



# NATIONAL TAX RESEARCH CENTER

CITIZEN'S CHARTER  
2020 (2ND EDITION)



# MANDATE

Pursuant to PD 74, the National Tax Research Center (NTRC) is mandated to conduct continuing research in taxation to improve the tax system and raise the level of tax consciousness among our people to achieve a faster rate of economic growth and to bring about a more equitable distribution of wealth and income.

Specifically, the NTRC performs the following functions:

1. Conducts research on taxation for the purpose of improving the tax system and tax policy;
2. Provides comments/position papers on revenue proposals coming from Congress and other government offices and the private sector;
3. Recommends such reforms and revisions as may be necessary to improve revenue collection and tax administration;
4. Provides technical assistance to both Houses of Congress and the DOF pertaining to taxation through studies, revenue estimates of tax proposals and drafting of bills, among others;
5. Publishes and sends tax guides and tax information materials to officials of the executive and legislative branches of government as well as the private sector;
6. Serves as Secretariat to the Fiscal Incentives Review Board (FIRB) which acts upon applications for tax subsidy of government-owned and/or controlled corporations (GOCCs) and commissaries;
7. Serves as Secretariat to the Task Force on the Revision of Fees and Charges which provides technical assistance and monitors the revision of fees of national government agencies (NGAs) pursuant to AO 31, s. 2012; and
8. Serves as Consultant to the Technical and Executive Committees on Real Property Valuation on the revision of zonal values for tax purposes.





# QUALITY POLICY

The NTRC is a leading tax research agency that conducts continuing quality research on taxation and other fiscal-related matters. The NTRC is committed to improve the tax system and raise the level of tax consciousness among the Filipino people.

To achieve this, we shall endeavor to:

- Provide timely, relevant, quality studies and responsive technical assistance on taxation and other fiscal matters to fiscal policy makers;
- Publish and disseminate timely and relevant tax journals, guides, brochures and other tax information materials;
- Adhere to the highest standards of professionalism through continuous competency enhancement and employee empowerment;
- Provide our personnel with a working environment that is conducive to achieving our commitments and harnessing their fullest potential;
- Use appropriate technology for information systems and processes; and
- Continually improve the effectiveness of the NTRC QMS.



# MISSION

We are the government institution dedicated to promoting a tax system that will ensure a fair distribution of the tax burden among the Filipino taxpayers.

We are committed to recommend necessary improvements in the tax system by conducting continuing quality research on taxation and to provide responsive staff support to fiscal policy makers.

We are also committed to provide opportunities for professional growth and to promote the well-being of our personnel.



# VISION

To be recognized as the premier tax research institution attached to the Department of Finance (DOF);

To be more motivated and committed team of professionals that will continue to provide high quality research and technical assistance on taxation and other fiscal related matters to the DOF and other branches of the government (executive, legislative and judicial) and local government units; the private sector and international institutions; and

To be using state-of-the-art technology for information systems and processes.



# SERVICE PLEDGE

We, the Officers and Employees of the National Tax Research Center, commit to:

Uphold the Agency's mandated function of providing timely, relevant and quality studies and responsive technical assistance on taxation and other fiscal matters;

Adhere to the highest standard of professionalism by the continuous development and enhancement of our operations, systems and processes, to guarantee quality service, and ensure clients' satisfaction;

Continue to provide personnel growth and development to enhance commitment and competency in service delivery; and

Adopt appropriate measures to promote transparency and accountability, and prevent graft and corruption.

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# **LIST OF INTERNAL SERVICES**

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# FISCAL INCENTIVES REVIEW BOARD



## FISCAL INCENTIVES REVIEW BOARD SECRETARIAT



As the Secretariat of the Fiscal Incentives Review Board (FIRB), the NTRC processes and initially evaluates applications for tax subsidy of government-owned and/or -controlled corporations (GOCCs) and the Armed Forces of the Philippines Commissary and Exchange Service, Philippine National Police Service Stores System and the Procurement Service Exchange Marts, and state universities and colleges and other government instrumentalities whose value-added tax (VAT) exemption has been repealed by Republic Act (RA) No. 10963 and provides other services relative thereto. Tax subsidies shall be chargeable to the Tax Expenditure Fund (TEF) provided for in the annual General Appropriations Act (GAA).

