthly Inventory of Supply and Materials at the time of application – 1 photocopy or electronic copy	Provided by Client
4. LGU applicants who are not included in the list of LGU incumbent officials with BTr DO/PO shall secure any of the following: <ul style="list-style-type: none"> a. Certificate of Incumbency from the Department of the Interior and Local Government (DILG) in their respective Regions (1 photocopy or electronic copy) b. Oath of Office by Barangay/SK Chairperson (1 photocopy or electronic copy) c. Duly notarized Resolution for Appointment of Barangay/SK Treasurer (1 photocopy or electronic copy) 	Provided by Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1.1 Evaluate the completeness of submitted requirements.	None	5 Minutes (single); 7 Hours (batch) ¹	Treasury Operations Officer (TROO) or duly authorized personnel - Provincial/ District Office
	1.2 Compute the amount of Fidelity Bond Premium using the bond premium calculator. ²	None	2 Minutes (single); 3 Hours (batch)	TROO/ duly authorized personnel - Provincial/ District Office
	1.3 Prepare Authority to Accept Payment (ATAP) and transmit the same to CTOO for review and approval.	None	3 Minutes (single & batch)	TROO/ duly authorized personnel - Provincial/ District Office
	1.4 Review, approve and return ATAP to TROO/duly authorized personnel.	None	3 Minutes (single); 5 Hours & 54 Minutes (batch)	Chief Treasury Operations Officer (CTOO) I/II/OIC/ ICO – Provincial/ District Office
	1.5 Receive, record and issue approved ATAP to the client/ applicant.	None	2 Minutes (single); 3 Minutes (batch)	TROO/ duly authorized personnel - Provincial/ District Office
2. Proceed to the nearest Authorized Government Depository Bank (AGDB) ³		Fidelity Bond Premium		



where the TOP has a deposit account for payment of the bond premium and receive bank-validated deposit slip/ LDDAP-ADA/ OnColl Payment Slip and ATAP from AGDB.				
	2.1 Assign the risk number using the area code of the province (per Library of Area Code) with corresponding suffix "N" for new application or "R" for renewal of application.	None	1 Minute (single); 1 Hour (batch)	TROO/ duly authorized personnel - Provincial/ District Office
	2.2 Set period of effectivity (issue and expiry dates) of bond which issue date shall not be earlier than the date of payment/deposit indicated in the ATAP and which expiry date shall be one year, two years or three years after the issue date.	None	1 Minute (single); 1 Hour (batch)	TROO/ duly authorized personnel - Provincial/ District Office
3. Submit Bank-validated deposit slip/ LDDAP-ADA/	3.1 Receive bank-validated deposit slip/ LDDAP-ADA/	None	1 Minute (single & batch)	TROO/ duly authorized personnel -



OnColl Payment Slip and ATAP.	OnColl Payment Slip and ATAP from applicants as proof of payment of fidelity bond.			Provincial/ District Office
	3.2 Register the name and risk number of the Bondee/s in the Registry of Bonded Public Officers, prepare Confirmation Letter (CL) and transmit to CTOO I/II approval.	None	5 Minutes (single); 3 Hours (batch)	TROO/ duly authorized personnel - Provincial/ District Office
	3.3 Review, approve and sign the CL and return to TROO/duly authorized personnel.	None	5 Minutes (single); 2 Hours and 49 Minutes (batch)	CTOO I/II/OIC/ICO – Provincial/ District Office
4. Receive CL.	4.1 Release the approved CL to client and get a copy of submitted requirements.	None	2 Minutes (single); 10 Minutes (batch)	TROO/ duly authorized personnel - Provincial/ District Office
TOTAL:		Fidelity Bond Premium	30 Minutes (single); 3 Days (batch)	

¹ Single processing involves one (1) to five (5) bonded officials in one application.
Batch processing involves six (6) or more bonded officials in one application.

² Fidelity Bond Premium is computed based on the amount and type of accountability provided in Treasury Circular (TC) No. 02-2019 dated 25 April 2019, TC No. 01-2022 dated 30 May 2022, TC No. 04-2021 dated 29 November 2021, and Treasury Office Order No. 11-2021 dated 26 April 2021.

³ List of AGDBs:

- a. Land Bank of the Philippines (LBP)
- b. Development Bank of the Philippines (DBP)
- c. Philippine Veterans Bank (PVB)
- d. Overseas Filipino Bank (OFB)



1.3. Online Application for Cancellation of Fidelity Bond

To provide guidelines for the cancellation of fidelity bond of accountable public officers by reason of retirement, separation from the service, promotion, transfer, suspension from office or for any other cause rendering them not bondable to their present position.

Office or Division:	District Offices and Provincial Offices			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NGAs, LGUs, GOCCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fidelity Bond Application Form (FBAF) – 2 hard copies (original or electronic copy, signed, and subscribed and sworn to before any official authorized to administer oath or notarized)			System generated form	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online application/s ¹ for bond cancellation in the OFBS.	None	None		Agency User/ Public Official
2. Approve/reject the online application/s for bond cancellation in the OFBS.	None	None		Agency Approver/ Head of Agency
3. Submit the documentary requirements.	3.1 Evaluate the completeness of submitted requirements.	None	5 Minutes (single); 7 Hours (batch) ²	PO/DO User ³ - Provincial/ District Office
	3.2 Prepare Confirmation Letter (CL) for bond cancellation and transmit to PO/DO Approver for review and approval.	None	3 Minutes (single); 40 Minutes (batch)	PO/DO User - Provincial/ District Office
	3.3 Review and approve the CL	None	4 Minutes (single);	PO/DO Approver ⁴ -



	for bond cancellation and return to PO/DO User.		50 Minutes (batch)	Provincial/ District Office
	3.4 Register the bond cancellation in the Registry of Bonded Public Officers, create and print CL for signature of PO/DO Approver.	None	4 Minutes (single); 50 Minutes (batch)	PO/DO User - Provincial/ District Office
	3.5 Sign the CL and return to PO/DO User.	None	2 Minutes (single); 30 Minutes (batch)	PO/DO Approver - Provincial/ District Office
4. Receive the CL for bond cancellation.	4.1 Release the approved CL for bond cancellation to client.	None	2 Minutes (single); 10 Minutes (batch)	PO/DO User - Provincial/ District Office
TOTAL:		None	20 Minutes (single); 1 Day & 2 Hours (batch)	

¹ The Agency must have a valid fidelity bond applied and processed thru the OFBS.

