



CITIZEN'S CHARTER



NATIONAL CONCILIATION AND MEDIATION BOARD





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2019 (2nd Edition)



I. Mandate:

The NCMB, created under Executive Order No. 126 as amended by EO 251, reorganizing the DOLE, shall formulate policies, develop plans and programs and set standards and procedures relative to the promotion of conciliation and mediation of labor disputes through the preventive mediation, conciliation and voluntary arbitration; facilitation of labor-management cooperation through joint mechanisms for information sharing, effective communication and consultation and group-problem solving.

II. Vision:

The NCMB shall be the center of excellence in enhancing harmonious relationship in every workplace.

III. Mission:

To sustain harmonious labor and management relations through continuous education, mainstreaming of alternative dispute resolution (ADR) mechanisms, and implementation of innovative approaches towards worker's empowerment.

IV. Service Pledge:

We, the officials and employees of the National Conciliation and Mediation Board, commit and resolve to efficiently and effectively perform our tasks in utmost courtesy and sincere dedication to provide timely and excellent service to the public.



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Central Office

External Services



1. Case Handling of Request for Assistance

Provision of conciliation-mediation services to individual worker, group of workers, or unions and employers with issues arising from labor and employment in compliance with the mandatory conciliation-mediation law.

Office or Division:	Conciliation-Mediation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Any aggrieved employee/employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE-SENA Form No. 1 (1 Original Copy)		NCMB/Conciliation and Mediation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and file DOLE SENA request form	1.1 Receive accomplished form and interview requesting party	None	15 minutes/ depends upon interview with requesting party	<i>Single Entry Assistance Desk Officer (SEADO) Technical Services</i>
	1.2 Assign number and docket request form		5 minutes	<i>Administrative Staff</i>
	1.3 Prepare, sign and issue Notice of Conference		10 minutes	<i>Administrative Staff</i>
2. Attend conferences	2.1 Conduct conciliation-mediation conferences	None	30 days but may be extended up to 45 days by agreement of parties (RA 10396 & SEnA IRR DO 151-16)	<i>SEADO Technical Services</i>
	2.2 Prepare and sign Minutes of Conference			
3. Sign Settlement Agreement and Quitclaim or Disposition of Request for Assistance or Receive Referral	3.1 Prepare and sign settlement agreement or	None	10 minutes	<i>SEADO Technical Services</i>
	3.2 Issue referral to other offices			



2. Collection of Collective Bargaining Agreement Registration Fee

Collection of payment for the registration of Collective Bargaining Agreement (CBA) as processed by the DOLE Regional Offices. The amount will accrue to the Special Voluntary Arbitration Fund.

Office or Division:	Financial and Management Division			
Classification:	Simple			
Type of Transaction:	Government to Clients (G2C)			
Who may avail:	Any union or employer representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (4 original)		DOLE Regional Office		
Application for CBA Registration (BLR Form No. 10-CBA s. 2003) (1 original)		Bureau of Labor Relations-DOLE		
Copy of Collective Bargaining Agreement (1 original)		Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms and other documents for payment of CBA Registration Fee	1.1 Receive order of payment and check completeness of supporting documents	₱1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715)	15 minutes	Cashier Financial and Management Division
	1.2 Receive payment and issue official receipt		5 minutes	Cashier Financial and Management Division



3. Issuance of Certificate of No Pending Case

Services provided to companies seeking clearance for business and other purposes to ascertain that they have no pending labor cases filed with the Board's Offices/branches.

Office or Division:	Research and Information Division			
Classification:	Simple			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Employee/Employer Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of no pending case (1 original copy)		Requesting employer/employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request of no pending case	1.1 Receive and record letter request of no pending case	None	Immediately	<i>Administrative Officer V Administrative Division</i>
	1.2 Forward the letter request to Research and Information Division		Immediately	<i>Administrative Officer V Administrative Division</i>
	1.3 Validate from the list of cases (NS/L, PM, AS/L and VA) and request for assistance (RFA) whether there is a pending case/RFA		10 minutes	<i>Administrative Assistant III Research and Information Division</i>
	1.4 Prepare the Certificate of No Pending Case		10 minutes	<i>Administrative Assistant III Research and Information Division</i>



	1.5 Sign the Certificate		5 minutes	<i>Deputy Executive Director Technical Services Department</i>
2 Receive signed Certificate	2. Issue the Certificate	None	5 minutes	<i>Administrative Officer V Administrative Division</i> <i>Or</i> <i>Administrative Assistant III Research and Information Division</i>



Central Office

Internal Services



1. Issuance of Various Personnel Records

Issuance of various employees' records relating to their employment with the Board. These records are used as supporting documents for appointment, promotion, retirement, travel (local and abroad), conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Current NCMB Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Access Request Form (<i>Annex B of the NCMB Data Privacy Manual</i>) indicating the purpose of personnel records requested: <ul style="list-style-type: none"> a. Service Record b. Certificate of Employment c. Certificate of Employment and Compensation d. Certificate of Leave Availed due to Sickness e. Certification of No Pending Administrative Case f. Other Documents such as but not limited to the following: <ul style="list-style-type: none"> - Certificate of Available Leave Credits - Certificate of Last Salary Received 		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Access Request Form indicating the type of document/s requested and its purpose/s	1.1 Receive the request and forward to Chief Administration Officer-AD for evaluation	None	30 minutes	<i>Administrative Officer V (Records Officer) Administrative Division</i>
	1.2 Evaluate the		1 hour	<i>Chief Administrative</i>



	request and forward the same to DPO for approval			<i>Officer Administrative Division</i>
	1.3 Approve and sign the request		30 minutes	<i>Data Privacy Officer (DPO)</i>
	1.4 Prepare the document/s requested and attachments if needed		1 day	<i>Administrative Officer V (HRMO III) Administrative Division</i>
	1.5 Review and approve/sign the document/s		1 day	<i>Chief Administrative Officer Administrative Division or Deputy Executive Director Internal Services</i>
2. Receive original copy of document/s requested	2. Release the approved/ signed document/s and log the date of release	None	10 minutes	<i>Administrative Officer V (Records Officer) Administrative Division</i>

2. Request for Authority to Travel Abroad



Authorization given to NCMB Official and Employee requesting to travel abroad for purely personal or private purpose without cost to the government.

