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;
- 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.
LIST OF EXTERNAL SERVICES

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PROCESSING AND EVALUATION OF APPLICATION FOR REGISTRATION AND GRANT OF INCENTIVES TO THE PROJECTS OR ACTIVITIES LISTED IN THE SIPP WITH INVESTMENT CAPITAL OF OVER P1 BILLION 12

PROCESSING AND EVALUATION OF APPLICATION FOR TAX INCENTIVES OF HIGHLY DESIRABLE PROJECTS OR A SPECIFIC INDUSTRIAL ACTIVITY 15

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PROCESSING AND EVALUATION OF TAX SUBSIDY
As the Secretariat of the Fiscal Incentives Review Board (FIRB), the National Tax Research Center (NTRC) through its Fiscal Incentives Management Group (FIMG)-Tax Subsidies and Large Investment Division, processes and initially evaluates applications for tax subsidy of government-owned and/or -controlled corporations (GOCCs), government commissaries (i.e., Armed Forces of the Philippines Commissary and Exchange Service, Philippine National Police Service Stores System, and Procurement Service Exchange Marts), state universities and colleges (SUCs), and other government instrumentalities (GIs) whose value-added tax (VAT) exemptions had been repealed by Republic Act (RA) No. 10963. Tax subsidies shall be chargeable to the Tax Expenditure Fund (TEF) provided for in the annual General Appropriations Act (GAA).

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

Clientele:
GOCCs, Government commisaries, SUCs, and other GIs

Classification:
Highly Technical

Type of Transaction:
Government to Government

Required Documents:
1. Letter-request signed by the head of office or any authorized official;
2. Endorsement from the department/office to which the applicant is attached;
3. Backgrounder of the Applicant (for those GOCCs/GIs applying for tax subsidy for the first time);
4. Details of tax subsidy requirements, by type of taxes and duties and amount (including Statements of Account/billings from the concerned collecting agency, if available);
5. Income tax return duly filed with the Bureau of Internal Revenue for those GOCCs applying for income tax subsidy;
6. Detailed list of importation/purchases and their classification, whether these are for regular operations or project-related;
7. Justification of the application;
8. Latest annual/performance (programs/accomplishments) report;
9. Notarized certification that items for which tax subsidy is sought shall be used exclusively in the pursuit of mandated functions or a specified project;
10. Statement under oath of investment and income therefrom;
11. Financial opinion/endorsement of the Corporate Affairs Group (CAG) of the Department of Finance for CAG-monitored GOCCs or Audited Financial Statements for other GOCCs/Commissaries; and
12. Other pertinent documents/information as may be required by the FIRB.
# How to Avail the Service:

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<thead>
<tr>
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<th>FEES</th>
<th>FORM/ DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits application or request for tax subsidy, together with required documents</td>
<td>Receives letter-request for tax subsidy and checks all the documents required. If the documents are complete, proceed to step 2. If not complete, advises the applicant to submit all the required documents to start the processing of application.</td>
<td>3 working days</td>
<td>FIMG – Tax Subsidies and Large Investments Division</td>
<td>None</td>
<td>Application letter and all other required documents</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Evaluates the request for tax subsidy and prepares an evaluation report to serve as basis for the FIRR’s action on tax subsidy application.</td>
<td></td>
<td></td>
<td></td>
<td>Draft Evaluation Report and Board Resolution</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Reviews and approves the draft evaluation report and resolution and endorses the same to the concerned FIMG-Tax Subsidies and Large Investment Division for transmission to the Head – FIRR Secretariat for review and approval.</td>
<td>1 working day</td>
<td>FIMG DIV NTESC ED</td>
<td>None</td>
<td>Reviewed draft evaluation report and Board Resolution</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Receives, reviews, and approves the evaluation report and draft resolution and forwards the same to the FIMG-Tax Subsidies and Large Investments Division for endorsement to the FIRR Technical Committee for its own evaluation.</td>
<td>1 working day</td>
<td>DOF Assistant Secretary and FIRR Secretariat Head</td>
<td></td>
<td>Secretariat’s Evaluation Report and draft Board Resolution</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Elevates the application and evaluation report to the FIRR Technical Committee for its own evaluation and action during a scheduled meeting. Prepares the FIRR Resolution and Certificate of Entitlement to Subsidy (CES), if the application is approved. Application for tax subsidy may also be acted upon via referendum, where the Technical Committee Resolution and the evaluation paper are passed around to all the FIRR Technical Committee 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 FIRR.</td>
<td>7 working days</td>
<td>FIRR Technical Committee</td>
<td>None</td>
<td>Board Resolution and CES</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Releases duly signed FIRR Resolution and CES to the applicant. Note: The applicant shall submit the FIRR Resolution and CES to the BIR/BOC, together with other required documents and prepare the QRTOA and request for the issuance of the corresponding SARO from the Department of Budget and Management.</td>
<td></td>
<td>FIMG – Tax Subsidies and Large Investment Division</td>
<td>None</td>
<td>Technical Committee Resolution and CES</td>
</tr>
</tbody>
</table>

