



NATIONAL COMMISSION ON INDIGENOUS PEOPLES

**REGIONAL OFFICE NO. 1
SAN FERNANDO CITY, LA UNION**

CITIZEN'S CHARTER



I. MANDATE

Republic Act 8371, otherwise known as “The Indigenous Peoples’ Rights Act of 1997”, created on October 29, 1997, the National Commission on Indigenous Peoples (NCIP), as the primary government agency responsible for the formulation and implementation of policies, plans, and programs to promote and protect the rights and well-being of the Indigenous Cultural Communities/Indigenous Peoples (ICCs/IPs) and the recognition of their Ancestral Domains (ADs) as well as their rights thereto.

Indigenous Peoples Rights:

- **Right to Ancestral Domains** – The rights of ownership and possession of ICCs/IPs to their Ancestral Domains shall be recognized and protected.
- **Right to Self-Governance and Empowerment** - The state recognizes the inherent right of ICC/IPs to self-governance and self-determination and respects the integrity of their values, practices, and institutions. Consequently, the state shall guarantee the right of ICCs/IPs to freely pursue their economic, social, and cultural development.
- **Social Justice and Human Rights** - The state shall likewise ensure that the employment of any form or coercion against ICCs/IPs shall be dealt with by law.
- **Cultural Integrity** – the State shall respect, recognize, and protect the rights of ICCs/IPs to preserve and protect their culture, traditions, and institutions. It shall consider these rights in the formulation and application of national plans and policies.

II. VISION

An esteemed Commission committed to the delivery of quality services to ICCs/IPs with their rights fully respected, recognized, promoted, and protected.

III. MISSION

An enabling partner and lead advocate that formulates and implements policies, plans, and programs for the well-being of IPs with due regard to their ancestral domains and lands, self-governance and empowerment, social justice and human rights, and cultural integrity.



IV. NCIP EMPLOYEE PLEDGE

I am an NCIP employee, I

advocate:

The promotion of tribal institutions,
(they are the jewels in the shifting sands of the mainstream)

Recognition of ancestral domains,
(they are the connecting link between the ancestors and the present)

Prevention and settlement of disputes,
(the tales about mother nature and the IP is always a story of peace)

Promotion of Indigenous knowledge systems and practices;
(what is hidden from the mainstream is revealed to the IP)

The assurance of free and prior informed consent of IP communities; and,
(the way to an IP's heart is through full transparency)

Promotion of the empowerment and overall development of the IP.
(the community is a person, it develops as a whole, not in parts) I

shall serve with all my heart, mind, body, and soul.

This I swear by my Maker, by

my ancestors,

and before all men.



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Ancestral Lands/Domains (External and Internal Services)



1. Request for Certification Precondition (CP) for Extractive/Large Scale Activities **Section 19 of NCIP A.O. No. 3, Series of 2012 - Extractive/Large Scale Activities**

In accordance with the provision of NCIP Administrative Order No. 3, Series of 2012, Certification Precondition (CP) shall be issued by the NCIP, signed by the Chairperson, attesting to the grant of Free and Prior Informed Consent (FPIC) by the concerned ICCs/IPs after appropriate compliance with the requirements provided for in the abovementioned Guidelines.

Office or Division:	Regional Office (Technical Management Services Division), Provincial Offices and Community Service Centers
Classification:	Highly technical (Multi-Stage Processing)
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	<p>External: All Filipino citizens, Private Companies/Institutions duly registered with the government, and Government Agencies who will implement the following projects within the ancestral domains:</p> <ul style="list-style-type: none"> • Exploration, development, exploitation, utilization of land, energy, mineral, forest, water, marine, air, and other natural resources requiring permits, licenses, lease, contracts, concession, or agreements e.g., production-sharing agreement, from the appropriate national or local government agencies, including feasibility studies related thereto; • Those that may lead to the displacement and/or relocation of ICCs/IPs; • Resettlement programs or projects by the government or any of its instrumentalities that may introduce migrants; • Declaration and management of protected and environmentally critical areas, and other related undertakings; • Bio-prospecting and related activities; • Activities that would affect their spiritual and religious traditions, customs and ceremonies, including ceremonial objects, archeological exploration, diggings and excavations, and access to religious and cultural sites; • Industrial land use including the establishment of economic zones;
	<ul style="list-style-type: none"> • Large scale agricultural and forestry management projects;



	<ul style="list-style-type: none"> • Carbon trading and related activities;
	<ul style="list-style-type: none"> • Large scale tourism projects; • Establishment of temporary or permanent military facilities; • Conduct of military exercises, or organizing para-military forces; • Issuance of land tenure instrument or resource use instrument by any government agency and related activities; and • Others analogous to the foregoing, except small-scale quarrying.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to NCIP	Proponent
2. Endorsement of the CP application <ul style="list-style-type: none"> • The application for CP shall be endorsed by the appropriate regulatory agency or unit of government to the NCIP Regional Office that has jurisdiction over the area where the plan, project, program or activity is sought to be undertaken, provided however, that for plans, programs, projects or activities affecting ancestral domains that do not require a permit, license or agreement from any government agency/instrumentality, the application shall be filed directly with the same NCIP Regional Office having jurisdiction over the area. 	Regulatory agency



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Proponent profile</p> <ul style="list-style-type: none"> a. Certified photocopy of Certificate of Registration; b. Articles of Incorporation; c. By Laws d. Latest General Information Sheet e. Proof of Financial Capability (i.e., Cash and Disbursement Receipts, Bank Statement, Current Assets and Liabilities, Financial Study); f. Proof of Technical Competence; g. Special Power of Attorney (SPA) in case of representatives or Notarized Secretary's Certificate/Notarized Board Resolution; h. Duly notarized undertaking by the Proponent/Applicant, written in a language spoken and understood by the community concerned, that it shall commit itself to full disclosure of records and information relevant to the plan, program, project or activity, that would allow the community to full access to records, documents, material information, and facilities pertinent to the same. 	<p>Proponent</p>
<p>4. Project profile</p> <ul style="list-style-type: none"> a. Nature and purpose of the project b. Location (sitio/barangay that will be affected) c. Abstract of proposed project d. Duration e. Preliminary assessment of the likely economic, social, cultural, and environment effects; including potential risks and how these will be addressed; 	<p>Proponent</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
f. Persons to be involved in implementation g. Operational plan and activities h. Indicative budget i. Business plan to include detailed financial projection/plan and operational plan of the project	
5. Location Plan/Map of the proposed project area showing the names of sitios and/or barangays that will be affected and its geographic coordinates. The map should include complete technical descriptions.	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Regional Office				
1. Submit the application with complete supporting document to the Regional Office that has jurisdiction over the area where the plan, project, program or activity is sought to be undertaken	1. Receive, record and forward the application to the Regional Director.	None	1 hour	Records Officer
2. None	2. Refer the application to the Technical Management Services Division Chief	None	1 hour	Regional Director ORD Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2 None	2.2 Receive and review the application. Instruct the Engineer III to check completeness of application.	None	1 day	Chief, TMSD
2.3 None	<p>2. 3 Check completeness of the application and database for the determination of data and information over the applied area and prepare report.</p> <ul style="list-style-type: none"> • Incomplete documents <ul style="list-style-type: none"> – Inform the requesting party of any deficiency and enumerate the lacking requirements. • Complete documents <ul style="list-style-type: none"> a. If the area affected does not overlap with any ancestral domain, Certificate of Non-Overlap is issued. b. If the area affected overlaps with any ancestral domain, a Work Order for the constitution of the Field Based Investigation (FBI) Team is prepared. 	None	1 day	Engineer III, TMSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. None	3. Prepare, initial and recommend the issuance of the Work Order to the Regional Director.	None	1 hour	Chief, TMSD PFIC Focal Person
3.1 None	3.1 Approved Work Order of FBI team.	None	30 minutes	Regional Director
3.2 None	3.2 Release Work Order of FBI team.	None	30 minutes	Records Officer
4. Receive the letter and agrees to the schedule of the pre-FBI conference	4. Send letter to the Proponent and set the date of Pre-FBI conference and inform Proponent and the IP Representatives.	None	1 day	FBI Team Leader, Provincial Office (PO)/ Community Service Center (CSC)
4.1 Attend the pre-FBI Conference	4.1 Conduct of Pre-FBI Conference.	None	1 day	FBI Team, PO/ CSC
4.2 Approved the WFP	4.2 Prepare and sign the pre-FBI activity report and Work and Financial Plan (WFP).	None	1 day	FBI Team, PO/ CSC
4.3 None	4.3 Forward the Activity Report and the approved WFP to the Regional Office.		3 days *depending on the location of the PO/ CSC	FBI Team, PO/ CSC
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.4 None	4.4 Receive, record and forward the Activity Report and the WFP to the Regional Director.	None	1 hour	Records Officer
4.5 None	4.5 Refer the Activity Report and WFP to the TMSD Chief.	None	1 hour	Regional Director ORD staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.6 None	4.6 Review, initial and recommend for approval the WFP to the Regional Director.	None	1 day	Chief, TMSD FPIC Focal Person
5. None	5. Approve the WFP.	None	1 hour	Regional Director
5.1 Receive the WFP	5.1 Forward the WFP to the Proponent.	None	1 hour	Records Officer
6. Received Order of Payment	6. Prepare Order of Payment of FBI fee and forward to the proponent.	None	1 hour	Cashier, Administrative and Finance Division
6.1 Pay the corresponding fees thru the bank or at the Cashier in the Regional Office	6.1 Accept payment and issue Official Receipt to Proponent.		1 day *If the FBI Fee is paid thru check by the proponent, a check clearance issued in the province takes 3 days while outside the province is more than 3 days	Cashier, Administrative and Finance Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Participate in the conduct of ocular inspection to identify the site and provided information of the project	7. Conduct of the Field Based Investigation.		3-5 days *the duration in the conduct of FBI is dependent upon the distance, size, and terrain of the applied area	FBI Team