Office or Division:	Administrative Division (AD)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	NCMB Officials and Employees in the Central Office and Regional Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the Executive Director		Requesting official/employee		
Application for Leave		Administrative Division		
Certification stating that leave of absence/s will not hamper the Board's operations		Immediate Supervisor Regional Director/OICs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for authority to travel abroad including all documentary attachments stated therein and application for leave	1.1 Receive letter request and check completeness of documentary requirements	None	15 minutes	<i>Administrative Officer V (Records Officer) Administrative Division</i>
	1.2 If documents are incomplete, inform the official/employee concerned thru email to submit the lacking documents		2 hours	<i>Administrative Officer V (Records Officer) Administrative Division</i>
	1.3 If documents are complete, check availability of leave credits and forward to Office of Executive		2 hours	<i>Administrative Assistant II (HRMA) or Administrative Officer V (HRMO III) Administrative Division</i>



	<p>Director (OED) for notation</p> <p>1.4 Prepare reply/travel authority abroad upon receipt of instruction from OED</p> <p>1.5 Review and finalization</p> <p>1.6 Review and countersign the reply/travel authority and leave form</p> <p>1.7 Approve documents</p>		<p>2 hours</p> <p>2 hours</p> <p>2 hours</p> <p>1 hour</p>	<p><i>Administrative Officer V (HRMO III)</i> <i>Administrative Division</i></p> <p><i>Chief Administrative Officer</i> <i>Administrative Division</i></p> <p><i>Deputy Executive Director</i> <i>or</i> <i>Director II</i> <i>Internal Services</i></p> <p><i>Executive Director IV</i></p>
2. Receive original copy of the documents	2. Release the approved/ signed document/s and log the date of release	None	10 minutes	<p><i>Administrative Officer V (Records Officer)</i> <i>Administrative Division</i></p>



3. Request for Issuance of Common-Used Supplies

Issuance of supplies to requesting units or end-users carried in stock.

Office or Division:	Administrative Division (AD)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	NCMB Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (3 original copies)		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish, sign and submit the Requisition and Issue Slip (RIS)	1.1 Receive the signed RIS and verify completeness of information	None	5 minutes	<i>Administrative Aide VI (Storekeeper)</i> <i>Administrative Division</i>
	1.2 Review and verify the items requested against the approved APP-CSE		1 hour	<i>Administrative Aide VI (Storekeeper)</i> <i>Administrative Division</i>
	1.3 Fill-out the column for availability of stocks and indicate the quantity issued in the 'Issued-Quantity' column and any remarks in the 'Issued-Remarks' column, and sign the "Issued by" portion		1 hour	<i>Administrative Aide VI (Storekeeper)</i> <i>Administrative Division</i>
	1.4 Review and			<i>Chief Administrative</i>



	Approve the RIS		2 hours	<i>Officer Administrative Division</i>
	1.5 Prepare the supplies for release to end-user		1 day	<i>Administrative Aide VI (Storekeeper) Administrative Division</i>
2. Receive the requested supplies and sign in the form	2. Issue the supplies	None	1 hour	<i>Administrative Aide VI (Storekeeper) Administrative Division</i>

4. Information and Communications Technology (ICT) Repair and Maintenance Services



Provide repair and maintenance tasks and procedures to keep computer software and hardware updated and operational.

Office or Division:	Research and Information Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	NCMB Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Maintenance and Repair (2 original copies)		Research and Information Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form for Maintenance & Repair indicating the nature of the problem	1.1 Receive request form and forward to RID Chief	None	10 minutes	<i>Administrative Assistant III Research and Information Division</i>
	1.2 Assign the request for evaluation		15 minutes	<i>Division Chief- Research and Information Division</i>
	1.3 Proceed to the requesting unit and check the condition/ problem of the ICT equipment as reported, and perform the following:		3 hours (for minor repairs) or 2 days (for major repairs)	<i>Information System Analyst II/III Research and Information Division</i>
	a. Diagnostic test			
	b. Perform the necessary maintenance and repair			
	c. Test the			



	<p>equipment to ensure that the problem has been resolved/fixed</p> <p>1.4 Document the action taken</p> <p>1.5 Endorse the request to Administrative Division if the problem/ defect persists</p> <p>1.6 Endorse the ICT equipment for repair to the following:</p> <p>a. If beyond warranty period - to the Maintenance Provider</p> <p>b. If under warranty period - to the Supplier of equipment</p>		<p>1 hour</p> <p>10 minutes</p> <p>1 hour</p>	<p><i>Information System Analyst II/III Research and Information Division</i></p> <p><i>Information System Analyst II/III- Research and Information Division</i></p> <p><i>Administrative Officer V (Supply Officer) Administrative Division</i></p>
2. Receive the repaired ICT equipment	2. Endorse the repaired ICT Equipment to end-user	None	10 minutes	<i>Administrative Officer V (Supply Officer) Administrative Division</i>



5. Issuance of Certificate of Remittances

Issuance of Certificate of Remittances to GSIS, Pag-IBIG, Philhealth and other deductions from payroll.

Office or Division:	Financial and Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Current NCMB Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Access Request Form (Annex B of the NCMB Data Privacy Manual) indicating the purpose		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Access Request Form indicating the type of document/s requested and purpose/s	1.1 Receive and forward the request to DPO	None	Immediately	<i>Administrative Officer V (Records Officer) Administrative Division</i>
	1.2 Evaluate and approve request		30 minutes	<i>Data Privacy Officer (DPO)</i>
	1.3 Forward the approved request to FMD		10 minutes	<i>Data Privacy Officer (DPO)</i>
	1.4 Prepare certification and photocopy the Officials Receipts (ORs) and Remittance Lists		2 days	<i>Administrative Aide IV Financial and Management Division</i>
	1.5 Review and approve/sign the certification and forward the same to Administrative Division		2 hours	<i>Chief Administrative Officer Financial and Management Division</i>



2. Receive original copy of certification and certified true copies of ORs and Remittance Lists	2. Release the approved/signed certification and log the date of release.	None	10 minutes	<i>Administrative Officer V (Records Officer) Administrative Division</i>
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6. Processing of Obligation Request Status (ORS)

This form shall be used by the Requesting/Originating Office in the utilization of their approved budget allocations per General Appropriations Act as a Release Document (GAARD) and other budget laws/authority.