² Single processing involves one (1) to five (5) bonded officials in one application.

Batch processing involves six (6) or more bonded officials in one application.

³ PO/DO User – Treasury Operations Officer or duly authorized personnel (Provincial/District Office)

⁴ PO/DO Approver – Chief Treasury Operations Officer I/II/Officer-in-Charge/In-Charge-of- Office (Provincial/District Office)



1.4. Manual Application for Cancellation of Fidelity Bond

To provide guidelines for the cancellation of fidelity bond of accountable public officers by reason of retirement, separation from the service, promotion, transfer, suspension from office or for any other cause rendering them not bondable to their present position.

Office or Division:	District Offices and Provincial Offices			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NGAs, LGUs, GOCCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fidelity Bond Application Form (FBAF) – 2 hard copies (original or electronic copy, signed and subscribed and sworn to before any official authorized to administer oath or notarized)			Bureau of the Treasury Website for Fidelity Bond Application Form (FBAF)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1.1 Evaluate the completeness of submitted requirements.	None	5 Minutes (single); 7 Hours (batch) ¹	Treasury Operations Officer (TROO) or duly authorized personnel - Provincial/ District Office
	1.2 Prepare Confirmation Letter (CL) for bond cancellation and transmit to CTOO for review and approval.	None	4 Minutes (single); 40 Minutes (batch)	TROO/ duly authorized personnel - Provincial/ District Office
	1.3 Review, approve and sign the CL for bond cancellation and return to TROO/duly authorized personnel.	None	5 Minutes (single); 50 Minutes (batch)	Chief Treasury Operations Officer (CTOO) I/II/OIC/ ICO – Provincial/ District Office
	1.4 Register the bond cancellation in the Registry of Bonded Public Officers.	None	4 Minutes (single); 40 Minutes (batch)	TROO/ duly authorized personnel -



				Provincial/ District Office
2. Receive the CL for bond cancellation.	2.1 Release the approved CL for bond cancellation to client.	None	2 Minutes (single); 10 Minutes (batch)	TROO/ duly authorized personnel - Provincial/ District Office
TOTAL :		None	20 Minutes (single); 1 Day, 1 Hour & 20 Minutes (batch)	

¹ Single processing involves one (1) to five (5) bonded officials in one application.
Batch processing involves six (6) or more bonded officials in one application.



1.5. Request for Appeal to the Office of the Treasurer of the Philippines (OTOP) through the Public Bonding Appeals Committee (PBAC)

To provide guidelines on the appeals process relating to fidelity bond applications of accountable public officers.

Office or Division:	District Offices and Provincial Offices			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NGAs, LGUs, GOCCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Appeal to the Office of the Treasurer of the Philippines – 2 hard copies or electronic copy			Provided by Client	
2. Proof of payment of the appeal fee – 1 photocopy or electronic copy			Provided by Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay appeal fee to be deposited/ credited to the account of the Treasurer of the Philippines (TOP).		PHP 1,000 Land Bank BTr Regular Fund 3402-2844-20		Client
2. Submit Letter of Appeal and proof of payment of appeal fee to the OTOP through the PBAC, copy furnished by the concerned Regional Director (RD), within ten (10) days from receipt of the RD's disapproval of the Fidelity Bonding application.	2.1 Receive and ensure the completeness of the submitted requirements.	None	5 Minutes (single); 50 Minutes (batch) ¹	Public Bonding Appeals Committee (PBAC) and Concerned Regional Director
	2.2 Transmit all records pertaining to the appeal to the OTOP through the PBAC.	None	Within five (5) days from receipt of Letter of Appeal and proof of payment (single and batch)	Regional Director – Regional Office
		None	5 Minutes (single); 50 Minutes	PBAC



	2.3 Receive complete documents pertaining to the appeal. 2.4 Resolve the appeal.	None	(batch) Within fifteen (15) days from receipt of complete documents (single and batch)	Treasurer of the Philippines (TOP)
3. Receive TOP's decision on the request for appeal.	3.1 Issue the decision to the appellant on the request for appeal.	None	5 Minutes (single); 50 Minutes (batch)	PBAC
TOTAL:		PHP1,000.00	20 Days & 15 Minutes (single); 20 Days, 2 Hours & 30 Minutes (batch)	

¹ Single processing involves one (1) to five (5) bonded officials in one application.
Batch processing involves six (6) or more bonded officials in one application.



1.6. Request for Appeal on Contested Application of Fidelity Bond

To provide guidelines on the appeals process relating to contested Fidelity Bonding applications of accountable public officers by any party with interest to the Fidelity Bonding application.

