



CITIZEN'S CHARTER



NATIONAL CONCILIATION AND MEDIATION BOARD





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CITIZEN'S CHARTER

2021 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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External Services

I. Implementation of Conciliation-Mediation Program

1. 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/Units			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Any aggrieved employee/employer of organized and unorganized establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE-SENA Form No. 1 (1 Original Copy)		Conciliation-Mediation Division/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and file DOLE-SENA Form No. 1	<p>a. Onsite</p> <p>1.1 Receive accomplished form</p> <p>1.2 Check completeness and accuracy of Form No. 1</p> <p>1.3 Interview, validate issues with the requesting party and determine if Senable.</p> <ul style="list-style-type: none"> ● If not Senable, provide technical assistance ● If Senable, assign number and docket request form and assign SEADO <p>1.4 Prepare, sign and issue Notice of Conference</p>	None	30 minutes	<p><i>Technical/ Administrative Staff/ Single Entry Assistance Desk Officer (SEADO)</i></p> <p><i>Technical/ Administrative Staff/SEADO</i></p> <p><i>Technical/ Administrative Staff/SEADO</i></p> <p><i>Technical/ Administrative Staff/SEADO</i></p>

	<p>b. Online</p> <p>1.1 Receive accomplished form</p> <p>1.2 Assign RFA to Interviewer</p> <p>1.3 Coordinate with the requesting party</p> <ul style="list-style-type: none"> • Check completeness and accuracy of Form No. 1 • Interview, validate issues with the requesting party and determine if Senable. - If not Senable, provide technical assistance • If Senable, assign number and docket request form and assign SEADO <p>1.4 Prepare Notice of Conference upon receipt of assignment</p>		30 minutes	<p><i>SENA Focal</i></p> <p><i>SENA Focal</i></p> <p><i>SENA Focal/ Interviewer/SEADO</i></p> <p><i>SEADO</i></p>
2. Attend conferences	<p>2.1 Conduct conciliation-mediation conferences (<i>face to face, online or blended</i>)</p> <p>2.2 Prepare and sign Minutes of Conference</p>	None	30 days but may be extended up to 45 days by agreement of parties (RA 10396 & SEnA IRR DO 151-16)	<i>SEADO</i>

<p>3. Sign Settlement Agreement and Quitclaim, if any, or Minutes of Termination of Request for Assistance and receive Referral</p>	<p>3.1 Prepare and sign settlement agreement and Quitclaim, if any</p> <p>or</p> <p>3.2 Prepare and sign Minutes of Termination of Conference and issue Referral if warranted</p>	<p>None</p>	<p>1 hour* <i>(face to face)</i></p> <p>1 day* <i>(online or blended)</i></p> <p><i>*depending on the agreement of the parties</i></p>	<p>SEADO</p>
<p><i>End of Process</i></p>				

2. Handling of Preventive Mediation Case

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:	<ol style="list-style-type: none"> 1. Certified or duly recognized bargaining representative 2. Any legitimate labor organization in the absence of a certified or duly recognized bargaining representative on grounds of unfair labor practice. 3. Employer
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) (1 original copy)</p> <p>In cases of unfair labor practice (ULP), the specific ULP act must be listed in the form.</p> <p>In cases of bargaining deadlock, the deadlock items and parties position must be listed in the form.</p>	RCMB Conciliation – Mediation Unit
<p>Additional Documents:</p> <p>For union:</p> <ol style="list-style-type: none"> a. SEBA Certification/Order (CBA deadlock) or DOLE-Union Certificate of Registration (ULP) and b. Authorization from the Union if the filer is other than the Union President <p>For employer:</p> <ol style="list-style-type: none"> a. Authorization from the Board of Directors if the filer is other than the majority owner. <p>Additional documents for CBA deadlock issues:</p> <ol style="list-style-type: none"> a. Written proposals of the union (1 photocopy) b. Counter-proposals of the employer (1 photocopy) 	<p>Union</p> <p>Company/Employer</p>