Office or Division:	Financial and Management Division		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	NCMB Central Office Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>General Requirement</u> 1. Disbursement Voucher <i>(2 original copies)</i>		Financial and Management Division	
<u>Replenishment of Cash advances/Petty Cash Fund</u> 1. Summary of Petty Cash Vouchers 2. Report of Disbursements 3. Petty Cash Replenishment Report 4. Approved purchase request with certificate of Emergency Purchase, if necessary 5. Bills, receipts, sales invoices 6. Certificate of inspection and acceptance 7. Report of Waste and Materials in case of replacement/repair 8. Approved trip ticket, for gasoline expenses 9. Canvass from at least three suppliers for purchases involving P1,000 and above, except purchases made while on official travel 10. Summary/Abstract of Canvass 11. Petty cash vouchers duly accomplished and signed 12. Official Receipt in case of refund 13. Toll receipts and Trip Tickets, for reimbursement of toll receipts 14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses 15. PPMP and APP		Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Inspection Committee Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Supply and Property Unit	
<u>Traveling Expenses</u> 1. Office Order/Travel Order 2. Paper/electronic plane, boat or bus ticket, boarding bus and terminal fee		Employee Concerned/Records Unit Employee Concerned	



<ol style="list-style-type: none"> 3. Certificate of appearance/attendance 4. Copy of approved itinerary 5. Revised or supplemental Order or any proof supporting the change of schedule 6. Revised Itinerary of travel, if the previous was not followed 7. Certification by the head of agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day 8. Official Receipts (OR) and/or Reimbursement Expense Receipt (RER) 9. Certificate of Travel Completed (Appendix B) 10. Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city covered by Metro Manila 	<p>Employee Concerned</p> <p>Employee Concerned Employee Concerned/Records Unit</p> <p>Employee Concerned</p> <p>Head of Agency</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p>
<p><u>Salary</u></p>	
<p>a. First Salary</p>	
<ol style="list-style-type: none"> 1. Certified true copy of duly approved Appointment 2. Assignment Order, if applicable 3. Certified true copy of Oath of Office 4. Certificate of Assumption 5. Statement of Assets, Liabilities and Net worth 6. Approved DTR 7. BIR withholding certificates (Forms 1902 and 2305) 	<p>Employee Concerned/ HR Unit</p> <p>Employee Concerned/ Records Unit Employee Concerned/ HR Unit Employee Concerned/HR Unit Employee Concerned Employee Concerned/HR Unit Employee Concerned</p>
<p>b. Additional Requirements for transferees (from one government to another)</p>	
<ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities from the previous office 2. Certified true copy of pre-audited disbursement voucher of last salary from previous agency/ Certification by the Chief accountant of last salary received from previous office 3. BIR form 2316 (Certificate of Compensation Payment/Tax Withheld) 4. Certified true copy of pre-audited 	<p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p>



<p>disbursement voucher of last salary from previous agency/ Certification by the Chief accountant of last salary received from previous office duly verified by the assigned auditor thereat</p> <ol style="list-style-type: none"> 5. Certificate of available Leave Credits 6. Service Record 	<p>Employee Concerned Employee Concerned</p>
<p>c. Salary Differentials due to Promotion and/or Step Increment</p> <ol style="list-style-type: none"> 1. Certificate of Assumption 2. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase 3. Approved DTR or certification that the employee has not incurred leave without pay 	<p>Employee Concerned/HR Unit Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p>
<p>d. Last Salary</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Approved DTR 	<p>Employee Concerned</p> <p>Employee Concerned/HR Unit</p>
<p><u>Maternity Leave</u></p> <ol style="list-style-type: none"> 1. Certified true copy of approved application for leave 2. Certified true copy of Maternity Leave Clearance 3. Medical Certificate 	<p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p>
<p><u>Representation and Transportation Allowance (RATA)</u></p> <ol style="list-style-type: none"> 1. Copy of Office Order/Appointment (1st payment) 2. Certificate of Assumption 3. Certificate that the official/employee did not use government vehicle and is not assigned any government vehicle 4. Certificate of evidence of service rendered or approved DTR 	<p>Employee Concerned</p> <p>Employee Concerned/Records Unit Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned</p>
<p><u>Overtime Pay</u></p> <ol style="list-style-type: none"> 1. Overtime authority stating the necessity and urgency of the work to be done and duration 2. Overtime work program 3. Statement of overtime services rendered duly 	<p>Employee Concerned/Records Unit Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p>



signed by the employee and supervisor 4. Certificate of service or duly approved DTR 5. Accomplishment Report <u>Representation/Meetings</u> 1. Invoices/receipts 2. Attendance Sheets 3. Notice of Meeting 4. Minutes of Meeting 5. PPMP and APP		Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Supply and Property Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher (DV) with complete supporting documents (SDs) for ORS preparation.	1.1 Receive the documents and check the Index of Payment (to avoid double payment of claims) and availability of allotment based on the Registry of Allotment and Obligations (RAOs)	None	30 minutes	<i>Administrative Aide IV Financial and Management Division</i>
	1.2 Assign DV number and prepare Obligation Request and Status (ORS) in three (3) copies		1 hour	<i>Administrative Aide IV Financial and Management Division</i>
	1.3 Forward ORS to head of the requesting unit/office for signing/certification of Box A		15 minutes	<i>Administrative Aide IV Financial and Management Division</i>
2. Submit signed ORS (Box A) to Budget Unit	2.1 Receive signed ORS and forward to the Budget Officer	None	Immediately	<i>Administrative Aide IV Financial and Management Division</i>
	2.2. Review proper charging of funds and supporting		1 hour	<i>Budget Officer Financial and</i>



	documents. Certify/sign Box B of ORS			<i>Management Division</i>
	2.3 Retain duplicate copy of ORS and record obligations in RAOs		1 hour	<i>Budget Officer Financial and Management Division</i>
	2.3 Forward the DV with signed ORS to Requesting Office/Unit		15 Minutes	<i>Administrative Aide Financial and Management Division</i>



7. Processing of Disbursement Vouchers (DVs)

Processing of obligations to employees for goods purchased or services rendered.

