ANTI-RED TAPE AUTHORITY

CITIZEN'S CHARTER
2024 (1st EDITION)

ANTI–RED TAPE AUTHORITY (ARTA)

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FOREWORD

Pursuant to Section 6 of Republic Act (RA) 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, it is imperative that covered government instrumentalities shall set up their Citizen's Charter to provide the transacting public an information billboard and handbook of their most current processes and services.

As such, the Anti–Red Tape Authority (ARTA), an attached agency of the Office of the President that is tasked to implement RA 11032, hereby presents this Citizen's Charter for FY 2024 as commitment to the government's fight against red tape and push for the ease of doing business.

In adherence with His Excellency President Ferdinand R. Marcos, Jr.'s push for a whole–of–government approach to achieve bureaucratic efficiency, ARTA enjoins all government offices' further compliance with the Citizen's Charter requirements and other provisions of the Ease of Doing Business Law.

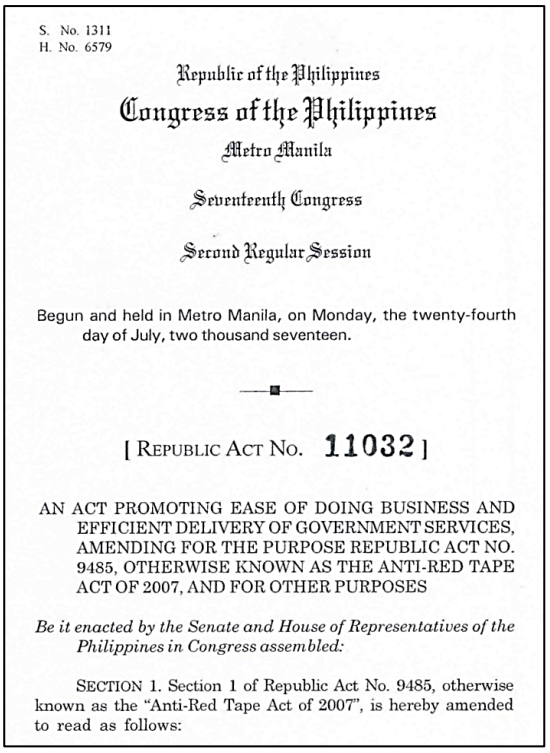
Let us continue to work together to provide a transparent, people–centered, and productive Philippine government that fosters a sound regulatory environment and globally competitive services.

SECRETARY ERNESTO V. PEREZ
Director General, Anti–Red Tape Authority

AGENCY PROFILE

I. MANDATE

Republic Act (RA) No. 9485 or the "The Anti–Red Tape Act of 2007" aims to eliminate red tape, simplify frontline service procedures, formulate service standards to observe in every government transaction, and make these standards known to the public. On 28 May 2018, President Rodrigo Duterte approved the passage of the law amending the said act. The creation of the Anti–Red Tape Authority (ARTA) by virtue of RA No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" was done to ensure the attainment of the objectives and provisions provided for by law.



S. No. 1311
H. No. 6579

Republic of the Philippines
Congress of the Philippines
Metro Manila

Seventeenth Congress

Second Regular Session

Begun and held in Metro Manila, on Monday, the twenty-fourth day of July, two thousand seventeen.

[REPUBLIC ACT NO. 11032]

AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007, AND FOR OTHER PURPOSES

Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:

SECTION 1. Section 1 of Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007", is hereby amended to read as follows:

Under Section 17 of the law, the ARTA shall be responsible for the following:

(a) Implement and oversee a national policy on anti–red tape and ease of doing business;

(b) Implement various ease of doing business and anti–red tape reform initiatives aimed at improving the ranking of the Philippines;

(c) Monitor and evaluate the compliance of agencies covered under Section 3 of this Act, and issue notice of warning to erring and/or noncomplying government employees or officials;

(d) Initiate investigation, motu proprio or upon receipt of a complaint, refer the same to the appropriate agency, or file cases for violations of this Act;

(e) Assist complainants in filing necessary cases with the Civil Service Commission (CSC), the Ombudsman, and other appropriate courts, as the case may be;

(f) Recommend policies, processes, and systems to improve regulatory management to increase the productivity, efficiency, and effectiveness of business permitting and licensing agencies;

(g) Review proposed major regulations of government agencies, using submitted regulatory impact assessments, subject to proportionality rules to be determined by the Authority;

(h) Conduct regulatory management training programs to capacitate National Government Agencies (NGAs) and Local Government Units (LGUs) to comply with sound regulatory management practices;

(i) Prepare, in consultation with the appropriate agencies, regulatory management manuals for all government agencies and/or instrumentalities and LGUs;

(j) Provide technical assistance and advisory opinions in the review of proposed national or local legislation, regulations, or procedures;

(k) Ensure the dissemination of and public access to information on regulatory management system and changes in laws and regulations relevant to the public by establishing the Philippine Business Regulations Information System;

(l) Enlist the assistance of the CSC, Department of Trade and Industry (DTI), and other government agencies in the implementation of its powers and functions provided for in this Act; and

(m) Perform such acts as may be necessary to attain the objectives of this Act.

The ARTA is mandated to administer and implement RA No. 11032 and shall coordinate with all government offices covered under Section 3 of the said Act in the review of existing laws, executive issuances, and local ordinances, and recommend the repeal of the same if deemed outdated, redundant, and add undue regulatory burden to the transacting public.

In summary, ARTA is tasked to monitor and ensure compliance with the national policy on anti–red tape and ease of doing business in the country. It endeavors to set an example to its fellow government agencies by exhibiting proper compliance with all the provisions of the law, including the Citizen's Charter requirement.

II. VISION

A streamlined and digitalized Philippine bureaucracy for an effective, efficient and inclusive service delivery.

III. MISSION

We will transform the way government services are delivered through whole-of-nation approach, innovation, and good regulatory practices towards bureaucratic efficiency.

IV. CORE VALUES



The Anti–Red Tape Authority commits to embody:

Integrity – We live up to our core values and firmly adhere to the code of conduct and ethics of a public servant. We stand up with our moral convictions and consistently act in accordance with the moral principles of what is right by doing the right thing.

Citizen Centric – We promote accountable, transparent governance by cutting excessive bureaucracy and enhancing the local business environment. ARTA lives by the principle that “Public service is a public trust.” Our service is for our country and people.

Innovation – We believe that efficiency is a continuous and collaborative effort rather than an end goal. Through a productive and sustainable system, we learn and grow as an organization and as a great nation.

We commit ourselves not only to be catalysts of change but as disruptors of the status quo for the purpose of eliminating red tape and delivering efficient government services to our clients.

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BETTER REGULATIONS OFFICE (BRO)

BETTER REGULATIONS SECTORAL DIVISIONS AND DOING BUSINESS DIVISION

1. Request for Recommendations on Regulations–related Complaints

This process provides the procedure from the receipt of the complaint by ARTA Legal and Public Assistance Office (LPAO), referral to and review of the Better Regulations Office (BRO) if complaint is regulatory in nature, up to the finalization/approval of the recommendation of the Office of the Director General (ODG). In cases where complaints are directly sent to the ODG, the complaint and its attached documents will be forwarded to the LPAO, through Office of the Deputy Director General for Legal (ODDGL), for recording and initial assessment.

Office/Division:	Better Regulations Office – Sectoral (BRO – S) Doing Business Division (DBD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Full Name of the Complainant 2. Address of the Complainant 3. Contact Details of the Complainant 4. Details of the Act/s Complained of 5. Person/s Charged 6. Name of Government Agency of Person/s Charged	Complainant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Evidence of such violation/s, such as but not limited to the following documents from the concerned government agency: ▪ Transaction Slips (1 Scanned Copy) ▪ Receipts (1 Scanned Copy) ▪ Notification (1 Scanned Copy) ▪ Application Form (1 Scanned Copy) ▪ Payment Slips (1 Scanned Copy) ▪ Acknowledgement Receipts (1 Scanned Copy) ▪ Confirmation Slips (1 Scanned Copy) <u>NOTES:</u> Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted.[1] Complaints with incomplete requirements and no contact information may not be acted upon by the Authority.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant / concerned agency files the complaint with the required information to the Legal and Public Assistance Office (LPAO) of	1. Record the complaint and assign Complaint Tracking Number (CTN) and Complaints Officer.	None	30 Minutes	Project Development Officer (PDO) I/II (Records Officer), LPAO

[1] Ibid. Rule XIV Section 2 (a) (ii)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Anti–Red Tape Authority via the following: a. Physical mail b. Walk–in c. Email at complaints@arta.gov.ph d. ARTA Website e. Social Media	1.1 Forward the complaint files to the designated Complaint Officer for handling.			
	1.2 Initially assess the complaint and recommend action, as well as accomplish the Assessment Google Sheet. 1.3 Encode the details of the concern in the PAD Logbook.	None	30 Minutes	PDO I/II/III (Complaint Officer), LPAO
	1.4 Check the assessment of Complaint Officers. 1.5 Assign Assisting Lawyer in case the complaint involves complex legal issues.	None	30 Minutes	PDO V (Division Chief), LPAO
	1.6 Assess the complaint and send instruction to the complainant. 1.7 If the Assisting Lawyer fails to review the assessment of the Complaints Officer,	None	1 Day	Attorney III (Assisting Lawyer), LPAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the latter's assessment will be followed.			
	1.8 Draft Endorsement.	None	1 Hour	PDO I/II/III, LPAO
	1.9 Review and clear the draft documents. 1.10 Send the cleared document to Division Chief of PAD.	None	1 Hour	PDO IV (Assistant Division Chief), LPAO
	1.11 Review the revised draft and send to the signatory for final review and approval.	None	30 Minutes	PDO V (Division Chief), LPAO
	1.12 Review and approve the Endorsement.	None	2 Days	Director IV, LPAO
	1.13 Send the signed Endorsement to ARTA Operations Group. 1.14 Record the action using the Action Logbook.	None	30 Minutes	PDO I/II/III, LPAO
	1.15 Review, issue instruction and refer letter to the BRO Director for appropriate action.	None	1 Hour	Deputy Director General,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the Deputy Director General for Operations (ODDGO)
	1.16 Review and refer letter to BRO–Sectoral Division (BRO–SD) or Doing Business Division (DBD) for appropriate action.	None	30 Minutes	Director IV BRO
	1.17 Assess and assign the review of regulatory–related complaint to technical staff.	None	30 Minutes	Division Chief, BRO–SD / DBD
2. Complainant receives notice on the action/s taken by ARTA.	2. Evaluate and review regulatory–related complaint, request inputs from relevant ARTA Office/s, and draft recommendation and transmittal letter to complainant / concerned agency (either closure if not covered by BRO mandate, refer for agency's action if within their jurisdiction, or conduct clarificatory meeting).	None	5 Days	PDO/s, BRO–SD / DBD
	2.1 Review and endorse the draft recommendation and	None	2 Days	Division Chief, BRO–SD / DBD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transmittal letter to complainant / concerned agency to the BRO Director for review.			
	2.2 Review and endorse the draft recommendation and transmittal letter to complainant / concerned agency to the ODDGO.	None	2 Days	Director IV, Office of the BRO Director
	2.3 Review and endorse the draft recommendation and transmittal letter to complainant / concerned agency to the ODG for approval.	None	2 Days	Deputy Director General, ODDGO
	2.4 Review and approve the recommendation and transmittal letter. 2.5 Revert the signed recommendation and transmittal letter to the ODDGO.	None	5 Days	Director General, ODG
	2.6 Forward the signed recommendation and transmittal letter to the	None	1 Hour	Deputy Director General, ODDGO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office of the BRO Director / concerned BRO Division.			
3. Complainant / concerned agency receives the recommendation	3. Transmit the Electronic and/or Hard Copies of the letter and recommendation to the complainant / concerned agency.	None	30 Minutes	Office of the BRO Director / BRO–SD / DBD
	TOTAL	**None**	**20 Days**	

2. Request for Review of Proposed National or Local Policies and/or Resolutions

This process provides the procedure from the receipt of the request for review of proposed policies and/or resolutions by the Office of the Director General (ODG), referral to and review of the Better Regulations Office (BRO), finalization/approval of the position paper of the ODG up to the transmittal to the requesting agency/office.

Office/Division:	Better Regulations Office (BRO)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Government Offices and Agencies in the Executive and Legislative Departments, including Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Comments/Inputs/Position (1 Original Copy or 1 Electronic Copy)	Requesting Agency/Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Agency/Office to submit one (1) Electronic Copy of the signed letter requesting comments/inputs and/or position on the proposed national or local policies and/or resolutions through email at odg@arta.gov.ph or Hard Copy addressed to the ARTA Director General.	1. Send an acknowledgement email to the Requesting Agency/Office.	None	1 Hour	Director General, ODG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Review, provide instruction, and refer request letter to the Deputy Director General for Operations for appropriate action.	None	1 Hour	Director General, ODG
	1.2 Review, issue further instruction and refer request letter to the BRO Director for appropriate action.	None	1 Hour	Deputy Director General, Office of the Deputy Director General for Operations (ODDGO)
	1.3 Review and refer request letter to BRO Division concerned for appropriate action.	None	1 Hour	Director IV BRO
	1.4 Assess and assign the review of the proposed policy and/or resolution to technical staff.	None	1 Hour	Division Chief, BRO–Sectoral Division (SD) / Doing Business Division (DBD)
	1.5 Evaluate the proposed policy and/or resolution, request inputs from relevant ARTA Office/s, and draft comments/ position paper, transmittal letter to Requesting Agency/Office.	None	7 Days	Project Development Officer (PDO) I/II/III, BRO–SD / DBD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review and endorse the draft comments / position paper, transmittal letter to the BRO Director.	None	2 Days	Division Chief, BRO–SD / DBD
	1.7 Review and endorse the draft comments / position paper and transmittal letter to the ODDGO.	None	2 Days	Director IV, Office of the BRO Director
	1.8 Review and endorse the draft comments / position paper and transmittal letter to the ODG.	None	2 Days	Deputy Director General, ODDGO
	1.9 Review and approve the final comments / position paper, sign the transmittal letter, and refer to the ODDGO for transmittal.	None	5 Days	Director General, ODG
	1.10 Forward the draft comments / position paper and transmittal letter to the Office of the BRO Director / concerned BRO Division.	None	4 Hours	Deputy Director General, ODDGO
2. Requesting Agency/Office receives the comments / position paper.	2. Transmit the Electronic and/or Hard Copies of the letter and comments /	None	4 Hours	Office of the BRO Director / BRO–SD / DBD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	position paper to the Requesting Agency/Office.			
	TOTAL	**None**	**19 Days and 5 Hours**	

REGULATORY MANAGEMENT AND TRAINING DIVISION (RMTD)

1. Request for Executive Briefing on Regulatory Management System and Regulatory Impact Assessment

Executive Seminar on Regulatory Management System (RMS) and Regulatory Impact Assessment (RIA) aims to discuss the importance of RMS and provide an overview on RIA, including the role of top management officials in institutionalizing RMS and RIA in their respective agencies.