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7.1 None	7.1 Prepare, sign and submit duly notarized FBI report to Regional Office.	None	2 days	FBI Team
8. None	8. Receive, record and forward the FBI Report to the Regional Director.	None	1 hour	Records Officer
8.1 None	8.1 Refer the FBI report for review to the TMSD Chief.	None	1 hour	Regional Director ORD staff
8.2 None	<p>8.2 Review FBI report and prepare Certificate of No Overlap or Work Order of the FPIC team.</p> <ul style="list-style-type: none"> • Incomplete documents – Issue Memorandum Order for compliance of any deficiency and enumerate the lacking requirements. • Complete documents - If the area affected does not overlap with any Ancestral Domain, issue the Certificate of No Overlap - If the area affected overlaps with any Ancestral Domain, issue Work Order to conduct FPIC Process. 	None	1 day	Chief, TMSD FPIC Focal Person
9. None	9. Approved the Certificate of No Overlap or approve the Work Order.	None	1 hour	Regional Director
9.1 Receive the Certificate of No Overlap	9.1 Release Certificate of No Overlap or Work Order to the FPIC team.	None	30 minutes	Records Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10 Receive letter and agree to the schedule of the pre-FPIC conference	10. Set the date of pre-FPIC conference and inform the Proponent and the IP Representatives.	None	1 day	FPIC Team Leader, PO/CSC
10.1 Attend the pre-FPIC Conference	10.1 Conduct Pre-FPIC Conference.	None	1 day	FPIC Team, PO/CSC
10.2 Approved and sign the WFP	10.2 Prepare and sign the pre-FPIC Activity Report and the WFP.	None	1 day	FPIC Team, PO/CSC
10.3 None	10.3 Forward the Activity Report and the WFP to the Regional Office.		3 days *depending on the location of the PO/CSC	PO/CSC
10.4 None	10.4 Receive, record and forward the Activity report and the WFP to the Regional Director.	None	1 hour	Records Officer
10.5 None	10.5 Refer the Activity Report and the WFP to the TMSD Chief.	None	1 hour	Regional Director ORD staff
10.6 None	10.6 Review, initial and recommend for approval the WFP to the Regional Director.	None	1 day	Chief, TMSD
11. None	11. Approve the WFP.	None	1 hour	Regional Director
11.1 Receive the WFP	11.1 Forward WFP to the Proponent.	None	1 hour	Records Officer
12. Receive the Order of Payment	12. Prepare Order of Payment of FPIC fee and forward to the proponent.	None	1 hour	Cashier, Administrative and Finance Division



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12.1 Pay the corresponding fees thru the bank or at the Cashier in the Regional Office	12.1 Accept payment and issue Official Receipt to the Proponent.		1 day **If the FPIC Fee is paid thru check by the proponent, a check clearance issued in the province takes 3 days while outside the province is more than 3 days	Cashier, Administrative and Finance Division
13. None	13. Approve the schedule and venue of the Community Consultative Assemblies (CCA)	✓ Cost is determined during pre-FPIC conference and indicated in the approved WFP	1 Hour	Regional Director
14. None	14. Posting of Notices and serving of invitations to affected ICCs/IPs and other Stakeholders.	✓ Cost is dependent upon the geographic location of the IP settlements and number of IPs to participate during the process	5 days *the duration in the posting of notices and serving of invitations is dependent upon the distance, size, and terrain of the applied area * 7 days After posting/serving of notices before CCA is conducted.	FPIC Team, PO/CSC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. Present fully company profile and proposed project	15. Conduct of Community Consultative Assemblies.		10 days	FPIC Team, PO/CSC
16. None	16. Facilitate Consensus Building		30 days	FPIC Team,
	and Decision Meeting of the affected ICCs/IPs.			PO/CSC
17. Negotiate with the IPs	17. Facilitate MOA preparation and Negotiation of the IPs and the proponent		5 days	FPIC Team, PO/CSC
18. Validate and sign the MOA	18. Facilitate MOA validation, ratification and signing and the written Consent of the IPs		5 days	FPIC Team, PO/CSC
19. None	19. Prepare and submit duly notarized FPIC Report to the Regional Review Team.	None	20 days	FPIC Team, PO/CSC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
20. None	20. Review of the FPIC report. • Incomplete documents – Issue Memorandum Order for compliance of any deficiency and enumerate the lacking requirements. • Complete documents – Recommend to the Regional Director for endorsement to the Commission En Banc for the issuance of Certification Precondition.	None	10 days	Regional Review Team (RRT) RRT is composed of the TMSD Chief, Regional Legal Officer, and FPIC Focal Person
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
20.1 None	20.1 Sign the endorsement of the FPIC and RRT report to Ancestral Domains Office.	None	1 hour	Regional Director
	Total Number of days		113 days, 3 hours and 30 minutes	



Notes:

- The FBI and FPIC fees are dependent on the location, size of the applied area and the conduct of activities and participation of the IPs.
- The FBI and FPIC fees are determined/discussed during the pre-FBI and pre-FPIC conference of the FBI/FPIC Team and Proponent;
- FBI/FPIC fees are cost of Transportation, Food, Supplies and Materials, Communication and administrative cost used during the whole FBI-FPIC process.
- Free and Prior Informed Consent (FPIC) refers to the consensus of all members of the ICC/IPs which is determined in accordance with their respective customary laws and practices that is free from any external manipulation, interference, and coercion and obtained after fully disclosing the intent and scope of the program/project/activity, in a language and process understandable to the community. The Free and Prior Informed Consent is given by the concerned ICCs/IPs upon the signing of the Memorandum of Agreement containing the conditions/requirement, benefits as well as penalties of agreeing parties as basis for the consent.

This service is under the following laws:

- RA 8371- Indigenous Peoples' Right Act of 1997
- NCIP Administrative Order Number 3, Series of 2012
 - ✓ Processing time is aligned with the realities in the field.



2. Request for Certification Precondition (CP) for Non-Extractive/Small Scale Projects

Section 24 of NCIP A.O. No. 3, Series of 2012 - Non-Extractive/Small Scale Activities (NESSA)

In accordance with the provision of NCIP Administrative Order No. 3, Series of 2012, Certification Precondition (CP) shall be issued by the NCIP, signed by the Regional Director and concurred by the concerned Ethnographic Commissioner, attesting to the grant of Free and Prior Informed Consent (FPIC) by the concerned ICCs/IPs after appropriate compliance with the requirements provided for in the abovementioned Guidelines.

Office or Division:	Regional Office (Technical Management Services Division), Provincial Offices and Community Service Centers
Classification:	Highly technical (Multi-Stage Processing)
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	<p>External: All Filipino citizens, Private Companies/Institutions duly registered with the government, and Government Agencies who will implement the following projects within the ancestral domains:</p> <ol style="list-style-type: none"> 1. Feasibility studies not embraced in the preceding Sections; 2. Non-extractive exploitation and utilization of land, water, and natural resources as defined under existing laws, rules and regulations of governing or regulating agencies, e.g. ISF, CBFM, IFMA etc.; 3. Programs/projects/activities not requiring permits from government agencies; 4. Other Small scale quarrying projects.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to NCIP	Proponent
2. Endorsement of the CP application <ul style="list-style-type: none"> • The application for CP shall be endorsed by the appropriate regulatory agency or unit of government to the NCIP Regional Office that has jurisdiction over the area where the plan, project, 	Regulatory agency