Office or Division:	District Offices and Provincial Offices			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Party with Interest to the Fidelity Bonding Application			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Appeal to the Regional Director – 2 hard copies or electronic copy			Provided by Client	
2. Proof of payment of the appeal fee – 1 photocopy or electronic copy			Provided by Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay appeal fee to be deposited/ credited to the account of the Treasurer of the Philippines (TOP).		PHP 1,000.00 Land Bank BTr Regular Fund 3402-2844- 20		Party with Interest
2. Submit Letter of Appeal and proof of payment of appeal fee to the Regional Director, within thirty (30) days from approval and issuance of the Confirmation Letter (CL).	2.1 Receive and ensure the completeness of the submitted requirements.	None	5 Minutes (single); 50 Minutes (batch) ¹	Regional Director – Regional Office
	2.2 Direct concerned CTOO II/ OIC/ICO to elevate entire records pertaining to the contested Fidelity Bonding application.	None	Within three (3) Days from receipt of Letter of Appeal and proof of payment (single and batch)	Regional Director – Regional Office



	2.3 Elevate entire records pertaining to the Fidelity Bonding application to the RD.	None	1 Day (single and batch)	Chief Treasury Operations Officer I/II/OIC/ICO – Provincial/District Office
	2.4 Resolve the appeal upon receipt of complete records from CTOO II/OIC/ICO.	None	Within fifteen (15) Days from receipt of complete documents (single and batch)	Regional Director – Regional Office
3. Receive RD's decision on the request for appeal on contested Fidelity Bonding application.	3.1 Issue the decision to the party with interest on the request for appeal.	None	5 Minutes (single); 50 Minutes (batch)	Regional Director – Regional Office
TOTAL:		PHP1,000.00	19 Days & 10 Minutes (single); 19 Days, 1 Hour & 40 Minutes (batch)	

¹ Single processing involves one (1) to five (5) bonded officials in one application.
Batch processing involves six (6) or more bonded officials in one application.



2. Issuance of Certification/ Confirmation of Deposited National Collections

To certify and confirm the amount of deposited national collections thru AGDBs of the requesting National Government Agencies (NGAs), National Collecting Officers and the Commission on Audit (COA)

2.1. NGAs Certification for the Release and Realignment of Funds

Regional Offices shall issue Confirmation/Certification of Deposited National Collections requested by NGAs for remittances for the current year starting **August 01, 2022.**

Office or Division:	District Offices and Provincial Offices			
Classification:	Simple to Complex (based on volume of transactions)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form for Certification – 1 original copy or electronic copy		Bureau of the Treasury Website		
2. Detailed schedule of deposited collections (in case of two/more transactions) – 1 original copy or electronic copy				
3. Validated OnColl Payment/Deposit slip/s or its equivalent – 1 photocopy or electronic copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the Regional Office (RO) where the NGA is located thru email or hard copy.	1.1 Evaluate the completeness of submitted requirements.	None	1 Minute	Treasury Operations Officer (TROO)/ duly authorized personnel – Regional Office
	1.2 Endorse the request and its supporting documents to the concerned Provincial/District Office (PO/DO).	None	2 Minutes	TROO/ duly authorized personnel – Regional Office
	1.3 Process and validate the available data with the NGCDS	None	8 Days (depending on period of	TOO/ duly authorized personnel –



	<p>against the requested Certification/ Confirmation of Deposited National Collections.</p> <p>1.4 Fill-out the required fields in the Certification, create and print "Reprint" and "Final Print" of the Certification, affix initial and date on the "Prepared by" section and forward to the PO/DO Head for final evaluation and review.</p> <p>1.5 Evaluate and review the Certification, affix initial and date on the "Reviewed/ Final Reviewed by" section, and forward the same to the concerned Regional Director (RD) for approval.</p> <p>1.6 Sign the Certification and transmit to TOO/duly authorized personnel of the RO.</p>		<p>transactions in the request) ¹</p> <p>None</p> <p>10 Minutes</p> <p>None</p> <p>10 Minutes</p> <p>None</p> <p>10 Minutes</p>	<p>Provincial/ District Office</p> <p><i>TROO/ duly authorized personnel - Provincial/ District Office</i></p> <p><i>Chief Treasury Operations Officer (CTOO) I/II/ICO/OIC - Provincial/ District Office</i></p> <p><i>Regional Director/ Officer-in-Charge – Regional Office</i></p>
2. Receive the Certification.	2.1 Release the Certification to the client, with copy of signed Certification to	None	2 Minutes	<i>TROO/ duly authorized personnel – Regional Office</i>



	concerned PO/DO.			
	TOTAL	None	8 Days & 35 Minutes	

¹ For requests covering prior year transactions, processing time is 1 to 30 working days.



2.2. Confirmation/ Verification of Deposited National Collections for the Commission on Audit and/or NGAs Validation of Deposits thru the National Government Collection and Disbursement System (NGCDS)

Office or Division:	District Offices and Provincial Offices			
Classification:	Simple (1 month to 1 year)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies, National Collecting Officers, Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form for Certification – 1 original copy or electronic copy		Bureau of the Treasury Website		
2. Detailed schedule of deposited collections (in case of two/more transactions) – 1 original copy or electronic copy		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the Provincial/ District Office (PO/DO) where the NGA is located thru email or hard copy.	2.2 Evaluate the completeness of submitted requirements.	None	1 Minute	<i>Treasury Operations Officer (TROO)/ duly authorized personnel – Provincial/ District Office</i>
	2.3 Process and validate the available data with the NGCDS against the requested Certification/ Confirmation of Deposited National Collections.	None	8 Days (depending on period of transactions in the request) ¹	<i>TROO/duly authorized personnel - Provincial/ District Office</i>
	1.3 Fill-out the required fields in the Certification, create and print “Reprint” and “Final Print” of the Certification, affix initial and	None	10 Minutes	<i>TROO/duly authorized personnel - Provincial/ District Office</i>



	date on the "Prepared by" section and forward to the PO/DO Head for final evaluation and review.			
	1.4 Evaluate and review the Certification, affix initial and date on the "Reviewed/ Final Reviewed by" section, and forward the same to the concerned Regional Director (RD) for approval.	None	10 Minutes	<i>Chief Treasury Operations Officer (CTOO) I/II/ICO/OIC - Provincial/ District Office</i>
	1.5 Sign the Certification and return to the concerned PO/DO.	None	10 Minutes	<i>Regional Director/ Officer-in-Charge – Regional Office</i>
2. Receive the Certification.	2.1 Release the Certification to the client.	None	1 Minute	<i>TROO/ duly authorized personnel – Provincial/ District Office</i>
TOTAL :		None	8 Days, 32 Minutes	

¹ For requests covering prior year transactions, processing time is 1 to 30 working days.



