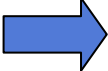











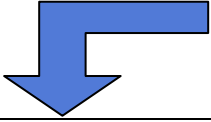
Citizen's Charter No. 16

Name of Agencies : DENR Central Office- Cashier Section

Frontline Service : Preparation, Processing and Issuance of Checks

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
	Submit approved DV and other supporting documents to Cashier Section 	Receive and record in Logbook DV and other supporting documents from the office of the approving official and forward to concerned Cashier Staff 	Cashier Staff (Receiver)	5 minutes	Disbursement Voucher and supporting documents	
		Review completeness of DV. Check the balance of Notice of Cash Allocation (NCA) against amount of the DV. Attach Check in the DV. Record particulars in Report of Checks Issued and Cancelled (RCIC) 	Cashier Staff (Controller of Check)	5 minutes		
		Prepare/Type particulars of the DV in the Check 	Cashier Staff	2-3 minutes		
		Record Check particulars in Index Card 	Cashier Staff	5 minutes		

		Sign Check 	Cashier	2-3 minutes		
		Record and forward Check to Countersigning Officials based on Manual of Authorities 	Receiving/Releasing Personnel	10 minutes		
		Receive Check, DV and other supporting documents from Cashier Section 	Receiving/Releasing Personnel	5 minutes		
		Countersign Check based on Manual of Authorities 	Countersigning Official	2 minutes		
		Record receipt of Check and forward to cashier staff 	Receiving/Releasing Personnel	5 minutes		
		Receive Check, DV and other supporting documents from Office of the approving official 	Receiving/Releasing Personnel	5 minutes		
		Record Check particulars in the Check Register. Informs the clientele if the check is ready for pick-up 	Cashier Staff	2 minutes		

		Release Check to customer	Cashier Staff	3 minutes		
	Accomplishes and signs Box C of DV and Check Register				Official Receipt (OR)	
		<p>Notes: Release of Check to customer is made 24 hours after receipt of the DENR Servicing Bank of the approved Advise of Check Issued and Cancelled (ACIC) prepared by the Cashier Section and approved by any of the designated Officials based on Manual of Authorities.</p> <p>Cut-off and submission of ACIC to the servicing bank 12:00 PM and 3:00 PM daily.</p>				