CLIENT STEPS	AGENCY ACTIONS	FEEES 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 accomplished form	None	30 minutes	<i>Administrative Staff RCMB</i>
	1.2. Check completeness and accuracy of the information and attachments/requirements, as prescribed			<i>Administrative Staff RCMB</i>
	1.3. Assign docket number based on the prescribed format			<i>Administrative Staff RCMB</i>
	1.4. Assign case to Conciliator-Mediator and schedule initial conference			<i>Administrative Staff and Regional Branch Director/OIC</i>
	1.5. Prepare and sign Notice of Conference			<i>Administrative Staff and Regional Branch Director/OIC</i>
2. Attend conferences	2.1 Conduct conciliation-mediation conference (<i>face to face, online or blended</i>)	None	35 days from filing of the case	<i>Conciliator-Mediator or Regional Branch Director/OIC RCMB</i>
	2.2 Prepare and sign Minutes of Conferences			
3. Sign Settlement Agreement/ Agreement or Minutes of Termination of the Case	3.1 Prepare and sign Settlement Agreement/ Agreement or Minutes of Termination of the case	None	2 hours* (<i>onsite</i>) 1 day* (<i>online or blended</i>) *depending on the agreement of the parties	<i>Conciliator-Mediator or Regional Branch Director/OIC RCMB</i>
	3.2 Prepare and submit settlement/ terminal report to the Executive Director			
<i>End of Process</i>				

3. Handling of Notice of Strike/Lockout Case

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:	1. Certified or duly recognized bargaining representative 2. Any legitimate labor organization in the absence of a certified or duly recognized bargaining representative on grounds of unfair labor practice. 3. 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) <ul style="list-style-type: none"> a. Signed Acknowledgement Receipt by Management/Union in NSL/PM Form 01 for personal service; b. Acknowledgement Receipt (Customer Copy) for couriers; c. Registry Receipt for Registered Mail 		
Additional Documents: For union: <ul style="list-style-type: none"> a. SEBA Certification/Order (CBA deadlock) or DOLE-Union Certificate of Registration (ULP) and b. Authorization from the Union if the filer is other than the Union President For employer:		Union

<p>a. Authorization from the Board of Directors if the filer is other than the majority owner.</p> <p>Additional documents for CBA deadlock issues:</p> <p>a. Written proposals of the union (1 photocopy)</p> <p>b. Counter-proposals of the employer (1 photocopy)</p>				
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 accomplished form	None	30 minutes	<i>Administrative Staff RCMB</i>
	1.2 Check completeness and accuracy of the information and attachments/ requirements, as prescribed			<i>Administrative Staff RCMB</i>
	1.3 Assign docket number based on the prescribed format			<i>Administrative Staff RCMB</i>
	1.4 Assign case to Conciliator-Mediator and schedule initial conference			<i>Administrative Staff and Regional Branch Director/OIC</i>
	1.5 Prepare and sign Notice of Conference			<i>Administrative Staff and Regional Branch Director/OIC</i>
2. Attend conferences	2.1 Conduct conciliation-mediation conferences (<i>face to face, online or blended</i>)	None		<i>Conciliator-Mediator/ Regional Branch Director/OIC</i>
	2.2 Prepare reports and submit to Executive Director (<i>Initial and update reports</i>)			

3. File/submit request for the conduct of Strike/ Lockout Vote Balloting	3.1 Receive request 3.2 Evaluate and assess the propriety of the request 3.3 If warranted, send representative to supervise/ observe the conduct of Strike/ Lockout Vote Balloting	None	60 days from filing of the case	<i>Administrative Staff RCMB Conciliator-Mediator, Regional Branch Director/OIC</i>
4. Submit result of Strike/ Lockout Vote Balloting (<i>depending on the outcome of the conciliation-mediation conferences</i>)	4.1 Receive result of Strike/ Lockout Vote Balloting 4.2 Prepare and submit Executive Summary Report to Executive Director	None		<i>Administrative Staff RCMB Conciliator-Mediator/ Regional Branch Director/OIC</i>
5. Sign Settlement Agreement or Minutes of Termination of the Case	5.1 Prepare and sign Settlement Agreement or Minutes of Termination of the Case 5.2 Prepare and submit settlement/ terminal report to the Executive Director	None	2 hours* (<i>onsite</i>) 1 day* (<i>online or blended</i>) <i>*depending on the agreement of the parties</i>	<i>Conciliator-Mediator/ Regional Branch Director/OIC</i>
<i>End of Process</i>				

4. Handling of Actual Strike/Lockout Case

Provision of conciliation-mediation services to unions certified or duly recognized sole and exclusive bargaining agents (SEBA), employers, and any labor organization and employer parties to an actual strike.