Office/Division:	Better Regulations Office (BRO) – Regulatory Management and Training Division (RMTD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Agencies covered under Republic Act (R.A.) No. 11032

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PHASE 1: PRE–TRAINING 1. Letter Request for Training (1 Original Copy or 1 Electronic Copy)	Requesting Agency
PHASE 2: TRAINING PROPER 2. Online Attendance Form (1 Entry per participant)	RMTD
PHASE 3: POST–TRAINING 3. Online Client Satisfaction Form (CSF) (1 Entry per participant)	RMTD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE 1: PRE–TRAINING				
1. Submit one (1) Hard Copy or Electronic Copy of the signed letter addressed to the ARTA Secretary and through BRO Director requesting the conduct of the Executive Seminar through email at OD.BRO@arta.gov.ph, copy furnished RMTD@arta.gov.ph The letter should contain the target date of conduct and indicate list of participants.	1. Send an acknowledgement email to the Requesting Agency.	None	1 Hour	Project Development Officer (PDO) I or II, RMTD
	1.1 Confirm with the Requesting Agency the final schedule of the training and send out links for the Online Registration Form.	None	1 Hour	PDO I or II, RMTD
	1.2 Prepare training/briefing materials.	None	1 Day	PDO I or II, RMTD
	1.3 Confirm with the Requesting Agency the final schedule of the training and send out links for the Online Registration Form.	None	1 Day	PDO I or II, RMTD
	1.4 Send an email event reminder to proponent agency/ies and speaker/s.	None	1 Hour	PDO I or II, RMTD
SUB TOTAL (PHASE 1: PRE–TRAINING)		***None***	***2 Days and 3 hours***	
PHASE 2: TRAINING PROPER				
2. Attend the Executive Seminar via Zoom or other	2. Provide relevant resource person/s and secretariat to	None	4 Hours	PDO I or II, RMTD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
online platforms according to schedule and complete attendance forms	facilitate training on the agreed schedule. 2.1 Distribute Client Satisfaction Form (CSF).			PDO I or II, RMTD
SUB TOTAL (PHASE 2: TRAINING PROPER)		***None***	***4 Hours***	
PHASE 3: POST–TRAINING				
3. Accomplish the Online CSF by each participant via the link/s to be provided	3. Collate the accomplished Online CSF.	None	1 Day	PDO I or II, RMTD
	3.1 Prepare the Training Certificate/s.	None	1 Day	PDO I or II, RMTD
	3.2 Review and Endorse the Training Certificate/s to the Office of the BRO Director.	None	1 Hour	Division Chief, RMTD
	3.3 Review and sign the Training Certificate/s and send the signed. Certificate/s to RMTD for transmittal to participants.	None	1 Day	Director IV, Office of the BRO Director
4. Receive the Certificate/s	4. Send out the Training Certificate/s to participants.	None	1 Day	PDO I or II, RMTD
SUB TOTAL (PHASE 3: POST–TRAINING)		***None***	***4 Days and 1 Hour***	
TOTAL		**None**	**6 Days and 8 Hours**	

2. Request for Comprehensive Regulatory Impact Assessment Training

The Comprehensive Regulatory Impact Assessment (RIA) Training provides agencies with in–depth discussions on the different analytical tools and lenses used in the conduct of RIA. This process provides the steps in requesting a comprehensive RIA Training from the Anti–Red Tape Authority (ARTA), with fund source coming from ARTA. Once the request is approved, Agencies shall also be capacitated in completing Preliminary Impact Statements and Regulatory Impact Statements.

Office/Division:	Better Regulations Office (BRO) – Regulatory Management and Training Division (RMTD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Agencies covered under Republic Act (R.A.) No. 11032

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Training (1 Original Copy or 1 Electronic Copy)	Requesting Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) Hard Copy or Electronic Copy of the signed letter addressed to the ARTA Secretary and through BRO Director requesting the conduct of the Executive Seminar through email at OD.BRO@arta.gov.ph copy furnished RMTD@arta.gov.ph	1. Send an acknowledgement email to the Requesting Agency.	None	1 Hour	Project Development Officer (PDO) I or II, RMTD
	1.1 Forward training request to the assigned Better Regulations Office – Sectoral Division (BRO–SD) for cross–referencing with pre–identified priority sectors and	None	1 Hour	PDO I or II, RMTD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The letter should contain the identified regulation/s to be subjected to RIA.	verification of regulatory functions.			
	1.2 Cross–reference with pre–identified priority sectors and verify the regulatory functions of the Requesting Agency and verify availability of fund. 1.3 Refer the verification result / recommendation to the Office of the BRO Director.	None	1 Day	PDO I or II, BRO–SD Division Chief, BRO–SD
	1.4 Review and endorse the request and verification result / recommendation to the Office of the Deputy Director General for Operations (ODDGO).	None	1 Day	Director IV, Office of the BRO Director
	1.5 Review and endorse the request and verification result / recommendation to the Office of the Director General (ODG).	None	1 Day	Deputy Director General, ODDGO
	1.6 Approve/disapprove the request and refer the same to the RMTD.	None	3 Days	Director General, ODG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the approval/ disapproval of the request.	2. Convey to the Requesting Agency the approval/disapproval of the request.	None	1 Hour	PDO I or II, RMTD
TOTAL		**None**	**6 Days and 3 Hours**	

COMPLIANCE MONITORING AND EVALUATION OFFICE (CMEO)

COMPLIANCE MONITORING AND EVALUATION DIVISION

1. Simple Request for Information (Compliance–Related)

CMEO shall respond to the compliance related clarifications and inquiries received. Inquiries considered as simple transaction include the following: compliance status, copies of submissions to CMEO, inquiries/requests which can be answered by readily available data without need for preparation of report or analysis.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Citizen or Client / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to compliance@arta.gov.ph or to CMEO at 5th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1. Acknowledge the receipt of the email of the requesting party.	None	4 Hours	Project Development Officer (PDO) II, CMEO Division A, B, C, or D
	1.1 Forward the request to Division in–charge.	None	2 Hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review request and prepare necessary response.	None	2 Days	PDO III/IV/V, CMEO Division A, B, C, or D
2. Receive email response from Compliance Officer	2. Send response to the email clarification/inquiry of the citizen or client.	None	2 Hours	PDO III, CMEO Division A, B, C or D
	TOTAL	**None**	**3 Days**	

2. Complex Request for Information – Response via Email (Compliance–Related)

CMEO shall provide response to the compliance related clarifications and inquiries received which requires preparation of data and reports and necessitates analysis of the compliance data to be utilized for decision making, basis for rewards, baselining, among others.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Citizen or Client / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to compliance@arta.gov.ph or to CMEO at 5th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1. Acknowledge the receipt of the inquiry/request for information via email of the requesting party.	None	4 Hours	Project Development Officer (PDO) II, CMEO Division A, B, C, or D
	1.1 Forward the request to Division in–charge.	None	2 Hours	
	1.2 Evaluate request and prepare document or report based on the database and prevailing ARTA issuances.	None	2 Days	PDO II/III/IV, CMEO Division A, B, C, or D

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit the document or report to the PDO V for checking.			PDO II/III/IV, CMEO Division A, B, C, or D
	1.4 Review and approve for Transmittal to the Office of Director.	None	1 Day	PDO V, CMEO Division A, B, C, or D
	1.5 Process and endorse the document or report to the CMEO Director.	None	4 Hours	Administrative Assistant III, Office of the Director – CMEO
	1.6 Review and sign the document or report if everything is in order.	None	2 Days	Director IV, Office of the Director – CMEO
	1.7 Transmit signed document to the Concerned CMEO Division.	None	2 Hours	Administrative Assistant III, Office of the Director – CMEO
2. Receive email response from Compliance Officer	2. Send response to the email clarification/inquiry of the citizen or client.	None	4 Hours	PDO I/II/III, CMEO Division A, B C, or D
	TOTAL	**None**	**7 Days**	

3. Highly Technical Request for Information – Response via Official Letter (Compliance–Related)

CMEO shall provide response to the compliance related clarifications and inquiries received which require preparation of data and reports, necessitating analysis of the compliance data and collaboration among various ARTA offices to provide the requested information and report. Such requests shall be answered via an official letter.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Better Regulations Office – Sectoral (BRO – S) Regulatory Management and Training Division (RMTD) Doing Business Division (DBD) Legal and Public Assistance Office (LPAO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Citizen or Client / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to compliance@arta.gov.ph or to CMEO at 5th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1. Acknowledge the receipt of the clarification via email of the requesting party.	None	2 Hours	Project Development Officer (PDO) II, CMEO Division A, B, C, or D

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Forward the request to the Office of the Director – CMEO for instruction.	None	1 Hour	PDO II, CMEO Division A, B, C, or D
	1.2 Process and endorse the request to the CMEO Director.	None	1 Hour	Administrative Assistant III, Office of the Director
	1.3 Provide instructions on the received request.	None	2 Hours	Director IV, Office of the Director – CMEO
	1.4 Endorse instructions and directions to the concerned division.	None	1 Hour	Administrative Assistant III Office of the Director
	1.5 Prepare transmittal letter to the concerned office and endorse to the concerned office upon clearance by the Division Chief.	None	3 Hours	PDO II/III/IV and V CMEO Division A, B, C, or D
	1.6 Endorse the transmittal letter to the concerned office.	None	2 Hours	PDO I/II CMEO Division A, B, C, or D
	1.7 Prepare comments / inputs based on the received transmittal letter.	None	11 Days	Atty III/IV/V and Director Legal and Public Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				PDO II/III/IV/V and Director Better Regulations Office – Sectoral PDO II/III/IV/V and Director Better Regulations Office – Doing Business Division PDO II/III/IV/V and Director Regulatory Management and Training Division
	1.8 Consider /adapt comments / inputs and prepare the requested document. 1.9 Submit to the Division Chief for checking and clearance	None	4 Hours	PDO II/III/IV CMEO Division A, B, C, or D
	1.10 Review the document and submit to the Director for approval	None	2 Hours	PDO V CMEO Division A, B, C, or D
	1.11 Review and approve for endorsement to Deputy	None	2 Hours	Director IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director General for Operations			Office of the Director, CMEO
	1.12 Transmit report to the Office of DDGO (ODDGO) for endorsement to Office of the Director General	None	1 Hour	Administrative Assistant III Office of the Director
	1.13 Approve for endorsement to the Office of the Director General for review and approval	None	1 Day	DDG Office of the Deputy Director General for Operations
	1.14 Transmit report to the Office of Director General for review and approval	None	1 Hour	EA III/IV Office of the Deputy Director General for Operations
	1.15 Review and approve the prepared document if in order	None	5 Days	DG Office of the Director General
	1.16 Transmit signed document to the Concerned CMEO Division	None	1 Hour	EA III/IV/V Office of the Director General
2. Receive email response from Compliance Officer	2. Send response to the email clarification/inquiry of the citizen or client	None	1 Hour	PDO I/II/III CMEO Division A, B, C, or D
	TOTAL	**None**	**20 Days**	

4. Request for Evaluation of Citizen's Charter

CMEO shall conduct an evaluation of the submitted Citizen's Charter Handbook concerned Government Agency and provide the same to the requesting Government Agency.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Requesting Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an email request for evaluation of Citizen's Charter Handbook of a government agency to CMEO's official email address – compliance@arta.gov.ph	1. Acknowledge the receipt of the email of the requesting ARTA office/division.	None	6 Hours	PDO II CMEO Division A, B, C, or D
	1.1 Forward the request to Division in–charge.	None	2 Hour	
	1.2 Review and evaluate submitted Citizen's Charter Handbook.	None	2 Days	PDO II/III CMEO Division A, B, C, or D

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit the evaluation to the PDO IV for checking.			
	1.4 Review the prepared evaluation and provide necessary comments and edits. 1.5 Endorse the evaluation to the PDO V for final clearance.	None	1 Day	PDO IV CMEO Division A, B, C, or D
	1.6 Review and approve the evaluation. 1.7 Return the approved evaluation to the concerned PDO for sending to the client.	None	1 Day	PDO V CMEO Division A, B, C or D – CMEO
2. Receive the evaluation report on Citizen's Charter Handbook of a government agency via email	2. Transmit a PDF copy of the Citizen's Charter evaluation to the requesting office / division.	None	1 Day	PDO I/II/III CMEO Division A, B, C, or D
	TOTAL	**None**	**6 Days**	

5. Request for Orientation – RA 11032 Requirements and Other ARTA–related Issuances

CMEO shall provide an orientation on the following RA 11032 required compliances:

- Citizen's Charter – Handbook
- Whole–of–Government Reengineering
- Harmonized Client Satisfaction Measurement
- Report Card Survey 2.0
- Electronic Business One–stop Shop (for Local Government Units)

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D Office of the Director General
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal Letter of Request with Indicative Program and Scope (1 Electronic Copy)	Requesting Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an email request for Orientation on RA 11032 Requirements and other ARTA–related Issuances to compliance@arta.gov.ph	1. Acknowledge the receipt of the email of the requesting party	None	2 Hours	PDO II, CMEO Division A, B, C, or D
	1.1 Forward the request to the Office of the Director General	None	1 Hour	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for Instructions via email at odg@arta.gov.ph			
	1.2 Review and endorse received request to the Director General	None	2 Hours	EA III/IV/V and HEA Office of the Director General
	1.5 Review request and provide instruction	None	2 Days	DG, Office of the Director General
	1.6 Transmit instructions to the concerned division	None	2 Hours	EA III/IV/V Office of the Director General
2. Receive confirmation email indicating the schedule, date, and list of resource person/s for the orientation.	2. Inform the client of the final schedule	None	1 Hour	PDO I/II/III CMEO Division A, B, C, or D
	TOTAL	**None**	**3 Days**	

LEGAL AND PUBLIC ASSISTANCE OFFICE (LPAO)

PUBLIC ASSISTANCE DIVISION (PAD)

1. Endorsement/Referral of Initial Complaints

ARTA shall facilitate the endorsement of the initial complaint to the appropriate office or government agencies covered under Section 3 of Republic Act No. 11032 relative to the alleged violations under Sections 12 (f) and 21 of the same Act via physical mail, walk-in, email, website or social media.