Office or Division:	Financial and Management Division
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	NCMB Central Office Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>General Requirements</u> <ol style="list-style-type: none"> Disbursement Voucher (2 original copies) Approved Obligation Request Status (2 original copies) 	<p>Financial and Management Division</p> <p>Financial and Management Division</p>
<u>Cash advances for travel</u> <ol style="list-style-type: none"> Local Travel <ol style="list-style-type: none"> Office Order/Travel Order Duly approved Itinerary of travel Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books Foreign Travel <ol style="list-style-type: none"> Duly approved itinerary of travel Letter of invitation of host/sponsoring country/agency/organization For plane fare, quotations of three travel agencies or its equivalent Flight itinerary issued by the airline/ticketing office/travel agency Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed Document to show the dollar to peso exchange rate at the date of grant of cash advance Where applicable, authority from the OP to claim representation expenses <p>In case of seminars and trainings</p> <ol style="list-style-type: none"> Invitation addressed to the agency inviting participants (by foreign country) 	<p>Employee Concerned/Records Unit</p> <p>Employee Concerned</p> <p>Accounting Unit</p> <p>Employee Concerned/Records Unit</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p>



2. Acceptance of the nominees as participants	Employee Concerned
3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books	Employee Concerned
<u>Replenishment of Cash advances/Petty Cash Fund</u>	
1. Summary of Petty Cash Vouchers	Employee Concerned
2. Report of Disbursements	Employee Concerned
3. Petty Cash Replenishment Report	Employee Concerned
4. Approved purchase request with certificate of Emergency Purchase, if necessary	Employee Concerned
5. Bills, receipts, sales invoices	Employee Concerned
6. Certificate of inspection and acceptance	Employee Concerned/Inspection Committee
7. Report of Waste and Materials in case of replacement/repair	Employee Concerned
8. Approved trip ticket, for gasoline expenses	Employee Concerned
9. Canvass from at least three suppliers for purchases involving P1,000 and above, except purchases made while on official travel	Employee Concerned
10. Summary/Abstract of Canvass	Employee Concerned
11. Petty cash vouchers duly accomplished and signed	Employee Concerned
12. Official Receipt in case of refund	Employee Concerned
13. Toll receipts and Trip Tickets, for reimbursement of toll receipts	Employee Concerned
14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses	Employee Concerned/Supply and Property Unit
15. PPMP/APP	
<u>Traveling Expenses</u>	
11. Office Order/Travel Order	Employee Concerned/Records Unit
12. Paper/electronic plane, boat or bus ticket, boarding bus and terminal fee	Employee Concerned
13. Certificate of appearance/attendance	Employee Concerned
14. Copy of approved itinerary	Employee Concerned/Records Unit
15. Revised or supplemental Order or any proof supporting the change of schedule	Employee Concerned
16. Revised Itinerary of travel, if the previous was not followed	Head of Agency
17. Certification by the head of agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day	
18. Official Receipts (OR) and/or Reimbursement	Employee Concerned



Expense Receipt (RER)	Employee Concerned
19. Certificate of Travel Completed (Appendix B)	Employee Concerned
20. Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city covered by Metro Manila	
<u>Salary</u>	
a. First Salary	Employee Concerned/ HR Unit
1. Certified true copy of duly approved Appointment	Employee Concerned/ Records Unit
2. Assignment Order, if applicable	Employee Concerned/ HR Unit
3. Certified true copy of Oath of Office	Employee Concerned/HR Unit
4. Certificate of Assumption	Employee Concerned
5. Statement of Assets, Liabilities and Net worth	Employee Concerned/HR Unit
6. Approved DTR	Employee Concerned
7. BIR withholding certificates (Forms 1902 and 2305)	
b. Additional Requirements for transferees (from one government to another)	Employee Concerned
1. Clearance from money, property and legal accountabilities from the previous office	Employee Concerned
2. BIR form 2316 (Certificate of Compensation Payment/Tax Withheld)	Employee Concerned
3. Certified true copy of pre-audited disbursement voucher of last salary from previous agency/ Certification by the Chief accountant of last salary received from previous office duly verified by the assigned auditor thereat	Employee Concerned
4. Certificate of available Leave Credits	Employee Concerned
5. Service Record	
c. Salary Differentials due to Promotion and/or Step Increment	Employee Concerned/HR Unit
1. Certificate of Assumption	Employee Concerned/HR Unit
2. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment/Step Increment in case of step increment/salary increase	Employee Concerned
3. Approved DTR or certification that the employee has not incurred leave without pay	Employee Concerned/HR Unit
d. Last Salary	Employee Concerned/HR Unit
1. Clearance from money, property and legal accountabilities	



2. Approved DTR	Employee Concerned/HR Unit
<u>Maternity Leave</u>	Employee Concerned Employee Concerned
1. Certified true copy of approved application for leave	
2. Certified true copy of Maternity Leave Clearance	
3. Medical Certificate	Employee Concerned/Records Unit
<u>Representation and Transportation Allowance (RATA)</u>	Employee Concerned/Records Unit Employee Concerned
1. Copy of Office Order/Appointment (1st payment)	
2. Certificate of Assumption	Employee Concerned/HR Unit
3. Certificate that the official/employee did not use government vehicle and is not assigned any government vehicle	Employee Concerned
4. Certificate of evidence of service rendered or approved DTR	
5. Invoices/Receipts	Employee Concerned/Records Unit
<u>Overtime Pay</u>	Employee Concerned Employee Concerned
1. Overtime authority stating the necessity and urgency of the work to be done and duration	Employee Concerned/HR Unit
2. Overtime work program	
3. Statement of Overtime Services Rendered duly signed by the employee and supervisor	Employee Concerned
4. Certificate of service or duly approved DTR	
5. Accomplishment Report	Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Supply and Property Unit
<u>Representation/Meetings</u>	
1. Invoices/receipts	
2. Attendance Sheets	
3. Notice of Meeting	
4. Minutes of Meeting	
5. PPMP/APP	Employee Concerned Employee Concerned
<u>Extraordinary and Miscellaneous Expenses</u>	
1. Invoices/receipts	
2. Receipts and/or other documents evidencing disbursement, if there are available or in lieu thereof, certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of	Employee Concerned