2.3. Confirmation/Verification of Deposited National Collections for the Commission on Audit and/or NGAs Validation of Deposits thru the National Collections Application System (NCAS)

Office or Division:	Provincial Offices and District Offices			
Classification:	Simple (1 month to 1 year)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies, National Collecting Officers, Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form for Certification – 1 original copy or electronic copy		Bureau of the Treasury Website Provided by Client		
2. Detailed schedule of deposited collections (in case of two/more transactions) – 1 original copy or electronic copy				
3. Validated OnColl Payment/Deposit slip/s or its equivalent – 1 photocopy or electronic copy				
4. Monthly report of collections and deposits – 1 original copy or electronic copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the Provincial/ District Office (PO/DO) where the NGA is located thru email or hard copy.	1.1 Receive and evaluate the completeness of submitted requirements.	None	1 Minute	Treasury Operations Officer (TROO)/ duly authorized personnel – Provincial/ District Office
	1.2 Generate from NCAS a report on certification of deposited national collections for the concerned NCO and match the same against the requested amount. If discrepancy occurs, verify from the source	None	8 Days	TROO/duly authorized personnel - Provincial/ District Office



	documents (LDC, Validated Deposit Slips/ LDDAP-ADA, AGDB DSD).			
	1.3 Make necessary adjustment on NCAS and notify NCAD. Generate from NCAS the adjusted certificate of deposited national collections and sign the "Prepared by" section and transmit to CTOO I for review.	None	1 Day and 1 Hour	<i>TROO/duly authorized personnel - Provincial/ District Office</i>
	1.4 Review the certificate of deposited national collections, sign the "Reviewed by" section, prepare/initial transmittal letter and forward the same to CTOO II.	None	4 Hours	<i>Chief Treasury Operations Officer (CTOO) I/II - Provincial/ District Office</i>
	1.5 Certify the deposited national collections. Sign the "Certify by" section. Review/Initial the transmittal letter and transmit the same to RO for RD signature.	None	2 Hours	<i>CTOO I/II - Provincial/ District Office</i>



	1.6 Sign the transmittal letter and return the same to the concerned PO/DO.	None	10 Minutes	<i>Regional Director – Regional Office</i>
	1.7 Submit the signed certificate and transmittal letter together with the NCAS report on certification of deposited national collections to the client.	None	3 Minutes	<i>TROO/duly authorized personnel - Provincial/ District Office</i>
2. Receive the signed certificate and transmittal letter together with the NCAS report on certification of deposited national collections from BTr.	2.1 Have the client receive the file copy of BTr.	None	1 Minute	<i>TROO/ duly authorized personnel – Provincial/ District Office</i>
TOTAL :		None	9 Days, 7 Hours and 15 Minutes	



3. Request for Re-Order of MDS Checks

To promote the use of Authority to Debit Account (ADA) as mode of disbursement for all NGAs in support of DBM Circular Letter Nos. 2013-16, 2013-16A, 2013-16B and 2018-14 dated December 23, 2013, February 6, 2014, February 25, 2014, and December 28, 2018, respectively.

To minimize the volume of outstanding checks resulting in a more predictable cash outflow in the Bureau of the Treasury.

Office or Division:	District Offices and Provincial Offices			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NGAs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for MDS Check Re-Order (Form 1) – 1 original copy (hard copy or electronic copy)			Bureau of the Treasury Website for Form 1	
2. Report of Accountability for Accountable Forms (RAAFs) for MDS – 1 photocopy or electronic copy of the last 3 months			Provided by Client	
3. Monthly Estimates for the number of transaction/Accounts Payable that cannot be paid through ADA (Form 2) – 1 original copy (hard copy or electronic copy)			Bureau of the Treasury Website for Form 2	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1.1 Receive and ensure the completeness of the requirements.	None	2 Minutes	<i>Treasury Operations Officer (TROO)/ duly authorized personnel – Provincial/ District Office</i>
	1.2 Assess the NGA inventory of MDS checks by extracting the average number of checks issued per month.	None	2 Minutes	<i>TROO/duly authorized personnel - Provincial/ District Office</i>
	1.3 Evaluate the request of NGA to determine the number of check booklets for re-	None	8 Minutes	<i>TROO/duly authorized personnel - Provincial/ District Office</i>



	order taking into consideration the volume of check for re-order, estimated number of transactions and volume and frequency of usage against the average number of checks issued per month.			
1.4	Prepare clearance using Form No. 3 as to number of check booklets that can be re-ordered from AGDBs and forward to CTOO.	None	5 Minutes	<i>TROO/duly authorized personnel - Provincial/District Office</i>
1.5	Approval:			
1.5.1	For NCR:	None	5 Minutes	<i>Chief Treasury Operations Officer (CTOO) I/II/OIC/ICO – District Office</i>
1.5.1.1	Check/ review the clearance and recommend approval to RD.			
1.5.1.2	Approve the clearance and return the same to the concerned District Office.	None	3 Minutes	<i>Regional Director (RD) - NCR Regional Office</i>
1.5.2	For Other Regions: Approve the clearance and return to TROO/duly authorized personnel.	None	3 Minutes	<i>CTOO I/II/OIC/ICO – Provincial Office</i>
		None	3 Minutes	<i>TROO/duly authorized</i>



	1.6 Receive, record and release the approved clearance to the concerned requesting NGA.			<i>personnel</i> – Provincial/ District Office
TOTAL :		None	28 Minutes	



4. Authority to Open Bank Account/Change or Transfer of Depository Bank/Bank Branch/Current Account

To provide guidelines on the opening of banks account/s pertaining to receipts and disbursements of government agencies.

To establish a database for all bank accounts held by government agencies and to promote transparency in public financial management.