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:	1. Certified or duly recognized bargaining representative 2. Any legitimate labor organization in the absence of a certified or duly recognized bargaining representative on grounds of unfair labor practice. 3. Employer 4. Any labor organization and employer parties to an actual strike			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Legal Actual Strike/Lockout <ul style="list-style-type: none"> • Duly filed Notice of Strike/Lockout grounded on CBA Deadlock or Unfair Labor Practice • Observance of Cooling-off period • Submission of Request for Strike/Lockout Balloting • Submission of Strike Vote/Lockout Result <ul style="list-style-type: none"> - Majority of union members favored to go on strike - Majority of Board of Director favored to go on lockout • Observance of the 7-day strike ban period 		RCMB Conciliation – Mediation Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct/Declare Strike/Lockout	1.1 For wildcat strike/lockout, Director assigns a Con-Med to handle the case. 1.2 Verify if there is actual work stoppage For strike: <ul style="list-style-type: none"> • time of declaration • number of workers involved 	None	1 day	<i>Regional Branch Director/OIC</i> <i>Conciliator-Mediator/ Regional Branch Director/OIC</i>

	<ul style="list-style-type: none"> ● effect on operations ● blockade of ingress and egress <p>For lockout:</p> <ul style="list-style-type: none"> ● cessation of operations ● time of cessation ● number of workers affected <p>1.2 Conduct on-site conciliation mediation, if warranted, or set a conference.</p> <p>1.3 Assign actual strike/lockout docket number and encode at CDMS/ADRS</p> <p>1.4 Prepare and submit strike/lockout report to the Executive Director</p>			<p><i>Administrative staff RCMB</i></p> <p><i>Conciliator-Mediator/ Regional Branch Director/OIC</i></p>
2. Attend conferences	2.1 Conduct conciliation-mediation conferences <i>(face to face, online or blended)</i>	None	40 days from declaration of the strike	<i>Conciliator-Mediator/ Regional Branch Director/OIC</i>
3. Sign Settlement Agreement/ Agreement or Minutes of Termination of the Case	3.1 Prepare and sign Settlement Agreement/ Agreement or Minutes of Termination of the Case 3.2 Prepare and submit settlement/ terminal report to the Executive Director	None	2 hours* <i>(onsite)</i> 1 day* <i>(online or blended)</i> *depending on the agreement of the parties	<i>Conciliator-Mediator/ Regional Branch Director/OIC</i>
<i>End of Process</i>				

II. Implementation of Labor-Management Cooperation (LMC) Programs

1. Facilitation of Labor-Management Committee/Council

Setting-up of an LMC Structure in organized and unorganized establishments with or without a Memorandum of Cooperation

Office or Division:	Regional Conciliation and Mediation Branches (RCMBs)			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Labor and Management of organized or unorganized establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SERVICE INITIATED BY THE CLIENT				
1.A Send request to RCMB concerned for facilitation of LMC.	1.A.1 Receive letter request for review and evaluation. 1.A.2 Schedule conduct of plant level orientation seminar on LMC in coordination with the client.	None	2 days Half day	<i>Labor and Employment Officers</i>
2. Confirm schedule of plant level orientation seminar on LMC.	2.1 Prepare for the conduct of onsite, online or blended seminar.	None	1 day	<i>Labor and Employment Officers</i>
3.1 Attend the seminar on LMC 3.2 Accomplish seminar evaluation form	3.1 Conduct seminar on LMC 3.2 Evaluate effectiveness of the seminar.	None	Half day 2 days	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC</i>
4. Establish the LMC	4.1 Present sample of LMC structure and MOU/MOA/ LMC guidelines. 4.2 Secure agreement to establish LMC	None	3 days	<i>Labor and Employment Officers, Conciliator-Mediator</i>

	<p>4.3 Assist the parties in identifying appropriate structure and sub committees</p> <p>4.4 Assist the parties in crafting the MOU/MOA or LMC guidelines</p> <p>4.5 Secure a copy of list of LMC representatives</p>			
SERVICE INITIATED BY NCMB				
Pre-facilitation phase				
1. Accept invitation and confirm schedule of plant level orientation seminar on LMC.	1. Prepare for the conduct of onsite, online or blended seminar.	None	1 day	<i>Labor and Employment Officers</i>
2.1 Attend the seminar on LMC	2.1 Conduct seminar on LMC.	None	Half day	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>
2.2 Accomplish seminar evaluation form	2.2 Evaluate effectiveness of the seminar.		2 days	
<i>End of Process</i>				
Facilitation Proper Phase				
1. Establish the LMC	<p>1.1 Present sample of LMC structure and MOU/MOA/LMC guidelines.</p> <p>1.2 Secure agreement to establish LMC</p> <p>1.3 Assist the parties in identifying appropriate structure and sub committees</p> <p>1.4 Assist the parties in crafting the MOU/MOA or LMC guidelines</p> <p>1.5 Secure a copy of list of LMC representatives</p>		3 days	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>

