

1 CITIZEN'S CHARTER PROCESS NO. 14

Name of Agency : DENR PENRO Laguna – Management Services Division – Finance Section – Budgeting Unit






Frontline Service : Preparation of Obligation Request (ObR) – One Time per Contract

Schedule of Availability of Service : 8:00AM – 5:00PM, Monday to Friday

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

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	PERSON RESPONSIBLE [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Submit documents to Budget for funding purposes	Receive and record in database / logbook all transactions needing Obligations, reviews / checks fund availability and allotment and forward documents to concerned Section/Unit Chief	Receiving / Releasing Personnel	5 Minutes	Payment for the following: <ol style="list-style-type: none"> a. Mandatory Expenses <ol style="list-style-type: none"> 1. Signed Expense Monitoring 2. Unsigned ObR 3. Unsigned Disbursement Voucher 4. Billing/Statement of Accounts 5. Certification that Phone Calls are Official in Nature b. Purchase Order/Job Order/Contract (See Annex A) c. TEV (Local) <ol style="list-style-type: none"> 1. Signed Expense Monitoring 2. Unsigned ObR 3. Unsigned Disbursement Voucher 4. Approved Travel Order 5. Itinerary 6. Special Order, if Applicable 7. (Additional Requirement for Reimbursement) Travel Report, Certificate of Travel Completed, Certificate of Appearance, Tickets, RER, Boarding Pass, Terminal Fee Ticket/Stub d. Cash Advances <ol style="list-style-type: none"> 1. Special Order of SDO 2. Signed Expense Monitoring 3. Unsigned ObR 4. Unsigned Disbursement Voucher e. Replenishment of Cash Advances (See Annex B) f. Salaries of Contract of Service <ol style="list-style-type: none"> 1. Notarized Contract 2. Signed Expense Monitoring 3. Unsigned ObR 4. Unsigned Disbursement Voucher 5. Duly Accomplished Daily Time Record (DTR) 6. Accomplishment Report 	
		Review and Initial	Section/Unit Chief	5 minutes		
		Record and forward documents to End User Within the Building Within the Compound	Receiving / Releasing Personnel	10 minutes 30 minutes		

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[A]	[B]	[C]	[D]	[E]	[F]	[G]
	Signs Box A of ObR		 EMILIANO S. LEVISTE OIC, CENRO  ELIZABETH G. SUSBILLA Chief, MSD  DIVINA A. VILLALUZ Chief, TSD	5 minutes		
	Release of ObR to Budget Division			5 minutes		
		Records and Forwards to Budget Controller	Receiving / Releasing Personnel	5 minutes		
		Receive and record in Control Book all ObR from End User	 EVELYN G. BERMUDEZ Budget Aide	5 minutes		
		Ascertain availability of funds, Signs Box B of ObR in Accordance with Manual of Approval and release docs to Accounting Division	 COLETA V. GONZALES Budget Officer	5 minutes		