**Total:** 12 working days

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**END OF TRANSACTION**

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**Approved:**

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**MARLENE LUCERO-CALUBAG**

**EXECUTIVE DIRECTOR**
PROCESSING AND EVALUATION OF APPLICATION FOR REGISTRATION AND GRANT OF INCENTIVES TO PROJECTS OR ACTIVITIES LISTED IN THE SIPP WITH INVESTMENT CAPITAL OF OVER P1 BILLION
As the Secretariat of the Fiscal Incentives Review Board (FIRB) and pursuant to Republic Act No. 11534, otherwise known as the “Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act”, the National Tax Research Center (NTRC) through its Fiscal Incentives Management Group (FIMG)-Tax Incentives Division, reviews the evaluation report, including the ex-ante Cost Benefit Analysis (CBA), among others, and recommendations of the Investment Promotions Agencies (IPAs) on the application for registration and grant of incentives to projects or activities listed in the Strategic Investment Priority Plan (SIPP) with investment capital of over P1 billion. The application shall be submitted by the business enterprises through the Fiscal Incentives Registration and Monitoring System (FIRMS), or manually, or in any manner as prescribed by its IPA, in case the FIRMS is not available. The IPA checks the completeness of the application, conducts and prepares a pre-evaluation and ex-ante CBA, and submits an evaluation report to the FIRB Secretariat for its evaluation and approval/disapproval.

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

**Clientele:**
Investment Promotion Agencies

**Classification:**
Highly Technical

**Type of Transaction:**
Government to Government

**Required Documents:**

1. Evaluation Report, including ex-ante CBA, and recommendation of the IPA
2. Duly accomplished application form
3. Documents submitted by the business enterprise to the IPA as prescribed under the CREATE, its implementing rules and regulations (IRR), and other issuances which includes the following:
   a. Enterprise-Level Information
      i. Department of Trade and Industry or Securities and Exchange Commission registration, whichever is applicable
      ii. BIR Certificate of Registration
      iii. Tax Identification Number
      iv. General Company Information
      v. Business Capitalization and Ownership Structure
      vi. Authorized business representative details
      vii. Latest Audited Financial Statement, if applicable
   
   b. Project or Activity-Level Information
      i. Locational address, contacts, activity representative details
      ii. Classification and type of activity
      iii. Project or activity set-up timetable
      iv. Committed investment details
      v. Financial performance information, projected income or dividends
      vi. Projected sales, raw materials, and production
      vii. Facility/utility requirements
      viii. Employment Data
   
   c. Such other requirements as may be required under the SIPP
# How to Avail the Service:

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<tr>
<th>STEPS</th>
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<th>FEES</th>
<th>FORM/DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Applicant</td>
<td>Submits the evaluation report and recommendation on the application for registration and grant of incentives of Business Enterprise together with duly accomplished application form and required documents.</td>
<td>3 working days</td>
<td>FIMG – Tax Incentives Division Financial Analyst III/IV</td>
<td>None</td>
<td>IPA evaluation Report, ex-ante CBA, and recommendation, duly accomplished Business Enterprise Application Form, and required documents prescribed under CREATE Act and its IRR.</td>
</tr>
<tr>
<td>2</td>
<td>Applicant</td>
<td>Evaluates the recommendation of the IPA on the application for registration and grant of incentives, reviews the ex-ante CBA, and prepares evaluation report and draft resolutions</td>
<td>1 working day</td>
<td>FIMG – Tax Incentives Division Financial Analyst V</td>
<td>None</td>
<td>Draft Evaluation Report and Board Resolutions</td>
</tr>
<tr>
<td>3</td>
<td>Applicant</td>
<td>Conducts initial review of the draft evaluation report and resolution and submits to the FIMG Deputy Executive Director (DED) and NTRC Executive Director (ED)</td>
<td>1 working day</td>
<td>None</td>
<td>Reviewed draft evaluation report and Board Resolutions</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Applicant</td>
<td>Reviews and approves the draft evaluation report and resolution and endorses the same to the FIMG-Tax Incentives Division for transmittal to the Head – FIRB Secretariat for review and approval</td>
<td>1 working day</td>
<td>FIMG DED NTRC ED</td>
<td>None</td>
<td>Reviewed and approved Evaluation Report and draft Board Resolutions</td>
</tr>
<tr>
<td>5</td>
<td>Applicant</td>
<td>Receives, reviews, and approves the evaluation report and draft resolution and forwards the same to the FIMG – Tax Incentives Division for endorsement to the FIRB Technical Committee for its own evaluation</td>
<td>1 working day</td>
<td>DOF Assistant Secretary and FIRB Secretariat Head</td>
<td>None</td>
<td>Secretary's Evaluation Report and draft Board Resolutions</td>
</tr>
<tr>
<td>6</td>
<td>Applicant</td>
<td>Receives the FIRB Secretariat Evaluation Report and Recommendation and adopts/rejects the Secretariat's recommendation and submits its own recommendation to the Board.</td>
<td>6 working days</td>
<td>FIRB Technical Committee (TC)</td>
<td>None</td>
<td>Technical Committee recommendation through a resolution</td>
</tr>
<tr>
<td>7</td>
<td>Applicant</td>
<td>Receives the recommendation of the FIRB Technical Committee, decides on the application, and issues corresponding Board Resolution</td>
<td>6 working days</td>
<td>FIRB Proper</td>
<td>None</td>
<td>Board Resolution</td>
</tr>
<tr>
<td>8</td>
<td>Applicant</td>
<td>Transmits the copy of the FIRB Board Resolution on the application of the Business Enterprise to the IPA. Note: The IPA receives the FIRB Board Resolution and prepares and issues Certificate of Registration (CSR) to the BIE upon its compliance with pre-registration requirements if application is approved and Notice of Denial (NOD) if disapproved.</td>
<td>0.5 working day</td>
<td>FIMG – Tax Incentives Division</td>
<td>Transmittal Letter and Board Resolution</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Approved:

MARLENE LUCERO-CALUBAG
EXECUTIVE DIRECTOR
PROCESSING AND EVALUATION OF APPLICATION FOR TAX INCENTIVES OF HIGHLY DESIRABLE PROJECTS OR A SPECIFIC INDUSTRIAL ACTIVITY
As the Secretariat of the Fiscal Incentives Review Board (FIRB) and pursuant to Republic Act No. 11534, otherwise known as the “Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act”, the National Tax Research Center (NTRC) through its Fiscal Incentives Management Group (FIMG)-Tax Incentives Division, reviews the evaluation report, including the ex-ante Cost Benefit Analysis (CBA), among others, and recommendations of the Investment Promotions Agencies (IPAs) on the application for registration and grant of incentives to projects or activities listed in the Strategic Investment Priority Plan (SIPP) with investment capital of over P1 billion. The application shall be submitted by the business enterprises through the Fiscal Incentives Registration and Monitoring System (FIRMS), or manually, or in any manner as prescribed by its IPA, in case the FIRMS is not available. The IPA checks the completeness of the application, conducts and prepares a pre-evaluation and ex-ante CBA, and submits an evaluation report to the FIRB Secretariat for its evaluation and approval/disapproval.

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

**Clientele:**
Investment Promotion Agencies

**Classification:**
Highly Technical

**Type of Transaction:**
Government to Government

**Required Documents:**

1. Evaluation Report, including ex-ante CBA, and recommendation of the IPA
2. Duly accomplished application form
3. Documents submitted by the business enterprise to the IPA as prescribed under the CREATE, its implementing rules and regulations (IRR), and other issuances which includes the following:
   a. Enterprise-Level Information
      i. Department of Trade and Industry or Securities and Exchange Commission registration, whichever is applicable
      ii. BIR Certificate of Registration
      iii. Tax Identification Number
      iv. General Company Information
      v. Business Capitalization and Ownership Structure
      vi. Authorized business representative details
      vii. Latest Audited Financial Statement, if applicable
   b. Project or Activity-Level Information
      i. Locational address, contacts, activity representative details
      ii. Classification and type of activity
      iii. Project or activity set-up timetable
      iv. Committed investment details
      v. Financial performance information, projected income or dividends
      vi. Projected sales, raw materials, and production
      vii. Facility/utility requirements
      viii. Employment Data
   c. Such other requirements as may be required under the SIPP
## How to Avail the Service:

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<th>FORM/DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Receives the docket of application of the Business Enterprise including the evaluation report, ex-ante CRA, and checks its completeness based on the checklist</td>
<td>3 working days</td>
<td>FIMG-Tax Subsidies and Large Investment Division Financial Analyst III/IV</td>
<td>None</td>
<td>IPA evaluation Report and recommendation, duly accomplished Business Enterprises Application Form, and required documents prescribed under CREATE Act and its IRR.</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Evaluates the recommendation on the application for registration and grant of incentives to Business Enterprise together with duly accomplished application form and required documents</td>
<td>1 working day</td>
<td>FIMG-Tax Subsidies and Large Investment Division Financial Analyst V</td>
<td>None</td>
<td>Draft Evaluation Report and draft Board Resolutions</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Conducts initial review of the draft evaluation report and draft resolutions and submit to the FIMG Deputy Executive Director (DED) and NTREC Executive Director (ED).</td>
<td>1 working day</td>
<td>FIMG DED NTREC ED</td>
<td>Reviewd draft Evaluation Report and draft Board Resolutions</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Reviews and approves the draft evaluation report and resolution and endorses the same to the concerned FIMG-Tax Subsidies and Large Investment Division for transmittal to the Head – FIRB Secretariat for review and approval.</td>
<td>1 working day</td>
<td>FIRM ED</td>
<td>Reviewed and approved Evaluation Report and draft Board Resolutions</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Receives, reviews, and approves the evaluation report and resolutions and forwards the same to the FIMG-Tax Subsidies and Large Investment Division for endorsement to the FIRB Technical Committee for its own evaluation.</td>
<td>1 working day</td>
<td>DOF Assistant Secretary and FIRB Secretariat Head</td>
<td>Secretariat’s Evaluation Report and draft Technical Committee and Board Resolutions</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Receives the FIRB Secretariat Evaluation Report and recommendation and adopts/rejects the Secretary’s recommendation and submits to the FIRB</td>
<td>6 working days</td>
<td>FIRM Technical Committee (TICO)</td>
<td>Technical Committee Evaluation Report and adoption/rejection through a resolution</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Receives the recommendation of the FIRB Technical Committee, decides on the application, and issues corresponding Board Resolution</td>
<td>6 working days</td>
<td>FIRM Proper</td>
<td>FIRM Resolution recommending the approval or disapproval of the application to the Presidnet</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>Transmits the copy of the FIRB Board Resolution on the application for registration and grant of incentives of the business enterprise to the Office of the President (OP)</td>
<td>0.5 working day</td>
<td>FIMG-Tax Subsidies and Large Investments Division</td>
<td>Transmittal Letter, Board Resolution, and ENDORSEMENT of the FIRM</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Receives the FIRB Resolution, reviews the endorsement of the FIRB, decides on the application, and transmits its decision to the FIRB for appropriate action.</td>
<td>10 working days</td>
<td>Office of the President</td>
<td>Decision of the OP</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Receives the decision of the OP and prepares Board Resolution which shall be signed by the FIRM members</td>
<td>2 working days</td>
<td>FIMG-Tax Subsidies and Large Investments Division</td>
<td>Copy of the decision of the OP, Board Resolution</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>Transmits the copy of the FIRB Board Resolution on the application of the business enterprise to the IPA</td>
<td>0.5 working day</td>
<td>FIMG-Tax Subsidies and Large Investments Division</td>
<td>Board Resolution</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL : 35 working days**

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Approved:

**MARLENE LUCERO-CALUBAG**

EXECUTIVE DIRECTOR
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 :
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), EO, 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 date of last imposition and 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. Duly signed letter request by the Agency/GOCC Head or his/her duly authorized representative;
b. Legal Basis and/or authority of the requesting Agency/GOCC to collect fees and charges (PD, RA, EO, AO, Circulars, Agency/Board Resolutions and Memorandum, etc.);
How to Avail the Service:

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits request to National Tax Research Center (NTRC) for technical assistance (through email, walk-in, or courier)</td>
<td>Receives request for technical assistance and checks attached documents. If the documents are complete, sets a meeting with the Revision of Fees Committee (Committee). If not complete, advises the client to submit all necessary documents to expedite the evaluation of the request.</td>
<td>10 minutes</td>
<td>Technical Staff of the Special Research and Technical Services Branch (SRTSBB)</td>
<td>None</td>
<td>Letter request with supporting documents</td>
</tr>
<tr>
<td>2</td>
<td>Meets with the Secretariat (through face-to-face or online platform, e.g., Google Meet/Zoom). Apprises the Secretariat about the fee to be imposed/revised.</td>
<td>Meets (face-to-face or online platform) 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.</td>
<td>6 days</td>
<td>SRTSBB Chief and Technical Staff</td>
<td>None</td>
<td>Cost Computation Template</td>
</tr>
<tr>
<td>3</td>
<td>Presents to the Secretariat the accomplished template (through face-to-face meeting or online platform)</td>
<td>Reviews, evaluates, and finalizes the rates of fees and charges (face-to-face meeting or online platform)</td>
<td>4 days</td>
<td>SRTSBB Chief and Technical Staff</td>
<td>None</td>
<td>Accomplished Cost Computation Template and recommended rate/s of fee</td>
</tr>
<tr>
<td>4</td>
<td>Provides the Secretariat with the number of clients availing or may avail of the service. (Optional)</td>
<td>Estimates the revenue impact of the new and/or revised rates of fees.</td>
<td>1 day</td>
<td>SRTSBB Chief and Technical Staff, and NTRC Executive Director (ED)</td>
<td>None</td>
<td>Revenue impact estimate</td>
</tr>
<tr>
<td>5</td>
<td>Releases/transmits via email or courier the estimated actual costs and recommended rate of fee to requesting NGA/GOCC and provides copy to NTRC for record purposes.</td>
<td></td>
<td>30 minutes</td>
<td>Planning and Coordinating Branch (PCR) Staff / SRTSBB Chief</td>
<td>None</td>
<td>Client Satisfaction Rating Form, revenue impact estimate, and recommended rates of fee</td>
</tr>
</tbody>
</table>

TOTAL: 14 days and 40 minutes

END OF TRANSACTION

Approved:

MARLENE LUCERO-CALUBAG
EXECUTIVE DIRECTOR
PROVISIONS FOR SERVICES ON RESEARCH AND INFORMATION DISSEMINATION
**Availability of Service:**
Monday – Friday from 8:00 AM – 5:00 PM

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

**Classification:**
Highly Technical

**Type of Transaction:**
Government to Government, Government to Citizens

**Required Documents:**
a. Letter Request for a copy of the NTRC Tax Research Journal

**How to Avail the Service:**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>APPLICANT</th>
<th>ACTIVITY</th>
<th>DURATION OF ACTIVITY</th>
<th>DIVISION/PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORM/DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Undertaken in compliance with the approved annual work program of the technical branch.</td>
<td>Prepares the draft tax study.</td>
<td>Within 20 working days</td>
<td>Technical branch</td>
<td>None</td>
<td>Draft tax study</td>
</tr>
<tr>
<td>2</td>
<td>Receives online the draft tax study for the review of the Executive Director (ED) and Deputy Executive Directors (DEDS).</td>
<td>2 minutes</td>
<td>ED, DEDs, and PCB</td>
<td>None</td>
<td>Draft tax study</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Reviews the draft tax study.</td>
<td>Within 3 working days</td>
<td>ED and DEDs</td>
<td>None</td>
<td>Draft tax study</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Returns online the draft tax study for revision of the technical branch</td>
<td>2 minutes</td>
<td>ED and DEDs</td>
<td>None</td>
<td>Draft tax study</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Revises the draft tax study</td>
<td>Within 7 working days</td>
<td>Technical Branch</td>
<td>None</td>
<td>Draft tax study</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Receives online the revised tax study for consideration and approval of the ED.</td>
<td>2 minutes</td>
<td>ED and PCB</td>
<td>None</td>
<td>Revised tax study</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Reviews/Revises/ Approves the revised tax study. If there is no further revision, the revised tax study is finalized and submitted for approval/signature of the ED and DED for their review.</td>
<td>Within 3 working days</td>
<td>ED, Technical branch and PCB</td>
<td>None</td>
<td>Final and signed tax study</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Receives online the final and signed tax study with instruction from the ED for publication in the NTRC Tax Research Journal</td>
<td>2 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Final and signed tax study</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Formats/Layout/Consolidates/Proofreads the NTRC Tax Research Journal and submits the same (online) to the ED and DEDs for their review.</td>
<td>Within 7 working days</td>
<td>PCB</td>
<td>None</td>
<td>NTRC Tax Research Journal</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Reviews/Revises/ Approves the NTRC Tax Research Journal. If there is no further revision, the NTRC Tax Journal is finalized. The soft copy of the NTRC Tax Research Journal is sent to the Information Technology Unit for uploading in the NTRC website, and the hard copy to the Reproduction Unit for reproduction.</td>
<td>Within 1 working day</td>
<td>ED, DEDs, Technical Branch, PCB, and Administration and Financial Branch (AFB)</td>
<td>None</td>
<td>Final/Approved NTRC Tax Research Journal</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Printing/ Reproduction of the NTRC Tax Research Journal.</td>
<td>Within 5 working days</td>
<td>PCB</td>
<td>None</td>
<td>Final/Approved NTRC Tax Research Journal</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Inspects/Checks the printed copies of the NTRC Tax Research Journal for quality control.</td>
<td>Within 1 working day</td>
<td>PCB</td>
<td>None</td>
<td>Final/Approved NTRC Tax Research Journal</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Transmits the copies of the NTRC Tax Research Journal to the Library Unit and distributes the same to different national government agencies, state universities and colleges, and the private sector.</td>
<td>Within 7 working days</td>
<td>AFB</td>
<td>None</td>
<td>Final/Approved NTRC Tax Research Journal</td>
<td></td>
</tr>
</tbody>
</table>