II. Implementation of Labor-Management Cooperation Programs

2. Enhancement of LMC

Provision of technical interventions to members of existing LMCs in organized and unorganized establishments through seminars/trainings on capacity building in terms of knowledge, skills and attitude towards the improvement and sustenance of stable labor relations

Office or Division:	Regional Conciliation and Mediation Branches (RCMBs)			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Labor -Management Committees/Councils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SERVICE INITIATED BY THE CLIENT				
Plant level				
1.A Send request to RCMB concerned for plant level LMC enhancement.	1.A.1 Receive letter request for review and evaluation. 1.A.2 Schedule conduct of plant level LMC enhancement in coordination with the client.	None	2 days Half day	<i>Labor and Employment Officers</i>
2. Confirm schedule of plant level LMC enhancement.	2.1 Prepare for the conduct of onsite, online or blended training.	None	1 day	<i>Labor and Employment Officers</i>
3.1 Attend the training on LMC and other related topics. 3.2 Accomplish training evaluation form	3.1 Conduct training on LMC and other related topics. 3.2 Evaluate effectiveness of the training.	None	Half day 2 days	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>
<i>End of Process</i>				

SERVICE INITIATED BY NCMB Plant level				
1. Accept invitation and confirm schedule of plant level LMC enhancement.	1. Prepare for the conduct of onsite, online or blended training.	None	1 day	<i>Labor and Employment Officers</i>
2.1 Attend the training on LMC and other related topics	2.1 Conduct training on LMC and other related topics.	None	Half day	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>
2.2 Accomplish training evaluation form	2.2 Evaluate effectiveness of the training.		2 days	
<i>End of Process</i>				

SERVICE INITIATED BY NCMB Area wide LMC Enhancement				
1. Accept invitation and confirm schedule of plant level LMC enhancement.	1. Prepare for the conduct of face to face or virtual training.	None	5 days (<i>face to face</i>) 4 days (<i>virtual</i>)	<i>Labor and Employment Officers</i>
2.1 Attend the training on LMC and other related topics	2.1 Conduct training on LMC and other related topics.	None	2 days	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>
2.2 Accomplish training evaluation form	2.2 Evaluate effectiveness of the training.		3 days	
<i>End of Process</i>				

II. Implementation of Labor-Management Cooperation (LMC) Programs

3. Monitoring of LMC

Checking of the status or progress of the implementation of LMC/ programs of companies through plant visits, telephone calls, emails, and other means of communication

Office or Division:	Regional Conciliation and Mediation Branches (RCMBs)			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Labor -Management Committees/Councils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not applicable		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept invitation for a meeting/consultation (plant visit, telephone or online meeting).	1.1 Prepare for the conduct of face to face, telephone or online meeting/consultation.	None	2 days	<i>Labor and Employment Officers</i>
2. Attend the meeting/consultation for discussion on developments on LMC projects and activities and issues/concerns, if any.	2.1 Conduct meeting or consultation 2.2 Address issues/problems raised by the parties 2.3 Update the Profile Form	None	2 days	<i>Labor and Employment Officers</i>
<i>End of process</i>				

III. Implementation of Grievance Machinery (GM) Programs

1. Operationalization/Institutionalization of GM

Intervention made by RCMB to organized and unorganized companies in setting-up Grievance Machineries (GMs) and/or making their GMs functional.

Office or Division:	Regional Conciliation and Mediation Branches (RCMBs)			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Labor and Management of organized or unorganized establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>SERVICE INITIATED BY THE CLIENT</i>				
1.A Send request to RCMB concerned for institutionalization/ operationalization of GM.	1.A.1 Receive letter request for review and evaluation.	None	2 days	<i>Labor and Employment Officers</i>
	1.A.2 Schedule conduct of plant level orientation seminar on GM in coordination with the client.	None	Half day	<i>Labor and Employment Officers</i>
2. Confirm schedule of plant level orientation seminar on GM.	2.1 Prepare for the conduct of onsite, online or blended seminar.	None	1 day	<i>Labor and Employment Officers</i>
3.1 Attend the seminar on GM.	3.1 Conduct seminar on GM.	None	Half day	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>
3.2 Accomplish seminar evaluation form	3.2 Evaluate effectiveness of the seminar		2 days	
4. Operationalize/ establish GM	A. For organized establishments 4.1 Secure copies of CBA provisions, GM procedure and GM composition.	None	3 days	<i>Labor and Employment Officers, Conciliator-Mediator</i>