### PROCESSING AND EVALUATION OF APPLICATION FOR TAX SUBSIDY

**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** GOCCs, Commissaries, SUCs and other GIs

**Classification :** Highly Technical

**Types of Transaction :** G2G - Government to Government

### Required documents

- a.) Letter request signed by the head of office or any authorized official;
- b.) Endorsement from the department/office to which the applicant is attached;
- c.) Details of tax subsidy requirements, including billings from the concerned revenue agency;
- d.) Certification that items for which tax subsidy is sought shall be used exclusively in the pursuit of mandated functions or a specified project;
- e.) Financial evaluation from the Corporate Affairs Group (CAG) of the DOF with regard to CAG-monitored GOCCs only; and
- f.) Such other documents as may be warranted.

### How to Avail of the Service:

PROCESS FLOW OF THE SERVICE						
STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits applicant or request for tax subsidy, together with required documents.	Receives letter-request for tax subsidy and checks all documents required.  If the documents are complete, proceed to step 2. If not, advises the applicant to submit all the required documents to expedite the processing of the application.	Within 3 minutes	FIRB Secretariat Staff	None	Application letter and all other required documents
2		Evaluates the request for tax subsidy and prepares an evaluation paper/study to serve as basis for FIRB's action on tax subsidy application.	5 working days and 6 hours from receipt of complete documents	FIRB Technical Staff	None	Evaluation paper/study
3		Reviews the draft evaluation paper.	1 working day and 2 hours	Deputy and Executive Directors	None	
4		Elevates the application and evaluation paper to the Technical Committee meeting.  Elevates to the FIRB for its own evaluation and action during a scheduled meeting.  Prepares a FIRB Resolution and a Certificate of Entitlement to Subsidy (CES), if the application is approved.  - OR -  Application for tax subsidy may also be acted upon via referendum, where the FIRB Resolution and the evaluation paper are passed around to the FIRB Presiding Officer and FIRB members for their approval. Action is confirmed by affixing their signature on the Resolution. A CES shall also be prepared, if applicable.  If the application is not approved, the applicant will be correspondingly notified in writing by the FIRB	7 working days and 2 hours after the scheduled meeting of the FIRB	FIRB Secretariat Staff, FIRB and/or its Technical Committee	None	FIRB Resolution and CES
		7 working days and 2 hours after completion of the required signatures	FIRB Secretariat Staff FIRB and/or its Technical Committee	None	Letter	
5		Releases duly signed FIRB Resolution and CES to the applicant.  Note : The applicant shall submit the FIRB Resolution and CES to the BIR/BOC, together with other documents required by them and prepare the Quarterly Report of Taxes and Duties Availment (QRTDA) and request for the issuance of the corresponding Special Allotment Release Order (SARO) from the Department of Budget and Management.	30 minutes after receipt of signed FIRB Resolution and CES from the signatories.	FIRB Secretariat Staff	None	
			TOTAL : 13 working days, 10 hours and 33 minutes			

**END OF TRANSACTION**

Approved :

*ML Calubag*  
**MARLENE L. CALUBAG**  
EXECUTIVE DIRECTOR





# SECRETARIAT TO THE TASK FORCE ON FEES AND CHARGES



## SECRETARIAT TO THE TASK FORCE ON FEES AND CHARGES

As the Secretariat to the Task Force on Fees and Charges, the NTRC monitors the compliance to pertinent issuances on fees and charges of national government agencies (NGAs) and government-owned and/or -controlled corporations (GOCCs) performing governmental functions for a fee. It also provides technical assistance, upon request, to these NGAs and GOCCs in the revision of their existing fees and/or imposition of new fees.

### REQUEST FOR TECHNICAL ASSISTANCE RE: FEES AND CHARGES

**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** NGAs and GOCCs performing governmental functions for a fee.

**Classification :** Highly Technical

**Type of Transaction :** G2G - Government to Government

### Required documents

#### For revision of existing fees:

- a.) Letter-request signed by the head of office or his/her authorized representative;
- b.) Legal basis and/or authority of the requesting NGA/GOCC to collect fees and charges (Presidential Decree (PD), Republic Act (RA), Executive Order (EO), Administrative Order (AO), Circular, Agency/Board Resolution and Memorandum, etc.);
- c.) Workflow/procedures involved in the delivery of service;
- d.) Current schedule of fees proposed to be revised with the date of last imposition and/or revision/s;
- e.) Statement of the socio-economic impact of the imposition/revision of fees; and
- f.) List of stakeholders/clientele of the service.