the GAA in relation to or by reasons of his position, in case of NGAs 3. Other supporting documents as are necessary depending on the nature of expense				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher (Box A duly certified/signed by the head of requesting office/unit/division) with complete supporting documents	1.1 Receive the signed DV and forward to the Accountant for pre-audit	None	Immediately	<i>Administrative Aide IV Financial and Management Division</i>
	1.2 Review DV as to completeness of supporting documents, propriety of the amount claimed, check availability of cash & sign Box C of DV; if there are deficiencies, return the same to the office/claimant concerned for appropriate action		4 hours	<i>Accountant III Financial and Management Division</i>
	1.3 Review and countersign Box D of DV		1 hour	<i>Chief Administrative Officer Financial and Management Division</i>
	1.4 Approve payment and sign Box D of DV		1 hour	<i>Director II - ₱500,000.00 and below</i> <i>Deputy Executive Director - ₱2,000,000.00 and below</i> <i>Executive Director – Above ₱2,000,000.00</i>



	1.5 Forward approved DV to Cash Unit for check/ADA preparation		20 minutes	<i>Administrative Assistant V (OED)</i> <i>Administrative Assistant III (OED)</i> <i>Administrative Assistant I (ISD/TSD)</i>
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8. Preparation and Approval of Checks/Advice to Debit Account (ADA)

Process for payment of all obligations and payables.

Office or Division:	Financial and Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	NCMB Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher (2 original copies) with complete supporting documents		Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Disbursement Voucher (DV) with complete supporting documents (SDs)	1.1 Receive Disbursement Voucher (DV) with complete supporting documents (SDs) and forward to the Cashier	None	Immediately	<i>Administrative Aide IV Financial and Management Division</i>
	1.2 Verify completeness of signatories on the DV		5 minutes	<i>Administrative Officer V (Cashier) Financial and Management Division</i>
	1.3 Prepare and sign Check or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) & Summary of LDDAP-ADAs Issued and Invalidated ADA		1 hour	<i>Administrative Officer V (Cashier) Financial and Management Division</i>



	Entries (SLIIE) (5 copies)			
	1.4 Encode the payees/creditors to Landbank WinACIC Data Entry System and generate Advice of Checks Issued and Cancelled (ACIC)(2 LBP copies & 1 BTR copy)		1 hour	<i>Administrative Officer V (Cashier) Financial and Management Division</i>
	1.5 Record LDDAP-ADA/check in the Check Register and Cash Monitoring Ledger to update cash balance		30 minutes	<i>Administrative Officer V (Cashier) Financial and Management Division</i>
	1.6 Record disbursement in the Index of Payment		30 minutes	<i>Administrative Aide IV Financial and Management Division</i>
	1.7 Review and sign "Certified Correct" portion of LDDAP-ADA, SLIIE & ACIC		30 minutes	<i>Accountant III Financial and Management Division</i>
	1.8 Review and countersign LDDAP-ADA, SLIIE & ACIC		30 minutes	<i>Chief Administrative Officer Financial and Management Division</i>
	1.9 Approve and sign LDDAP-ADA, SLIIE & ACIC; countersign		1 hour	<i>Director II - P500,000.00 and below</i>



	checks and forward signed documents to the Cash Unit			<i>Deputy Executive Director - ₱2,000,000.00 and below Executive Director – Above ₱2,000,000.00</i>
	1.10 Forward the approved LDDAP-ADA, SLIIE & ACIC to MDS-GSB		Within 24 hours	<i>Administrative Officer V (Cashier) Financial and Management Division</i>



Regional Branches

External Services



1. Case Handling of Notice of Strike/Lockout

Provision of conciliation-mediation services to unions certified or duly recognized sole and exclusive bargaining agents (SEBA) and employers with issues involving deadlock in collective bargaining negotiations and unfair labor practices.

Office or Division:	Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit	
Classification:	Highly Technical	
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)	
Who may avail:	Any certified or duly recognized bargaining representative, legitimate organization and employer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) (1 original copy) In cases of unfair labor practice (ULP), the specific ULP act must be mentioned in the form to determine the applicable cooling-off period and if the issue/s is proper subject of Notice of Strike.		RCMB/Conciliation – Mediation Unit
Proof of service to other party (1 photocopy)		If the service is by ordinary mail, proof shall consist of an affidavit of the person mailing containing a full statement of the date, place of service. If service is made by registered mail, proof shall be made by such affidavit and the registry receipt issued by the mailing office.
For cases involving CBA deadlock:		
1. Written proposals of the union (1 photocopy)		Union
2. Counter-proposals of the employer (1 photocopy)		Company/employer



3. Proof of request for conference to settle differences (1 photocopy)		Union/Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A)	1.1 Receive, record and docket duly accomplished Form FM-DOLE-NCMB-01.01 (A)	None	10 minutes	<i>Docket Officer RCMB</i>
	1.4 Assign case to Conciliator-Mediator and Schedule initial conference		Immediately	<i>Director II/OIC Regional Branch</i>
	1.5 Prepare Notice of Conference		Immediately	<i>Administrative Staff RCMB</i>
2. Attend conferences	2. Conduct conciliation-mediation conferences 2.1 For Union Busting 2.2 For Unfair Labor Practice 2.3 For Bargaining Deadlock	None	Within 5 days from filing of the case 7 days/ depends on the agreement of parties 15 days/ depends on the agreement of parties 30 days/ depends on the agreement of parties (Article 263 (c) Labor Code of the Philippines as amended)	<i>Conciliator-Mediator RCMB</i>



			and Section 7 Rule XXII Department Order No. 40- 03)	
3. Submit result of Strike/ Lockout Vote Balloting <i>(depending on the outcome of the conciliation- mediation conferences)</i>	3.Receive result of Strike/ Lockout Vote Balloting	None	Immediately	<i>Conciliator-Mediator RCMB</i>
4. Sign Settlement Agreement or Final Disposition of the Case	4.Prepare and sign Settlement Agreement/ Final Disposition	None	Upon agreement of the parties	<i>Conciliator-Mediator RCMB</i>



2. Case Handling of Preventive Mediation

Provision of conciliation-mediation services to legitimate labor organizations, certified or duly recognized bargaining representatives and employers with issues involving CBA deadlock and unfair labor practices including other issues arising from labor and employment.