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>program or activity is sought to be undertaken, provided however, that for plans, programs, projects or activities affecting ancestral domains that do not require a permit, license or agreement from any government agency/instrumentality, the application shall be filed directly with the same NCIP Regional Office having jurisdiction over the area.</p>	
<p>3. Proponent Profile</p> <ol style="list-style-type: none"> Certified photocopy of Certificate of Registration; Articles of Incorporation; By Laws Latest General Information Sheet Proof of Financial Capability (i.e., Cash and Disbursement Receipts, Bank Statement, Current Assets and Liabilities, Financial Study); Proof of Technical Competence; Special Power of Attorney (SPA) in case of representatives or Notarized Secretary's Certificate/Notarized Board Resolution; Duly notarized undertaking by the Proponent/Applicant, written in a language spoken and understood by the community concerned, that it shall commit itself to full disclosure of records and information relevant to the plan, program, project or activity, that would allow the community to full access to records, documents, material information, and facilities pertinent to the same. 	<p>Proponent</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Project Profile <ul style="list-style-type: none"> a. Nature and purpose of the project b. Location (sitio/barangay that will be affected) c. Abstract of proposed project d. Duration e. Preliminary assessment of the likely economic, social, cultural, and environment effects including potential risks and how these will be addressed; f. Persons to be involved in implementation; g. Operational plan and activities; h. Indicative budget; and i. Business plan to include detailed financial projection/plan and operational plan of the project 	Proponent
5. Location Plan/Map of the proposed project area showing the names of sitios and/or barangays that will be affected and its geographic coordinates. The map should include technical description of the boundary of the applied area.	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGIONAL OFFICE				
1. Submit the application with complete supporting documents to the Regional Office that has jurisdiction over the	1. Receive, record and forward the application to the Regional Director.	None	1 hour	Records Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
area where the plan, project, program or activity is sought to be undertaken				
2. None	2. Refer the application to the TMSD Chief.	None	1 hour	Regional Director ORD staff
2.2 None	2.2 Receive and review the application. Forward application and instruct Engineer III to check completeness of application.	None	1 day	Chief, TMSD
2.3 None	<p>2. 3 Check completeness of the application and database for the determination of data and information over the applied area.</p> <ul style="list-style-type: none"> • Incomplete documents – Inform the requesting party of any deficiency and enumerate the lacking requirements. • Complete documents <ul style="list-style-type: none"> - If the area affected does not overlap with any ancestral domain, Certificate of Non-Overlap is issued. 	None	1 day	Engineer III, TMSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- If location of applied area is inside and will affect ancestral domain, Work Order for the constitution of the FBI Team is prepared.			
3. None	3. Prepare, initial and recommend the issuance of the Work Order for the Constitution of the FBI Team to the Regional Director.	None	1 hour	Chief, TMSD
3.1 None	3.1 Approve Work Order of FBI Team.	None	30 minutes	Regional Director
3.2 None	3.2 Release Work Order of FBI Team.	None	1 hour	Records Officer
4. Receive letter and agree to the schedule of the pre-FBI conference	4. Set the date of Pre-FBI conference and inform the proponent and the IP Representatives.	None	1 day	FBI Team Leader, PO/CSC
4.2 Attend the pre-FBI conference	4.2 Conduct of the Pre-FBI Conference.	None	1 day	FBI Team, PO/CSC
4.3 Approved and sign the WFP	4.3 Prepare and submit the pre-FBI Activity Report and WFP.	None	1 day *depending on the location of the PO/CSC	FBI Team, PO/CSC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.4 None	4.4 Receive, record and forward the Activity Report and the WFP to the Regional Director.	None	1 hour	Records Officer
4.5 None	4.5 Review and refer the Activity Report and the WFP to the TMSD Chief.	None	1 hour	Regional Director ORD staff
4.6 None	4.6 Review, initial and recommend approval of the WFP to the Regional Director.	None	1 day	Chief, TMSD FPIC Focal Person
5. None	5. Approve the WFP.	None	30 minutes	Regional Director
5.1 Receive the WFP	5.1 Forward the approved WFP to the Proponent.	None	1 hour	Records Officer
5.2 None	5.2 Receive, record and forward the WFP to Cashier.	None	1 hour	Records Officer
6. None	6. Prepare Order of Payment of FBI fee and forward to the proponent.	None	1 hour	Cashier, Administrative and Finance Division
6.1 Receive the Order of Payment and pay the corresponding fees thru the bank or at the Cashier in the Regional Office	6. 1 Accept payment and issue Official Receipt to the Proponent.	✓ The amount to be deposited Proponent is indicated in the approved WFP.	1 hour *If the FBI Fee is paid by the proponent thru check, a check clearance issued in the province takes 3 days while outside the province is more than 3 days	Cashier, Administrative and Finance Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Participate in the conduct of ocular inspection to identify the site and provide information of the project	7. Conduct FBI.		3-5 days *the duration in the conduct of FBI is dependent upon the distance, size, and terrain of the applied area	FBI Team
7.1 None	7.1 Prepare, sign and submit duly notarized FBI report to Regional Office.	None	3 days *depending on the location of the PO/CSC	FBI Team
8. None	8. Receive, record and forward the FBI Report to the Regional Director.	None	1 hour	Records Officer
8.1 None	8.1 Refer the FBI report for review to the TMSD Chief.	None	1 hour	Regional Director ORD staff
8.2 None	<p>8.2 Review the FBI report and prepare the Certificate of No Overlap or the Work Order of the FPIC Team.</p> <ul style="list-style-type: none"> • Incomplete documents <ul style="list-style-type: none"> – Issue Memorandum Order for compliance of any deficiency and enumerate the lacking Requirements. • Complete documents <ul style="list-style-type: none"> – if the area affected does not overlap with any Ancestral Domain, recommend to the 	None	1 day	Chief, TMSD PFIC Focal Person



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Regional Director for the issuance of Certificate of No Overlap - if the area affected overlaps with any Ancestral Domain, recommend to the Regional Director for the issuance of Work Order to conduct FPIC Process.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8.3	8.3 The Regional Director approve and issue the Certificate of No Overlap			Regional Director ORD staff
8.4	8.4 The Certificate of No Overlap be endorsed to the concerned Ethnographic Commissioner for concurrence.			Ethnographic Commissioner
8.5 Receive the Certificate of No Overlap	8.5 Release the Certificate of No Overlap to the proponent			Records Officer
9.None	9. Approve and transmit Work Order to Records Officer.	None	1 day	Regional Director ORD staff
9.1 None	9.1 Release the Work Order to the FPIC team.	None	3 days *depending on the location of the PO/CSC	Records Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10 Receive letter and agree to the schedule of the pre-FPIC conference	10. Set the date of Pre-FPIC conference and inform the Proponent and the IP Representatives.	None	1 day	FPIC Team Leader, PO/CSC
10.1 Attend the pre-FPIC conference and sign the WFP	10.1 Conduct the Pre-FPIC Conference.	None	1 day	FPIC Team, PO/CSC (CSC)
10.2 None	10.2 Prepare and sign the pre-FPIC Activity Report and the WFP.	None	1day	FPIC Team, PO/CSC
10.3 None	10.3 Forward the Activity Report and the WFP to the Regional Office.		3 days *depending on the location of the PO/CSC	PO/CSC
10.4 None	10.4 Receive, record and forward the Activity Report and the WFP to the Regional Director.	None	1 hour	Records Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10.5 None	10.5 Refer the Activity Report and the WFP to the TMSD Chief.	None	1 hour	Regional Director ORD staff
10.6 None	10.6 Review, initial and recommend the approval of the WFP to the Regional Director.	None	1 day	Chief, TMSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. None	11. Approve the WFP	None	1 hour	Regional Director
11.1 None	11.1 Forward the WFP to the Proponent.	None	1 hour	Records Officer
11.2 Receive the WFP	11.2 Receive, record and forward the Activity Report and the WFP to the Cashier.	None	1 day	Records Officer
12. None	12. Prepare Order of Payment of FPIC fee and forward to the proponent.	None	1 hour	Cashier, Administrative and Finance Division
12.1 Receive Order of payment and pay the corresponding fees thru the bank or at the Cashier in the Regional Office	12.1 Accept payment and issue Official Receipt to the Proponent.	The amount to be paid by the Proponent is indicated in the approved WFP	1 day *If the FPIC Fee is paid thru check by the proponent, a check clearance issued in the province takes 3 days while outside the province is more than 3 days	Cashier, Administrative and Finance Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Receive invitation letter	13. Post notices and serve invitations to affected ICCs/IPs and the proponent.	✓Cost is indicated in the approved WFP	5 days * plus 5 days before 1 st meeting is conducted	FPIC Team, PO/CSC
14. Present full company profiles and proposed project	14. Conduct of First Meeting.		3 days	FPIC Team, PO/CSC
15. None	15. Facilitate and document the Consensus Building and Decision Meeting of the affected ICCs/IPs.		30 days	FPIC Team, PO/CSC
16. Attend and negotiate the terms and conditions of the MOA with the IPs	16. Facilitate the MOA preparation and negotiation.		3 days	FPIC Team, PO/CSC
17. Validate, ratify and sign the MOA	17. Facilitate the MOA validation, ratification and signing as well as the written consent of the IPs		3 days	FPIC Team, Provincial Office/ CSC
18. None	18. Prepare and submit a duly signed and notarized FPIC Report with complete supporting documents to the Regional Office.		5 days *depending on the location of the PO/CSC	FPIC Team, PO/CSC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
19. None	<ul style="list-style-type: none"> • 19. Review of the FPIC report, prepare a duly signed and notarized RRT Report and recommend to the Regional Director the issuance of the Certificate Precondition • Incomplete documents <ul style="list-style-type: none"> – Issue Memorandum Order for compliance of any 	None	2 days	Regional Review Team (RRT)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	deficiency and enumerate the lacking requirements <ul style="list-style-type: none"> • Complete documents <ul style="list-style-type: none"> – Recommend to the Regional Director the issuance of Certification Precondition. 			
19.2	19.2 Prepare the Certificate Precondition for signature of the Regional Director			FPIC Focal Person



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
19.1 None	19.1 Sign the Certificate Precondition and endorse to the concerned Ethnographic Commissioner for concurrence.	None	2 days *depending on the location of the Office of the Ethnographic Commission	Regional Director ORD staff Records Officer
	Total Number of days		79 days and 2 hours	

Notes:

- The FBI and FPIC fees are dependent on the location, size of the applied area and the conduct of activities and participation of the IPs.
- The FBI and FPIC fees are determined/discussed during the pre-FBI and pre-FPIC conference of the FBI/FPIC Team and Proponent;
- FBI/FPIC fees are cost of Transportation, Food, Supplies and Materials, Communication and administrative cost used during the whole FBI-FPIC process.
- Free and Prior Informed Consent (FPIC) refers to the consensus of all members of the ICC/IPs which is determined in accordance with their respective customary laws and practices that is free from any external manipulation, interference, and coercion and obtained after fully disclosing the intent and scope of the program/project/activity, in a language and process understandable to the community. The Free and Prior Informed Consent is given by the concerned ICCs/IPs upon the signing of the Memorandum of Agreement containing the conditions/requirement, benefits as well as penalties of agreeing parties as basis for the consent.

This service is under the following laws:

- RA 8371- Indigenous Peoples' Rights Act of 1997
 - NCIP Administrative Order Number 3, Series of 2012
- Processing time is aligned with the realities in the field.



3. Request for Certification Precondition (CP) for Community Solicited/Initiated, LGU, and Other Government Projects

Section 39, 40, and 42 of NCIP A.O. No. 3, Series of 2012 - Community solicited/initiated projects for the delivery of basic services, LGU projects, foreign, and other government projects in cooperation with NCIP and traditional activities of the IPs of natural resources found inside their AD for family/personal consumption, subsistence, and livelihood.

In accordance with the provision of NCIP Administrative Order No. 3, Series of 2012, Certification Precondition (CP) shall be issued by the NCIP, signed by the Chairperson, attesting to the grant of Free and Prior Informed Consent (FPIC) by the concerned ICCs/IPs after appropriate compliance with the requirements provided for in the abovementioned Guidelines.