4.1 Authority to Open Bank Account of National Government Agencies (NGAs) and Government Owned and Controlled Corporations (GOCCs)

Office or Division:	District Offices and Provincial Offices			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NGAs (for all accounts) and GOCCs (as Implementing Agency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NGAs/GOCCs – 1 original copy (hard copy or electronic copy)		Provided by Client		
2. BTr Form 1 – Request for Authority to Open Bank Account – 2 original copies (hard copies or electronic copy)		Bureau of the Treasury Website for Forms 1-3		
3. BTr Form 2 (Undertaking) – 2 original copies (hard copy or electronic copy) <i>Note: Not required for opening of MDS Sub-Account per Treasury Circular No. 02-2014</i>				
4. BTr Form 3 (Waiver of Confidentiality) - 2 original copies (hard copy or electronic copy): a. Form 3-A for MDS Sub-Accounts b. Form 3-B for Other Accounts				
5. Legal Basis –1 photocopy or electronic copy		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1.1 Receive and ensure the completeness of the requirements.	None	2 Minutes (single); 1 Hour and 35 Minutes (batch) ¹	<i>Treasury Operations Officer (TROO)/ duly authorized personnel - Provincial/District Office</i>
	1.2 Evaluate and review the purpose	None	8 Minutes (single);	<i>Chief Treasury Operations</i>



	and legal basis to open the account.		6 Hours and 25 Minutes (batch)	<i>Officer (CTOO) I/II/OIC/ICO - Provincial/ District Office</i>
	1.3 Fill-out, sign (evaluation) the portion for the Bureau of the Treasury in the BTr Form 1 and forward the same with the attachments to RO for the RD's approval/ disapproval.	None	5 Minutes (single); 4 Hours (batch)	<i>CTOO I/II/OIC/ICO – Provincial/ District Office</i>
	1.4 Receive the evaluated Request for Authority to Open Bank Account of the agency.	None	2 Minutes (single); 1 Hour and 35 Minutes (batch)	<i>Regional Director - Regional Office</i>
	1.5 Approve/ Disapprove and return the same to the concerned District/Provincial Office.	None	5 Minutes (single); 4 Hours (batch)	<i>Regional Director - Regional Office</i>
	Note: In case the request for account opening is for the purpose other than those listed in Section 4.2 of Treasury Circular (TC) No. 4-2024 dated May 15, 2024, the Regional Director shall recommend further evaluation and concurrence by BTr Central Office through the Chief – Receipt Investment and Disbursement Division (RIDD)			



	[turnaround time of three to five days].			
2. Receive the approved Request for Authority to Open Bank Account.	2.1 Receive and record the approved Request for Authority to Open Bank Account and release the same to the requesting agency. Advise the requesting agency to return the complete set of accomplished forms with data filled up by the AGSB once the account is opened.	None	8 Minutes (single); 6 Hours and 25 Minutes (batch)	CTOO/TROO/ duly authorized personnel - Provincial/ District Office
TOTAL:		None	30 Minutes (single); 3 Days (batch)	

¹ Single processing involves one (1) to three (3) accounts in one application.
Batch processing involves four (4) or more accounts in one application.



4.2 Request for Change/Transfer of Authorized Government Depository Bank/Bank Branch for National Tax Allotment (NTA) and all Other Funds Authorized to Local Government Units (LGUs) in the Appropriations Law

Office or Division	District Offices, Provincial Offices and Regional Offices			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from LGU – 1 original copy or electronic copy		Provided by Client		
2. Sangguniang Resolution authorizing the LGU to change or transfer its NTA depository bank/bank branch/current account – 1 Certified True Copy (hard copy or electronic copy)				
3. Name of new servicing bank, location and bank account number				
4. Clearance from present depository bank branch allowing the transfer, in case the LGU has outstanding loan/contractual obligation with the said bank – 1 photocopy or electronic copy		Concerned LBP, DBP, PVB, AAILBP & OFBANK (depository bank/bank branch)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1.1 Receive and ensure the completeness of the requirements and transmit the same to RO for final action of the Regional Director.	None	2 Minutes	Chief Treasury Operations Officer (CTOO) I/II/ Treasury Operations Officer (TROO) Provincial/ District Office
	1.2 Receive and review completeness of documents and record the same.	None	5 Minutes	Treasury Operations Officer (TROO)/NTA Processor - Regional Office
	1.3 Prepare Authority to change/transfer LGU bank account and forward the same with the	None	5 Minutes	TROO/NTA Processor - Regional Office



	<p>attachments to the Regional Director for approval.</p> <p>1.4 Approve/Disapprove the Authority to change/transfer LGU bank account and return the same to the NTA Processor.</p>	None	5 Minutes	<i>Regional Director - Regional Office</i>
2 Receive the approved Request for Change/Transfer of Depository Bank/Branch for NTA and all other LGSF.	2.1 Receive and record the approved Authority and release the same to the requesting LGU, copy furnished the concerned Provincial/District Office, and AGDB Branch.	None	7 Minutes	<i>TROO/NTA Processor - Regional Office</i>
	2.2 Submit a summary of approved accounts to Miscellaneous Accounts Accounting Division (MAAD) to effect changes in the NTA Database.	None	6 Minutes	<i>TROO/NTA Processor - Regional Office</i>
TOTAL:		None	30 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Answer the feedback form and put it in the designated drop box in the office lobby of the Bureau of the Treasury.</p> <p>Bureau of the Treasury: Contact Info: +632 8663-2BTR or (8663-2287)</p> <p>You may send your feedback at:</p> <p>feedback@treasury.gov.ph (Central Office); btrncr@treasury.gov.ph (Regional Office)</p> <p>You can also mail us at:</p> <p>Bureau of the Treasury - (Central Office) Operations Planning Division Ayuntamiento Bldg., Cabildo St. cor. A. Soriano Ave. Intramuros, Manila</p> <p>Bureau of the Treasury - (Regional Office) National Capital Region Palacio del Gobernador Gen. Luna St., Intramuros, Manila</p>
<p>How feedback is processed</p>	<p>The designated personnel, Ms. Christine J. Tolentino, Treasury Operations Officer IV and Ms. Alice Lontoc De Leon, Treasury Operations Officer I from the Operations Planning Division (OPD), and Ms. Concepcion S. Austria OIC-Director from the National Capital Regional (NCR) will collect, verify, and keep a record of client's feedback and forward the same to the concerned Office within one (1) working day. Upon receiving the appropriate reply from the concerned Office, the client will be informed through email or phone call.</p>
<p>How to file a complaint</p>	<p>To file a complaint, send complaints to:</p> <p>feedback@treasury.gov.ph (Central Office); btrncr@treasury.gov.ph (Regional Office)</p> <p>For proper filing of complaint, be sure to follow the format:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - File a written complaint. - Include evidence and documents related to the transaction (send photocopy only) - Name of the person being complained.