	<p>4.2 Review GM provision and composition under the CBA</p> <p>4.3 Assist the parties in addressing areas for improvement identified.</p> <p>B. For unorganized establishments</p> <p>4.1 Review organizational structure of the company</p> <p>4.2 Assist parties in formulating their GM procedure</p> <p>4.3 Assist parties in identifying GM composition</p> <p>4.4 Assist parties in formulating their GM operational guidelines (<i>DO-40, Rule XIX</i>)</p>		3 days	
<i>End of Process</i>				

SERVICE INITIATED BY NCMB <i>Plant level</i>				
1. Accept invitation and confirm schedule of plant level GM enhancement.	1. Prepare for the conduct of onsite, online or blended training.	None	1 day	<i>Labor and Employment Officers</i>
2.1 Attend the training on GM and other related topics	2.1 Conduct training on GM and other related topics.	None	Half day	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC,</i>
2.2 Accomplish training evaluation form	2.2 Evaluate effectiveness of the training.		2 days	
<i>End of Process</i>				

III. Implementation of Grievance Machinery (GM) Programs

2. Enhancement of GM

Provision of technical interventions to members of existing GMs in organized and unorganized establishments through seminars/trainings on capacity building in terms of skills and techniques in grievance handling and in reinforcing labor-management relations.

Office or Division:	Regional Conciliation and Mediation Branches (RCMBs)			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Grievance Machineries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SERVICE INITIATED BY THE CLIENT <i>Plant level</i>				
1.A Send request to RCMB concerned for plant level GM enhancement.	1.A.1 Receive letter request for review and evaluation. 1.A.2 Schedule conduct of plant level GM enhancement in coordination with the client.	None	2 days Half day	<i>Labor and Employment Officers</i>
2. Confirm schedule of plant level GM enhancement.	2.1 Prepare for the conduct of onsite, online or blended training.	None	1 day	<i>Labor and Employment Officers</i>
3.1 Attend the training on GM and other related topics. 3.2 Accomplish training evaluation form	3.1 Conduct training on GM and other related topics. 3.2 Evaluate effectiveness of the training.	None	Half day 2 days	<i>Labor and Employment Officers, Conciliator-Mediator, Regional Branch Director/OIC</i>
<i>End of Process</i>				

III. Implementation of Grievance Machinery (GM) Programs

3. Monitoring of GM

Checking of the status or progress of the implementation of GM/ programs of companies through plant visits, telephone calls, emails, and other means of communication

Office or Division:	Regional Conciliation and Mediation Branches (RCMBs)			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Grievance Machineries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Not applicable</i>		<i>Not applicable</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept invitation for a meeting (plant visit, telephone or online meeting).	1.1 Prepare for the conduct of face to face, telephone or online meeting.	None	2 days	<i>Labor and Employment Officers</i>
2. Attend the meeting for discussion on developments on GM projects and activities and issues/concerns, if any.	2.1 Conduct of meeting 2.2 Update the Profile Form and the GM folder	None	2 days	<i>Labor and Employment Officers</i>
<i>End of Process</i>				

IV. Facilitation 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		
1. Minutes of Meeting- if case originates from Conciliation-Mediation or Notice to Arbitrate		RCMBs		
2. Order by the Labor Arbiter- if case originates from NLRC-RAB		NLRC-RAB		
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, review and evaluate documents submitted by party/ies	None	30 minutes	<i>Technical Staff</i>
2. Completion of Submission Agreement (VA FORM 01)	2.1 Identification of issue/s to be arbitrated 2.2 Selection of AVA or Panel of AVAs 2.3 Notification of chosen AVA or Panel of AVAs (<i>Letter of Selection as Arbitrator</i>) 2.4 Docket the case and forward Submission Agreement to AVA/PVAs 2.5 Receive Arbitrator's reply form	None	10 days depending on the parties	<i>Conciliator-Mediator/ Technical Staff</i> <i>Conciliator-Mediator/ Technical Staff</i> <i>Regional Branch Director/OIC</i>
<i>End of process</i>				

V. 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 - RCMBs			
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	1 day	<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.			<i>Technical Staff RCMB</i>
	1.3 Approve request for VA subsidy			<i>Director II /OIC Regional Branch</i>
	1.4 Prepare obligation request status and assign disbursement voucher (DV) number			<i>Accountant Designate Regional Branch</i>
	1.5 Review and approve DV			<i>Accountant Designate Regional Branch</i>