Office/Division:	Legal and Public Assistance Office (LPAO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

• Full Name of the Complainant
• Address of the Complainant
• Contact Details of the Complainant
• Details of the Act/s Complained of
• Person/s Charged
• Name of Government Agency of Person/s Charged
• Evidence of such violation/s, such as but not limited to the following documents from the concerned government agency:
  ▪ Transaction Slips (1 Scanned Copy)
  ▪ Receipts (1 Scanned Copy)
	Complainant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
▪ Notification (1 Scanned Copy) ▪ Application Form (1 Scanned Copy) ▪ Payment Slips (1 Scanned Copy) ▪ Acknowledgement Receipts (1 Scanned Copy) ▪ Confirmation Slips (1 Scanned Copy) <u>NOTES:</u> 1. Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted.[2] Complaints with incomplete requirements and no contact information may not be acted upon by the Authority.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the required information to the Legal and Public Assistance Office (LPAO) of the Anti-Red Tape Authority via the following: a. Physical mail b. Walk-in c. Email at complaints@arta.gov.ph	1. Record the complaint, and assign Complaint Tracking Number (CTN) and Complaints Officer. 1.1 Forward the complaint files to the designated	None	2 Hours	Project Development Officer (PDO) I/II (Records Officer), Legal and Public Assistance Office (LPAO)

[2] Ibid. Rule XIV Section 2 (a) (ii)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
d. ARTA Website https://arta.gov.ph/fileacomplaint e. Social Media Facebook: https://www.facebook.com/artagovph Instagram: https://www.instagram.com/artagovph	Complaint Officer for handling.			
	1.2 Initially assess the complaint and recommend action, as well as accomplish the Assessment Google Sheet 1.3 Encode the details of the concern in the PAD Logbook	None	2 Hours	Project Development Officer I/II/III (Complaint Officer) Legal and Public Assistance Office (LPAO)
	1.4 Check the assessment of complaint officers. 1.5 Assign Assisting lawyer	None	2 Hours	Project Development Officer IV or V Legal and Public Assistance Office (LPAO)
2. Client receives acknowledgment email with details on the CTN.	1.6 Acknowledge receipt of complaint and provide CTN	None	2 Hours	Project Development Officer I/II (Records Officer)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Legal and Public Assistance Office (LPAO)
	1.7 Assessment of the complaint and sending of instruction to the CO 1.8 If the lawyer fails to review the assessment of the CO, the latter's assessment will be followed.	None	1 Day	Attorney III (Assisting Lawyer) Legal and Public Assistance Office (LPAO)
	1.9 Drafting of endorsement document and submission for review	None	1 Day	*Project Development Officer I/II/III* Legal and Public Assistance Office (LPAO)
	1.10 Review and clear the draft documents 1.11 If necessary, send comments to CO for revision 1.12 Send the cleared document to DC of PAD	None	2 Days	*Project Development Officer IV (Assistant Division Chief)* Legal and Public Assistance Office (LPAO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Review the revised draft and send to the signatory for final review and approval	None	1 Day	*Project Development Officer V (Division Chief)* Legal and Public
	1.14 Review and signing of document	None	3 Days	Director IV Legal and Assistance Office (LPAO)
3. Client receives copy of endorsement	1.15 Send the signed document to the complainant and/ or complained agency via email ARTA- related: • CART Indorsement • Endorsement to Operations Group Non- ARTA related: • Notice of Referral For further investigation: • Endorsement to IELO & Preliminary Assessment Report	None	1 Day	Project Development Officer I/II/III Legal and Assistance Office (LPAO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request for Automatic Approval: • Endorsement to Legal Division 1.17 Record the action using the Action Logbook.			
	TOTAL	**NONE**	**10 Days**	

*Section 6, Rule XIV of the Implementing Rules and Regulations of R.A. 11032 states that the authority shall have the power to issue further guidelines in the investigation, including the procedure or process flow in handling complaints. Pursuant thereto, the Authority issued Memorandum Circular No. 2021-11 otherwise known as Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 21(a) to (g) of R.A. No. 9485, as amended by R.A. No. 11032. Specifically, Section V of MC No. 2021-11 is the basis of the total turn-around time for the handling of initial complaints.

LEGAL DIVISION

1. Resolution of Requests for Automatic Approval / Automatic Extension

This pertains to the resolution process of requests for Automatic Approval / Automatic Extension that are complete and have already been submitted for resolution. Request for Automatic Approval / Automatic Extension shall only apply to an Original /renewal of an application or request for issuance of license, clearance, permit, certification, or authorization, where the applicant or requesting party has submitted the complete requirements and paid all the fees and charges, if any, as provided under the Citizens Charter or law governing the service, and the concerned government agency or office failed to approve or disapprove the application or request within the prescribed processing time indicated in the Citizen's Charter or applicable law governing the period to process the same.

Office/Division:	Legal and Public Assistance Office (LPAO) – Legal Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Complaint / Request for Automatic Approval or Automatic Extension, whichever is applicable, containing the following information: a. Name, address, and email address of the applicant or requesting party in the application or request for license, clearance, permit, certification, or authorization. b. Name, address, and email address (if known) of the complained government agency or office,	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
division/unit, and person responsible for the issuance of the license, clearance, permit, certification, or authorization; and c. Brief narration of facts.	
2. Acknowledgement Receipt as proof of submission of complete requirements for the application or request subject of the Automatic Approval / Automatic Extension. If available, copies of the submitted requirements with stamp received by the concerned government office. (1 Photocopy / Scanned Copy if submitted via email)	Government agency or office where the application or request was filed.
3. Official Receipt as proof of payment of the required fees to be paid for the application or request subject of the Automatic Approval / Automatic Extension. (1 Photocopy / Scanned Copy if submitted via Email)	Government agency or office where the application or request was filed.
4. Notarized Affidavit of Completeness (1 Original Copy/ Scanned Copy if submitted via Email)	Public Assistance and Complaints Desk or ARTA Website http://arta.gov.ph
5. In case the person filing the Request for Automatic Approval or Automatic Extension with the Authority is not the same applicant or requesting party, authorization letter / Special Power of Attorney for individuals or Secretary Certificate for juridical entities. (1 Original Copy / Scanned Copy if submitted via email)	Client
6. Notice of Submission of Case for Resolution	ARTA Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge receipt of the Notice that the request for Automatic Approval / Automatic Extension is already submitted for resolution.	1. Determine if Automatic Approval / Automatic Extension is warranted. *If warranted, draft resolution on the request for Automatic Approval / Automatic Extension and Declaration of Completeness with order of Automatic Approval / Automatic Extension.* *If not warranted, draft resolution on the request for Automatic Approval / Automatic Extension and Notice of Denial.* 1.1 Submit the draft to the Division Chief of the Legal Division.	None	22 Days	Handling Lawyer Legal Division
	1.2 Review the draft Resolution and Declaration of Completeness / Notice of Denial.	None	16 days	Division Chief, Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit reviewed draft Resolution and Declaration of Completeness / Notice of Denial to the Director for LPAO.			
	1.4 Review and sign the draft Resolution and Declaration of Completeness / Notice of Denial. 1.5 Submit the Resolution and Declaration of Completeness / Notice of Denial to ODDGL.	None	16 days	Director, Legal and Public Assistance Office
	1.6 Review and approve the draft Resolution and Declaration of Completeness / Notice of Denial. 1.7 Return approved Legal Opinion to the Handling Lawyer.	None	10 days	Deputy Director General for Legal, Office of the Deputy Director General for Legal
	1.8 Scan signed copy of the Resolution and Declaration of	None	1 day	Handling Lawyer Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Completeness / Notice of Denial. 1.9 Send a copy of the approved Resolution and Declaration of Completeness / Notice of Denial to the client through Email or Physical Mail. 1.10 Record action taken on the request and tag as completed on the database.			
	TOTAL	**None**	**65 days[1]**	

[1] Based on the ARTA Memorandum Circular No. 2023-02 or the “2023 ARTA Revised Rules of Procedure”

2. Request for Legal Opinion

This provides for the process on requests for Legal Opinion on the interpretation and applicability of R.A. No. 11032, its Implementing Rules and Regulations (IRR), and other issuances of ARTA, requested by other government agencies or offices and private individuals or entities.

Office/Division:	Legal and Public Assistance Office (LPAO) – Legal Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Physical Letter/Email or Memorandum addressed to the Anti-Red Tape Authority, Office of the Director General (ODG), containing the following information: a. The names, addresses, telephone and/or facsimile numbers, active e-mail address and other relevant personal or juridical circumstances of the requesting party/parties. b. Complete factual circumstances from which the Authority may draw premises and conclusions, and the resolution of the legal issues presented hinges on factual matters which are readily discernable from the query. c. The law, rules, and regulations applicable to the issues presented sought to be clarified.	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
d. All pertinent papers and documents necessary to render the opinion.[2] (1 Original)	
2. If the request concerns the interpretation of R.A. No. 11032 in relation to another piece of legislation, pertinent Copy of Law (1 Photocopy / softcopy if submitted through Email)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Legal Opinion through the following means: ***Via Physical Filing / Registered Mail / Courier*** Legal Division, Anti–Red Tape Authority, 4th Floor NFA Building, Visayas Ave., Brgy. Vasra, Quezon City ***Via Email*** legal@arta.gov.ph	***Via Registered Mail / Personal Filing*** 1. Acknowledge receipt of the documents. 1.1. Scan all the documents received through registered mail. 1.2 Forward the physical and scanned copy of the documents to the Legal Division.	None	15 Minutes	Front Desk Officer
	1.3 Acknowledge receipt of the email / physical mail.	None	15 Minutes	Administrative Assistant, Legal Division

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	1.4 Check if the request is not a duplicate of an already existing request. 1.5 Record receipt of the request and assign a tracking number. 1.6 Forward the physical and Scanned Copy of the documents to the Division Chief of the Legal Division.			
	1.7 Review the request for Legal Opinion and assign a handling lawyer.	None	15 Minutes	Division Chief, Legal Division
	1.8 Review request for Legal Opinion and supporting documents. 1.9 Draft Legal Opinion.	None	5 Days	Handling Lawyer Legal Division
	1.10 Review the draft Legal Opinion. 1.11 Submit reviewed Legal Opinion to the Director for LPAO.	None	2 Days	Division Chief, Legal Division

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	1.12 Review and sign the draft Legal Opinion. 1.13 Submit the Legal Opinion for approval to ODDGL.	None	2 Days	Division Chief Legal Division
	1.14 Review and approve the draft Legal Opinion. 1.15 Submit the Legal Opinion for approval to the ODG	None	2 Days	Director Legal and Public Assistance Office
	1.16 Review and approve the draft Legal Opinion. 1.17 Return approved Legal Opinion to the Handling Lawyer.	None	3 Days	Director General, Office of the Director General
2. Client receives the requested Legal Opinion.	2. Scan signed copy of the approved Legal Opinion. 2.1 Send a copy of the approved Legal Opinion to the client through Email or Physical Mail.	None	15 Minutes	Handling Lawyer Legal Division

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	2.2 Record action taken on the request and tag as completed on the database.			
	TOTAL	**None**	**14 Days and 2 Hours**	

[2] Based on Guidelines on Requests and Rendering Legal Opinions, Memorandum Circular No. 2023-06

3. Request for the Conduct of Orientation or Briefing on R.A. No. 11032

This process pertains to requests for resource speaker to conduct an orientation or briefing on R.A. No. 11032 and other ARTA issuances.

Office/Division:	Legal and Public Assistance Office (LPAO) – Legal Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-request containing the following: a. Name of the Requesting Agency b. Date and time of the orientation (Must be 7 days before the conduct of the orientation) c. Brief profile of attendees d. Video Conference link /Venue e. Program	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request through the following means: ***Via Physical Filing / Registered Mail / Courier***	***Via Registered Mail / Physical Filing*** 1. Acknowledge receipt of the documents.	None	30 minutes	Front Desk Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Legal Division, Anti-Red Tape Authority, 4th Flr. NFA Building, Visayas Ave., Brgy. Vasra, Quezon City ***Via Email*** legal@arta.gov.ph	1.1. Scan all the documents received through registered mail. Forward the physical and scanned copy of the documents to the Legal Division.			
	1.2. Acknowledge receipt of the email / physical mail. 1.3. Check if the request is not a duplicate of an already existing request. 1.4. Record receipt of the request and assign a tracking number. 1.5. Forward the physical and scanned copy of the documents to the Division Chief of the Legal Division.	None	15 minutes	Legal Assistant Legal Division
	1.6. Review and approve the request.	None	1 day	Division Chief Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Assign a handling lawyer as resource speaker.			
2. Coordinate on the finalization of the schedule	1.8 Coordinate with the client on the finalization of the schedule to conduct the orientation / briefing.	None	1 day	Attorney III/ Attorney IV Legal Division
	TOTAL	**None**	**2 Days, 45 Minutes**	

INVESTIGATION, ENFORCEMENT AND LITIGATION OFFICE (IELO)

LITIGATION DIVISION

1. Request for Case Update (via email)

This service refers to the request for case update received through email of ielo@arta.gov.ph with respect to cases which are currently pending and tagged in the Litigation Division.