Office or Division:	Regional Office (Technical Management Services Division), Provincial Offices and Community Service Centers
Classification:	Highly technical (Multi-Stage Processing)
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	<p>External: All Filipino citizens, Private Companies/Institutions duly registered with the government, and Government Agencies who will implement the following projects within the ancestral domains:</p> <ol style="list-style-type: none"> 1. Programs, activities, and projects (PAPs) solicited or initiated by the concerned ICCs/IPs themselves where the activity is strictly for the delivery of basic services; 2. PAPs undertaken by NCIP itself or in cooperation with other government agencies and LGU projects; 3. Foreign-Funded Project Undertaken in Cooperation with the NCIP. NCIP may enter into cooperation with foreign-funding agencies for projects involving delivery of basic services or for the promotion of economic and sustainable development; 4. Gathering, hunting, and such other traditional use by members of the ICC/IP of natural resources found within their ancestral domain for family/personal consumption, subsistence, and livelihood.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request Addressed to NCIP	Proponent
2. Proponent Profile	Proponent



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> a. Certified photocopy of Certificate of Registration; b. Articles of Incorporation; c. By Laws; d. Latest General Information Sheet; e. Proof of Financial Capability (i.e., Cash and Disbursement Receipts, Bank Statement, Current Assets and Liabilities, Financial Study); f. Proof of Technical Competence; g. Special Power of Attorney (SPA) in case of representatives or Notarized Secretary's Certificate/Notarized Board Resolution; and h. Duly Notarized undertaking by the Proponent/Applicant, written in a language spoken and understood by the community concerned, that it shall commit itself to full disclosure of records and information relevant to the plan, program, project or activity, that would allow the community to full access to records, documents, material information, and facilities pertinent to the same. 	
<p>3. Project Profile</p> <ul style="list-style-type: none"> a. Nature and purpose of the project; b. Location (sitio/barangay that will be affected); c. Abstract of proposed project; d. Duration; e. Preliminary assessment of the likely economic, social, cultural, and environment effects; including potential risks and how these will be addressed; f. Persons to be involved in implementation; 	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
g. Operational plan and activities; h. Indicative budget; and i. Business plan to include detailed financial projection/plan and operational plan of the project (if applicable)	Proponent
4. Location Plan/Map of the proposed project area showing the names of sitios and/or barangays that will be affected and its geographic coordinates	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGIONAL OFFICE				
1. Submit the application with complete supporting documents to the Regional Office that has jurisdiction over the area where the plan, project, program or activity is sought to be undertaken	1. Receive, record and forward the application to the Regional Director.	None	1 hour	Records Officer
2. None	2. Refer the application to the TMSD Chief for review.	None	1 hour	Regional Director ORD staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 None	2.1 Receive, review and forward the application to the Engineer III to check completeness of application.	None	1 day	Chief, TMSD
2.2 None	2.2 Check completeness of the application and database for the determination of data and information over the applied area.	None	1 day	Engineer III, TMSD
3. None	3. Prepare, initial and forward the Work Order for the constitution of the Validation Team to the Regional Director.	None	1 hour	Chief, TMSD
3.1 None	3.1 Approve Work Order of the Validation Team.	None	1 hour	Regional Director
3.2 None	3.2 Release Memorandum of the Validation Team.	None	1 hour	Records Officer
4. Receive invitation and agree to the schedule of the pre-validation meeting	4. Set the date of Pre-validation conference and inform the Proponent.	None	1 day	FBI Team Leader, PO/CSC
4.1 Attend the pre-validation meeting	4.1 Conduct the Pre-validation meeting.	None	1 day	FBI Team, PO/CSC
4.2 None	4.2 Prepare and submit the pre-validation Activity Report and the WFP.	None	1 day	FBI Team, PO/CSC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.3 None	4.3 Receive, record and forwarded the Activity Report and the WFP to the Regional Director.	None	1 hour	Records Officer
4.4 None	4.4 Refer the Activity Report and the WFP to the TMSD Chief for review.	None	1 hour	Regional Director ORD staff
4.5 None	4.5 Review, initial and forward the WFP to the Regional Director for approval.	None	1 day	Chief, TMSD
5. None	5. Approve the WFP.	None	1 hour	Regional Director
5.1 None	5.1 Forward the WFP to the Proponent.	None	1 hour	Records Officer
5.2 Receive, sign and forward the WFP to the Regional Office	5.2 Receive, record and forward the WFP to the Cashier.	None	1 hour	Records Officer
6. None	6. Prepare the Order of Payment of the validation fee and forward to the proponent.	None	1 hour	Cashier, Administrative and Finance Division
6.1 Receive Order of Payment and pay corresponding fees	6.1 Accept payment and issue Official Receipt to Proponent.	The amount to be deposited by the Proponent is indicated in the approved WFP as agreed during the pre-validation meeting.	1 hour *If the validation fee is paid thru check by the proponent, a check clearance issued in the province takes 3 days while outside the province is	Cashier, Administrative and Finance Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			more than 3 days	
7. None	7. Serving of Notices.	Cost is determined during pre-validation conference and indicated in the approved WFP	1-3 days	Validation Team
8. None	8. Conduct of Validation <ul style="list-style-type: none"> The validation is done thru Consultation assembly/meeting or Interviews of IP Leaders/Elders 		3-5 days *the duration in the conduct of validation is dependent upon the distance, size, and terrain of the applied area	Validation Team
8.1 None	8.1 Prepare and submit a notarized Validation Report with complete supporting documents to the Regional Office.	None	5 days	Validation Team, PO/CSC
9. None	9. Receive, record and forward the Validation Report to the Regional Director.	None	1-3 days * Depending on the location of the PO/CSC	Records Officer
10. None	10. Refer the Validation Report to the TMSD/CP focal person/RRT for review.	None	1 hour	Regional Director ORD staff
10.1 None	10.1 Review the Validation Report and prepare the Certification Precondition (CP).	None	3 days	CP focal person/RRT



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. None	11. Sign and endorse the Certificate Precondition to the Ethnographic Commissioner for CAR and Region I for concurrence.	None	1 hour	Regional Director ORD staff Records Officer
11.1 Received the Certificate Precondition	11.1 Release the Certificate Precondition to the Proponent.	None	1-3 days * depending on the location of the Office of the Ethnographic Commissioner	Record Officer
	Total Number of days		29 days and 5 hours	

Notes:

- The validation fees are dependent on the location of the applied area and IP settlements. It is determined/discussed during the pre-validation conference of the Validation Team and Proponent.
- Validation fees are cost of Transportation, Food, Supplies and Materials, and Communication used during the whole validation process.
- Free and Prior Informed Consent (FPIC) refers to the consensus of all members of the ICCs/IPs which is determined in accordance with their respective customary laws and practices that is free from any external manipulation, interference, and coercion and obtained after fully disclosing the intent and scope of the program/project/activity, in a language and process understandable to the community. The Free and Prior Informed Consent is given by the concerned ICCs/IPs upon the signing of the Memorandum of Agreement containing the conditions/requirement, benefits as well as penalties of agreeing parties as basis for the consent.

This service is under the following laws:

- RA 8371- Indigenous Peoples' Rights Act of 1997
 - NCIP Administrative Order Number 3, Series of 2012
- Processing time is aligned with the realities in the field.



Education, Culture and Health Services (External and Internal Services)



4. Medical Assistance to Walk-in Clients

IP Health Services of ROs and CSCs provide assistance to walk-in clients based on existing policies and procedures (e.g., consultation schedule, medical concerns/complaints, medical assistance). Operating hours: Monday to Friday, 8:00 AM to 5:00 PM (No Noon Break)

Office or Division:	Regional Office (Technical Management Services Division) and Community Service Centers
Classification:	Highly technical
Type of Transaction:	G2C Government to Citizen
Who may avail:	IP and Non-IP walk-in medical clients and internal or external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any medical record if available (Usually none)	Client's previous medical/dental consultations, laboratory or radiologic results from previous health facility consulted and other health-related documents (If applicable)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in client registers as medical walk-in client. Fills up patient information sheet.	1. IP Health Services personnel assists client fills up patient information sheet in: a. Regional Office b. CSCs	None	5 minutes	Medical Officer Dentist II Nurse II Midwife II
2. Walk-in client gives IP Health Services Office personnel of the RO and CSCs reason of his/her visit. Vital signs obtained.	2. IP Health Services Personnel gets walk-in client's chief complaint and vital signs in: a. Regional Office b. CSCs	None	10 minutes	Medical Officer Dentist II Nurse II Midwife II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Full disclosure of medical/dental history and consents to complete Medical/Dental examination as the case maybe	<p>3. IP Health Services personnel get the complete medical/dental history of the client and performs complete physical examination in:</p> <p>a. Regional Office</p> <p>b. CSCs</p>	None	20 minutes	<p>Medical Officer Dentist II</p> <p>Nurse II Midwife II</p>
<p>4. Listens and understands explanation of impression/ diagnosis and management. Asks questions/ clarifications pertinent to the matter for better understanding.</p> <p>- Takes given medicines properly as explained or if not available at the Office, obtains prescribed medicines, c/o outside pharmacy</p>	<p>4. IP Health Services personnel explains Impression/Diagnosis and management in:</p> <p>a. Regional Office</p> <p>b. CSCs</p> <p>- Medical Officer/Dentist in the Regional Office gives medicine if available. If not, prescription is given.</p>	None	<p>20 minutes</p> <p>10 minutes</p>	<p>Medical Officer Dentist II</p> <p>Nurse II Midwife II</p> <p>Medical Officer Dentist II</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Walk-in client /patient discharged with medicine and/or prescription and medical/dental advice.	5. IP Health Services personnel discharge patient reiterating the medical/dental advice given in: a. Regional Office b. CSCs	None	10 minutes	Medical Officer Dentist II Nurse II Midwife II
	TOTAL	None	1 hour and 15 minutes	



5. Educational Assistance Program (EAP)/Merit-Based Scholarship Program (MBSP)

The process details the step-by-step processing of the application of Indigenous Peoples College and Post-Graduate students, interested to avail the NCIP-EAP and NCIP-MBSP. The process from the submission of application to the notification that the applicant is included in the Master lists of beneficiaries is covered by NCIP Administrative Order No. 6, Series of 2023.