#### For imposition of new fees:

- a.) Letter-request signed by the head of office or his/her authorized representative;
- b.) Legal basis and/or authority of the requesting NGA/GOCC to collect fees and charges (PD, RA, EO, AO, Circular, Agency/Board Resolutions and Memorandum, etc.);

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits request for NTRC Technical Assistance on the imposition of new fees and/or revision in the existing rates of fees and charges.	Receives request for technical assistance and checks attached documents.  If the documents are complete, proceed to step 2. If the documents are not complete, advises the client to submit all necessary documents to expedite the evaluation of the request.	5 minutes	Technical Staff of the Special Research and Technical Services Branch (SRTSB)	None	Letter request with supporting documents
2	Meets with the Task Force Secretariat (NTRC). Apprises the Secretariat about the fee to be imposed/ revised.	Sets a meeting with the Revision of Fees Committee (Committee) of the requesting agency.	5 minutes	SRTSB Technical Staff	None	Cost Computation Template
3	Accomplishes the template and discusses with the Task Force Secretariat	Meets with the Committee to explain the template to be used in calculating the costs involved in the provisions of service and assists the Committee in accomplishing the same.	7 days	SRTSB Chief and Technical Staff	None	Accomplished Cost Computation Template
4	Provides the Secretariat the number of clients availing or may avail of the service.	Evaluates the accomplished template with the Committee and finalizes the rate of fee to be imposed.	4 days	SRTSB Chief and Technical Staff, and NTRC Executive Director	None	Revenue Impact Estimate
5		Estimates the revenue impact of the new and/or revised rate of fee.	1 day	SRTSB Chief and Technical Staff, and NTRC Executive Director		Signed recommended rate of fee
6		Releases/transmits signed recommended rate of fee to requesting NGAA/GOCC and provides copy to NTRC for record purposes.	30 minutes	Planning and Coordinating Branch (PCB) Staff	None	
			Total : 12 days and 40 minutes			

**END OF TRANSACTION**

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR



# PROVISIONS FOR SERVICES ON RESEARCH AND INFORMATION DISSEMINATION



## PROVISIONS FOR SERVICES ON RESEARCH AND INFORMATION DISSEMINATION

**Availability of Service:**

Monday – Friday from 8:00 AM – 5:00 PM

**Who May Avail of the Service:**

National Government Agencies (NGAs), Department of Finance (DOF), Congress, State Universities and Colleges (SUCs), other government agencies and instrumentalities, students, research institutions, and the private sector.

**Classification :** Highly Technical

**Type of Transaction :** G2G - Government-to-Government ; G2C - Government-to-Citizens

**Required documents:**

a.) Letter Request for a copy of the NTRC Tax Research Journal

**How to Avail of the Service:**

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN-CHARGE	FEES	FORM/ DOCUMENT
1	Undertaken in compliance with the approved annual work program of the technical branch.	Prepares/drafts tax research study.	Within 22 working days	Technical Branch	None	Draft tax research study
2		Receives draft tax research study from technical branch and records the same in the logbook.  Then submits the draft tax research study to the Office of the Deputy Executive Director (ODED) and Office of the Executive Director (OED)	7 minutes	Planning and Coordinating Branch (PCB)	None	
3		Reviews and integrates comments on the draft tax research study	Within 3 working days	Executive Director (ED) and Deputy Executive Director (DED)	None	
4		Receives the draft tax research study and forwards the same to the concerned Technical Branch for revision	5 Minutes	PCB	None	
5		Revises draft tax research study.	Within 7 working days	Technical Branch	None	
6		Receives revised tax research study and submits the same to the ED for consideration and approval.	2 minutes	PCB	None	Revised tax research study
7		Reviews/revises and/or approves tax research study.  If there are no further revision, the revised tax research study is prepared for final revision.	5 working days	OED/PCB/Technical Branch	None	
8		Receives signed and approved tax research study with written instruction (from the ED) to be publicized in the NTRC Tax Research Journal.  Files signed tax research study and provides a copy to the concerned technical branches.	15 minutes	PCB	None	Final and approved tax research study
9		Layout, reviews and/or revises the draft Tax Journal (including the selected tax research studies) and submits to the DED and ED for approval and consideration.	Within 7 Working days	PCB	None	Draft NTRC Tax Research Journal
10		Reviews/returns/revises and/or approves the Tax Journal.  If there are no further revisions, the Tax Journal is prepared for final revision.	Within 1 working day	DED and ED	None	Final and approved NTRC Tax Research Journal
11		Prints/reproduces/binds copies of Tax Journals	Within 5 working days	PCB	None	
12		Inspects/checks the printed copies of NTRC Tax Research Journal to ensure quality and completeness.  If there are no errors, the Tax Journals are then prepared for distribution.	Within 1 working day	PCB	None	
13		Distributes the Tax Journal to different National Government Agencies (NGAs); State Universities and Colleges (SUCs); and the private sectors.	Within 7 working days	AFB	None	
			Total : 58 days and 29 minutes			
END OF TRANSACTION						