Office/Division:	Investigation, Enforcement and Litigation Division (IELO) – Litigation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Parties to the Case

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint Tracking Number 2. Email request using the email address of the requesting party based on the records of the case 3. If through a representative, clean Scanned Copy of the Special Power of Attorney, Office Order, Secretary's Certificate or Board Resolution. If through counsel, clean Scanned Copy of the formal entry of appearance with *conforme* of the client if still not counsel of record.	Parties to the Case

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the requirements to *ielo@arta.gov.ph*	1. Legal Assistant to check the completeness of the documents and refer the same to the Handling Lawyer.	None	1 Day	Legal Assistant II / Legal Assistant III, Litigation Division
	1.1 Handling Lawyer to discuss the matter and case update with the Legal Assistant	None	1 Day	Assigned Attorney III/ Attorney IV, Litigation Division
2. Client receives the update requested.	2. Provide updates on the status of the case to the client.	None	1 Day	Legal Assistant II / Legal Assistant III, Litigation Division
	TOTAL	**None**	**3 Days**	

2. Request for Case Update (Walk–in Client)

This is a front–line service offered by Litigation Division for walk in clients who ask for update pertaining to their case/s which are pending and tagged in Litigation Division.

Office/Division:	Investigation, Enforcement and Litigation Division (IELO) – Litigation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Parties to the Case

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint Tracking Number of the subject request 2. One (1) Photocopy of ID of the requesting party 3. If **through a representative**, one (1) Original Copy of the Special Power of Attorney, Office Order, Secretary's Certificate or Board Resolution. If **through counsel**, one (1) Original Copy of the formal entry of appearance with *conforme* of the client if still not counsel of record	Parties to the Case

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to present the requirements to the Legal Assistant	1. Verify the completion of requirements	None	10 Minutes	Legal Assistant II / Legal Assistant III, Litigation Division
	1.1 Check the inventory/refer the matter to the handling lawyer.	None	50 Minutes	Legal Assistant, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client receives the update requested.	2. Handling Lawyer to discuss the details with the Legal Assistant. 2.1 Provide updates on the status of the case to the client.	None	7 Hours	Attorney III / Attorney IV, Attorney VI / Legal Assistant II / Legal Assistant III, Litigation Division
	TOTAL	**None**	**1 Day**	

3. Request for Copy of Case Records – Certified True Copy (Simple)

These refer to the request for Certified True Copy of records that are in custody of Litigation Division which need not be coursed through the Office of Director General for clearance.

Office/Division:	Investigation, Enforcement and Litigation Division (IELO) – Litigation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Parties to the Case

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly signed Request Letter of the requesting party. If through email, clear Scanned Copy of the Request Letter. 2. One (1) Photocopy of ID of the requesting party.	Parties to the case

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the requirements to the Legal Assistant physically or through email at ielo@arta.gov.ph	1. Legal Assistant to check the completeness of the documents. If yes, acknowledge the request, and endorse to the Litigation Division Chief and to the Handling Lawyer of the case.	None	4 Hours	Legal Assistant II/ Legal Assistant III, Litigation Division
	1.1 The Handling Lawyer to prepare a Cover Form endorsing the same for clearance and approval of	None	4 Hours	Attorney III/ Attorney IV, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Division Chief, Director of IELO and Office of the Deputy Director General for Legal.			
	1.2 Legal Assistant to route the request letter and cover form to the Approving Authorities/Officers.	None	1 Day	Litigation Division Chief, Director for IELO DDGL, Office of the Deputy Director General for Legal
2. Client receives the requested documents.	2. Once cleared, produce sufficient copies as requested and certify the documents by indicating the custodian's initial. 2.1 Message/inform the client that the requested documents are available for pickup.	None	1 Day	Legal Assistant III, Litigation Division
	TOTAL	**None**	**3 Days**	

4. Request for Copy of Case Records – Not Certified True Copy (Simple)

These refer to the request for Certified True Copy of records that are in custody of Litigation Division, and which need not be coursed through the Office of Director General for Clearance.

Office/Division:	Investigation, Enforcement and Litigation Division (IELO) – Litigation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Parties to the Case

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly signed Request Letter of the requesting party. If through email, clear Scanned Copy of the Request Letter. 2. One (1) Photocopy of ID of the requesting party	Parties to the Case

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the requirements to the Legal Assistant physically or through email at ielo@arta.gov.ph	1. Legal Assistant to check the completeness of the documents. If yes, acknowledge the request, and endorse to the Litigation Division Chief and to the Handling Lawyer of the case.	None	4 Hours	Legal Assistant II/ Legal Assistant III, Litigation Division
	1.1 The Handling Lawyer to prepare a Cover Form endorsing the same for	None	4 Hours	Attorney III/ Attorney IV, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	clearance and approval of the Division Chief, Director of IELO and Office of the Deputy Director General for Legal.			
	1.2 Legal Assistant to route the request letter and cover form to the approvers.	None	1 Day	Litigation Division Chief, Director for IEO DDGL, Office of the Deputy Director General for Legal
2. Client receives the requested documents.	2. Once cleared, produce sufficient copies as requested. 2.1 Message/inform the client that the requested documents are available for pickup.	None	4 Hours	Legal Assistant III, Litigation Division
	TOTAL	**None**	**2 Days and 4 Hours**	

5. Request for Copy of Case Records – Certified True Copy (Complex)

These refer to the request for Certified True Copy of records that are in custody of Litigation Division and should be coursed through the Office of the Director General (sensitive cases/documents).

Office/Division:	Investigation, Enforcement and Litigation Division (IELO) – Litigation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Parties to the Case

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) copy of the Duly signed Request Letter of the requesting party. If through email, clear Scanned Copy of the Request Letter. 2. One (1) Photocopy of ID of the requesting party	Parties to the Case

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the requirements to the Legal Assistant physically or through email at ielo@arta.gov.ph	1. Legal Assistant to check the completeness of the documents. If yes, acknowledge the request, and endorse to the Litigation Division Chief and to the Handling Lawyer of the case.	None	4 Hours	Legal Assistant II/ Legal Assistant III, IELO
	1.1 The Handling Lawyer to prepare a Cover Form endorsing the same for	None	4 Hours	Attorney III/ Attorney IV, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	clearance and approval of the Division Chief, Director of IELO and Office of the Deputy Director General for Legal.			
	1.2 Legal Assistant to route the request letter and cover form to the Litigation Division Chief, IELO Director and DDG for Legal for appropriate clearances.	None	1 Day	Legal Assistant III, Litigation Division Litigation Division Chief Director for IELO DDGL, Office of the Deputy Director General for Legal
	1.3 The Cover Form shall be routed to the Office of the Director General with Complete Staff Work for clearance and approval.	None	3 Days	EA II/EA III/EAIV Office of the Director General
2. Client receives the requested documents.	2. Once cleared, produce sufficient copies as requested and certify the documents by indicating the custodian's initial.	None	1 Day	Legal Assistant III, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Message/inform the client that the requested documents are available for pickup.			
	TOTAL	**None**	**6 Days**	

6. Request for Copy of Records – Not Certified True Copy (Complex)

These refer to the request for records which are not certified true copies, and that are in custody of Litigation Division and should be coursed through the Office of the Director General (sensitive documents).

Office/Division:	Investigation, Enforcement and Litigation Division (IELO) – Litigation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Parties to the Case

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly signed Request Letter of the requesting party. If through email, clear Scanned Copy of the Request Letter. 2. One (1) Photocopy of ID of the requesting party.	Parties to the Case

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit the requirements to the Legal Assistant physically or through email at ielo@arta.gov.ph	1. Legal Assistant to check the completeness of the documents. If yes, acknowledge the request, and endorse to the Litigation Division Chief and to the Handling Lawyer of the case.	None	4 Hours	Legal Assistant II/ Legal Assistant III, IELO
	1.1 The Handling Lawyer to prepare a Cover Form endorsing the same for	None	4 Hours	Attorney III/ Attorney IV, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	clearance and approval of the Division Chief, Director of IELO and Office of the Deputy Director General for Legal.			
	1.2 Legal Assistant to route the request letter and cover form to the Litigation Division Chief, IELO Director and DDG for Legal for appropriate clearances.	None	1 Day	Legal Assistant III, Litigation Division Litigation Division Chief Director for IELO DDGL, Office of the Deputy Director General for Legal
	1.3 The Cover Form shall be routed to the Office of the Director General with Complete Staff Work for clearance and approval.	None	3 Days	EA II/EA III/EAIV Office of the Director General
2. Client receives the requested documents.	2. Once cleared, produce sufficient copies as requested. 2.1 Message/inform the client that the requested	None	4 Hours	Legal Assistant III, Litigation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents are available for pickup.			
TOTAL		**None**	**5 Days and 4 Hours**	

FINANCE AND ADMINISTRATIVE OFFICE (FAO)

GENERAL SERVICES DIVISION (GSD)

1. Receiving of Incoming Documents

This covers the period of the receipt of documents from external clients prior to the existence of general community quarantine due to COVID–19.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the documents to ARTA Office either through personal delivery or mail/courier.	1. Records Officer or Receptionist checks appropriate details such as the name of the sender and name of the recipient, etc.	None	15 Minutes	Records Officer I/ Records Officer II or Receptionist, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Records Officer or Receptionist stamps the documents with the date and time of receipt, then signs the duplicate copy and returns to the client, if personally delivered. If documents are received from post office or courier, Records Officer or Receptionist affixes their signature in the delivery receipt.	None	15 Minutes	Records Officer I/ Records Officer II or Receptionist, GSD
	1.2 Records Officer or Receptionist proceeds to recording/ barcoding the document.	None	15 Minutes	Records Officer I/ Records Officer II or Receptionist, GSD
	1.3 Records Officer or Receptionist encodes details in the Microsoft SharePoint – Receiving Documents Master List.	None	30 Minutes	Records Officer I/ Records Officer II or Receptionist, GSD
	1.4 Records Officer or Receptionist assigns reference number.	None	10 Minutes	Records Officer I/ Records Officer II or Receptionist, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Records Officer or Receptionist routes the physical documents to the concerned recipients.	None	1 hour and 10 minutes	Records Officer I/ Records Officer II or Messenger, GSD
	TOTAL	**None**	**2 hours and 35 minutes**	

2. Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances

In compliance with Republic Act No. 9470, the General Service Division shall maintain a sound system of documentation, preservation, dissemination, and disposition of Anti–Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances. Other Government Agencies may request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances for whatever legal purpose it may serve.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Government Offices and Agencies in the Executive and Legislative Departments, including Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Addressed to Finance and Administrative Office Director with Attention to GSD Division Chief indicating the issuance/s being requested and its purpose (1 Original Copy and 1 Photocopy)	Requesting Office / Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party shall submit the letter addressed to FAO–Director with attention to GSD Division Chief. (External) If request is via email, to attach the scanned letter addressed to	1. Records Officer receives the letter addressed to FAO–Director with attention to GSD Division Chief.	None	15 Minutes	Administrative Officer III (Records Officer II), GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FAO–Director with attention to GSD Division Chief.				
	1.1 Records Officer forwards the memorandum/letter to FAO–Director and GSD Division Chief for approval.	None	4 hours	Administrative Officer III (Records Officer II), GSD
	1.2 GSD Division Chief review and initials the document for onward review and approval of the FAO–Director	None	1 Hour	Chief Administrative Officer, GSD Director IV, FAO
	1.3 Records Officer retrieves the documents from the FAO and endorses to the Office of the Director General.	None	1 Hour	Administrative Officer III (Records Officer II), GSD
	1.4 Administrative Assistant receives the documents and endorses to Executive Assistant for review. Once cleared, EA endorses the document to the Director General for approval.	None	2 days	Administrative Assistant and Executive Assistant, Office of the Director General
	1.5 The Director General approves the memorandum/letter. The Administrative Assistant returns the approved	None		Director General, Office of the Director General

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	memorandum/letter to Records Officer for onward action.			
	1.6 Records Officer stamps the document with “Certified True Copy,” then signs and indicates the date on all pages of the issuance/s.	None	30 Minutes	Administrative Officer III (Records Officer II), GSD
2. Requesting Party shall sign in the receiving logbook and will claim the requested CTCs of issuance/s being requested.	2. Records Officer presents the receiving logbook to the requesting party for signature and releases the requested CTCs of issuance/s.	None	15 Minutes	Administrative Officer III (Records Officer II), GSD
	TOTAL	**None**	**2 Days and 7 Hours**	

HUMAN RESOURCE DEVELOPMENT DIVISION (HRDD)

1. Hiring of Plantilla Personnel

The Authority shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) Rule VII Sec. 24 of the Publication and Posting of Vacant Positions which states that, *"Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days for NGAs, SUCs and GOCCs with Original charters in accordance with the provisions of RA No. 7041 and its implementing guidelines..."* and in Sec. 29, *"The Publication of a particular vacant position shall be valid until filled but not extend beyond nine (9) months reckoned from the date the vacant position was published."*