	<ul style="list-style-type: none"> - Sign the complaint. - Send it by mail or drop off your complaint at the office lobby. <p>For follow-ups and queries, contact information is:</p> <p>Operations Planning Division: 8663-2287 loc 2806. National Capital Region: 8527-2786</p>
How complaints are processed	<p>The designated personnel from Operations Planning Division and from the National Capital Regional (NCR) shall record the complaint and coordinate with the concerned Office to answer the complaint. The concerned Office will review, analyze, and evaluate the complaints for appropriate action.</p> <p>If there is a need to investigate, it will be forwarded to the Legal Service for appropriate action. Once the complaint has been addressed, incident report will be submitted to the Treasurer of the Philippines through the concerned Deputy Treasurers for appropriate action.</p> <p>OPD and NCR personnel shall communicate the result of the complaints to the client via email or phone call.</p>
Contact Information	<p>Anti-Red Tape Authority: Landline: 8478-5093 Email: complaints@arta.gov.ph</p> <p>Presidential Complaints Center: Text 8888 Email: pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan: Mobile: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph</p>



CENTRAL OFFICE

DIRECTORY OF OFFICES		
Office	Address	Contact Information
Office of the Treasurer of the Philippines	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2282
Deputy Treasurer of the Philippines (Administrative Service and Asset Management Service)	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2251
Deputy Treasurer of the Philippines (Research Service, Accounting Service, and Regional Offices)	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2299
Deputy Treasurer of The Philippines (Liability Management Service and Management Information Systems Service)	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2211
Payments Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2245
Securities Origination Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2249
Scripless Securities Registration Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2247
Receipts, Investment, and Disbursement Division	G/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2239
Legal Service	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2271
Complaints and Investigation Division	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2275



Securities and Documentation Division	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2276
Law and Litigation Division	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2273
Miscellaneous Accounts Accounting Division	G/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2225
Bank Reconciliation and Analysis Division	G/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2223
Bureau Accounting Division	G/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2216
National Cash Accounting Division	G/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2227
Systems Administration Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2261 (02) 8663-2287 local 2267
Database Administration Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2263
Systems Development Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2868
Hardware Maintenance Division	2/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2265
Fiscal Planning and Assessment Division	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2812
Bureau Budget Division	3/F Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2816
Property and Supply Management Division	Basement, Ayuntamiento Building Cabildo St. cor. A. Soriano Ave. Intramuros, Manila	(02) 8663-2287 local 2206



REGIONAL OFFICES

Office	Address	Contact Information
National Capital Region	2/F Palacio Del Gobernador, Gen. Luna St. Cor., A. Soriano Ave., Intramuros, Manila	(02) 8527-2786 0919-6474380
District I	2/F Palacio Del Gobernador, Gen. Luna St. Cor., A. Soriano Ave., Intramuros, Manila	(02) 8527-3082 0999-3742395
District II	2/F Palacio Del Gobernador, Gen. Luna St. Cor., A. Soriano Ave., Intramuros, Manila	(02) 8527-6846 0917-5365207
District III	2/F Palacio Del Gobernador, Gen. Luna St. Cor., A. Soriano Ave., Intramuros, Manila	(02) 8527-3083 0917-6498637
District IV	2/F Palacio Del Gobernador, Gen. Luna St. Cor., A. Soriano Ave., Intramuros, Manila	(02) 8527-3080 09669884402
Region I	BTr RO I Bldg. Aguila Road, Sevilla Norte, City of San Fernando, La Union, 2500	(072) 607-2259 (072) 242-1702
La Union Provincial Office	BTr RO I Bldg. Aguila Road, Sevilla Norte, City of San Fernando, La Union	(072) 607-8113
Ilocos Norte Provincial Office	3/F Jommel III Bldg., P. Acosta St., Brgy. 14 Sto. Tomas, Laoag City	(077) 670-5432
Ilocos Sur Provincial Office	P & H Building, Brgy. III, cor. Burgos Street, cor. Rizal Street, Vigan City, Ilocos Sur	(077) 604-2495
Pangasinan Provincial Office	Mezzanine Floor, DBP Bldg., M. H. Del Pilar St., Dagupan City, Pangasinan	(075) 600-3072
Benguet Provincial Office	4th Floor, Unit 401, Development Bank of Philippines Bldg., Session Road, Baguio City	(074) 620-3962
Abra Provincial Office	3/F, Balbin Building II, Corner Taft and Actividad, Economia Street, Zone IV, Bangued Abra	(074) 614-4095