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR



# **PROVISIONS FOR SERVICES ON TECHNICAL ASSISTANCE IN THE ASSESSMENT OF TAX BILLS AND/OR TAX PROPOSALS**



## PROVISIONS FOR SERVICES ON TECHNICAL ASSISTANCE IN THE ASSESSMENT OF TAX BILLS AND/OR TAX PROPOSALS

**Availability of Service:**

Monday – Friday from 8:00 AM – 5:00 PM

**Who May Avail of the Service:**

House of Representatives, Department of Finance (DOF), and other national government agencies.

**Classification :** Highly Technical

**Type of Transaction :** G2G - Government-to-Government

**Required documents:**

a.) Letter Request for comments on Tax Bills and other Tax Proposals

**How to Avail of the Service:**

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN-CHARGE	FEES	FORM/ DOCUMENT
1	Requests for comments on tax bills and tax proposals from Congress and DOF	Receives request for comments on tax bills/tax proposals	2 minutes	Planning and Coordinating Branch (PCB)	None	Letter request
2		Prepares assignment sheet and submits to the Office of the Executive Director (OED) for approval and signature.	2 minutes	PCB	None	Signed Assignment Sheet
3		Receives signed Assignment sheet from the OED and transmits the same to the concerned technical branch	12 minutes	PCB	None	
4		Prepares Comments on tax bill/tax proposal.	Within 5 working days	Technical Branch	None	Draft comments on tax bill/tax proposal
5		Receives draft comments on tax bills/tax proposal and checks attachments and records and the same in the logbook then submits the draft comments on tax bill/tax proposal to the Office of the Deputy Executive Director (ODED) and OED for review.	15 minutes	PCB	None	
6		Review draft comments on tax bill/tax proposal.	Within 2 working days	Executive Director (ED) and Deputy Executive Director (DED)	None	
7		Receives draft comments on tax bill/tax proposal and forwards the same to the concerned technical branch for revision.	5 minutes	PCB	None	
8		Receives draft comments on tax bill/tax proposal.	Within 4 working days	Technical Branch	None	
9		Receives revised comments on tax bill/tax proposal and submits to the ED for consideration and approval.	4 minutes	PCB	None	Revised comments on tax bill/tax proposal
10		Reviews/returns/revises and/or approves comments on tax bill/tax proposal. If there are no further revision, the revised comments on tax bills/tax proposals is prepared for final revision.	Within 2 working days	OED/PCB/Technical Branch	None	
11		Receives signed and approved comments on tax bill/tax proposal. Files copy of the signed and approved comments on tax bill/tax proposal and provides copy to the concerned technical branch.	20 minutes	PCB	None	
12		Prepares cover letter for the transmittal of the final copy of comments on tax bill/tax proposal and forwards the same to the OED for signature	15 minutes	PCB	None	Signed cover letter
13		Transmit/release signed cover letter and comments on tax bills/tax proposals to requesting clients.	Within 1 working day	PCB	None	Signed cover letter and comments on tax bill/tax proposals
			Total : 14 days, 1 hour and 15 minutes			