Office/Division:	Finance and Administrative Office (FAO) – Human Resource Development Division (HRDD)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All interested applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application	
1. Letter of intent (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Applicant
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport–sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Please download the PDS and Work Experience Sheet at www.csc.gov.ph
3. Performance rating in the last rating period (if with previous government service) or Performance Evaluation Tool for non–government employees and contract of service.	Previous/current employer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Note: Performance Evaluation Tool (PET) is downloadable in the link: https://tinyurl.com/formsandtemplate	
4. Certified/authenticated eligibility/rating/license/membership in the Philippine Bar (whichever is applicable) (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Civil Service Commission (CSC)/Professional Regulation Commission (PRC)/Supreme Court
5. Certified/authenticated Transcript of Records and Diploma (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	University/College Graduated
6. Copy of Training Certificates related to the applied position (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Applicant
Upon Appointment	
1. Personal Data Sheet with Work Experience Sheet (3 Original Copies)	Appointee
2. Authenticated Copy of Civil Service Eligibility/PRC Rating/license/Original Certificate of Membership in the Philippine Bar (whichever is applicable) (1 Original Copy)	Civil Service Commission (CSC)/Professional Regulation Commission (PRC)/Supreme Court
3. Authenticated Transcript of Records and Diploma (1 Original Copy)	University/College Graduated
4. Medical Certificate (CSC Form 211, revised 2018) (1 Original Copy with test result attached)	Please download the Medical Certificate at www.csc.gov.ph and have it signed by a government physician
5. ID Request form for Issuance of ARTA ID (1 Original Copy)	ARTA Human Resource Development Division (ARTA–HRDD)
6. 2x2 ID picture with white background (2 pieces)	Appointee
7. 1x1 ID picture with white background (2 pieces)	
8. Valid NBI Clearance (1 Original Copy)	National Bureau of Investigation (NBI)
9. PSA–issued Birth Certificate (1 Original/authenticated copy)	Philippine Statistics Authority (PSA)
10. PSA–issued Birth Certificate of dependent(s) (if applicable) (1 Original/authenticated copy)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Marriage Contract/ Certificate (if applicable) (1 Original/authenticated copy)	
12. PhilHealth ID or Member Registration Form (1 ID Photocopy/ 1 Original registration form)	Any PhilHealth branch
13. Pag–IBIG ID or Member's Data Form (1 ID Photocopy/ 1 Original registration)	Any Pag–IBIG branch
14. Performance Rating from the previous Government office (1 Original Copy)	Previous/current employer
Upon Appointment (For Transferee – with prior Government Service)	
1. Clearance from money, property, and legal accountabilities from the previous Government office (1 Original Copy)	Previous/current employer
2. Certified True Copy of pre–audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat (1 Original Copy)	
3. Certificate of Available Leave Credits (1 Original Copy)	
4. Government Service Record (1 Original Copy)	
5. Approved Daily Time Record (DTR) (1 Original Copy)	Employee
6. Statement of Assets and Liabilities and Net Worth (SALN) (4 Original Copy)	Please download the Statement of Assets and Liabilities and Net Worth (SALN) at www.csc.gov.ph
7. LandBank ATM application/number (1 Photocopy for ATM Card [Front])	LandBank (for LandBank ATM application form)
8. BIR 2316 (Certificate of Compensation Payment/ Tax Withheld) (1 Original Copy)	Previous/current employer
9. BIR withholding certificates (Forms 1905) (1 Original Copy)	Previous/current employer or Bureau of Internal Revenue (BIR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the Authority's website, Facebook page, bulletin board or CSC website for the list of job vacancies and submit the complete application requirements thru Online Recruitment Form or thru courier/walk–in at registered office address.	1. Posts job vacancies in four (4) conspicuous places: a) CSC Website, b) ARTA Website, c) Information bulletin on ARTA office, and d) Official Facebook page of ARTA. Note: Posting period is at least ten (10) calendar days.	None	10 Days	HRMPSB Secretariat; IT Officer or ISA, Information & Communications Technology (ICT) Unit Information Officer, Public Relations Unit (PRU)
	1.2 Automated email response will be sent to the applicant in every successful submission on the online form. Note: Only applicants with complete requirements and applied within the application period will be contacted for the formal assessment process.	None	20 Days	HRMPSB Secretariat
	1.3 Preparation of Master List of applicants.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Assessment/Evaluation of the Qualification Standards of the applicants.			End–user
	1.5 Preparation of Long List of applicants.			HRMPSB Secretariat
	1.6 Presentation and approval of the Master List and Long List of applicants.			
	1.7 Preparation of HRMPSB Resolution approving the Master List and Long list of applicants and for the conduct of technical examination and panel interview.			
	TOTAL *Note: Unsuccessful applicants (long list) with incomplete submission of required documents and do not meet the minimum Qualification Standards.*	***None***	***30 Days***	
2. Confirm the attendance to technical exam and attend the scheduled date at ARTA Office	2. Schedule long–listed applicants for technical examination. Note: Only applicants with complete requirements and applied within the application period will be contacted for	None	1 Day	HRMPSB Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the formal assessment process.			
	2.1 Administer the technical examination to long listed applicants.	None	3 Days	HRMPSB Secretariat
	2.2 Evaluate the technical examinations.	None	10 Days	Supervising Director FAO / LPAO / IELO CMEO / BRO or Deputy Director General Operations, Legal, or Administration and Finance or Director General
3. Applicant Receives the Regret Letters thru Email.	3. Preparation and Sending of Regret letters thru email, for applicant/s who failed the technical examination.	None	1 Day	HRMPSB Secretariat
TOTAL *Note: Unsuccessful applicants (long list) that failed the technical examination, if passing grade is established.*		***None***	***45 Days***	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Confirm the attendance of applicants who passed the technical examination for interview and attend the scheduled date at ARTA Office.	4. Schedule long listed applicants for panel interview.	None	1 Day	HRMPSB Secretariat
	4.1 Administer the panel interview to longlisted applicants.	None	3 Days	HRMPSB Secretariat HRMPSB Members with the End–User
	4.2 Consolidation and tabulation of scores of the applicants' examination and interview results.	None	3 Days	HRMPSB Secretariat
	4.3 Presentation and Approval of the Summary of Scores.	None	1 Day	HRMPSB Secretariat HRMPSB Members with the End–User
	4.4 Finalization and Signing of Appointment Resolution.	None	2 Days	HRMPSB Secretariat HRMPSB Members
5. Confirm the attendance of the top five (5) applicants who will undergo psychological assessment and attend the	5. Coordinate with the outsourced test provider who will conduct the psychological test for the scheduled date of assessment/examination.	None	1 Day	HRMPSB Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
scheduled date at outsourced test provider's office	5.1 Schedule the Top 5 applicants for psychological assessment/ examination. Note: Only shortlisted applicants (Top 5) will be contacted to undergo the psychological assessment / examination.	None	1 Day	HRMPSB Secretariat
	5.2 Administration of the psychological assessment/ examination and release of results.	None	5 Days	Outsourced Test Provider
	5.3 Conduct the background check.	None	3 Days	HRMPSB Secretariat
	5.4 Prepare and submit the Appointment Resolution, results of psychological assessment/test and background check report to the Appointing Authority for consideration and appointment.	None	1 Day	HRMPSB Secretariat
	5.5 Decide on who will be appointed among the shortlisted applicants.	None	7 Days	Appointing Authority (Secretary/DG)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.6 Preparation and Sending of Congratulatory and Regret letters thru email to respective applicants.	None	3 Days	HRMPSB Secretariat
TOTAL *Note: Unsuccessful applicants (long list) that failed the psychological assessment/test.*		***None***	***76 Days***	
	5.7 Preparation of Appointment Paper for signature of the Appointing Authority.	None	7 Days	HRMPSB Secretariat Appointing Authority (Secretary/DG)
	5.8 Release of appointment paper and list of requirements to the successful applicant.	None	3 Days	HRMPSB Secretariat
6. Newly–appointed employee(s) assume/s office and submit/s pre–employment requirements. Note: Appointee(s) should assume to office within thirty (30) calendar days from receipt of the written notice of appointment.	6. Check the requirements and prepare the Oath of Office and Assumption to Duty.	None	30 Days	HRMPSB Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	116 Days*	

Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018.

2. Hiring of Contracted Service Provider Personnel

The Authority shall adhere to the Commission on Audit–Department of Budget and Management (COA–DBM) Joint Circular No. 2, series of 2022, re Amendment on the Rules and Regulations Governing Contract of Service and Job Order Workers in the Government Sec. 6.2 of Individual Contract of Service states that, *"Government agencies may enter into COS with individuals as consultants/contractors…"*

Office/Division:	Finance and Administrative Office (FAO) – Human Resource Development Division (HRDD)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All interested applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application	
1. Letter of intent (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Applicant
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport–sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Please download the PDS and Work Experience Sheet at www.csc.gov.ph
3. Certified/authenticated Copy of Transcript of Records and Diploma (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	University/College Graduated
4. Copy of Training Certificates related to the applied position. (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Applicant
Upon Hiring	
1. Personal Data Sheet (1 Original Copy)	Contracted Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Valid Drug Test Result	Accredited Drug Test Provider by DOH
3. Notarized Contract (4 Original Copies)	Contracted Service Provider
4. Authority to Hire (1 Photocopy)	End–user
5. BIR Requirements: a. BIR Form 1901 b. BIR Form 1905 (if applicable) c. Sworn Statement (Annex B RR–11–2018) d. Payment Form 0605 e. Registration Fee Receipt	Bureau of Internal Revenue
6. ID Request form for Issuance of ARTA ID (1 Original Copy)	ARTA Human Resource Development Division (ARTA–HRDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the Authority's website, Facebook page, bulletin board or CSC website for the list of job vacancies.	1. Post job vacancies in three (3) conspicuous places: a) ARTA Website, b) Information bulletin on ARTA office, and c) Official Facebook page of ARTA. Note: Posting period is at the discretion of the End–user/Requesting party but the recommended period is 10 days.	None	10 Days	HRM Officer Human Resource Development Division IT Officer or ISA Information & Communications Technology Unit (ICT) Information Officer Public Relations Unit (PRU)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the complete application requirements thru Online Recruitment Form or thru courier/walk–in at registered office address.	2. The applicant will receive a copy of the response in every successful submission on the online form.	None	6 Days	Applicant
	2.1 Preparation of Master List of applicants.			HRM Officer Human Resource Development Division
	2.2 Sending the Master List of applicants to end–user			HRM Officer Human Resource Development Division
	2.3 Evaluation/Assessment of applicants			End–user
	2.4 Preparation of Long List of applicants.			HRM Officer Human Resource Development Division
	TOTAL:	**None**	**16 Days**	
3. Confirm the attendance of qualified applicants for interview and attend the scheduled date at ARTA Office.	3. Schedule long listed applicants for examination and/or interview.	None	1 Day	HRM Officer Human Resource Development Division
	3.1 Administers the examination and/or interview to longlisted applicants.		1 Day	HRM Officer Human Resource Development Division End–user
	3.2 Endorsement of the chosen applicant.		1 Day	End–user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Preparation and Sending through email of Job Offer Letter to chosen applicant, and Regret letters to respective applicant/s.			HRM Officer Human Resource Development Division
	TOTAL:	**None**	**19 Days**	
3. Newly hired Contracted Service Provider assumes to office and submits pre–employment requirements. Note: Newly hired Contracted Service Provider may assume to office as soon as possible or within thirty (30) calendar days upon receipt of the job offer letter.	4. Check the requirements.	None	1 Day	HRM Officer Human Resource Development Division
	TOTAL	**None**	**20 Days**	

PUBLIC RELATIONS UNIT (PRU)

1. Request for Information, Education, and Communication (IEC) Materials (Walk–in Client)

Request for posters, brochures, leaflets, audiovisual presentation, and other related IEC materials to promote ARTA's mandate, its key programs, and initiatives, and enabling law Republic Act No. 11032.

Office/Division:	Public Relations Unit (PRU), General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of request letter and must contain the following information: • Full name of the representative from the requesting Agency • Contact number and email address • Full instructions/details of requested IEC material (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed letter of Formal Request for IEC at the ARTA Lobby	1. Records Officer I shall receive, assign document reference number, and record the document/s received.	None	2 Hours and 35 Minutes	Records Officer I, GSD
	1.1 Forward request to the PRU	None	10 Minutes	Records Officer I, GSD
	1.2 Receive and record the request in the tracker, then forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	1.3 Process and approve the request in the tracker	None	30 Minutes	Information Officer III, PRU
2. Receive response to request	2. Forward requested IEC materials to the requesting party	None	1 Hour	Information Officer II, PRU
	TOTAL	**None**	**4 Hours and 45 Minutes**	

2. Request for Information, Education, and Communication (IEC) Materials (via email)

Request for posters, brochures, leaflets, audiovisual presentation, and other related IEC materials to promote ARTA's mandate, its key programs and initiatives, and enabling law Republic Act No. 11032.

Office/Division:	Public Relations Unit (PRU), General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email formal request at pru@arta.gov.ph Request must contain the following data: • Full name of the representative from the requesting Agency • Contact number and email address • Full instructions/details of requested IEC material (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request with complete details via email at pru@arta.gov.ph	1. Receive the request from the requesting institution	None	1 Hour	Information Officer II, PRU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Reply to the acknowledgement response of PRU via email	2.2 Send an email to the requesting government agency, formally acknowledging receipt of request	None	30 Minutes	Information Officer II, PRU
	2.3 Record the request in the tracker, then forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	2.4 Process and approve the request in the tracker	None	30 Minutes	Information Officer II, PRU
3. Receive response to request via email	3. Forward requested IEC materials to the requesting party	None	1 Hour	Information Officer II, PRU
	TOTAL	**None**	**3 Hours and 30 Minutes**	

3. Request for Messages, Speeches, Statements, and other Public Relations engagements (Walk–in Client)

The Public Relations Unit (PRU) handles requests for formal messages, speeches, statements coming from ARTA Secretary and executives. The request may originate from media partners, private entities, and government agencies.

Office/Division:	Public Relations Unit (PRU), General Services Division (GSD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of request letter and must contain the following information: • Full name of the representative from the requesting Agency • Contact number and email address • Full instructions/details of requested material (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed letter of Formal Request for IEC at the ARTA Lobby	1. Records Officer I shall receive, record, and forward the request	None	2 Hours and 35 Minutes	Records Officer I, GSD
2. Acknowledgement of Request	2. Forward request to the PRU	None	10 Minutes	Records Officer I, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Receive and record the request in the tracker forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	2.2 Process and approve the request in the tracker	None	30 Minutes	Information Officer II, PRU
	2.3 Draft the requested statement as instructed by the Office of the Director General in coordination with the assigned division.	None	3 Days	Information Officer I/Information Officer II/ Information Officer III, PRU
	2.4 Review and approve drafted requested material	None	6 Hours	Information Officer I, PRU Director General
3. Receive response to request via email	3. Forward requested materials to the requesting party	None	1 Hour	Information Officer II Public Relations Unit
	TOTAL	**None**	**4 Days, 2 Hours, and 45 Minutes**	

4. Request for Messages, Speeches, Statements, and other Public Relations engagements (via email)

The Public Relations Unit (PRU) handles requests of any for formal messages, speeches, statements coming from ARTA Secretary and executives. The request may originate from media partners, private entities, and government agencies.