**Total Turnaround Time:** 54 days and 8 minutes

**END OF TRANSACTION**

Approved:

[Signature] MARLENE LUCERO-CALUBAG
EXECUTIVE DIRECTOR
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

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

Classification:
Highly Technical

Type of Transaction:
Government to Government; Government to Citizens

Required Documents:
a. Letter Request for comments on Tax Bills and other Tax Proposal

How to Avail the Service:

<table>
<thead>
<tr>
<th>STEPS</th>
<th>APPLICANT</th>
<th>ACTIVITY</th>
<th>DURATION OF ACTIVITY</th>
<th>DIVISION/ PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORM/ DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requests for comments on tax bills/tax proposals from Congress and the Department of Finance.</td>
<td>Receives online the request for comments on tax bills/tax proposals.</td>
<td>2 minutes</td>
<td>Executive Director (ED) and Planning and Coordinating Branch (PCB)</td>
<td>None</td>
<td>Letter request via email</td>
</tr>
<tr>
<td>2</td>
<td>Prepares the distribution of assignment and disseminates the same online to the technical branch/es.</td>
<td>30 minutes</td>
<td>ED and PCB</td>
<td>None</td>
<td>Distribution of assignment and signed assignment sheet</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Receives online the distribution of assignment.</td>
<td>2 minutes</td>
<td>Technical branch/es</td>
<td>None</td>
<td>Distribution of assignment</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Prepares the comments on tax bills/tax proposals.</td>
<td>Within 5 working days</td>
<td>Technical branch/es</td>
<td>None</td>
<td>Draft comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Receives online the draft comments on tax bills/tax proposals.</td>
<td>2 minutes</td>
<td>ED, Deputy Executive Directors (DEEDs), and PCB</td>
<td>None</td>
<td>Draft comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Reviews draft comments on tax bills/tax proposals.</td>
<td>Within 2 working days</td>
<td>ED and DEEDs</td>
<td>None</td>
<td>Draft comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Returns online the draft comments on tax bills/tax proposals to the technical branch/es for revision.</td>
<td>2 minutes</td>
<td>ED and DEEDs</td>
<td>None</td>
<td>Draft comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Revises draft comments on tax bills/tax proposals.</td>
<td>Within 2 working days</td>
<td>Technical branch/es</td>
<td>None</td>
<td>Draft comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Receives online the revised comments on tax bills/tax proposals for consideration and approval of the ED.</td>
<td>2 minutes</td>
<td>ED and PCB</td>
<td>None</td>
<td>Revised comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Reviews/Reviews/ Revises and Approves the revised comments on tax bills/tax proposals. If there is no further revision, the revised comments on tax bills/tax proposals is finalized and submitted for signature/approval of the ED affixing the electronic signature.</td>
<td>Within 1 working day</td>
<td>ED, DEEDs and Technical branch/es</td>
<td>None</td>
<td>Revised comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Receives online the final and signed comments on tax bills/tax proposals.</td>
<td>2 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Final and signed comments on tax bills/tax proposals</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Submits online the final and signed comments on tax bills/tax proposals to requesting client.</td>
<td>10 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Final and signed comments on tax bills/tax proposals</td>
<td></td>
</tr>
</tbody>
</table>

