















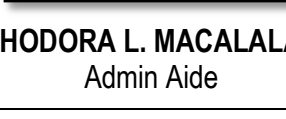
1 CITIZEN'S CHARTER PROCESS NO. 16

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

Frontline Service : Preparation, Processing and Issuance of Checks

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

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	PERSON RESPONSIBLE [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Submit approved DV and other supporting documents to Cashier Section	Receive DV and other supporting documents from the office of the approving official	 MARVIN JOHN P. ARAN Credit Officer I  RHODORA L. MACALALAG Admin Aide	3 Minutes	Disbursement Voucher and supporting documents	
		Check the balance of Notice of Cash Allocation (NCA) against amount of the DV. Attach Check in the DV. Record particulars in report of Checks issued and Cancelled (RCIC)	 COLETA V. GONZALES Budget Officer	5 minutes		
		Prepare / Type particulars of the DV in the Check	 MARVIN JOHN P. ARAN Credit Officer I	5 minutes		
		Record Check particulars in Index Card	 RHODORA L. MACALALAG Admin Aide	5 minutes		
		Sign Check	 COLETA V. GONZALES Budget Officer	2-3 minutes		
		Recommend for Payment	 ELIZABETH G. SUSBILLA Chief, MSD	3 minutes		

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	PERSON RESPONSIBLE [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
		Record and forward Check to Countersigning Officials based on Manual of Authorities	 MARVIN JOHN P. ARAN Credit Officer I  RHODORA L. MACALALAG Admin Aide	10 minutes		
		Receive Check, DV and Other supporting documents from Cashier Section	 AIMEE V. FLORES Admin Aide VI	5 minutes		
		Countersign Check based on Manual of Authorities	 ELEAZAR S. ALAIRA OIC, PENRO	5 minutes		
		Record receipt of Check and forward to Cashier Staff	 AIMEE V. FLORES Admin Aide VI	3 minutes		
		Receive Check, DV and other supporting documents from Office of the approving official	 MARVIN JOHN P. ARAN Credit Officer I	5 minutes		
		Record Check particulars in the Check Register. Informs the clientele if the check is ready for pick-up	 RHODORA L. MACALALAG Admin Aide	2 minutes		
		Release Check to customer	 RHODORA L. MACALALAG Admin Aide	3 minutes		
	Accomplishes and signs Box C of DV and Check Register				Official Receipt	

Notes : Release of Check to customer is made 24 hours after receipt of the DENR Servicing Bank of the approved Advise of Check Issued and Cancelled (ACIC) prepared by the Cashier Section and approved by any of the designated Officials based on Manual of Authorities.

Cut-off and submission of ACIC to the servicing bank 12:00PM and 3:00PM daily