Office/Division:	Public Relations Unit (PRU), General Services Division (GSD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email formal request at pru@arta.gov.ph Must contain the following data: • Full name of the representative from the requesting Agency • Contact number and email address • Full instructions/details of requested material (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request with complete details via email at pru@arta.gov.ph	1. Receive the request from the requesting institution.	None	1 Hour	Information Officer II, PRU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Reply to the acknowledgement response of PRU via email	2. Send an email to the requesting government agency, formally acknowledging receipt of request	None	30 Minutes	Information Officer II, PRU
	2.1 Record the request in the tracker forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	2.2 Process and approve the request in the tracker	None	30 Minutes	Information Officer III, PRU
	2.3 Draft the requested statement as instructed by the Office of the Director General in coordination with the assigned division.	None	3 Days	Information Officer I/Information Officer II/ Information Officer III, PRU
	2.4 Review and approve drafted requested material	None	6 Hours	Information Officer I, PRU Head Executive Assistant, ODG Director General, ODG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive response to request via email	2.5 Forward requested materials to the requesting party via email	None	1 Hour	Information Officer II, PRU
TOTAL		**None**	**4 Days, 1 Hour, and 30 Minutes**	

Central Office

Internal Service

COMPLIANCE MONITORING AND EVALUATION OFFICE (CMEO)

COMPLIANCE MONITORING AND EVALUATION DIVISION

1. Request for Evaluation of Citizen's Charter

CMEO shall provide the evaluation of the submitted Citizen's Charter Handbooks of government agencies to requesting ARTA offices/divisions as needed for meetings, investigations, complaints handling, among others.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All ARTA Offices and Regional Field Offices (RFOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Request (1 Electronic Copy)	Requesting ARTA Office / Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an email request for evaluation of Citizen's Charter Handbook of a government agency to CMEO's official email	1. Acknowledge the receipt of the email of the requesting ARTA office/division	None	6 Hours	Project Development Officer (PDO) II, CMEO Division A, B, C, or D
	2. Forward the request to Division in–charge.	None	2 Hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
address – compliance@arta.gov.ph	3. Review and evaluate submitted Citizen's Charter – Handbook 4. Submit the evaluation to the PDO IV for checking	None	2 Days	PDO II/III, CMEO Division A, B, C, or D
	5. Review the prepared evaluation and provide necessary comments and edits. 6. Endorse the evaluation to the PDO V for final clearance.	None	1 Day	PDO IV, CMEO Division A, B, C, or D
	7. Review and approve the evaluation. 8. Return the approved evaluation to the concerned PDO for sending to the client.	None	1 Day	PDO V, CMEO Division A, B, C or D – CMEO
• Receive the evaluation report on Citizen's Charter Handbook of a government agency via email	2. Transmit a PDF copy of the Citizen's Charter evaluation to the requesting office / division	None	1 Day	PDO I/II/III, CMEO Division A, B, C, or D

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	**None**	**6 Days**	

2. Simple Request for Information (Compliance–Related)

CMEO shall respond to the compliance related clarifications and inquiries received. Inquiries considered as simple include the following: compliance status, copies of submissions to CMEO, inquiries/requests which can be answered by readily available data without need for preparation of report or analysis.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All ARTA Offices and Regional Field Offices (RFOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Requesting ARTA Office / Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to compliance@arta.gov.ph or to CMEO at 5th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1. Acknowledge the receipt of the email of the requesting party	None	4 Hours	Project Development Officer (PDO) II, CMEO Division A, B, C, or D
	1.1 Forward the request to Division in–charge	None	2 Hours	
	1.2 Review request and prepare necessary response	None	2 Days	PDO III/IV/V, CMEO Division A, B, C, or D

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive email response from Compliance Officer	2. Send response to the email clarification/inquiry of the citizen or client	None	2 Hours	PDO III, CMEO Division A, B, C or D – CMEO
	TOTAL:	**None**	**3 Days**	

3. Complex Request for Information (Compliance–Related)

CMEO shall provide response to the compliance related clarifications and inquiries received which requires preparation of data and reports and necessitates analysis of the compliance data to be utilized for decision making, basis for rewards, baselining, among others.

Office/Division:	Compliance Monitoring and Evaluation Office (CMEO) Divisions A, B, C and D
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All ARTA Offices and Regional Field Offices (RFOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Requesting ARTA Office / Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to compliance@arta.gov.ph or to CMEO at 5th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1. Acknowledge the receipt of the inquiry/request for information via email of the requesting party	None	4 Hours	Project Development Officer (PDO) II, CMEO Division A, B, C, or D
	1.1 Forward the request to Division in–charge	None	2 Hours	
	1.2 Evaluate request and prepare document or report based on the database and prevailing ARTA issuances	None	2 Days	PDO II/III/IV, CMEO Division A, B, C, or D

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit the document or report to the PDO V for checking			
2. Receive email response from Compliance Officer	2. Review and approve for Transmittal to the Office of Director	None	1 Day	PDO V, CMEO Division A, B, C, or D
	2.1 Process and endorse the document or report to the CMEO Director	None	4 Hours	Administrative Assistant III, Office of the Director
	2.2 Review and sign the document or report if everything is in order	None	2 Days	Director IV, Office of the Director, CMEO
	2.3 Transmit signed document to the Concerned CMEO Division	None	2 Hours	Administrative Assistant III, Office of the Director
3. Receive email response from Compliance Officer	3. Send response to the email clarification/inquiry of the citizen or client	None	4 Hours	PDO I/II/III, CMEO Division A, B C, or D
	TOTAL:	**None**	**7 Days**	

LEGAL AND PUBLIC ASSISTANCE OFFICE (LPAO)

LEGAL DIVISION

1. Request for Legal Opinion

This provides for the process on requests for Legal Opinion on the interpretation and applicability of R.A. No. 11032, its IRR, and other issuances of ARTA received from other offices of ARTA.

Office/Division:	Legal and Public Assistance Office (LPAO) – Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All ARTA Offices and Regional Field Offices (RFOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Physical Letter/Email or Memorandum addressed to the Anti-Red Tape Authority, Office of the Director General (ODG), containing the following information: a. Name of the Division and Office. b. Complete factual circumstances from which the Authority may draw premises and conclusions, and the resolution of the legal issues presented hinges on factual matters which are readily discernable from the query. c. The law, rules, and regulations applicable to the issues presented sought to be clarified.	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
d. All pertinent papers and documents necessary to render the opinion. (1 Original)	
2. If the request concerns the interpretation of R.A. No. 11032 in relation to another piece of legislation, pertinent Copy of Law (1 Photocopy / softcopy if through Email)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Legal Opinion through the following means: ***Via Physical Submission*** Legal Division, Anti-Red Tape Authority, 4th Flr. NFA Building, Visayas Ave., Brgy. Vasra, Quezon City ***Via Email*** legaldivision@arta.gov.ph	1. Acknowledge receipt of the documents. 1.1. Check if the request is not a duplicate of an already existing request. 1.2. Scan all the documents if received through physical submission. 1.3. Record receipt of the request and assign a tracking number.	None	45 minutes	Legal Assistant Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Forward the physical and scanned copy of the documents to the Division Chief of the Legal Division.			
	1.5. Review the request for Legal Opinion and assign a handling lawyer.	None	15 minutes	Division Chief Legal Division
	1.6. Review request for Legal Opinion and supporting documents. 1.7. Draft Legal Opinion.	None	5 days	Handling Lawyer Legal Division
	1.8. Review the draft Legal Opinion 1.9. Submit reviewed Legal Opinion to the Director for LPAO	None	2 days	Division Chief Legal Division
	1.10. Review and sign the draft Legal Opinion.	None	2 days	Director Legal and Public Assistance Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11. Submit the Legal Opinion for approval to ODDGL.			
	1.12. Review and approve the draft Legal Opinion. 1.13. Return approved Legal Opinion to the Handling Lawyer.	None	2 days	Deputy Director General for Legal Office of the Deputy Director General for Legal
2. Receive copy of the approved Legal Opinion through email or physical mail	2.1. Scan signed copy of the approved Legal Opinion. 2.2. Send a copy of the approved Legal Opinion to the client through Email or Physical Mail. 2.3. Record action taken on the request and tag as completed on the database.	None	1 hour	Handling Lawyer Legal Division
	TOTAL	**None**	**11 Days and 2 Hours**	

2. Request for Review of Legal Documents

This provides for the process on requests received by the Legal Division from other offices within ARTA for review, assessment, and evaluation of the following legal documents:

a) Legal documents to which the Authority is called upon to put forward its position, stance, or opinion.
b) Memorandum Circulars.
c) Memorandum Orders, Department Orders, and other similar issuances which concern the internal operations of the Authority.
d) Contracts, memoranda of agreement, memoranda of understanding, and such other similar agreements which are entered into with other government agencies and offices or private entities and individuals.

Office/Division:	Legal and Public Assistance Office (LPAO) – Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All ARTA Offices and Regional Field Offices (RFOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Physical Letter/Email or Memorandum addressed to the Anti–Red Tape Authority which specifically states their request for assistance in reviewing the legal document. (1 Original Copy)	Client
2. Copy of the legal document requested to be reviewed and other supporting documents, if any. (1 Photocopy or Scanned Copy if through email)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Legal Review through the following means: ***Via Physical Submission*** Legal Division, Anti-Red Tape Authority, 4th Flr. NFA Building, Visayas Ave., Brgy. Vasra, Quezon City ***Via Email*** legaldivision@arta.gov.ph	1. Acknowledge receipt of the documents. 1.1. Check if the request is not a duplicate of an already existing request. 1.2. Scan all the documents if received through physical submission. 1.3. Record receipt of the request and assign a tracking number. 1.4. Forward the physical and scanned copy of the documents to the Division Chief of the Legal Division.	None	45 minutes	Legal Assistant Legal Division
	1.5. Review the request for Legal Review and assign a handling lawyer.	None	15 minutes	Division Chief (Legal Division)
		None	5 days	Handling Lawyer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Review request for Legal Review and supporting documents. 1.7. Draft Comment.			Legal Division
	1.8. Review the draft Comment 1.9. Submit reviewed Comment to the Director for LPAO	None	2 days	Division Chief Legal Division
	1.10. Review and sign the draft Comment. 1.11. Submit the Comment for approval to ODDGL.	None	2 days	Director Legal and Public Assistance Office
	1.12. Review and approve the draft Comment. 1.13. Return approved Comment to the Handling Lawyer.	None	2 days	Deputy Director General for Legal Office of the Deputy Director General for Legal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive copy of approved comment through email or physical mail	2.1. Scan signed copy of the approved Comment. 2.2. Send a copy of the approved Comment to the client through Email or Physical Mail. 2.3. Record action taken on the request and tag as completed on the database.	None	1 hour	Handling Lawyer Legal Division
TOTAL		**None**	**11 Days and 2 Hours**	

3. Request for the Conduct of Orientation on R.A. No. 11032

This process pertains to requests for resource speaker to conduct an orientation or briefing on R.A. No. 11032 and other ARTA issuances from other ARTA offices.

Office/Division:	Legal and Public Assistance Office (LPAO) – Legal Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All ARTA Offices and Regional Field Offices (RFOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy or Scanned Copy of Letter–request containing the following: a. Name of the Requesting Agency b. Date and time of the orientation (Must be 7 days before the conduct of the orientation) c. Brief profile of attendees d. Video Conference link /Venue e. Program	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request through the following means: ***Via Physical Submission***	1. Acknowledge receipt of the documents. 1.1. Check if the request is not a duplicate of an already existing request.	None	1 Hour	Administrative Assistant, Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Legal Division, Anti–Red Tape Authority, 4th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City ***Via Email*** legaldivision@arta.gov.ph	1.2. Scan all the documents if received through physical submission. 1.3. Record receipt of the request and assign a tracking number. 1.4. Forward the physical and Scanned Copy of the documents to the Division Chief of the Legal Division.			
	1.5. Review and approve the request. 1.6. Assign a handling lawyer as resource speaker.	None	1 Day	Division Chief, Legal Division
2. Coordinate on the finalization of the schedule	2. Coordinate with the client on the finalization of the schedule to conduct the orientation / briefing.	None	1 Day	Legal Assistant Legal Division
	TOTAL	**None**	**2 Days and 45 Minutes**	

INVESTIGATION, ENFORCEMENT AND LITIGATION OFFICE (IELO)

INVESTIGATION AND ENFORCEMENT DIVISION (IED)

1. Disposition of Complaints with Table Investigation

Complaints received by the Public Assistance Division (PAD) that would require Table Investigation would undergo this process.