Total Turnaround Time: 10 days and 52 minutes

Approved:

MARLENE LUCERO-CALUBAG
EXECUTIVE DIRECTOR
LIBRARY SERVICES
### Availability of Service:
Monday – Friday from 8:00 AM – 5:00 PM

### Clientele:
Students and Interested Individuals

### Classification:
Simple

### Type of Transaction:
Government to Citizens

### Required Documents:
- Identification card
- Library Card

### How to Avail the Service:

<table>
<thead>
<tr>
<th>STEPS</th>
<th>APPLICANT</th>
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<th>DIVISION/PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORM/DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sends an email request to sttrlibraryyst@<a href="mailto:2@gmail.com">2@gmail.com</a> requesting for the needed information. For walk-in clients, Presents ID to the Librarian-on-duty.</td>
<td>Accesses email sent to sttrlibraryyst@<a href="mailto:2@gmail.com">2@gmail.com</a>. Reviews nature of request. Receives ID for recording purposes.</td>
<td>1 minute</td>
<td>Librarian</td>
<td>None</td>
<td>Request ID</td>
</tr>
<tr>
<td>2</td>
<td>Assists clients to meet their research information needs by providing various services, including online access to a collection of tax-related issuances, court decisions, zonal valuations, tax treaties, and local tax ordinances, and even access to digitized tax news articles that are relevant in the conduct of research.</td>
<td>Depending on the client’s need</td>
<td>Librarian</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Files copy of requests and maintains records.</td>
<td>1 minute</td>
<td>Librarian/Clerk</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

Total: 2 minutes

### END OF TRANSACTION

Approved:

MARLENE LUCERO-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**: (5) Purchase Request

**How to Avail of the Service**:

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

**TOTAL**: 1 Day and 50 minutes

**END OF TRANSACTION**

Approved:

[Signature]

MARLENE LUCERO-CALUBAG

EXECUTIVE DIRECTOR
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:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
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<th>DURATION OF ACTIVITY</th>
<th>DIVISION/PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORM/DOCUMENT</th>
</tr>
</thead>
</table>
| 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    |                  |          |                      | Chief, Accounting Division | None |               |
| 3    |                  |          |                      | Staff, Accounting Division | None |               |
| 4    |                  |          |                      | Administrative and Financial Branch (AFB) Proper | None |               |
| 5    |                  |          |                      | Staff, AFB Proper |               |
| 6    |                  |          |                      | Cashier | None | Signed DV |

TOTAL: 1 Day and 5 minutes

END OF TRANSACTION

Approved:

[Signature]
MARLENE LUCERO-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 involved 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:

<table>
<thead>
<tr>
<th>STEP</th>
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<th>DIVISION/PERSO IN CHARGE</th>
<th>FEES</th>
<th>FORM/DOCUMENT</th>
</tr>
</thead>
</table>
| 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. | Forwards the documents to the signatories for final review and checking. | 30 minutes | Accounting Division | None |
|      |                  | Receives ORS, DV and Payroll. Prepares: a.) Advice of Checks Issued  
      |                  | b.) Payroll Register  
      |                  | c.) Summary of LDDAP-ADA’s Issued and Invalidated ADA Entries (SLIE)  
      |                  | d.) List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) | | 2 hours | Executive Director, Deputy Executive Director,  
      |                  | Chief, Administrative and Financial Branch | | | Budget and Cash Division |
|      |                  | 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:  
MARLENE LUCERO-CALUBAG  
EXECUTIVE DIRECTOR
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:

<table>
<thead>
<tr>
<th>STEP</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits filled up and signed Human Resource (HR) Request Form</td>
<td>Receives HR Request Form</td>
<td>10 minutes</td>
<td>Staff, Human Resource Division</td>
<td>None</td>
<td>Human Resource Request Form</td>
</tr>
<tr>
<td>2</td>
<td>Prepares the draft of the requested document (e.g. Service Record and Certificate of Employment)</td>
<td>1 working day</td>
<td>Staff, Human Resource Division</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Certifies the correctness of the requested document and attachments (if needed) thereto.</td>
<td>1 hour</td>
<td>Chief, Human Resource Division</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receipt of requested document from HR Division</td>
<td>Release of the requested certification and/or service record.</td>
<td>10 minutes</td>
<td>Staff, Human Resource Division</td>
<td>None</td>
<td>Certificate or Employment and/or Service Record</td>
</tr>
</tbody>
</table>