Mt. Province Provincial Office	3rd Floor, Fonang Building, Omfeg, Bontoc Ili, Bontoc, Mountain Province	0946-433-2277
Region II	6 Dalan na Marayao St. Regional Government Center Carig Sur, Tuguegarao City	(078) 844-1655 (078) 844-0704
Cagayan Provincial Office	6 Dalan na Marayao St. Regional Government Center Carig Sur, Tuguegarao City	(078) 844-0691 0916-736-5987
Isabela Provincial Office	2F VTU Bldg. National Highway, Baligatan, Ilagan City, Isabela	(078) 624-0249
Nueva Vizcaya Provincial Office	2F Ongtao Bldg., Burgos St., Brgy. Quirino, Solano, Nueva Vizcaya	(078) 392-1890
Kalinga-Apayao Provincial Office	2F Pangda Bldg., Purok 4, Bulanao Centro, Tabuk City, Kalinga	(074) 627-5326
Ifugao Provincial Office	Lumingay Road, Poblacion North, Lagawe Ifugao	0949-797-5527
Quirino Provincial Office	2nd Floor JMD-68 Bldg., Brgy. Gundaway, Cabarroguis, Quirino	(078) 374-6277
Batanes Provincial Office	G/F Ivatan Lodge, National Rd. Kaychanarianan, Basco Batanes	0968-666-0079
Region III	Diosdado Macapagal Government Center, Malikhain St., Maimpis, City of San Fernando, Pampanga	(045) 455-1870 (045) 455-2726
Pampanga Provincial Office	Diosdado Macapagal Government Center, Malikhain St., Maimpis, City of San Fernando, Pampanga	(045) 455 2726
Bulacan Provincial Office	Bulacan Provincial Capitol, Malolos City, Bulacan	(044) 794 0093
Aurora & Nueva Ecija Provincial Office	DBP Building, 2nd Floor, Burgos Ave. Cor. Gabaldon St., Cabanatuan City, Nueva Ecija	(044) 958 9863
Bataan Provincial Office	3rd Floor, Room 01 Alyss Com Hub Building, Don Manuel Banzon Ave., Brgy Dna. Francisca City of Balanga, Bataan	(047) 613-6839



Tarlac Provincial Office	2nd Flr., DBP Bldg., Macabulos Drive, Brgy. San Roque, Tarlac City	(045) 982 4904 0923-4152499
Zambales Provincial Office	3rd Floor Villagrancia Building, 2019 Rizal Ave., West Bajac-bajac, Olongapo City, Zambales	(047) 222 4914
Region IV-A	2F Andenson Bldg. 3, Brgy. Parian, Calamba City, Laguna, 4029	(049) 545-5951 (049) 254-1581
Batangas Provincial Office	GF JPA-AMA Bldg. (Pic N' Save), Nat'l Hi-way, Brgy. Kumintang, Batangas City	(043) 723-4052 (043) 233-2838
Cavite Provincial Office	2/F GB Alberto Bldg., Governor's Drive, Brgy San Agustin, Trece Martires City, Cavite	(046) 866-6143 (046) 971-7046
Quezon Provincial Office	2F Grand Central Terminal Bldg., Brgy. Ibabang Dupay, Lucena City	(042) 710-2195 (042) 731-7162
Rizal Provincial Office	2F JEK Bldg., Ortigas Ave. Extension, Cainta, Rizal	(028) 656-6178
Laguna Provincial Office	2F Andenson Bldg. 3, Brgy. Parian, Calamba City, Laguna	(049) 545-5617
Region IV-B	3rd Floor, Tom's Place Building, D. Silang St. corner De Jesus St., Batangas City	(043) 722-2349 (043) 980-5506
Occ. Mindoro Provincial Office	2nd Floor, Alcantara Commercial Building Rizal St., Poblacion 1, Mamburao Occidental Mindoro	(043) 711-1752 (043) 457-0071
Oriental Mindoro Provincial Office	DBP Building, Brgy. Sto. Nino, Calapan City, Oriental Mindoro	(043) 288-1207 (043) 441-3308
Palawan Provincial Office	F. Rafols, Jr. Road, Government Center and Nature's Park, Brgy. Sta. Monica, Puerto Princesa City, Palawan	(048) 433-2856
Marinduque Provincial Office	3rd Floor, DRL Building, Nepomuceno St., Barangay Murallon, Boac, Marinduque	(042) 332-1507
Romblon Provincial Office	2nd Floor, KADBAYAN MPC Commercial Complex, General Luna St., Barangay	(042) 567-2344



	Dapawan, Odiongan, Romblon	
Region V	BTr Building, Regional Government Center, Rawis, Legazpi City	0915-668-3257
Albay Provincial Office	BTr Building, Regional Government Center, Rawis, Legazpi City	0927-498-8210
Camarines Norte Provincial Office	2/F Bella Building, Daet, Camarines Norte	0963-338-0712 0935-402-1067
Camarines Sur Provincial Office	G/F BISCAS Commercial Bldg., Peñafrancia Avenue, Naga City, Camarines Sur	0915-259-3052
Catanduanes Provincial Office	2/F VTC Metrowalk, Brgy. San Roque, Virac, Catanduanes	0908-250-1164 0995-341-1590
Masbate Provincial Office	G/F Immaculate Concepcion Building, Danao St., Masbate City	0969-374-9729 0956-870-1303
Sorsogon Provincial Office	3/F Peña Building, Rizal cor. Burgos Sts., Sorsogon City, Sorsogon	0910-708-5071 0985-159-7066
Region VI	4F, II Rufino Bldg., E. Lopez St., Jaro, Iloilo City, 5000	(033) 509-9805 (033) 335-0135
Iloilo Provincial Office	4F, II Rufino Bldg., E. Lopez St., Jaro, Iloilo City, 5000	(033) 335-0838 (033) 502-7478
Aklan Provincial Office	2F, DC & M Bldg., Osmeña Ave. Cor. Refulgente Alley Road, Estancia, Kalibo, Aklan, 5600	(036) 500-9653 (036) 268-4180
Antique Provincial Office	Ground Floor, AML Bldg. I, Dalipe cor. Atabay Sts., Funda Dalipe, San Jose, Antique, 5700	(036) 540-9833
Capiz Provincial Office	Pueblo de Panay, Dinginan, Roxas City, Capiz, 5800	(036) 651-0752
Negros Occ. Provincial Office	2F, Uy Kang Ha Bldg., Burgos-Lacson Sts., Bacolod City, 6100	(034) 709-6932 Telefax (034) 432-6128
Region VII	2nd Floor, DBP Building Osmeña Boulevard, Cebu City	(032) 254-3308 (032) 254 8103 (032) 412-3504
Cebu North Provincial Office	2nd Floor, DBP Building Osmeña Boulevard, Cebu City	(032) 254-8167
Cebu South Provincial Office	2nd Floor, DBP Building Osmeña Boulevard, Cebu City	(032) 255 7635 (032) 412 2598