Office/Division:	Public Assistance Division (PAD) & Investigation and Enforcement Division (IED)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy Request to Investigate 2. One (1) Original Copy of the Complaint 3. One (1) Original Copy Evidence submitted by Complainant, if any 4. One (1) Original Copy Memorandum Endorsement	IELO Director/ Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the necessary information to the Legal and Public Assistance Office (LPAO) of the Anti–Red Tape Authority through the following:	1. Record the complaint and assign Complaint Tracking Number (CTN) and Complaints Officer.	None	10 Minutes	Project Development Officer I/II (Records Officer), Legal and Public Assistance Office (LPAO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Physical mail b. Walk–in c. Email at complaints@arta.gov.ph d. ARTA Website e. Social Media	1.1 Forward the records of the complaint to the designated Complaint Officer for handling.			
	1.2 Initially assess the complaint and recommend action, as well as accomplish the Assessment Google Sheet. 1.3 Encode the details of the concern in the PAD Logbook.	None	30 Minutes	Project Development Officer I/II/III (Complaint Officer), Legal and Public Assistance Office (LPAO)
	1.4 Check the assessment of complaint officers. 1.5 Assign Assisting lawyer in case the complaint involves complex legal issues.	None	30 Minutes	Project Development Officer V (Division Chief), Legal and Public Assistance Office (LPAO)
	1.6 Assessment of the complaint and sending of instruction to the CO. If the lawyer fails to review the assessment of the CO, the latter's assessment will be followed.	None	1 Day	Attorney III (Assisting Lawyer) Legal and Public Assistance Office (LPAO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 If it is deemed that the Complaint is subject for investigation, the complaint shall be endorsed to the Director of IELO through the Director of LPAO. The Director of IELO shall endorse a memo instruction to the Investigation and Enforcement Division for the assessment of the complaint for table investigation or field investigation.	None	1 Day	Director IV, IELO and LPAO
	1.8 Acknowledge receipt of the written instruction. 1.9 Recording to the Investigation and Enforcement Division (IED) Case Monitoring System.	None	1 Hour	Administrative Officer, IED
	1.10 Assign the case to the special investigator.	None	2 Hours	Special Investigator V, IED
	1.11 Conduct initial action through email message, text, or call.	None	3 Days	Special Investigator III/Special Investigator IV, IED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Response of the Complainant for 5 days	**Table Investigation if field investigation is not necessary.** 2. Evaluate case records, communication with the complainant, validation in the social media platform or any other means using online platform.	None	7 Days	Special Investigator III/Special Investigator IV, IED
	Prepare and submit the Investigation Report including the evidence gathered in one file folder.	None	3 Days	Special Investigator III/ Special Investigator IV, IED
	2.1 Receipt of the case folder and prepare memo recommendation on the result of the investigation.	None	1 Day	Special Investigator IV/ Special Investigator V, IED
	2.2 Prepare the case folder for transmittal to the Office of the IELO Director.	None	1 Day	Administrative Officer, IED
	TOTAL	**None**	**17 Days, 4 Hours, and 10 Minutes***	

The processes and turn-around time are based on the 2023 Revised Rules of Procedure (RoP) in Complaints Handling by the ARTA Legal Department.

2. Disposition of Complaints with Field Investigation

Complaints received by the Public Assistance Division (PAD) that would require Field Investigation would undergo this process.

Office/Division:	Public Assistance Division (PAD) & Investigation and Enforcement Division (IED)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy Request to Investigate 2. One (1) Original Copy of the Complaint 3. One (1) Original Copy Evidence submitted by Complainant, if any 4. One (1) Original Copy Memorandum Endorsement	IELO Director Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint with the required information to the Legal and Public Assistance Office (LPAO) of the Anti–Red Tape Authority via the following: a. Physical mail b. Walk–in c. Email at complaints@arta.gov.ph	1. Record the complaint and assign Complaint Tracking Number (CTN) and Complaints Officer. 1.1 Forward the complaint files to the designated Complaint Officer for handling.	None	10 Minutes	Project Development Officer I/II (Records Officer) Legal and Public Assistance Office (LPAO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
d. ARTA Website e. Social Media				
	1.2 Initially assess the complaint and recommend action, as well as accomplish the Assessment Google Sheet. 1.3 Encode the details of the concern in the PAD Logbook	None	30 Minutes	Project Development Officer I/II/III (Complaint Officer) Legal and Public Assistance Office (LPAO)
	1.5 Check the assessment of complaint officers. 1.4 Assign Assisting lawyer in case the complaint involves complex legal issues.	None	30 Minutes	Project Development Officer V (Division Chief) Legal and Public Assistance Office (LPAO)
	1.5 Assessment of the complaint and sending of instruction to the CO. 1.6 If the lawyer fails to review the assessment of the CO, the latter's assessment will be followed.	None	1 Day	Attorney III (Assisting Lawyer), Legal and Public Assistance Office (LPAO)
	1.7 If it is deemed that the Complaint is subject for investigation, the complaint shall be endorsed to the	None	1 Day	Director IV, IELO and LPAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director of IELO through the Director of LPAO. The Director of IELO shall endorse a memo instruction to the Investigation and Enforcement Division for the assessment of the complaint for table investigation or field investigation.			
	Field Investigation 1.9 Prepare Mission Order for approval of the conduct of investigation.	None	1 Day	Legal Assistant II / Administrative Officer, IED
	1.10 Review the draft Mission Order for approval and endorse it to IELO Director.	None	1 Hour	Special Investigator V, IED
	1.11 IELO Director will sign as recommending approval and forward it to DDGL for approval.	None	2 Hours	Director IV, IELO Deputy Director General for Legal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Forward the approved Mission Order to IED.	None	1 Hour	Administrative Assistant III/ Private Secretary II, Office of the Deputy Director General for Legal
	Field Investigation 1.13 Conduct discreet investigation and/or surveillance.	None	20 Days *Additional 20 working days on meritorious cases, granted by the DC, IED**	Special Investigator III, IED Special Investigator V, IED
	1.14 Prepare and submit the Investigation Report including the evidence gathered in one file folder.	None	3 Days	Special Investigator III/ Special Investigator IV, IED
	1.15 Receipt of the case folder and prepare a memo recommendation on the result of the investigation.	None	1 Day	Special Investigator V, IED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16 Prepare the case folder for transmittal to the Office of the IELO Director.	None	1 Day	Legal Assistant II, IED
TOTAL		**None**	**29 Days, 5 Hours, and 10 Minutes***	

The processes and turn-around time are based on the 2023 Revised Rules of Procedure (RoP) in Complaints Handling by the ARTA Legal Department.

LITIGATION DIVISION

1. Receipt of Formal Complaints for Endorsement

Under the Implementing Rules and Regulations of Republic Act No. 11032, Formal Complaints, as distinguished from Initial Complaints, are those complaints which are compliant with the Rule XIV, Section 2–b. It triggers the ARTA rules of procedure in the resolution of cases. If the initial complaint has been unsuccessful and the client would like to continue with the case, the Public Assistance Division (PAD) will require the client to submit a Sworn Complaint Affidavit which serves as the Formal Complaint. The client then submits the Sworn Complaint Affidavit to PAD and PAD will endorse the whole case to Litigation Division for formal proceedings. Hence, this internal service of receiving the endorsed formal complaints from PAD, servicing the latter of assessing the completeness of the case if compliant with the rules of procedure, and duly acknowledging the case endorsement.

Office/Division:	Investigation, Enforcement and Litigation Office (IELO) – Litigation Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Legal and Public Assistance Office (LPAO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sworn Complaint–Affidavit with Annexes (1 Original Copy and 1 Photocopy)	Complainant
2. Certificate of Non–Forum Shopping (if not integrated in the Complaint–Affidavit) (1 Original Copy and 1 Photocopy)	
3. Endorsement with Case History (1 Original Copy or 1 Photocopy)	Public Assistance Division
4. CART Indorsement Form if the case has been referred to CART (1 Original Copy or 1 Photocopy)	
5. Records of the responding agency's CART acting on the referral (1 Photocopy)	Responding Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Complaints Officer of PAD submits the case folder with endorsement to Litigation Division. Note: The Complaints Officer may send an advance copy of the electronic case folder/indorsement to Litigation Division, subject to the submission of case records.	1. The Legal Assistant III / Records Officer checks the completeness of the documents as endorsed. If complete, endorse the case to the Litigation Division Chief. If not complete, refuse the endorsement stating the lacking documents.	None	1 Hour	Legal Assistant III, Litigation Division
	1.1 Litigation Division Chief or Assistant Division Chief to assess the substance of the case and assign a Handling Lawyer.	None	1 Day	Attorney VI/Attorney IV, Litigation Division
	1.2 Report to the Public Assistance Division acknowledging the endorsement and stating to whom the case was assigned.	None		
	END OF TRANSACTION. Thereafter, the case will undergo formal proceedings under the applicable ARTA Rules of Procedure.*			
	TOTAL	**None**	**1 Day and 1 Hour***	

Under the Implementing Rules and Procedures of R.A. 11032, ARTA Rules of Procedure and Litigation Division's Operations Manual, the following are the procedures for the resolutions of cases:

1. ***The Handling Lawyer shall assess the complaint within 24hrs from the receipt of Endorsement based on the applicable Rules of Procedure.***

2. ***The Handling Lawyer may either:***

    - ***Order Respondent (s) to submit Counter–Affidavit to answer the allegations of the Formal Complaint, and the Respondent(s) are given 7 working days from receipt to comply.***
    - ***Call for Clarificatory Hearing within 10 working days, from receipt of the Formal Complaint or from receipt of the Counter–Affidavit to clarify matters brought by the pleadings of the parties;***
    - ***Proceed with the evaluation of the case based on the available records, then submit the case for Resolution.***

3. ***After the Clarificatory Hearing, if conducted, the Handling Lawyer shall prepare a Clarificatory Hearing Report within 3 working days from the termination of the hearing.***

4. ***From the termination of the hearing and/or evaluation of pleadings of parties, the Handling Lawyer shall submit the case for Resolution.***

5. ***The Resolution shall be issued by the Authority within 65 working days from the date it was submitted for Resolution.***

FINANCE AND ADMINISTRATIVE OFFICE (FAO)

GENERAL SERVICES DIVISION (GSD)

1. Request and Liquidation of Cash Advance from Petty Cash Fund

The Petty Cash Fund can be availed by ARTA employees and staff as cash advance for emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services and transportation of messengers to deliver documents within Metro Manila.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Advance for Purchase of Meals for Meetings/Representation	
1. Approved Purchase Request (1 Original Copy and 1 Photocopy) – at least 1 day before the event	Requesting Office / Employee
2. Approved Notice of Meeting (1 Original Copy) – at least 1 day before the event	Requesting Office / Employee
3. Official receipt (OR) indicating ARTA as payor (1 Original Copy and 1 Photocopy) – 1 day after the event	Supplier
4. Approved Minutes of Meeting (1 Original Copy) – 2 days after the event	Requesting Office / Employee
5. Duly accomplished attendance sheet (1 Original Copy) – 2 days after the event	Requesting Office / Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Advance for Transportation for Attendance to Official Meetings/Gatherings	
1. Approved Notice of Meeting (1 Original Copy) – at least 1 day before the event	Requesting Office / Employee
2. Certificate of no available official vehicle issued by Admin (1 Original Copy) – at least 1 day before the event	GSD Division Chief
3. Certificate of Appearance (1 Original Copy) – 1 day after the event	Agency where meeting/gathering was held
4. OR from Taxi (1 Original Copy and 1 Photocopy) or from TNVS (must be under the name of the staff who made the cash advance) – 1 day after the event	Service provider, Requesting Employee
5. Approved Justification for the use of Taxi or TNVS (1 Original Copy) – 1 day after the event	Requesting Employee, Immediate Supervisor
6. Authority to attend the meeting (1 Original Copy)	Requesting Employee, Immediate Supervisor
Cash Advance for Transportation Expenses of Messenger	
1. Official Business (OB) Slip (1 Original Copy)	GSD Division Chief, Messenger
2. Proof of Delivery (1 Photocopy)	Requesting Office / Employee
Cash Advance for Emergency Purchase of Supplies and Materials	
1. Approved Purchase Request (1 Original Copy and 1 Photocopy) – at least 1 day before the purchase	Requesting Office / Employee
2. OR indicating ARTA as payor (1 Original Copy and 1 Photocopy) – 1 day after the purchase	Supplier, Requesting Office / Employee
3. Photo/s of supplies/materials bought (1 Original Copy)	Administrative Officer I (Supply Officer), GSD / Requesting Employee
4. Accomplished Inspection and Acceptance Report (IAR) (1 Original Copy)	Administrative Officer I (Supply Officer), GSD
5. Certificate of Emergency Purchase (1 Original Copy)	Administrative Officer I (Supply Officer), GSD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Justification in case purchase was made on a non–working day (weekends or holidays) (1 Original Copy)	Administrative Officer I (Supply Officer), GSD / Requesting Employee
Cash Advance for Gasoline of Official Vehicle and Toll Fees	
1. Travel Order (Driver) (1 Photocopy)	Office of the Director General (ODG), Records Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request (PR) to Procurement/ Administrative Officer at Finance and Administrative Office – General Services Division (FAO–GSD) together with the required documents. (For procurement of emergency supplies and meals)	1. The Records Officer validates/reviews the submitted documents. 1.1 If the PR is properly accomplished and the documents are complete, the Records Officer inputs item details in the Registry of PRs and assign PR number; otherwise, the PR shall be returned to the requesting office / employee for completion.	None	30 minutes	Records Officer II, GSD
2. Proceed to Petty Cash Custodian at the GSD for request of Cash Advance (CA) and sign Box A of the Petty Cash Voucher (PCV).	2. The Petty Cash Custodian prepares the PCV and have the requesting office / employee sign the said document.	None	1 hour	Administrative Officer V (Petty Cash Custodian), GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive requested CA to Petty Cash Custodian at FAO–GSD and sign box B of the PCV.	3. The Petty Cash Custodian grants the CA to requesting office / employee.	None	1 hour	Administrative Officer V (Petty Cash Custodian), GSD
4. Submit signed PCV to the Petty Cash Custodian and submit the necessary documents for Liquidation of CA within 2 days after the CA was granted.	4. The Petty Cash Custodian follows up the requesting office / employee to complete documents for liquidation of cash advance granted.	None	2 days	Administrative Officer V (Petty Cash Custodian), GSD
5. Proceed to Petty Cash Custodian at the GSD to sign Box D of the PCV.	5. The Petty Cash Custodian retrieves the PCV for the particular CA granted and receive, refund, or pay reimbursement as per the official receipt submitted by the requesting office / employee.	None	10 minutes	Administrative Officer V (Petty Cash Custodian), GSD
TOTAL		**None**	**2 days, 2 hours, and 40 minutes**	