Office or Division:	Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Any aggrieved employee/employer from the organized sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) (1 original copy)		RCMB/Conciliation – Mediation Division		
Additional Documents required for cases involving CBA deadlock :				
a. Written proposals of the union (1 photocopy)		Union		
b. Counter-proposals of the employer (1 photocopy)		Company/employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit form Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A)	1.1 Receive, record and docket duly accomplished form	None	10 minutes	<i>Desk Officer RCMB</i>
	1.2 Assign case to Conciliator-Mediator and schedule initial conference		Immediately	<i>Director II/OIC Regional Branch</i>
	1.3 Prepare and sign Notice of Conference		Immediately	<i>Administrative Staff RCMB</i>



2. Attend conferences	2.1 Conduct conciliation-mediation conference 2.2 Prepare and sign Minutes of Conferences	None	Within 5 days from filing of the case	<i>Conciliator-Mediator RCMB</i>
3. Sign Settlement Agreement or Final Disposition of the Case	3. Prepare and sign Settlement Agreement/Final Disposition	None	Upon agreement of the parties	<i>Conciliator-Mediator RCMB</i>



3. Case Handling of Request for Assistance

Provision of conciliation-mediation services to individual worker, group of workers, or unions and employers with issues arising from labor and employment in compliance with the mandatory conciliation-mediation law.

Office or Division:	Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Any aggrieved employee/employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE-SENA Form No. 1 (1 Original Copy)		RCMB/Conciliation – Mediation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and file DOLE SENA request form	1.1 Receive accomplished form and interview requesting party	None	15 minutes/ depends upon interview with requesting party	SEADO RCMBs
	1.2 Assign number and docket request form		5 minutes	Administrative Staff
	1.3 Prepare and issue Notice of Conference		10 minutes	Administrative Staff
2. Attend conferences	2.1 Conduct conciliation-mediation conferences	None	30 days but may be extended up to 45 days by agreement of parties	SEADO RCMBs
	2.2 Prepare and sign Minutes of Conferences			
3. Sign Settlement Agreement and Quitclaim or Disposition of Request for Assistance or	3.1 Prepare and sign settlement agreement or	None	10 minutes	SEADO RCMBs
	3.2 Issue referral to			



Receive Referral	other offices			
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4. Collection of Collective Bargaining Agreement Registration Fee

Collection of payment for the registration of Collective Bargaining Agreements (CBA) as processed by the DOLE Regional Offices. The amount will accrue to the Special Voluntary Arbitration Fund.

Office or Division:	Finance Unit/Cashier Unit of Regional Branches			
Classification:	Simple			
Type of Transaction:	Government to Clients (G2C)			
Who may avail:	Any union or employer representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (4 original copies)		DOLE Regional Offices		
Application for CBA Registration (BLR Form No. 10-CBA s. 2003) (1 original copy)		DOLE Regional Offices		
Copy of Collective Bargaining Agreement (1 original copy)		Union/Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms and other documents for payment of CBA Registration Fee	1.1 Receive order of payment and check completeness of supporting documents	P1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715)	15 minutes	Cashier Designate Cashier's Unit
	1.2 Receive payment and issue official receipt		5 minutes	Cashier Designate Cashier's Unit



5. Facilitation and Handling of Voluntary Arbitration Case

Provision of services for the selection and/or appointment of Voluntary Arbitrators or Panel of Arbitrators who will handle and decide unresolved grievances arising from the interpretation or implementation of collective bargaining agreements and those arising from interpretation or application of company personnel policies including all other issues as agreed upon by the parties.

Office or Division:	Voluntary Arbitration Unit- RCMBs	
Classification:	Highly Technical	
Type of Transaction:	Government to Clients (G2C) and Government to Business (G2B)	
Who may avail:	Any aggrieved employee/employer from organized and unorganized sector	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
VA Form 01 Submission Agreement Form (1 original copy)		Voluntary Arbitration Unit- RCMBs
Additional documents depending on the origin of case:		Concerned parties
a. Direct submission- Submit agreement / minutes of meeting elevating the issues to VA.		Parties (Employer and Union)
b. Cases emanating from conciliation-mediation including RFAs - submit agreement reached during conciliation submitting the case to VA.		Regional Conciliation and Mediation Branches (RCMBs)
c. Cases filed as Notice to Arbitrate (NTA) - submit minutes of grievance meeting stating that grievance machinery has been exhausted or proof of request for grievance meeting and proof of service to the other party of the NTA. In case one party accede to the request, provide submission agreement, otherwise Appointment as Voluntary Arbitrator form will be issued by the Regional Branch Director.		Regional Conciliation and Mediation Branches (RCMBs)



d. Cases originating from NLRC - submit order of labor arbiter referring the case to VA. The Board shall call parties for a conference to facilitate selection of VA and signing of submission agreement		Records Section – National Labor Relations Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents depending on the origin of the VA Case	1. Receive document submitted by party/ies	None	5 minutes	<i>Technical Staff</i>
2. Completion of Submission Agreement (VA FORM 01)	2.1 Identification of issue/s to be arbitrated	None	20 minutes	<i>Conciliator-Mediator/ Technical Staff</i>
	2.2 Selection of AVA or Panel of AVAs		30 minutes depending on the parties	<i>Conciliator-Mediator/ Technical Staff</i>
	2.3 Notification of chosen AVA or Panel of AVAs (Letter of Selection as Arbitrator)		1 (one) day	<i>RB Director/OIC</i>
	2.4 Notification of parties by AVA or Panel of AVAs		1 (one) day	<i>AVA/Panel of AVAs</i>
3. Attend hearings		None to NCMB VA fees to be paid to AVA/Panel of AVAs per agreement with the parties	30 days	<i>AVA/Panel of AVAs</i>
4. Submission of position paper/ pleadings and attend to	4. If documents are coursed thru the VA Unit, forward the same to the	None		<i>AVA/Panel of AVAs</i>



clarificatory hearings, ocular inspections if needed	AVA			
5. Receive Decision	5. Provide copy of order/decision/ award to parties and NCMB	None		AVA/Panel of AVAs