Office or Division :	Regional Office (Technical Management Services Division), Provincial Offices and Community Service Centers
Classification :	Highly Technical
Type of Transaction :	Government to Citizens (G2C)
Who may avail :	Indigenous Peoples College and Post-Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form	Provincial Offices and Community Service Centers
Certificate of Tribal Membership (CTM) for initial evaluation, to be processed for issuance of Certificate of Confirmation (COC) by the focal person with the conformity of the Provincial Officer	NCIP
Two (2) pieces latest 2" x 2" ID picture with white background, wearing shirt with collar	c/o applicant
Certified copy of birth certificate	c/o applicant
Certification of Good Moral Character	School Principal/Guidance Counselor
Annual Income Tax Return of Parents/Guardians or Certificate of Tax Exemption or Certificate of Indigency signed by the <i>Punong Barangay</i> that the family belongs to the poor family validated by the focal person with the conformity of the Provincial Officer	Bureau of Internal Revenue (BIR) Tribal Leader/ <i>Punong Barangay</i>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement of the IPS/IP traditional leaders in compliance with Section 5.a.4 of the Guidelines	Tribal Leader
For college – High School Card (Form 138) or Latest Semestral grade	School
Additional requirement for incoming college freshman: Senior High School Form 138 Certification of passing the college admission/entrance test by the school registrar	c/o applicant School Registrar
For MBSP applicant: Certification from high school principal that applicant belongs to the top ten (10) of the graduating class.	School Principal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements	Community Service Center (CSC) 1. Accept application papers filed by the applicant.	None	5 minutes	CSC EAP Focal Person
	2. Assist applicant to comply with the requirements.		10 minutes	
	3. Submit applications to the Provincial Office (PO), provided that for CSC in the provinces where there is no PO, it shall perform the role of the PO.	None	1 day	CSC EAP Focal Person



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Provincial Office (PO) 1. Conduct initial evaluation and validation of the supporting papers. 2. Consolidate list from the CSCs. 3. Submit initially evaluated and validated applications and consolidated listing to the Regional Offices.	None	1 hour 1 hour 1 day	Provincial EAP Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Regional Office (RO) 1. Submit all reports of processed applications received from the PO/CSC to the Regional Selection Committee (RSSC). 2. RSSC conduct final screening and selection based on the provisions of the guidelines. 3. RSSC prepares under oath, the regional Master list based on the result of the screening and selection.	none	1 day 1 day 2 days	Regional EAP Focal Person RSSC RSSC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Regional Director endorses final list of recommended grantees for approval to Central Office (CO)		1 day	Regional Director TMSD Chief ORD staff Records Officer
	Central Office (CO) If Master Lists received from ROs are in proper form, accurate data and with supporting documents 1. Approve list of qualified applicants 2. Notify the Regional Office on the list of qualified applicants	none	2 days 1 day	Chairperson OECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Regional Office 1. Notifies POs/CSCs on the approved MLs.	none	1 day	RO Focal Person
Submits additional required documents not yet submitted	PO/CSC 1. Notify grantees 2. Request additional requirements (if not yet complete)	none	1 day	PO/CSC Focal Person
	TOTAL		12 days, 2 hours and 12 minutes	



Legal Affairs Service (External and Internal Services)



6. Process for Rendition of Legal Opinion/Legal Advisory

This service is made upon the request of Internal and External Clients. The LAO provides the clients its understanding of the law as applied to assumed facts or guidance as to what future actions to be taken.

Office or Division:	Regional Office (Regional Legal Officer) and Provincial Offices (Provincial Legal Officer)
Classification:	Complex/Highly Technical
Type of Transaction:	G2G - Government to Government; G2C – Government to Citizen
Who may avail:	External Client: ICCs/IPs, other stakeholders Internal Client: NCIP Offices/Employees

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
<ul style="list-style-type: none"> Endorsement/Memo requesting for Legal Opinion/Legal Advisory with corresponding attachments 	<ul style="list-style-type: none"> From the requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submits the endorsement/memo and submit to the requesting Legal Opinion/Legal Advisory	Receive the request and submit to the Regional Director.	None	20 mins	Records Officer
	<ul style="list-style-type: none"> Conducts initial assessment of the document, writes down her comments and refers it to the Regional or Provincial Legal Officer. 	None	1 hour	Regional Director ORD staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<ul style="list-style-type: none"> Researches on applicable laws, rules, and regulations as well as Supreme Court rulings Discusses draft opinion/advisory with other legal officers Prepares and submits draft LO/LA to the Regional Director for review/comment and/or approval 	None	15 days	Regional/ Provincial Legal Officer
	<ul style="list-style-type: none"> Reviews draft Legal Opinion/Advisory Provides comments and suggestions on the draft LO/LA, if necessary If there is no comment/correction, advise the concerned legal officer to finalize the document for his approval/signature. 	None	2 days	Regional Director
	<ul style="list-style-type: none"> Transmits the signed LO/LA to the Records Officer for release. 	None	1 hour	Regional/ Provincial Legal Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Receives the requested Legal Opinion/Advisory	<ul style="list-style-type: none"> Records and release the LO/LA to the requesting party. 	None	10 minutes	Records Officer
	TOTAL		17 days, 2 hour and 30 minutes	



7. Process for Legal Assistance for Walk-In Clients

This Service is rendered by the lawyers/legal officers to walk-in clients on issues related to IPRA, violation of their rights, query on the interpretation and application of other laws, and such other matters and concerns they deem necessary for legal intervention. Legal assistance may be in the form of verbal or written advice, drafting of complaints, letters, or a referral to the agency which may best address their concerns.

Office or Division:	Regional Office (Regional Legal Officer) and Provincial Offices (Provincial Legal Officer)
Classification:	Simple/Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	External Clients: ICCs/IPs and other stakeholders

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
None - documents regarding the client's concern	The client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Consults with the Legal Officer and submits documents if necessary	<ul style="list-style-type: none"> Interview of the client on issues/concerns Records issues/concerns in the Client's Information sheet (Lawyer's Record) Rendition of legal assistance 	None	1 hour	Regional/ Provincial Legal Officer
Receives action document (memo, referral letter)	Prepare and print action document, release action document.	None	1 day	Regional/ Provincial Legal Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Fills out Client Satisfaction Form	Helps client to fill out the form when unable/has hard time reading/writing	None	10 minutes	Regional/ Provincial Legal Officer
	TOTAL		1 day, 1 hour, 10 minutes	



Empowerment and Human Rights (External and Internal Services)



8. Application for Issuance of Certificate of Confirmation (COC)

The issuance of COC is a formal affirmation/confirmation by the National Commission on Indigenous Peoples (NCIP) of the Certificate of Indigenous Peoples Membership issued by a bonafide leader of Indigenous Peoples Communities of an individual's ethnicity and/or affiliation as defined/prescribed in Republic Act 3871 and its Implementing Rules and Regulations (IRR) as provided under NCIP Administrative Order No. 2, Series of 2019.

Through the COC, NCIP validates and confirms the Certificates of Tribe Membership issued by the Indigenous Cultural Communities/Indigenous Peoples (ICCs/IPs) to its members for the intent and purpose it was issued, e. g. tribal identification, scholarship, local employment, travel abroad, land matters, NAPOLCOM, AFP (PAF, PA, PN, PM), BFP, BJMP and others. This certification entitles IPs to enjoy all the rights, benefits, and privileges guaranteed under R. A. 8371 and all other laws, decrees, Executive Orders, and legal issuances promulgated for the Indigenous Peoples.

Office or Division:	Regional Office (Technical Management Services Division), Provincial Offices and Community Service Centers
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Indigenous Cultural Communities/Indigenous Peoples (ICCs/IPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Information Index Form	NCIP Field Offices
Certification of IP Membership	NCIP Field Offices
Accomplished Genealogical Form	NCIP Field Offices
2 x 2 ID pictures	Photo processing shops
2 pcs documentary stamp	BIR Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-up and submit application for COC	<p>1. The COC Focal Person in the Community Service Center will review the submitted documents for the following:</p> <ul style="list-style-type: none"> a. Completeness of the documents; b. Compare the CIPM signatories to the existing list of recognized IP Leaders/Elders; c. Review the Recognition Book if the applicant is a member of an ICC/IP group whose ancestral domain has already been issued with CADT to validate membership of the applicant in the ICC/IP group; d. Endorse to the Provincial Office if all documents are in order or return to the applicant to address deficiencies. 	None	1 hour	CSC COC Focal Person
	1.2. Conduct field verification and validation of the authenticity of the documents submitted, if necessary.	None	3 days	CSC COC Focal Person
	1.3. Prepare Investigation or Validation Report and endorse to the Provincial Office, together with all the required documents.	None	1 day	CSC COC Focal Person/CDO III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the Local COC	2. The Provincial Officer will review the Validation Report and if complete, will issue the Certificate of Confirmation for Local COC application, such as scholarship and local employment.	None	1 day	PO COC Focal Person/ Provincial Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. For National COC application, such as BFP, NAPOLCOM, AFP and BJMP application, the Provincial Office will endorse the report to the Regional Office, thru the Regional COC Focal Person under the Technical Management Service Division, for final evaluation and issuance of the COC.			
	2.2. Regional COC Focal Person will conduct final evaluation of the report, draft the Certificate of Confirmation and submit to the TMSD Chief for review.	None	2 Hours	Regional COC Focal Person
	2.3. TMSD Chief will review, sign and recommend for the issuance of COC to the Regional Director.	None	1 day	Chief, TMSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. The Regional Director will approve and sign the Certificate of Confirmation.	None	1 hour	Regional Director
3. Client will receive the COC	3. The COC will be sent back to the concerned CSC for releasing to the client. The client may also personally claim the COC from the Records Officer.		1 day	Records Officer
	TOTAL		7 days, 4 hours	



Finance and Administrative Service (External and Internal Services)



9. Purchase Request for Goods and Services through Public Bidding

Purchase Request of Goods and Services and Procurement received by the Supply Section, GSD of NCIP from Central Offices shall be done through competitive/public bidding except as provided in Rule XVI of R.A. 9184. Resort to alternative methods of procurement: a) in order to promote economy and efficiency, b) ensure that the most advantageous price for the Government is obtained, and c) in highly exceptional cases provided in R.A 9184 and its IRR.