**END OF TRANSACTION**

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR

# LIBRARY SERVICES



## LIBRARY SERVICES



**Availability of Service:**

Monday – Friday from 8:00 AM – 5:00 PM

**Who May Avail of the Service:**

Students and interested individuals

**Classification :** Simple

**Type of Transaction :** G2C - Government-to-Citizens

**Required documents:**

- a.) Identification Card
- b.) Library Permit

**How to Avail of the Service:**

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN- CHARGE	FEES	FORM/ DOCUMENT
1	Secures "Permit to Use the Library" from the Personnel Division.	Issues necessary permit.	None	Administrative Officer V/Administrative and Financial Branch Chief	None	Identification card, Permit to Use the Library
2	Submits permit and/or Letter Request to the Librarian-on-duty.	Receives permit and/or Letter Request for appropriate action.	1 minute	Librarian	None	Identification card, Permit to Use the Library
3		Assists the client.	Depending on the client's need	Librarian	None	None
4		Files copy and maintains record.	1 minute	Librarian/Clerk	None	None
			Total : 2 minutes			
END OF TRANSACTION						

Approved :

  
**MARLENE L. CALUBAG**  
EXECUTIVE DIRECTOR



# **FILING OF COMPLAINT**



## FILING OF COMPLAINT



**Who May Avail of the Service:**

Any aggrieved party who wishes to file a complaint

**Required documents (at least 3 copies):**

- a.) Verified Complaint-Affidavit
- b.) Documentary Evidence including attachments
- c.) Certificate of Non-Forum Shopping

**Classification :** Simple

**Type of Transaction :** G2C - Government-to-Citizens

**Duration:** Fifteen (15) minutes

**How to Avail of the Service:**

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN- CHARGE	FEES	FORM/ DOCUMENT
1	a. Presents Visitor's Slip and valid Identification Card (ID) b. Submits complaint-affidavit, documentary evidence including attachments, and Certificate of Non-Forum Shopping.	a. Accommodates the complainant. b. Receives complainant-affidavit, attachments and Certificate of Non-Forum Shopping. c. Checks submitted requirements as to completeness d. Stamps "RECEIVED" on original and receiving copy.	3 minutes	Receiving Officer (Human Resource Division)	None	Visitor's Slip
2	a. Accepts receiving copy b. Gets Visitor's Slip for release of IS at the lobby guard.	a. Encodes details of complaint based on submitted documents. b. Writes Control Number on the original and receiving copy. c. Gives receiving copy to the complainant. d. Signs the Visitor's Slip.	10 minutes	Encoder (Human Resource Division)	None	Visitor's Slip
			Total : 13 minutes			
END OF TRANSACTION						

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR



# **ADMINISTRATIVE DIVISION PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT**



## ADMINISTRATIVE DIVISION PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT

**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** All branches and divisions of the National Tax Research Center as end-user

**Classification:** Simple

**Type of Transaction:** G2G-Government-to-Government

**Required documents**

(a) Purchase Request

**How to Avail of the Service:**

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits approved Purchase Request with complete specifications.	Receives Purchase Request for the approval of the Chief, Accounting Division	10 minutes	Staff, Accounting Division	None	Purchase Request
2		Certifies that funds are available for the procurement of specified items.	10 minutes	Chief, Accounting Division	None	
3		Forwards the Purchase Request to the approving officer for procurement.	10 minutes	Staff, Accounting Division	None	
4		Approves the Purchase Request	10 minutes	Administrative and Financial Branch (AFB) Proper	None	
5		Forwards the Purchase Request to the Administrative Division for purchase	10 minutes	Staff, AFB Proper		
6		Receives Approved Purchase Request and proceeds to procurement of requested supplies and equipment.	1 day	Administrative Division	None	Signed Purchase Request
			TOTAL : 1 Day and 50 minutes			
END OF TRANSACTION						

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR



# **ACCOUNTING DIVISION REQUEST FOR REFUND ON DEDUCTED LOAN AMORTIZATION**



## ACCOUNTING DIVISION REQUEST FOR REFUND ON DEDUCTED LOAN AMORTIZATION



**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** Employees of the National Tax Research Center

**Classification:** Simple

**Type of Transaction:** G2G-Government-to-Government

**Required documents**

- (a) Approved loan application/renewal
- (b) Request for Refund of Salary Deductions

