








# 1 CITIZEN'S CHARTER PROCESS NO. 15

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

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

**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	Process and Approval of Payments	Process as to completeness of Supporting Documents, Validity and Correctness of claims. Compute and deduct taxes applicable. Record particulars of DV in Individual Index Card. Initials in DV.	 <b>JOCELYN D. ARANCA</b> Accounting Clerk	Simple Claims = 20 minutes Semi-Complex Claims = 45 minutes – 1 hour Complex Claims (for research, guidelines, ruling etc.) = 6 hours		
		Review and sign Box A of DV based on Manual of Authorities	 <b>EMILIO DL. ROQUEZA</b> Accountant III	5 minutes		
		Review and Recommend for Payment	 <b>ELIZABETH G. SUSBILLA</b> Chief, MSD	5 minutes		
		Forward DV and Supporting Documents to the approving Official for approval of DV based on the Manual of Authorities	 <b>JOCELYN D. ARANCA</b> Accounting Clerk	5 minutes		
		Encode in Database and forward to Approving Official for signing	 <b>AIMEE V. FLORES</b> Admin Aide VI	3 minutes		
		Sign Box B of DV based on Manual of Authorities	 <b>ELEAZAR S. ALAIRA</b> OIC, PENRO	5 minutes		
		Release DV and other documents to Cashier Section	 <b>AIMEE V. FLORES</b> Admin Aide VI	5 minutes		