Office/Division	Regional Office (Administrative and Finance Services Division and Supply Section)
Classification	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	Requisitioning Central Offices of NCIP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Purchased Request with technical specifications (1 original and 1 photocopy)	Supply Section, Administrative and Finance Services Division
Annual Procurement Plan (APP), Supplemental APP	BAC Secretariat/Supply Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. Submit approved Purchase Request (PR) to Procurement Unit/Supply Section	1.1 Validate and review submitted documents	None	30 minutes	Supply Officer/BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 If the PR is properly accomplished and the documents are complete, record the item details in the log book and assign PR number. If not complete, return to end-user for compliance	None	30 minutes	Supply Officer/BAC Secretariat
	15.4 Accept the Accomplished Purchase Request (PR) and assign PR No.	None	30 minutes	Supply Officer
	1.4 Prepare the bidding documents.	None	2 days	Supply Officer /BAC Secretariat and End-user/TWG
	1.5 Schedule for BAC pre-procurement conference to finalize bidding documents.	None	1 day	BAC Secretariat/BAC Members
	15.4 Set schedule for procurement activities from advertisement to Notice of Award (NOA) to Notice to Proceed (NTP)	None	26 days based on Annex C of the 2016 IRR of RA 9184	BAC Secretariat
	1.7 Issue NOA to the winning bidder	None	1 day	BAC Secretariat
	15.4 Prepare Purchase Order (PO) for goods or Work order (WO) for services and Obligation Request and Status (ORS)	None	1 day	Supply Officer/BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15.4 Forward ORS and PO or WO to Head of Requesting Office, Budget Officer, Accountant and AFSD Chief and the Regional Director for approval and signature	None	5 days	Supply Officer/BAC Secretariat
	1.10 Issuance of PO or WO and NTP to the winning bidder (sign conforme and receipt of NTP)	None	1 day	Supply Officer /BAC Secretariat
	15.4 Furnish copy of PR, Abstract of Quotations (AoQ), and PO	None	30 minutes	Commission on Audit
	Total		37 days and 2 hours	
	Note: Service is covered under RA 9184			



10. Purchase Request for Goods through Shopping and Negotiated Procurement (NP)-Small Value Procurement (SVP)

Purchase Request of goods and Procurement received by the Supply Section, GSD of NCIP from Central office shall be done through competitive bidding or public bidding except as provided in Rule XVI of R.A. 9184, which provides for the conditions for use of the alternative modes of procurement: a) in order to promote economy and efficiency, b) ensure that the most advantageous price for the Government is obtained, and c) in highly exceptional cases provided in R.A 9184 and its IRR.

Office/Division	Regional Office (Administrative and Finance Services Division and Supply Section)
Classification	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	Requisitioning Central Offices of NCIP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Purchase Request with technical specifications (1 original and 1 photocopy)	Supply Section, Administrative and Finance Services Division BAC Secretariat Requesting Office
Annual Procurement Plan (APP), Supplemental APP, (1 copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. Submit approved Purchase Request (PR) and required attachment to Supply Section	1.1 Validate and review submitted documents	None	30 minutes	Supply Officer, AFSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15.4 If the PR is properly accomplished and the documents are complete, record the item details in the log book and assign PR number If not complete, return to end-user for compliance	None	30 minutes	Supply Officer
	15.4 Receive the Accomplished PR with specifications of items.	None	30 minutes	Supply Officer
	15.4 Prepare Request for Quotation/Proposal (RFQ/RFP) and secure signature of the AFSD Chief.	None	1 hour	Supply Officer/BAC Secretariat
	15.4 For Shopping, secure at least three (3) RFQ/RFP For SVP, at least 1 RFQ/RFP, 1-3 calendar days	None	5 days	Supply Officer /Requesting Office
	15.4 For Shopping and SVP worth more than Php50,000.00 to comply with PhilGEPS posting, 3-5 days	None		Supply Officer /BAC Secretariat
	1.7 Prepare Abstract of Quotation (AoQ)	None	1 hour	Supply Officer /BAC Secretariat
	1.8 Schedule BAC deliberation	None	15 minutes	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Evaluate the AoQ and recommend the winning supplier	None	1 hour	BAC members/BAC Secretariat
	15.4 Prepare BAC Resolution and route BAC Resolution and the AoQ for signature of the BAC members	None	1 day	BAC Secretariat/BAC Members
	1.11 Prepare Notice of Award (NOA)	None	30 minutes	BAC Secretariat
	15.4 Secure the approval of the BAC Resolution and signature of NOA	None	1 hour	Regional Director BAC Members
	15.4 Receive the Approved BAC Resolution and NOA	None	15 minutes	Supply Section//BAC Secretariat
	1.14. For not approved BAC Resolution and NOA, refer back to BAC	None	15 minutes	BAC Secretariat/BAC members
	1.15 Issue NOA to supplier	None	1 day	Supply Officer Supplier, BAC Secretariat
	15.4 Prepare Purchase Order (PO)/Work Order (WO)/ Contract/Obligation Request and Status (ORS) And Notice to Proceed (NTP)	None	3 hours	Supply Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15.4 Route PO/WO/Contract and ORS for approval and signature and Prepare NTP	None	1 day	Supply Officer, Requesting Office, Budget Officer and Accountant, Regional Director, BAC Secretariat
	1.18 Issue NTP to the winning supplier and secure conformed in the PO	None	1 day	Supply Officer, Supplier
	1.19 Give a photocopy of PR, RFQ, AoQ, PO/WO/Contract to COA, and furnish a copy of PO to end-user	None	15 minutes	COA End-user
	1.20 Execute/Delivery of goods	None	15 days	Supplier
	15.4 Prepare Inspection and Acceptance Report (IAR), inspect and accept the Goods	None	2 hours	Supply Officer/ Inspection and Acceptance Committee (IAC)
	15.4.1 Not Accepted, Return to supplier for resolution until accepted	None		IAC, Supply Officer
	1.22 Inspection and Acceptance of goods	None	1 hour	IAC, Supply Officer
	1.23 Sign IAR	None	15 minutes	IAC, Supply Officer
	1.24 Prepare Request for COA Inspection	None	30 minutes	Supply Officer COA Representative
	1.25 Record the items and update stock card/property card	None	1 hour	Supply Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Prepare Requisition and Issue Slip (RIS) based on PR/PO	2.1 Accept, check, evaluate RIS Prepare Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS), if necessary	None	1 hour	Supply Officer
	2.2 Issue items to end-users for acceptance/receipt	None	30 minutes	Supply Officer
	2.3 Prepare and route Disbursement Voucher (DV) for approval and signature	None	1 day	Supply Officer
	2.4 Forward complete documents for processing of payment	None	15 minutes	Accountant
	Total		25 days, 7 hours, and 50 minutes	



11. Requisition and Issue of Inventory Items

This process includes activities of the Supply Section, General Services Division-FAO. The Requisition and Issue Slip (RIS) shall be used by the Requisitioning Office to request supplies, goods, and equipment carried in stock and by the Supply Section, GSD to issue the items requested.

Office/Division	Regional Office (Administrative and Finance Services Division and Supply Section)
Classification	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Internal/NCIP Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and Issue Slip (RIS)	Supply Section, AFSD
Inventory Custodian Slip (ICS)/ Property Acknowledgement Receipt (PAR)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare RIS, fill -up all the necessary information, "Requested by" portion must be signed by the head of the requisitioning office except for the "issue" column	1.1 Receive the RIS	None	15 minutes	Supply Officer, AFSD
	1.2 Review, verify and approve the RIS	None	15 minutes	Supply Officer, AFSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepare the supplies, materials and equipment for issuance and update the stock card (SC). Prepare ICS/PAR, if necessary	None	30 minutes	Supply Officer, AFSD
	1.4 Inform the end-user of the supplies, materials, and equipment available for withdrawal.	None	10 minutes	Supply Officer, AFSD
	1.5 Release the supplies, materials, and equipment (PS and Non-PS) to end-user/s.	None	20 minutes	Supply Officer, AFSD
	1.6 Receive items requested and sign the "Received by" portion of the RIS and ICS/PAR, if necessary.	None	15 minutes	Supply Officer/End-user
	1.7 File 1 copy of RIS in numerical order for the preparation of Report of Monthly Supplies and Materials Issued (RMSMI), receive ICS/PAR, and update record and for file.	None	10 minutes	Supply Officer, AFSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Prepare RMSMI in (2) copies.	None	30 minutes	Supply Officer, AFSD
	1.9 Sign the “Certified by” portion of the RMSMI.	None	5 minutes	Supply Officer, AFSD
	2.0 Forward to the Accounting Section the original copy of RMSMI together with original copy of RIS.	None	5 minutes	Supply Officer, AFSD
	2.1 Receive the original copy of RMSMI and original copy of RIS.	None		Accountant
	Total		2 hours and 35 minutes	



12. Issuance of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)

Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) are documents to record the issue of Plant, Property, and Equipment (PPE) to end-user. PAR is issued for property with acquisition cost of Php15,000.00 above while ICS to issue tangible items amounting to less than Php15,000.00 to end-user and shall be renewed every three (3) years or every time there is a change in custodianship/user of the property to establish accountability over them.