6. Issuance of Certificate of No Pending Case



Services provided to companies seeking clearance for business and other purposes to ascertain that they have no pending labor cases filed with the branch concerned.

Office or Division:	Technical Unit of RCMBs			
Classification:	Simple			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Employee/Employer Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of no pending case (1 original copy)		Requesting employer/employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request of no pending case	1.1 Receive and record letter request of no pending case	None	Immediately	<i>Administrative Officer RCMB</i>
	1.2 Forward the letter request to concerned unit		Immediately	<i>Administrative Officer RCMB</i>
	1.3 Validate from the list of cases (NS/L, PM, AS/L and VA) and request for assistance (RFA) whether there is a pending case/RFA		10 minutes	<i>Administrative Assistant/Technical Staff RCMB</i>
	1.4 Prepare the Certificate of No Pending Case		10 minutes	<i>Administrative Assistant/ Technical Staff RCMB</i>
	1.5 Sign the Certificate		5 minutes	<i>Director II/OIC Regional Branch</i>
2. Receive signed Certificate	2. Issue the Certificate	None	5 minutes	<i>Administrative Officer V or Administrative Assistant III RCMB</i>



7. Processing of Voluntary Arbitration Subsidy

Processing and payment of Request for Subsidy entitlement derived from the Special Voluntary Arbitration Fund to help the parties defray the cost of voluntary arbitration.

Office or Division:	Voluntary Arbitration Unit - Regional Branches			
Classification:	Simple			
Type of Transaction:	Government to Clients (G2C)			
Who may avail:	Any union, employee and employer from organized and unorganized sector with insufficient funds to defray the cost of voluntary arbitration			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Subsidy Entitlement Form (1 original copy)		Voluntary Arbitration Unit - RCMBs		
Copy of Decision, Order, Resolution or Award (1 photocopy)		Accredited Voluntary Arbitrator (AVA) or Panel of AVAs		
Copy of CBA or Certificate of CBA Registration, as validated by the NCMB Staff; (for establishments w/ CBAs) (1 photocopy)		Union/Company		
Copy of Submission Agreement (1 certified true copy)		Regional and Conciliation and Mediation Branches (RCMBs)		
Proof of partial/full payment to the Voluntary Arbitrator (1 photocopy)		Concerned Parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the availment of VA subsidy	1.1 Receive the filled-up form Request for Subsidy Entitlement with complete attachments	None	Immediately	<i>Technical Staff RCMB</i>
	1.2 Verify completeness and authenticity of signatures and documents and forward the same to the Office of the Director.		30 minutes	<i>Technical Staff RCMB</i>



	1.3 Approve request for VA subsidy		15 minutes	<i>Director II /OIC Regional Branch</i>
	1.4 Prepare obligation request status and assign disbursement voucher (DV) number		10 minutes	<i>Accountant Designate Regional Branch</i>
	1.5 Review and approve DV		15 minutes	<i>Accountant Designate Regional Branch</i>
	1.6 Verify completeness of signatures and documents and prepare check		20 minutes	<i>Cashier Designate Cashier's Unit</i>
	1.7 Approve and sign check		10 minutes	<i>Director II/OIC Regional Branch</i>
2. Receive payment of VA subsidy	2. Release check	None	Immediately	<i>Cashier Designate Cashier's Unit</i>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill-out Form</p> <p>Drop in the Suggestion/Complaint Box</p>
How feedbacks are processed	<p>The completely filled-up form shall be evaluated by the NCMB 888 Citizen's Complaint Action Team and forwarded immediately to the concerned Division/Department for appropriate action.</p> <p>Feedback on action taken to address the concern shall be provided to the complainant within five (5) days.</p>
How to file a complaint	Complainant files a verified complaint to the Office of the Executive Director.
How complaints are processed	<p>The Executive Director forwards the complaint to the Administrative Complaints Committee (ACC) which conducts the following:</p> <ul style="list-style-type: none"> a) Evaluates if the complaint is sufficient in form and substance. b) Issues summons and notices by the authority of the Head of Agency in aid of preliminary investigation and functions c) Receives evidence and pleadings and other documents relative to the complaint under preliminary investigation d) Conducts preliminary investigation and submits the preliminary investigation report with recommendation together with the complete records of the case to the disciplining authority, the order of dismissal if no prima facie case is found to exist, or the Formal Charge if



	<p>prima facie case exists.</p> <p>The Executive Director shall formally charge the person complained of if a prima facie case exists.</p> <p>Upon issuance of a Formal Charge, the complete records shall be endorsed to the designated hearing officer who will conduct mandatory conferences for the presentation of evidences by the prosecution and the respondent.</p> <p>The hearing officer resolves all objections raised during the hearing.</p> <p>After the conclusion of the formal investigation, the hearing officer submits the findings and recommendations together with the draft decision and records of the case to the Executive Director.</p> <p>The Executive Director renders decision on the case and monitors its immediate implementation once the decision is final and executory.</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 84785093 PCC: 8888 CCB: 0908-881-6565 (SMS)