	<p>1.6 Verify completeness of signatures and documents and prepare check</p> <p>1.7 Approve and sign check</p> <p>1.8 Notify party on the date of release of check</p>		<p>1 day</p>	<p><i>Cashier Designate Cashier's Unit</i></p> <p><i>Director II/OIC Regional Branch</i></p>
2. Receive payment of VA subsidy	Release check	None	10 minutes	<i>Cashier Designate Cashier's Unit</i>
<i>End of process</i>				

VI. Collection of Collective Bargaining Agreement (CBA) 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/RCMBs			
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 form and other documents for payment of CBA Registration Fee	1.1 Receive order of payment and check completeness of supporting documents 1.2 Receive payment	₱1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715)	15 minutes	<i>Cashier Financial and Management Division</i> <i>or</i> <i>RCMB Cashier - Designate</i> <i>Cashier Financial and Management Division</i> <i>or</i> <i>RCMB Cashier - Designate</i>
2. Receive Official Receipt	2.1 Issue Official Receipt		5 minutes	<i>Cashier Financial and Management Division</i> <i>or</i> <i>RCMB Cashier - Designate</i>
<i>End of Process</i>				

VII. 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:	Central Office and 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		
Scanned copy of ID of duly authorized representative				
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	10 minutes	<i>Administrative Officer V Records Officer RCMB</i>
	1.2 Forward the letter request to Research and Information Division/ Administrative unit		15 minutes	<i>Chief RID Records 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		4 hours	<i>Labor and Employment Officers Records Officer and Labor and Employment Officer RCMB</i>
	1.4 Prepare the Certificate of No Pending Case		30 minutes	<i>CNPC Focal</i>
	1.5 Sign the Certificate		3 hours	<i>Deputy Executive Director Technical Services Department</i>

				<i>Regional Branch Director/OIC RCMB</i>
2 Receive signed Certificate	2. Issue the Certificate	None	5 minutes	<i>Administrative Assistant III RID Or Records Officer RCMB</i>
<i>End of Process</i>				

Internal Services

I. 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		
<p>Filled-up Access Request Form (<i>Annex B of the NCMB Data Privacy Manual</i>) indicating the purpose of personnel records requested:</p> <ol style="list-style-type: none"> Service Record Certificate of Employment Certificate of Employment and Compensation Certificate of Leave Availed due to Sickness Certification of No Pending Administrative Case 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)</i> <i>Administrative Division</i>
	1.2 Evaluate the request and forward the same to DPO for approval		1 hour	<i>Chief Administrative Officer</i> <i>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		1 day	<i>Administrative Officer V (HRMO III)</i> <i>Administrative Division</i>

	<p>attachments if needed</p> <p>1.5 Review and approve/sign the document/s</p>		1 day	<p><i>Chief Administrative Officer Administrative Division or Deputy Executive Director Internal Services</i></p>
2. Receive original copy of document/s requested	2. Release the approved/signed document/s and log the date of release	None	10 minutes	<p><i>Administrative Officer V (Records Officer) Administrative Division</i></p>
<i>End of Process</i>				

II. 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 Director (OED) for notation		2 hours	<i>Administrative Assistant II (HRMA) or Administrative Officer V (HRMO III) Administrative Division</i>
	1.4 Prepare reply/travel authority abroad upon receipt of instruction from OED		2 hours	<i>Administrative Officer V (HRMO III) Administrative Division</i>

	1.5 Review and finalization		2 hours	<i>Chief Administrative Officer Administrative Division</i>
	1.6 Review and countersign the reply/travel authority and leave form		2 hours	<i>Deputy Executive Director or Director II Internal Services</i>
	1.7 Approve documents		1 hour	<i>Executive Director IV</i>
2. Receive original copy of the documents	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>
<i>End of Process</i>				

III. 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 Approve the RIS		2 hours	<i>Chief Administrative Officer</i> <i>Administrative Division</i>
	1.5 Prepare the supplies for release to end-user		1 day	<i>Administrative Aide VI (Storekeeper)</i> <i>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)</i> <i>Administrative Division</i>
<i>End of Process</i>				

IV. 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: a. Diagnostic test b. Perform the necessary maintenance and repair c. Test the equipment to ensure that the problem has been resolved/fixe		3 hours <i>(for minor repairs)</i> or 2 days <i>(for major repairs)</i>	<i>Information System Analyst II/III Research and Information Division</i>
	1.4 Document the action taken		1 hour	<i>Information System Analyst II/III</i>