Office/Division	Regional Office (Administrative and Finance Services Division and Supply Section)
Classification	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Internal/ NCIP Permanent Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (PR)	Supply Section, AFSD
Purchase Order (PO)	
Sales Invoice/Delivery Receipt	
Inspection and Acceptance Report (IAR)	
Approved RIS	
Name of SDO for Cash Advance of purchases	
Name of Accountable person	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of PAR/ICS	1.1 Receive and review documents based on checklist.	None	10 minutes	Supply Officer, AFSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check the property/equipment specifications indicated in the documents.	None	20 minutes	Supply Officer, AFSD
	1.3 Prepare PAR/ICS based on the Requisitioning Office request, assign Control No., affix initial, and forward to AOV.	None	15 minutes	Supply Officer, AFSD
	1.4 Prepare item to be issued.	None	10 minutes	Supply Officer, AFSD
	1.5 Sign the PAR/ICS issuance "Issued by" portion.	None	5 minutes	Supply Officer, AFSD
2. Sign and return the PAR/ICS	1.6 Receive/accept the item and sign the "Received by" portion and get a copy of PAR.	None	20 minutes	Supply Officer, AFSD
	1.7 Record and file PAR/ICS and give a photocopy of PAR to Accounting Section.	None	15 minutes	Supply Officer, AFSD
	Total		1 hour and 35 minutes	



13. Issuance of Driver's Trip Ticket

Procedure on how to ensure the effective transportation management of NCIP Regional Office Vehicles.

Office/Division	Regional Office (Administrative and Finance Services Division and Supply Section)
Classification	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Internal/All NCIP Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Driver's Trip Ticket	General Services Division-FAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Driver Accomplish Driver's Trip Ticket (DTT)	1.1 Receive, review, and approve the accomplished DTT with the attached Status Report of Vehicle then forward to the Records Officer	None	5 minutes	AFSD Chief
	1.2 Assign Control No. and record DTT in the log book	None	5 minutes	Records Officer
	1.3 Receive DTT	None	2 minutes	Assigned Driver



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Fill up the following after each task: a) Time of Departure from office b) Time of Arrival at venue c) Time of Departure from venue d) Time of Arrival at the Office e) Purchase of fuel f) Summary of Travel	None	10 minutes	Assigned Driver
	1.5 Submit DTT to the Records Officer	None	5 minutes	Assigned Driver
	1.6 Receive copy of accomplished DTT for recording and filing		5 minutes	Records Officer
	Total		32 minutes	



14. Receipt, Inspection, Acceptance and Recording of Deliveries of Inventory Items

This process is pursuant to Section 15, Chapter 8 of the Government Accounting Manual for National Government that covers from the Receipt, Inspection, Acceptance, and Recording of deliveries of inventory items from the supplier through submission of required documents to the Accounting Division for the processing of payment.

Office/Division	Regional Office (Administrative and Finance Services Division and Supply Section)
Classification	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Procurement Service, DBM, and Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order/Work Order/Contract Delivery Receipt (DR)/ Sales Invoice (SI)	Regional Office (Administrative and Finance Services Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver purchased supplies/ equipment as per PO/WO to Supply Section, GSD	1.1 Receive DR and SI (for complete delivery)	None	10 minutes	Supply Officer, AFSD Supplier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Check the quantity and specifications of the items delivered as indicated in the PO/WO/Contract/DR, Procurement Service (PS)-DBM.</p> <p>If items are complete as specified in the DR/SI, sign the “Received” portion of the original copy of DR and return copy 2 of the DR to the Supplier/ PS-DBM</p>	None	30 minutes	Supply Officer, AFSD Supplier/PS-DBM
	1.3 Prepare Inspection and Acceptance Report (IAR).	None	15 minutes	Supply Officer, AFSD
	<p>1.4 Inspect and verify items as to quantity and conformity to specifications based on the DR and approved PO.</p> <p>If delivery is not in conformity to the specifications or delivery is incomplete, indicate notation on the IAR.</p> <p>If delivery is in order, IAC member shall indicate the date of inspection, check appropriate box for “Inspected, verified,</p>	None	1 hour	Supply Officer, AFSD Inspection and Acceptance Committee (IAC)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and found in order as to quantity and specifications”, and sign the “Inspection” portion of the IAR. Supply Section, AFSD shall do the same for acceptance of goods delivered.			
	1.4.1 For deliveries not conforming to specification and/or terms of the PO, return the items to the supplier and require the supplier to comply with the agreed	None		Supply Officer, AFSD IAC
	1.4.2 For deliveries in order, indicate the date of acceptance, place “check marks” in the box for “Complete as to quantity and specifications” or “Partial (specify quantity)”, and sign the “Acceptance” portion of the IAR.	None		Supply Officer, AFSD IAC
	1.5 For inspection of delivered items, prepare Request for COA Inspection.	None	20 minutes	Supply Officer, AFSD COA Representative
	1.6 Store the items delivered for issue to the Requisitioning Office.	None	1 hour	Supply Officer, AFSD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Record and update Stock Cards (SC)/Property Cards (PC)	None	1 hour	Supply Officer, AFSD
	1.6 Forward IAR, PO, DR, SI and other documents to Accounting Section for processing of payment.	None	10 minutes	Accountant III
	Total		4 hours and 15 minutes	



15. Handling of All Incoming Communication and Documents from External and Internal Source

The Records Section receives all incoming communication and documents from external source, processed through Document Online Tracking System (DOTS) and disseminates/routes to the concerned Bureaus/Offices for action. It also receives all outgoing communication from internal source for releasing of acted documents, disseminates NCIP issuances (internal and external), and dispatches through courier or postal mails.

Office or Division:	Regional Office (Administrative and Financial Services Division and Records Section)
Classification:	Simple
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government
Who may avail:	All Permanent, Casual and Contractual Personnel, and Officials of NCIP Central, Regional, and Provincial Offices and Community Service Centers, Bureaus Offices and Head of Attached Agencies and External Clientele

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 Original)	Receiving Area or Records Section
Government issued ID (1 original)	Receiving Area or Records Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/documents and forward to the Records Section	1. Perform preliminary assessment of the request, receive and stamp date and time of documents	None	15 minutes	Records Officer
1.1 None	1.1 Enter the subject of the document to the Record Book	None	5 minutes	Records Officer



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2	None	1.2 Forward the document to the Regional Director	None	10 minutes	Records Officer
2.	None	2. Releasing of acted documents/reply to the requesting party, NCIP Issuances (external and internal)	None	15 minutes	Records Officer
2.1	None	2.1 Prepare mailing envelope for dispatch to the post office or courier service providers	None	15 minutes	Records Officer
		Total		1 hour	



16. Processing of Financial Claims of Suppliers, Service Providers, and Employees (For Payment through LDDAP-ADA) - INTERNAL

The Finance and Administrative Office (FAO) validates, evaluates, and processes the requests for payment of financial claims for suppliers for the delivered goods/supplies, service providers, cash advances, salaries, benefits, and reimbursement of various expenses incurred by employee while on official business wherein the Executive Director/Chairperson approves the payment. The service starts upon receipt of the financial claims with complete supporting documents up to the preparation of the List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) for submission to the servicing bank.

Office or Division:	Regional Office (Accounting Section, Budget Section, Supply Section and Cashier Section, Administrative and Finance and Service Division)
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B - Government to Business
Who may avail:	Various Suppliers, Service Providers, and Employees of the NCIP Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher (DV) - Original (3 copies)	Finance Section
2. Obligation Request and Status (ORS) - Original (3 copies)	Finance Section
3. LDDAP-ADA - Original (3 copies)	Cashier Section
4. Supporting documents depending on the nature of transaction, based on COA Circular 2012-01 and (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions) - Original and Certified True Copy of supporting documents, depending on the requirement per COA Circular 2012-001 (1 copy each)	To be prepared by the requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit financial claims with DV, ORS, and complete supporting documents wherein the Box A of the DV and ORS were already signed.	1. Check if the Box A of DV and ORS together with the supporting documents are complete, receive the documents, and record in the incoming logbook.	None	10 minutes	Acting Bookkeeper/ Administrative Aide IV
2. None	2.1 Review correctness of the amount to be claimed. 2.1a If supporting documents were incomplete, return the DV to the payee or concerned office.	None	30 minutes	Accountant III
3. None	3. Forward DV together with the supporting documents to the Budget Section.	None	10 minutes	Accountant III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Receive and assign ORS number and record in the logbook all ORS with complete supporting documents and sort into categories and obligate amount for the purpose as indicated.	None	1 hour	Budget Officer
5. None	5. Review and check the accuracy of the processed ORS and the completeness of the supporting documents. Verify availability of allotment, encode in the Registry of Obligations indicating the ORS number, and sign Box B of the ORS.	None	1 hour	Budget Officer III
6. None	6. Forward to Accounting Section signed ORS together with supporting documents.	None	1 hour	Budget Officer III
7. None	7. Receive documents for processing.	None	10 minutes	Acting Bookkeeper/ Administrative Aide IV
8. None	8. Check in the Index of Payments (IP) if no payment made, assign DV number, record in the logbook, get accounting copy of DV and ORS,	None	30 minutes	Acting Bookkeeper/ Administrative Aide IV III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	stamp all supporting documents, and update the IP.			
9. None	9. Fill up the Accounting Entry under Box B of DV.	None	10 minutes	Acting Bookkeeper/ Administrative Aide IV
10. None	10. Certify cash availability, completeness of supporting documents, determine if subject to ADA. Sign Box C of DV	None	10 minutes	Accountant III
11. None	11. Forward DV and supporting documents to the Office of the Regional Director.	None	10 minutes	Accountant III
12. None	12. Approve payment for the financial claim and sign Box D of DV	None	20 minutes	Regional Director
13. None	13. Record and Forward DV and supporting documents to the Cashier Section	None	10 minutes	ORD staff
14. None	14. Receive DV, ORS and supporting documents	None	5 minutes	Cashier
15. Sign the Box E of DV	15. Verify if DV is for payment thru check or LDAPP-ADA	None	30 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15.1 Service providers and suppliers to sign Box E of DV and issue Official Receipt or Collection Receipt	15.1 Inform Employee/ Payee to sign Box E of DV and fill up the form regarding bank details 15.1.a Inform the Supplier to fill up the form regarding bank details, sign the Box E of DV and issue Official Receipt/ Collection Receipt/ Acknowledgement Receipt			
16. None	16. Payment through LDDAP – ADA upon compliance of the above requirements 16.1 Prepare LDDAPADA and fill up the required information	None	30 minutes	Cashier
17. None	17. Record and forward LDDAP-ADA together with the DV, ORS, and supporting documents	None	10 minutes	Cashier
18. None	18. Receive the LDDAPADA 18.1 Review the correctness of the data and amount in the LDDAP-ADA	None	1 hour	Accountant III
19. None	19. Certify the correctness of the LDDAP	None	10 minutes	AFSD Chief, or alternate signatory