TOTAL: 1 working day, 1 hour and 20 minutes

END OF TRANSACTION

Approved:

MARLENE LUCERO-CALUBAG
EXECUTIVE DIRECTOR
HUMAN RESOURCE DIVISION
REQUEST FOR EMPLOYEE
CERTIFICATION/S FOR SALARY
DEDUCTIONS ON PREMIUM AND/OR
LOANS PAID
**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:

<table>
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<tr>
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<th>FEES</th>
<th>FORM/DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits filled up and signed Human Resource (HR) Request Form</td>
<td>Receives HR Request Form for certifications of premiums/loans paid.</td>
<td>10 minutes</td>
<td>Staff, Human Resource Division</td>
<td>None</td>
<td>Human Resource Request Form</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Forwards the HR Request Form to Accounting Division</td>
<td>10 minutes</td>
<td>Staff, Human Resource Division</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Receives HR Request Form</td>
<td>10 minutes</td>
<td>Staff, Accounting Division</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Prepares the draft of the requested certification (e.g. loan and/or premiums paid on GSIS, HDMF and PHIC)</td>
<td>2 working days</td>
<td>Staff, Accounting Division</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Certifies the correctness of the requested document and attachments (if needed) thereto.</td>
<td>1 hour</td>
<td>Chief, Accounting Division</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Receipt of requested document from Accounting Division</td>
<td>Release of the requested certification.</td>
<td>10 minutes</td>
<td>Staff, Accounting Division</td>
<td>None</td>
<td>Certification of Paid Loans/Premium</td>
</tr>
</tbody>
</table>

**TOTAL:** 2 working days, 1 hour and 40 minutes

---

**END OF TRANSACTION**

Approved:

MARLENE LUCERO-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:**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>ACTIVITY</th>
<th>DURATION OF ACTIVITY</th>
<th>DIVISION / PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORM / DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>a. Presents Visitor’s Slip and valid Identification Card (ID) b. Submits complaint-affidavit, documentary evidence including attachments, and Certificate of Non-Forum Shopping.</td>
<td>3 minutes</td>
<td>Receiving Officer (Human Resource Division)</td>
<td>None</td>
<td>Visitor’s Slip</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Accommodates the complainant. b. Receives complaint-affidavit, attachments and Certificate of Non-Forum Shopping. c. Checks submitted requirements as to completeness d. Stamps “RECEIVED” on original and receiving copy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>a. Accepts receiving copy. b. Gets Visitor’s Slip for release of BS at the lobby guard.</td>
<td>10 minutes</td>
<td>Encoder (Human Resource Division)</td>
<td>None</td>
<td>Visitor’s Slip</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total: 13 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Approved:

[Signature]
MARLENE L. CALUBAG
EXECUTIVE DIRECTOR
# List of Offices

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Incentives Branch</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-526-81-84</td>
</tr>
<tr>
<td>Special Research and Technical Services Branch</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-527-20-49</td>
</tr>
<tr>
<td>Planning and Coordinating Branch</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-527-20-66</td>
</tr>
<tr>
<td>Human Resource Division</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-562-68-25</td>
</tr>
<tr>
<td>Library</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-527-20-64</td>
</tr>
</tbody>
</table>
# FEEDBACK AND COMPLAINTS MECHANISMS

| How to send a feedback | 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.  

Email address: firbsecretariat@ntrc.gov.ph |
|---|---|
| How feedbacks are processed | 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.  

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.  

Email address: firbsecretariat@ntrc.gov.ph |
| How to file a complaint | 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).  

Complaints can also be done via email or letter provided he/she gives the following information:  

a. Client's scanned identification card;  
b. Name of person/s being complained;  
c. Details of the incident; and  
d. Proof of evidence  

Email address: firbsecretariat@ntrc.gov.ph |
| How complaint is processed | The Human Resource Officer (HRO) opens the drop box; and receives the complaint via email or a complaint-affidavit.  

Upon evaluation, the HRO conducts an investigation and prepares a report to the Head of Agency for appropriate action and resolution.  

The HRO then provides feedback to the client.  

Email address: firbsecretariat@ntrc.gov.ph |
| Contact Information of CCB, PCC ARTA | ARTA: complaints@arta.gov.ph  
PCC: 8888  
CCB: 0308-881-6565 (SMS) |