DIRECTORY

NCMB- Central Office



Office	Address	Contact Information
OFFICE OF THE EXECUTIVE DIRECTOR	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4176, (02) 8332-4175 (telefax) oed@ncmb.gov.ph
OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR TECHNICAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2689, (02) 8332-4177 oded_ts@ncmb.gov.ph
OFFICE OF THE DIRECTOR TECHNICAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2233 technical_co@ncmb.gov.ph
OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR INTERNAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4179 (telefax) oded_is@ncmb.gov.ph
OFFICE OF THE DIRECTOR INTERNAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 3412-5148 internal_co@ncmb.gov.ph
CONCILIATION AND MEDIATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2209 cmd_co@ncmb.gov.ph



WORKPLACE RELATIONS ENHANCEMENT DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8256-5090 wred_co@ncmb.gov.ph
VOLUNTARY ARBITRATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4178 vad_co@ncmb.gov.ph
ADMINISTRATIVE DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 admin_co@ncmb.gov.ph
FINANCIAL AND MANAGEMENT DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2231 fmd_co@ncmb.gov.ph
RESEARCH AND INFORMATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2232 Smart Phone Hotline : 0919- 0615469 rid_co@ncmb.gov.ph



DIRECTORY

NCMB- Regional Branches

Office	Address	Contact Information
RCMB NATIONAL CAPITAL REGION	Ground Floor, DOLE Building	General Luna corner Muralla Streets Intramuros, Manila 1002 (02) 8527-72-16 (Trunkline) (02) 8526-42-30 (Telefax) Conciliation-Mediation Unit (02) 8527-72-16 (Trunkline) (02) 8526-42-30 (Telefax) Voluntary Arbitration Unit / Workplace Relations and Enhancement Unit / Administrative Unit (02) 8310-9545 (Telefax) rcmbncr@ncmb.gov.ph
RCMB CORDILLERA ADMINISTRATIVE REGION	3rd Floor Manongdo Building Benitez Court, Magsaysay Avenue Baguio City 2600	(074) 442-72-92 telefax (074) 444-49-88 rcmbcar@ncmb.gov.ph
RCMB BRANCH NO. I	2 nd Floor, Unison Realty Building, Quezon Avenue City of San Fernando, La Union Dagupan City Satellite Office Bonuan Gueset, Dagupan City, Pangasinan	Telefax: (072)888-4610 rcmb1@ncmb.gov.ph (075) 600-0704 ncmb_dagupan@yahoo.com
RCMB BRANCH NO. II	No. 7 Dalan na Angicacua Regional Government Center Carig Sur, Tuguegarao City, Cagayan 3500	(078) 377-3749 rcmb2@ncmb.gov.ph



RCMB BRANCH NO. III	2nd Floor, PSP Building, Gapan Olongapo Road Dolores San Fernando, Pampanga 2000	(045) 402-6613; (045) 961-42-64 (t/ fax); 0927-7769711 – Globe (047) 561-27-05 (044) 662-4398; 0998-9117418 – Smart rcmb3@ncmb.gov.ph
RCMB BRANCH IVA – CALABARZON	3/F Regon and Sons Building, National Road Paciano Rizal, Calamba City, Laguna 4027 Cavite Extension Office 2/F MYP GBY Building, Bayan Luma 7 Aguinaldo Highway, Imus, Cavite Cainta Extension Office 3/F J & P Building V.V 1 Brgy. Soliven I Cainta, Rizal	(049) 531-4271; (049) 531-2045 rcmb4a@ncmb.gov.ph (046) 471-0615; (046) 446-0807 (02) 656-52-13
RCMB BRANCH IVB – MIMAROPA	2nd Floor, DOLE Building, General Luna corner Muralla Streets, Intramuros, Manila	(02) 8400-2529 rcmb4b@ncmb.gov.ph
RCMB BRANCH NO. V	2nd Floor ANST Building Captain F. Aquende Drive, Legazpi City 4500	(052) 201 9807 telefax (052) 480 8467 Cellphone No.: +639553972987 rcmb5@ncmb.gov.ph



RCMB BRANCH NO. VI	No. 6, 10 th Lacson Streets Milagros Building, Bacolod City 6100 DISTRICT OFFICE 2 nd Floor, ME Building, Dungon BJaro, Iloilo City	(034) 433-0901 (t/fax); (034) 707-0836 rcmb6@ncmb.gov.ph (033) 338-14-25 (033) 509-0177(033) 332-2199; (033) 335-5392
RCMB BRANCH NO. VII	6 th Floor, DOLE VII Building, corner Gorordo and General Maxilom Avenues, Cebu City 6000	(032) 230-7909; (032) 344-3437 rcmb7@ncmb.gov.ph
RCMB BRANCH NO. VIII	DOLE Compound, Trece Martirez Street Tacloban City 6500	(053) 321-44-58 ; (053) 520-3160 Telefax (053) 832-0659 rcmb8@ncmb.gov.ph
RCMB BRANCH NO. IX	3rd Floor, Wee Agro Building Veterans Avenue Zamboanga City 7000	(062) 991-2644; (062) 983-1810 rcmb9@ncmb.gov.ph
RCMB BRANCH NO. X	4th Floor, Trinidad Building, Corrales-Yacapin Streets Cagayan de Oro City 9000	(088) 856-6123 ; (088) 881-3123 ; 0977-882-2835 (hotline 0977-8222835) rcmb10@ncmb.gov.ph



RCMB BRANCH NO. XI	AMQ Building, M.L. Quezon Boulevard Brgy. 31, Davao City 8000	(t/fax) 082) 226-34-65 / (082) 295-70-83 rcmb11@ncmb.gov.ph
RCMB BRANCH NO. XII	Door #1 Mezzanine Floor, Duremdes Building Zone 1, Gensan Drive, Koronadal City SATELLITE OFFICE 2/F, Dimalanta Building, Leopoldo Dacera Avenue, (Mabuhay Road), General Santos City	Telefax (083) 877-1122 rcmb12@ncmb.gov.ph Tel/Fax (083) 552-5758
RCMB BRANCH NO. XIII	1 st & 2 nd Floor, Nimfa Tiu Building J.P. Rosales Street, Butuan City	(085) 817-6681; (085) 300-9838; 0928-393-5356 (SMART) rcmb13@ncmb.gov.ph