	<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>10 minutes</p> <p>1 hour</p>	<p><i>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>
<i>End of Process</i>				

V. 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	10 minutes	<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>
<i>End of Process</i>				

VI. 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 (2 original copies)	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/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 3. Certificate of appearance/attendance 4. Copy of approved itinerary 5. Revised or supplemental Order or any proof supporting the change of schedule	Employee Concerned/Records Unit Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Records Unit

<ol style="list-style-type: none"> 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>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</p> <p>Employee Concerned/ HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>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 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 5. Certificate of available Leave Credits 6. Service Record 	<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>
<p>c. Salary Differentials due to Promotion and/or Step Increment</p>	
<ol style="list-style-type: none"> 1. Certificate of Assumption 	<p>Employee Concerned/HR Unit</p>

<ol style="list-style-type: none"> 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</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/HR Unit</p> <p>Employee Concerned</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/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</p> <p>Employee Concerned/HR Unit</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 signed by the employee and supervisor 4. Certificate of service or duly approved DTR 5. Accomplishment Report 	<p>Employee Concerned</p> <p>Employee Concerned/Records Unit</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p>
<p><u>Representation/Meetings</u></p> <ol style="list-style-type: none"> 1. Invoices/receipts 2. Attendance Sheets 3. Notice of Meeting 4. Minutes of Meeting 5. PPMP and APP 	<p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned/Supply and Property Unit</p>

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	15 minutes	<i>Administrative Aide IV Financial and Management Division</i>
	2.2. Review proper charging of funds and supporting documents. Certify/sign Box B of ORS		1 hour	<i>Budget Officer Financial and 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>
<i>End of Process</i>				

VII. 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>		
1. Disbursement Voucher (2 original copies)		Financial and Management Division
2. Approved Obligation Request Status (2 original copies)		Financial and Management Division
<u>Cash advances for travel</u>		
a. Local Travel		
1. Office Order/Travel Order		Employee Concerned/Records Unit
2. Duly approved Itinerary of travel		Employee Concerned
3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books		Accounting Unit
b. Foreign Travel		
1. Duly approved itinerary of travel		Employee Concerned/Records Unit
2. Letter of invitation of host/sponsoring country/agency/organization		Employee Concerned
3. For plane fare, quotations of three travel agencies or its equivalent		Employee Concerned
4. Flight itinerary issued by the airline/ticketing office/travel agency		Employee Concerned
5. 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		Employee Concerned
6. Document to show the dollar to peso exchange rate at the date of grant of cash advance		Employee Concerned
7. Where applicable, authority from the OP to claim representation expenses		Employee Concerned
In case of seminars and trainings		
1. Invitation addressed to the agency inviting participants (by foreign country)		Employee Concerned
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
15. PPMP/APP	Employee Concerned/Supply and Property Unit
<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
15. Revised or supplemental Order or any proof supporting the change of schedule	Employee Concerned/Records Unit
16. Revised Itinerary of travel, if the previous was not followed	Employee Concerned
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	Head of Agency
18. Official Receipts (OR) and/or Reimbursement 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	Employee Concerned
<u>Salary</u>	
a. First Salary	
1. Certified true copy of duly approved Appointment	Employee Concerned/ HR Unit
2. Assignment Order, if applicable	Employee Concerned/ Records Unit
3. Certified true copy of Oath of Office	Employee Concerned/ HR Unit
4. Certificate of Assumption	Employee Concerned/HR Unit
5. Statement of Assets, Liabilities and Net worth	Employee Concerned
6. Approved DTR	Employee Concerned/HR Unit
	Employee Concerned

