


**Citizen's Charter No. 15**

**Name of Agencies** : DENR Central Office- Accounting Division




**Frontline Service** : Processing of Disbursement Voucher (DV) and Other Transactions



**Schedule of Availability of Service** : 8:00-5:00, Monday to Friday

**Who may Avail the Service** : External Customers (Contractors, Suppliers and Service Providers)  
Internal Customers (DENR Employees and Contractual Personnel)

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/PERSON RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
	<p>End user to submit all required documents to appropriate office:</p> <ol style="list-style-type: none"> <li>1. Personnel Division (Salary, Object 29)</li> <li>2. GSD (Mandatory Expenses, Payment for Supplies, Payment for Contracts)</li> <li>3. Budget (TEV, Miscellaneous and Extraordinary Expenses)</li> </ol>	<p>Record in Logbook, assign DV number and forwards DV and Supporting Documents (Supporting Documents) to concerned Accounting Staff, Disbursement Section</p> 	<p>Receiving/Releasing Personnel</p>	<p>10 minutes</p>	<p>a. Mandatory Expenses</p> <ol style="list-style-type: none"> <li>1. Unsigned Disbursement Voucher</li> <li>2. Billing/ Statement of Accounts</li> <li>3. Certification that Phone Calls are Official in Nature</li> </ol> <p>b. Purchase Order/ Job Order/ Contract (See Annex A)</p> <p>c. TEV (Local)</p> <ol style="list-style-type: none"> <li>1. Unsigned Disbursement Voucher</li> <li>2. Approved Travel Order</li> <li>3. Itinerary</li> </ol>	

					<p>4. Special Order, if applicable</p> <p>5. (Additional Requirement for Reimbursement) Travel Report, Certificate of Travel Completed, Certificate of Appearance, Tickets, RER, Boarding Pass, Terminal Fee Ticket/Stub</p> <p>d. Cash Advances</p> <ol style="list-style-type: none"> <li>1. Special Order of SDO</li> <li>2. Unsigned Disbursement Voucher</li> </ol> <p>e. Replenishment of Cash Advances (See Annex B)</p> <p>f. Salaries of Contract of Service</p> <ol style="list-style-type: none"> <li>1. Notarized Contract</li> <li>2. Unsigned Disbursement</li> </ol>	
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						3. Duly Accomplished Daily Time Record (DTR) 4. Accomplishment Report						
		Process as to completeness of Supporting Documents, validity and correctness of claims. Compute and deduct taxes applicable. Initials in DV 	Accounting Staff (Processing of DV)	<table border="1"> <tr> <td>Simple claims</td> <td>20 minutes</td> </tr> <tr> <td>Semi-complex claims</td> <td>45 minutes-1 hour</td> </tr> <tr> <td>Complex claims (for research, guidelines, ruling etc.)</td> <td>6 hours</td> </tr> </table>	Simple claims	20 minutes	Semi-complex claims	45 minutes-1 hour	Complex claims (for research, guidelines, ruling etc.)	6 hours		
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		Record particulars of DV in Individual Index Card. Initials in DV 	Accounting Staff (Indexing of DV)	10 - 20 minutes								
		Release to Budget Division for Preparation of ObR 	Accounting Staff	5 minutes								
		Budget Division prepare <b>Obligation Request</b> for funding and submit approved ObR to Accounting Division (See ObR Process)		72 – 122 minutes								

		Review and sign Box A of DV based on Manual of Authorities 	Chief Accounting Division/ Section Chiefs	20 minutes		
		Forward DV and Supporting Documents to the approving Official for approval of DV based on the Manual of Authorities	Receiving/Releasing Personnel	10 minutes		
		Sign Box B of DV based on Manual of Authorities 		5 minutes		
		Release DV and other documents to Cashier Section		5 minutes		