**How to Avail of the Service:**

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits approved loan application/renewal from GSIS, HDMF and filled and signed Request for Refund of Salary Deductions.	a. Receives approved loan application/renewal form. b. Prepares Disbursement Voucher (DV) for the payment of refund	15 minutes	Staff, Accounting Division	None	Disbursement Voucher; Request for Refund of Salary Deductions and Loan form
2		Certifies that funds are available for payment of refund	10 minutes	Chief, Accounting Division	None	
3		Forwards the DV and attachments to the approving officer.	10 minutes	Staff, Accounting Division	None	
4		Approves the DV	10 minutes	Administrative and Financial Branch (AFB) Proper	None	
5		Forwards the DV to cashier for appropriate payment through bank advice or check.	10 minutes	Staff, AFB Proper		
6		Receives DV and attachments for payment	1 day	Cashier	None	Signed DV
			TOTAL : 1 Day and 5 minutes			

**END OF TRANSACTION**

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR



# **BUDGET DIVISION PAYROLL TRANSACTION REQUEST**



## BUDGET DIVISION PAYROLL TRANSACTION REQUEST



**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** Employees involve in the activity

**Classification:** Simple

**Type of Transaction:** G2G-Government-to-Government

**Required documents**

- a.) Obligation Request and Status
- b.) Disbursement Voucher
- c.) Payroll

**How to Avail of the Service:**

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON IN CHARGE	FEES	FORM/ DOCUMENT
1	Submits Obligation Request and Status Form, Disbursement Voucher Form, and Payroll.	Receives the documents. Assigns Obligation Request and Status number and records in the corresponding logbook.	10 minutes	Budget and Cash Division	None	1. Obligation Request and Status  2. )Disbursement Vouchers
2		Forwards all the documents to the Chief, Budget and Cash Division.	2 minutes	Budget and Cash Division	None	
3		Reviews completeness of documents and post ORS in the Registry of Allotment and Obligations (RAO).	20 minutes	Budget and Cash Division	None	
4		Signs the ORS and forwards the documents to the Accounting Division.	2 minutes	Budget and Cash Division	None	
5		Records in the logbook, assign Disbursement Voucher number and forwards DV and supporting documents to the Chief, Accounting Division.	15 minutes	Accounting Division		
6		Reviews and checks the completeness and contents of supporting documents. Signs the DV if the documents are valid and correct.	30 minutes	Accounting Division	None	
7		Forwards the documents to the signatories for final review and checking.	2 hours	Executive Director, Deputy Executive Director, Chief, Administrative and Financial Branch		
8		Receives ORS, DV and Payroll. Prepares: a.) Advice of Checks Issued b.) Payroll Register c.) Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE) d.) List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA)	2 hours	Budget and Cash Division		
9		Submits the documents to the Land bank of the Philippines. After 24 hours salaries will be credited to the individual accounts of the employees.	30 minutes	Budget and Cash Division		
			TOTAL : 5 hours and 49 minutes			

**END OF TRANSACTION**

Approved :

*ML Calubag*  
**MARLENE L. CALUBAG**  
EXECUTIVE DIRECTOR





# **HUMAN RESOURCE DIVISION REQUEST FOR EMPLOYEE CERTIFICATION/S AND SERVICE RECORDS**



## HUMAN RESOURCE DIVISION REQUEST FOR EMPLOYEE CERTIFICATION/S AND SERVICE RECORDS

**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** Employees of the National Tax Research Center

**Classification:** Simple

**Type of Transaction:** G2G-Government-to-Government

**Required documents**

(a) Human Resource Request Form

**How to Avail of the Service:**

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits filled up and signed Human Resource (HR) Request Form	Receives HR Request Form	10 minutes	Staff, Human Resource Division	None	Human Resource Request Form
2		Prepares the draft of the requested document (e.g. Service Record and Certificate of Employment)	1 working day	Staff, Human Resource Division	None	
3		Certifies the correctness of the requested document and attachments (if needed) thereto.	1 hour	Chief, Human Resource Division	None	
4	Receipt of requested document from HR Division	Release of the requested certification and/or service record.	10 minutes	Staff, Human Resource Division	None	Certificate or Employment and/or Service Record
			TOTAL : 1 working day, 1 hour and 20 minutes			