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
20. None	20. Log in the logbook and forward the LDDAP – ADA to the AFSD Chief	None	10 minutes	Accountant III
21. None	21. Approve the LDDAP	None	5 minutes	AFSD Chief
22. None	22. Forward the LDDAP-ADA to the Cashier Section	None	5 minutes	AFSD Chief
23. None	23. Sign the ADA as authorized signatory	None	10 minutes	Cashier
24. None	24. Preparation of Advice of Checks Issued and Cancelled (ACIC)	None	30 minutes	Cashier
25. None	25. Certify the correctness of ACIC	None	10 minutes	Cashier
26. None	26. Forward LDDAP – ADA and ACIC to the AFSD Chief	None	10 minutes	Cashier
27. None	27. Approve the ACIC and sign the ADA	None	20 minutes	AFSD Chief
28. None	31. Forward all signed documents to the Cashier Section	None	10 minutes	AFSD Chief
29. None	29. Submit to the servicing bank the LDDAP-ADA and ACIC 29.1 Inform the payee/ supplier/service provider/employee regarding the payment (Crediting of payment shall take effect not earlier than 24 hours)	None	1 hour	Cashier
	TOTAL		1 day, 2 hours and 10 minutes	



Note: The number of working days might extend if the Box E of the DV was not signed by the payee and the supplier/service provider was not able to issue an Official Receipt/ Acknowledgement Receipt/ Collection Receipt prior to the preparation of the LDDAP – ADA.



17. Issuance of Service Record (External)

The Service Record is issued to confirm the actual services rendered by the employee in the government service and in compliance with E.O. 54 dated 10 August 1954 and in accordance with Circular No. 58, dated 10 August 1974 of the System.

Office or Division:	Regional Office (Personnel Section, Administrative and Finance and Service Division)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Separated Regional Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request for Copy of Service Record	Client
Copy of Clearance	Client or if None, 201 File
Special Power of Attorney (if authorized representative)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client/ Authorized representative submit/file Request for Service Record *The client/ authorized representative may also request thru e-mail containing the	1. Receive the complete documents submitted. 1.1 Retrieve the former personnel Service Record, check/verify the copy of clearance, then prepare and print the Service Record. 1.2 Review the Service Record, affix initials, and submit the Service Record to the Chief Administrative Officer.	None None	15 minutes 15 minutes	Records Officer Personnel Officer



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
checklist of requirements 1.1. None				
1.2. None	1.2. Review the Service Record, sign and forward the same to the Records Officer for releasing.	None	15 minutes	Chief Administrative Office
2. Receive the Service Record	2. Release the Service Record.	None	15 minutes	Records Officer
	TOTAL		1 hour	



18. Issuance of Service Record (Internal)

The Service Record is issued to confirm the actual services rendered by the employee in the government service and in compliance with E.O. 54 dated 10 August 1954 and in accordance with Circular No. 58, dated 10 August 1974 of the System.

Office or Division:	Regional Office (Personnel Section, Administrative and Finance and Service Division)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	NCIP Employees/ Plantilla appointees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Employee/ Authorized staff of Official requests for Service Record and enters necessary information in the logbook of the HRMD *The employee may also request thru Text message, E-mail or Call	1. Retrieve the personnel file of the Service Record, prepare and print the Service Record	None	15 minutes	Personnel Officer (HRMO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Review the Service Record, affix initials, and submit the Service Record to the Chief Administrative Officer.	None	15 minutes	
1.2. None	1.2. Review the Service Record, sign, and forward the same to the Records Officer for releasing.	None	15 minutes	Chief Administrative Officer
2. Receive the Service Record	2. Release the Service Record	None	15 minutes	Records Officer
	TOTAL		1hour	



19. Approval of GSIS Loan Application

GSIS offers various loans to assist members with their financial needs. Members who met the requirements of the GSIS can apply for a loan (Consolidated Loan/Multi-Purpose Loans/ Policy Loan/Emergency Loan)

Office or Division:	Regional Office (Personnel Section, Administrative and Finance and Service Division)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	NCIP Employees/ Plantilla appointees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Apply first using the GSIS UMID card through GSIS Wireless Automated Processing System (GWAPS) kiosks, located in all GSIS branches, and selected government agencies *The Requesting party may also personally notify the AAOs of their application	1. Agency Authorized Officers (AAOs) will check if there are applications for GSIS Loan by logging in using their account in the GWAPS Site: cert.gsis.gov.ph , daily and from time to time	None	1 hour	Personnel Officer (HRMO) or Administrative Officer III (Alternate Agency Authorized Officer)



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	<p>1.1. The AAO will check manually using the Payroll and other record of the HRMD of the Requesting Party, whether the following standards are met:</p> <p>a. That the net take home pay of the requesting party is sufficient to cover the regular monthly amortization of loan applied;</p> <p>b. That loan borrowers are in active service;</p> <p>c. That loan borrowers have no pending administrative case and/or criminal charge; and</p>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	d. That in case of separation from the service, the agency shall make the final payment to members only after clearance is obtained from GSIS			
2. The Requesting Party waits for a text message from GSIS or may log-in to https://egsismo.gsis.gov.ph/ for the status of their loan application	<p>2. If the above stated standards are met, AAOs will approve the application in the GWAPS site using their account</p> <p>*GWAPS will automatically generate the application. A notification message will be sent to the requesting party through SMS informing</p>			
	them on the status of their loan application which will be done by the GSIS			
	TOTAL		1 hour	



20. Issuance of Certificate of Employment and Compensation

This certification is issued to confirm the employment and compensation of the employee.

Office or Division:	Regional Office (Personnel Section, Administrative and Finance and Service Division)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	NCIP Employees/ Plantilla appointees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Employee/Authorized staff of Official requests for Certification and enter necessary information in the logbook of the Personnel Section *The employee may also request thru Text message, E-mail or Call	1. Retrieve the employee's Service Record and copy of latest payroll, then prepare and print the Certification.	None	15 minutes	Personnel Officer (HRMO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Review the Certification, affix initials, and submit the Certification to the Regional Director.	None	15 minutes	Chief Administrative Officer
1.2. None	1.2. Review the Certification, sign and forward to the Records Officer for releasing.	None	15 minutes	Regional Director ORD staff
2. None	2. Release the Certification.	None	15 minutes	Records Officer
3. Receive the Certification				
	TOTAL		1 hour	



VI. Feedback and Complaints Mechanism

How to send feedback	<ol style="list-style-type: none"> 1. Clients are encouraged to accomplish the Feedback Form 2. Drop it in the designated drop box located at the security guard post
How Feedback is processed	<p>Feedback shall be forwarded to the concerned offices where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concerned office shall then be relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and e-mail address:</p> <p>E-mail Address: Telephone Number:</p>
How to file complaints	<ol style="list-style-type: none"> 1. Accomplish the Client Complaint Form 2. Drop it in the designated drop box located at the security guard post
How complaint is addressed	<p>Complaint shall be forwarded to the relevant offices where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concerned office shall be relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and e-mail address:</p> <p>E-mail Address: Telephone Number:</p>
Contact Information of Anti-Red Tape Authority (ARTA)	<p>NFA Compound, Loakan Road Baguio City Hotline: 1-ARTA (1-2782) Contact No.: 12782 local/1032/82467972 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php</p>



Contact Information of Presidential Complaint Center (PCC)	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidentialaction-center/</p>
Contact Information of Contact Center ng Bayan (CCB)	<p>Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contactus</p>
Contact Center of the Office of the Ombudsman (OMB)	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph</p>
Contact information of NCIP Region 1	CP No. 09190685340



VII. NCIP DIRECTORY

1. ATTY. HARRIET N. ABYADANG
Regional Director
Office Address: Braganza Bldg., Quezon Avenue, San Fernando City, La Union
Contact No.: CP No. 09190685340
Email address: region1@ncip.gov.ph
2. ATTY. JONATHAN T. BANSIGAN
Chief Administrative Officer
Office Address: Braganza Bldg., Quezon Avenue, San Fernando City, La Union
Contact No.: CP No. 09190685341
Email address: region1afsd.ncip@gmail.com
3. MS. JANE T. LANDO
TMSD Chief
Office Address: Braganza Bldg., Quezon Avenue, San Fernando City, La Union
Contact No.: CP No. 09190685339
Email address: tmsd.ncipro1@gmail.com
4. ATTY. MARVIN C. BILIGAN
Provincial Officer
Ilocos Norte Provincial Office
Office Address: 2nd Floor, Bueno Bldg., Panganiban St., Brgy. 7-A, Laoag City, Ilocos Norte
Contact No.: CP No. 09190685350
Email address: ncipilocosnorte@gmail.com
5. ATTY. JESUS G. AGBAYANI
Provincial Officer
Ilocos Sur Provincial Office
Office Address: 1st Floor, Old City Hall, Candon City, Ilocos Sur
Contact No.: CP No. 09190685349
Email address: ncipilocossur@gmail.com
6. DR. ENRIQUE P. DELOS SANTOS
Provincial Officer
Pangasinan Provincial Office
Office Address: National Services Bldg., Capitol Complex, Lingayen, Pangasinan
Contact No.: CP No. 09190685342
Email address: ncipr1pangasinan@gmail.com
7. ATTY. MARVIN C. BILIGAN
Overseer for the Province of La Union
Office Address: Braganza Bldg., Quezon Avenue, San Fernando City, La Union
Contact No.: CP No. 091906853546/09190685345
Email address: ncipr1sudipen@gmail.com/ncipripugocsc@gmail.com