Negros Oriental/Siquijor Provincial Office	#5 Dr. V. Locsin Street, Corner Sta Catalina St., Poblacion 4, Dumaguete City	(035) 522 7121
Bohol Provincial Office	Ground Floor, Rio Andre III Building, M. Torralba Street, Tagbilaran City	(038) 412-3662
Region VIII	Government Center, Candahug, Palo, Leyte 6501	(053) 832-2806 09774631063
Northern Leyte Provincial Office	Government Center, Candahug, Palo, Leyte 6501	(053) 300-6478 09064865730
Northern Samar Provincial Office	Catarman, Northern Samar DCPS Bldg., Corner J.P. Rizal and Quezon Streets, Catarman, Northern Samar 6400	09364528680
Southern Leyte Provincial Office	2/F Alvarez Building, R. Kangleon Street, Mambajao, Maasin City 6600	(053) 862-0035 09757597090
Western Samar Provincial Office	2/F Lucky Three Realty and Development Corporation Building, Curry Avenue Corner San Bartholomew Street Catbalogan City 6700	(055) 837-2010 09274972735 09471494097
Eastern Samar Provincial Office	Ground Floor-Eduardo Ang Jr. Building, E. Cinco Street, Barangay C Baybay 3, Borongan City Eastern Samar 6800	0916-699-5120 09208799201
Region IX	PCCA Regional Govt. Center, Balintawak, Pagadian City, Zambo.Sur	(062) 945-0882 0935-184-8699 0909-336-4794
Zamboanga City/ Zamboanga Sibugay Provincial Office	EFT Building, S. Bulahan Drive, San Jose Road, Zambo.City	062-991-9105 0917-165-6321 0946-298-5560
Zamboanga Del Sur I Provincial Office	PCCA Regional Govt. Center, Balintawak, Pagadian City, Zambo.Sur	((062) 945-0903 09666905419 09183525725
Tawi-Tawi Provincial Office	BARMS Bldg., Tubig Boh, Bongao, Tawi-Tawi	(068) 268-1445
Zamboanga del Norte Provincial Office	GVS Building, Magsaysay St., Miputak, Dipolog City	(065) 908-3302 09100971885
Basilan Provincial Office	#10 Catholic Prelate, Carlos P. Garcia, St., Isabel City, Basilan	0936-674-7374
Sulu Provincial Office	Marina St., Walled City, Jolo, Sulu	0927-635-9078



Region X	2nd Floor, Jugador Bldg., A. Velez - J. Gaerlan Streets, Brgy. 2, Cagayan de Oro city	(088) 855-3424 0917-8786821
Misamis Oriental Provincial Office	2nd Floor, Jugador Bldg., A. Velez - J. Gaerlan Streets, Brgy. 2, Cagayan de Oro city	(088) 855-3424) 0917-8786795
Camiguin Provincial Office	Hh Commercial Bldg. Lagunde Baybay Interior, Poblacion, Mambajao, Camiguin	0928-9137788
Lanao del Norte Provincial Office	2nd Floor, Abalos Building, Aguinaldo Street, Iligan City	0919-2036316
Misamis Occ. Provincial Office	3rd Floor, Ortega Building, Valconcha-Mabini Streets, Ozamiz City	0917-878-6763
Bukidnon Provincial Office	2nd Floor, Lagura Bldg., Cudal-Magsaysay Streets, Malaybalay City, Bukidnon	0917-8786702/ 0977-7788344
Region XI	BTr RO XI Bldg., SPMC Compound, Dumanlas Road, J.P Laurel Ave., Bajada, Davao City, 8000	(082) 224-0660
Davao del Sur/ Davao Occidental	SPMC Compound, Dumanlas Road, J.P Laurel Ave., Bajada, Davao City	(082) 224-0660
Davao Oriental Provincial Office	Door No. 3 Roche Building, Andravel St., Brgy. Central, Mati City, Davao Oriental	(087) 811-7178
Davao del Norte/Davao De Oro Provincial Office	Door 25, 2F Suarez Building, Corner Mabini-Sobrecarey St., Tagum City, Davao del Norte	(084) 655-9637
Region XII	BTr RXII Building, Prime Regional Government Center, Brgy. Carpenter Hill, Koronadal City, 9506	(083) 228-8055 (083) 877-8411
South Cotabato Provincial Office	BTr RXII Building, Regional Center, Brgy. Carpenter Hill, Koronadal City	(083) 228-8056
Maguindanao Provincial Office	H & J Building, Door No. 3, Sinsuat Avenue, Cotabato City	(064) 552-4514
Sultan Kudarat Provincial Office	2nd Floor, JCB Building, Magbanua Street corner National Highway, Isulan, Sultan Kudarat	(064) 471-0261
Lanao del Sur Provincial Office	2nd Floor, RTCS Building, Ali bin Abutalib Street, Marawi Poblacion, Marawi City	0917-429-6477 0919-001-1781



North Cotabato Provincial Office	3rd Floor, JTL Building, Maharlika Street, Quezon Boulevard, Kidapawan City	(064) 577-5218
CARAGA	J.P. Rosales Avenue, Butuan City, 8600	(085) 816-0782.
Surigao del Norte Provincial Office	DTI E Simtoco Building, Burgos Street Brgy. Washington, Surigao City	(086) 826-8537
Agusan del Sur Provincial Office	NGPI Bldg., San Francisco, Agusan del Sur	(085) 242 4469
Agusan del Norte Provincial Office	J.P. Rosales Avenue, Butuan City, 8600	(085) 817-1330
Surigao del Sur Provincial Office	JTP Bldg., Provincial Road, Brgy. Telaje, Tandag City, Surigao del Sur	(086) 214-3319