**END OF TRANSACTION**

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR



# **HUMAN RESOURCE DIVISION REQUEST FOR EMPLOYEE CERTIFICATION/S FOR SALARY DEDUCTIONS ON PREMIUM AND/OR LOANS PAID**



## HUMAN RESOURCE DIVISION REQUEST FOR EMPLOYEE CERTIFICATION/S AND SERVICE RECORDS

**Availability of Service:** Monday – Friday from 8:00 AM – 5:00 PM

**Clientele:** Employees of the National Tax Research Center

**Classification:** Simple

**Type of Transaction:** G2G-Government-to-Government

**Required documents**

(a) Human Resource Request Form

**How to Avail of the Service:**

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON/ IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits filled up and signed Human Resource (HR) Request Form	Receives HR Request Form for certifications of premiums/loans paid.	10 minutes	Staff, Human Resource Division	None	Human Resource Request Form
2		Forwards the HR Request Form to Accounting Division	10 minutes	Staff, Human Resource Division	None	
3		Receives HR Request Form	10 minutes	Staff, Accounting Division	None	
4		Prepares the draft of the requested certification (e.g. loan and/or premiums paid on GSIS, HDMF and PHIC)	2 working days	Staff, Accounting Division	None	
5		Certifies the correctness of the requested document and attachments (if needed) thereto.	1 hour	Chief, Accounting Division		
6	Receipt of requested document from Accounting Division	Release of the requested certification.	10 minutes	Staff, Accounting Division	None	Certification of Paid Loans/Premium
			TOTAL : 2 working days, 1 hour and 40 minutes			
END OF TRANSACTION						

Approved :

  
**MARLENE L. CALUBAG**  
 EXECUTIVE DIRECTOR

# FEEDBACK AND COMPLAINTS MECHANISMS

<b>How to send a feedback</b>	<p>Client feedbacks are gathered through surveys and letters from clients to ensure client satisfaction and address performance gaps for services provided on research, information dissemination and technical assistance.</p> <p>Contact info: 8-527-2064/8-527-2071 or <a href="mailto:info@ntrc.gov.ph">info@ntrc.gov.ph</a></p>
<b>How feedbacks are processed</b>	<p>Accomplished feedback forms for each service provided are collected, processed and evaluated as required. The results are reported during the monthly executive staff meeting and the mid-year and year-end management reviews.</p> <p>The regular monitoring of the accomplished feedback forms guarantees that timely and appropriate interventions are undertaken to ensure that the objectives and goals of the Agency are met in the most effective manner.</p> <p>Contact info: 8-527-2064/8-527-2071 or <a href="mailto:info@ntrc.gov.ph">info@ntrc.gov.ph</a></p>
<b>How to file a complaint</b>	<p>For visiting client who wishes to file a complaint may use the feedback form and drops it at the designated drop box; and/or submits a complaint- affidavit and documentary evidence including attachments to the Human Resource Division (HRD).</p> <p>Complaints can also be done via email or letter provided he/she gives the following information:</p> <ol style="list-style-type: none"> <li>Client's scanned identification card;</li> <li>Name of person/s being complained;</li> <li>Details of the incident; and</li> <li>Proof of evidence</li> </ol> <p>Contact info: 8-527-2064/8-527-2071 or <a href="mailto:info@ntrc.gov.ph">info@ntrc.gov.ph</a></p>
<b>How complaint is processed</b>	<p>The Human Resource Officer (HRO) opens the drop box; and receives the complaint via email or a complaint-affidavit.</p> <p>Upon evaluation, the HRO conducts an investigation and prepares a report to the Head of Agency for appropriate action and resolution.</p> <p>The HRO then provides feedback to the client.</p> <p>Contact info: 8-527-2064/8-527-2071 or <a href="mailto:info@ntrc.gov.ph">info@ntrc.gov.ph</a></p>
<b>Contact Information of CCB, PCC ARTA</b>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888 CCB: 0308-881-6565 (SMS)</p>



# LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Fiscal Incentives Branch	3 <sup>rd</sup> Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002	8-526-81-84
Special Research and Technical Services Branch	3 <sup>rd</sup> Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002	8-527-20-49
Planning and Coordinating Branch	3 <sup>rd</sup> Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002	8-527-20-66
Human Resource Division	3 <sup>rd</sup> Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002	8-562-68-25
Library	3 <sup>rd</sup> Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002	8-527-20-64