<p>7. BIR withholding certificates (Forms 1902 and 2305)</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. BIR form 2316 (Certificate of Compensation Payment/Tax Withheld) 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 4. Certificate of available Leave Credits 5. Service Record <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/Step Increment in case of step increment/salary increase 3. Approved DTR or certification that the employee has not incurred leave without pay <p>d. Last Salary</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Approved DTR <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><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 5. Invoices/Receipts 	<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/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned/Records Unit</p> <p>Employee Concerned/Records Unit</p> <p>Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p>
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<p><u>Overtime Pay</u></p> <ol style="list-style-type: none"> Overtime authority stating the necessity and urgency of the work to be done and duration Overtime work program Statement of Overtime Services Rendered duly signed by the employee and supervisor Certificate of service or duly approved DTR Accomplishment Report <p><u>Representation/Meetings</u></p> <ol style="list-style-type: none"> Invoices/receipts Attendance Sheets Notice of Meeting Minutes of Meeting PPMP/APP <p><u>Extraordinary and Miscellaneous Expenses</u></p> <ol style="list-style-type: none"> Invoices/receipts 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 the GAA in relation to or by reasons of his position, in case of NGAs Other supporting documents as are necessary depending on the nature of expense 		<p>Employee Concerned/Records Unit</p> <p>Employee Concerned Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Supply and Property Unit</p> <p>Employee Concerned Employee Concerned</p> <p>Employee Concerned</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Disbursement Voucher (Box A duly certified/signed by the head of requesting office/unit/division) with complete supporting documents</p>	<p>1.1 Receive the signed DV and forward to the Accountant for pre-audit</p>	None	15 minutes	<i>Administrative Aide IV Financial and Management Division</i>
	<p>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</p>		4 hours	<i>Accountant III Financial and Management Division</i>
	<p>1.3 Review and countersign Box D of DV</p>		1 hour	<i>Chief Administrative</i>

	1.4 Approve payment and sign Box D of DV		1 hour	<i>Officer Financial and Management Division</i> <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>
<i>End of Process</i>				

VIII. 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	15 minutes	<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 Entries (SLIIE) (5 copies)		1 hour	<i>Administrative Officer V (Cashier) Financial and Management Division</i>
	1.4 Encode the payees/creditors to Landbank WinACIC Data Entry System and generate Advice of Checks Issued		1 hour	<i>Administrative Officer V (Cashier) Financial and Management Division</i>

	and Cancelled (ACIC)(2 LBP copies & 1 BTR copy)			
	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 checks and forward signed documents to the Cash Unit		1 hour	<i>Director II - ₱500,000.00 and below 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>
<i>End of Process</i>				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-out Form Drop in the Suggestion/Complaint Box
How feedbacks are processed	The completely filled-up form shall be evaluated by the NCMB 8888 Citizen's Complaint Action Team and forwarded immediately to the concerned unit/Division/Department for appropriate action. Feedback on action taken to address the concern shall be provided to the complainant within five (5) days.
How to file a complaint	Complainant files a verified complaint to the Office of the Executive Director.
How complaints are processed	The Executive Director forwards the complaint to the Administrative Complaints Committee (ACC) which conducts the following: <ul style="list-style-type: none"> a) Evaluates if the complaint is sufficient in form and substance. b) Issues summons, subpoenas and notices, interlocutory orders, by authority of the Head of Agency, in aid of preliminary investigation function 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 prima facie case exists. e) Takes custody of records pertinent to the conduct of the investigation and ensure their confidentiality.

	<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. 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>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 84785093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

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) 8332-4175 (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) 8332-4180 Mobile Phone Hotline: 09209176023 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) 8332-4180 Mobile Phone Hotline: 09209176023 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) 8332-4180 Mobile Phone Hotline: 0919-0615469 /09209621797 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) 8332-4180 Mobile Phone Hotline: 0919-0615469 /09209621797 internal_co@ncmb.gov.ph
CONCILIATION AND MEDIATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 Mobile Phone Hotline: 09209176023 cmd_co@ncmb.gov.ph
WORKPLACE RELATIONS ENHANCEMENT DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 Mobile Phone Hotline: 09209176023 wred_co@ncmb.gov.ph

VOLUNTARY ARBITRATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 Mobile Phone Hotline: 09209176023 vad_co@ncmb.gov.ph
ADMINISTRATIVE DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 Mobile Phone Hotline: 0919- 0615469 /09209621797 admin_co@ncmb.gov.ph
FINANCIAL AND MANAGEMENT DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 Mobile Phone Hotline: 0919- 0615469 /09209621797 fmd_co@ncmb.gov.ph
RESEARCH AND INFORMATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 Mobile Phone Hotline: 0919- 0615469 /09209621797 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	5 th Floor, D&A Bldg., Dolor Subd. Brgy. Uno, Calamba City Cavite Extension Office 2nd Floor MYP GBY Building, Bayan Luma VII Aguineldo Highway, Imus, Cavite	(049) 531-4271; (049) 531-2045 rcmb4a@ncmb.gov.ph (046) 471-0615; (046) 446-0807
RCMB BRANCH IVB – MIMAROPA	2nd Floor, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 857-11322 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, 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	VCDU Bldg. JP Rosales Ave., Butuan City	(085) 817-6681; (SMART) 0917- 8007425 rcmb13@ncmb.gov.ph