2. Reimbursement of Expenses from Petty Cash Fund

The Petty Cash Fund can be availed by ARTA employees and staff for reimbursement of emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services and transportation of messengers to deliver documents within Metro Manila.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reimbursement for Purchase of Meals for Meetings/Representation	
1. Approved Purchase Request (1 Original Copy and 1 Photocopy) – at least 1 day before the event	Requesting Office / Employee
2. Approved Notice of Meeting (1 Original Copy) – at least 1 day before the event	Requesting Office / Employee
3. Official receipt (OR) indicating ARTA as payor (1 Original Copy and 1 Photocopy) – 1 day after the event	Supplier
4. Approved Minutes of Meeting (1 Original Copy) – 2 days after the event	Requesting Office / Employee
5. Duly accomplished attendance sheet (1 Original Copy) – 2 days after the event	Requesting Office / Employee
Reimbursement of Transportation during Meetings	
1. Approved Notice of Meeting (1 Original Copy) – at least 1 day before the event	Requesting Office / Employee
2. Official Business (OB) Locator Slip (1 Original Copy)	Requesting Office / Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certificate of no available official vehicle issued by GSD (1 Original Copy) – at least 1 day before the event	GSD Division Chief
4. Certificate of Appearance (1 Original Copy) – 1 day after the event	Agency where meeting/gathering was held
5. OR from Taxi (1 Original Copy and 1 Photocopy) or from TNVS (must be under the name of the staff who made the cash advance) – 1 day after the event	Service provider, Requesting Employee
6. Approved Justification for the use of Taxi or TNVS (1 Original Copy) – 1 day after the event	Requesting Employee, Immediate Supervisor
7. Authority to attend the meeting (1 Original Copy)	Requesting Employee, Immediate Supervisor
Reimbursement of Transportation Expenses of Messenger	
1. Certificate of Expenses Not Requiring Receipts (CENRR) and Reimbursement Expense Receipt (RER) (1 Original Copy)	GSD Division Chief, Messenger
2. Document Delivery Log Sheet or Proof of Delivery or Receiving Copy of Document Delivered (1 Photocopy)	Requesting Employee / Messenger
3. Official Business (OB) Locator Slip (1 Original Copy)	GSD Division Chief, Messenger
Reimbursement for Emergency Purchase of Supplies and Materials	
1. Approved Purchase Request (1 Original Copy and 1 Photocopy) – at least 1 day before the purchase	Requesting Office / Employee
2. OR indicating ARTA as payor (1 Original Copy and 1 Photocopy) – 1 day after the purchase	Supplier, Requesting Office / Employee
3. Photo/s of supplies/materials bought (1 Original Copy)	Administrative Officer I (Supply Officer), GSD / Requesting Employee
4. Accomplished Inspection and Acceptance Report (IAR) (1 Original Copy)	Administrative Officer I (Supply Officer), GSD
5. Certificate of Emergency Purchase (1 Original Copy)	Administrative Officer I (Supply Officer), GSD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Justification in case purchase was made on a non–working day (weekends or holidays) (1 Original Copy)	Administrative Officer I (Supply Officer), GSD / Requesting Employee
Reimbursement of Gasoline of Official Vehicle and Toll Fees	
1. Duly Accomplished Trip Ticket (1 Photocopy)	Authorized ARTA Driver
2. OR indicating ARTA as payor (1 Original Copy) – 1 day after the	Service Provider
3. Travel Order (Driver) (1 Photocopy)	Office of the Director General (ODG), Records Officer
4. OR of toll fees (1 Original Copy and 1 Photocopy)	Service Provider / Authorized ARTA Driver

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Petty Cash Custodian and submit required documents for reimbursement of expenses.	1. Petty Cash Custodian checks the completeness of submitted documents required for reimbursement of expenses.	None	1 Day	Administrative Officer V (Petty Cash Custodian), GSD
2. Sign Box A and D of the PCV and receive payment of reimbursement at GSD.	2. Petty Cash Custodian prepares PCV and pays reimbursement claims.	None	2 Hours	Administrative Officer V (Petty Cash Custodian), GSD
	TOTAL	**None**	**1 Day and 2 Hours**	

3. Registry of Purchase Request

Procurement Request of Goods – Items, Supplies and Materials received by the BAC Secretariat of Anti–Red Tape Authority from end–users. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only: 1) in highly exceptional cases; 2) to promote economy and efficiency; and 3) if justified by conditions specified in R.A. 9184 and its IRR.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Purchased Request (1 Original, 1 Photocopy)	GSD, FAO
2. Technical Specifications (1 Original 1 Photocopy) indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Estimated Cost • Estimated delivery date • Sample picture, layout, or swatch of item to be procured • Purpose	Requesting Office / Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Purchase Request (PR) to GSD Records Office.	1. Records Officer validates/ reviews the submitted documents.	None	1 Hour	Records Officer I/ Records Officer II, GSD
	1.1 If the PR is properly accomplished and the documents are complete, the Records Officer inputs item details in the Registry of PRs and assigns PR number; otherwise, the PR shall be returned to the requesting office / employee for completion.	None	30 Minutes	Records Officer I/ Records Officer II, GSD
2. Requesting Office / Employee will receive the PR with assigned number.	2. Records Officer returns the recorded and numbered PR to the requesting office / employee.	None	15 Minutes	Records Officer I/ Records Officer II, GSD
	TOTAL	**None**	**1 Hour and 45 Minutes**	

4. Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances

In compliance with Republic Act No. 9470, the General Service Division shall maintain a sound system of documentation, preservation, dissemination, and disposition of Anti–Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Originally signed Office Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances to be assigned with serial number and subject for documentation (2 Original Copies)	Requesting/Issuing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office shall submit the Originally signed issuance/s to the GSD – Records Unit for documentation and assignment of serial number/reference number.	1. Records Officer receives the documents from the requesting office.	None	5 Minutes	Records Officer I/ Records Officer II, GSD
	1.1 Records Officer assigns a unique serial number and	None	15 Minutes	Records Officer I/ Records Officer II, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	uploads an electronic copy to the assigned Office 365– Share Point folder.			
	1.2 Records Officer safekeeps the Originally signed document with the assigned serial in the Records File Cabinet/Room.	None	10 Minutes	Records Officer I/ Records Officer II, GSD
	1.3 Records Officer prepares three (3) certified true copies to be provided to the requesting office.	None	10 Minutes	Records Officer I/ Records Officer II, GSD
2. The requesting office will claim the three (3) certified true copies from GSD – Records Unit.	2. Records Officer issues the three (3) certified true copies to the requesting office.	None	15 Minutes	Records Officer I/ Records Officer II, GSD
	TOTAL	**None**	**55 Minutes**	

5. Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances

In compliance with Republic Act No. 9470, the General Service Division shall maintain a sound system of documentation, preservation, dissemination, and disposition of Anti–Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances. Employees of the Anti–Red Tape Authority may request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances for whatever legal purpose it may serve.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly Accomplished Certified True Copies (CTC) Request Form (if Requesting Party is from ARTA) (1 Original Copy)	Administrative Officer III (Records Officer II), GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party shall submit the CTC Request Form to Records Officer at the GSD.	1. Records Officer receives the accomplished CTC Request Form.	None	15 Minutes	Administrative Officer III (Records Officer II), GSD
	1.1 Records Officer retrieves the record and reproduces required number of copy/ies of requested issuance/s.	None	1 Hour	Administrative Officer III (Records Officer II), GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Records Officer stamps the document with “Certified True Copy”, then signs and indicates the date on all pages of the issuance/s.	None	30 Minutes	Administrative Officer III (Records Officer II), GSD
2. Requesting Party shall sign in the receiving logbook and will claim the requested CTCs of issuance/s being requested.	2. Records Officer presents the receiving logbook to the requesting party for signature and releases the requested CTCs of issuance/s.	None	15 Minutes	Administrative Officer III (Records Officer II), GSD
	TOTAL	**None**	**2 Hours**	

6. Request and Issuance of Inventory Items

This process covers Section 16, Chapter 8 of the Government Accounting Manual that covers from the receipt of Requisition and Issue Slip through releasing of requested inventory items.

Office/Division:	Finance and Administration Office (FAO) – General Services Division (GSD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employee (assigned per Division/Unit) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip (RIS) signed by the Director/Division Chief – (1 Original Copy, 2 Photocopy)	Supply Officer, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requisition and Issue Slip (RIS) in three (3) copies, originally signed and approved by the Director/ Division Chief to Supply Officer/ Storekeeper.	1. Person Responsible reviews if the submitted RIS is properly accomplished and approved.	None	15 Minutes	End–user / Requisitioning Unit, Supply Officer/ Storekeeper, GSD
	1.1 If properly accomplished and with complete information, Supply Officer or Storekeeper signs the “Received” portion below the RIS form and indicate the	None	15 Minutes	Supply Officer/ Storekeeper, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	date and time it was received. If not, the requisitioning unit shall be required to properly accomplish the form.			
	1.2 Supply Officer or Storekeeper checks the availability of the items being requested on the stock card/ property inventory.	None	20 Minutes	Supply Officer/ Storekeeper, GSD
	1.2a **If available/ on stock,** Supply or Storekeeper prepares the requested items. (Proceed to Step 1.4)	None	1 Hour	Supply Officer/ Storekeeper, GSD
	1.2b **If not available/out of stock,** Supply Officer or Storekeeper marks the item/s as stock not available in the RIS form. Supply Officer or Storekeeper then prints the certificate of non–availability of stocks (CNAS) from Procurement Service website and	None	30 Minutes	Supply Officer/ Storekeeper, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	advises the requisitioning unit to prepare Purchase Request and undergo procurement process.			
	TOTAL If requested item/s are not available:	***None***	***1 Hour and 20 Minutes***	
	1.3 Supply Officer or Storekeeper identifies the requested items if: • Semi–Expendable • Capital Outlay • (Items PhP50,000.00 and above) • Supplies	None	15 Minutes	Supply Officer/ Storekeeper, GSD
	1.4 Supply Officer or Storekeeper prepares the PAR for capital outlay items and Inventory Custodian Slip (ICS) for semi–expandable items in three (3) copies. If applicable, prepare the property sticker/s for tagging of equipment.	None	1 Hour	Supply Officer/ Storekeeper, GSD
	1.5 Supply Officer or Storekeeper records the items for release	None	45 Minutes	Supply Officer/ Storekeeper, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	including its quantity, date of issuance and the requisitioning office in the Property Inventory/ Stock Card.			
	1.6 Supply Officer or Storekeeper releases the requested items/ equipment and Supply Officer signs the “Issued by” portion of the RIS by the Supply Officer and “Received by” portion by the requisitioning unit and indicate the date and time.	None	40 Minutes	Supply Officer/ Storekeeper, GSD and End–User/ Requisitioning Unit
2. Receive a copy of RIS from Supply Officer or Storekeeper	1.7 Supply Officer or Storekeeper files Copy 1 of the RIS and provides the Copy 2 to the End–User or Requisitioning Unit.	None	30 Minutes	Supply Officer/ Storekeeper, GSD
	TOTAL	**None**	**4 Hours**	

HUMAN RESOURCE DEVELOPMENT DIVISION (HRDD)

1. Application for Leave

In general, appointive officials up to the level of Heads of Executive Departments, Heads of Departments, Undersecretaries and employees of the government whether permanent, temporary, or casual, who render work during the prescribed office hours, shall be entitled to 15 days vacation leave and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays, without limitation as to the number of days of vacation and sick leave that they may accumulate.

Aside from the Vacation, Sick, Maternity and Paternity Leave, Special Leave Privileges may be availed for three (3) days or a combination of any leave for maximum of three days for every year. Special Privileges Leave are non-cumulative and non-convertible to cash. Special Privilege Leave includes Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation leave, Enrollment leave, Wedding Anniversary leave, and Birthday leave.

Office/Division:	Finance and Administrative Office (FAO) – Human Resources Development Division (HRDD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Vacation Leave*; Sick Leave*; & Special Leave	
1. Accomplished Leave Form (Civil Service Form No. 6 Revised 2020) – 3 Original Copies (Personal copy, HR copy, & DTR attachment)	End–User

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements for certain types of leave:	
For Sick Leave* for filed in advance or exceeding five (5) days	
2. Medical Certificate / Affidavit (if medical consultation was not availed)	Attending Physician/ Clinic / End –User
For Maternity Leave* – 105 days	
3. Proof of pregnancy e.g., ultrasound, doctor's certificate on the expected date of delivery	Hospital / Clinic / Lying–in / Attending Physician
4. Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a)	End–User
For Paternity Leave – 7 days	
5. Proof of child's delivery e.g., birth certificate, medical certificate	Hospital / Clinic / Lying–in / Civil Registry / PSA
6. Marriage Certificate / Contract (Photocopy)	Philippine Statistics Authority (PSA)
For Solo Parent Leave – 7 days	
7. Updated Solo Parent ID (Photocopy)	Local Government Unit – Social Welfare and Development Office (SWDO)
For Study Leave* – up to 6 months	
8. Approved Request for Study Leave	End–User / Office of the Director General
9. Proof of enrollment in an academic institution / review center	Academic institution / Review Center
10. Service Obligation Contract	Human Resource Development Division
For VAWC Leave – 10 days	
11. Any of the following supporting documents: • Barangay Protection Order (BPO) • Temporary / Permanent Protection Order (TPO/PPO)	 Punong Barangay / Barangay Office Court Punong Barangay/ Kagawad or Prosecutor or Clerk of Court

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO	
For Rehabilitation Leave* – up to 6 months (for injuries acquired in the performance of duties)	
12. Approved Letter Request	End–User / Office of the Director General
13. Police Report, if applicable	Police Station (PNP)
14. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be.	Attending Physician
15. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation.	Government Physician
For Special Leave benefits for Women* – up to 2 months	
16. Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri–operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.	Attending Physician / Hospital
For Special Emergency (Calamity) Leave – up to 5 days	
17. Declaration of State of Calamity	Local Government Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Adoption Leave	
18. Authenticated copy of the Pre–Adoptive Placement Authority	Department of Social Welfare and Development (DSWD)
***For Leave of Absence for thirty (30) calendar days or more**	
19. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original Copies)	End–User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the HRM Officer. Schedule in filling leave application: a. Vacation Leave; Mandatory / Force Leave; Special Privilege Leave; Solo Parent Leave; Adoption Leave –	1. Review completeness of documentary requirements.	None	5 Minutes	HRM Officer, Human Resource Development Division (HRDD)
	1.1 Processing and certify the available leave credits.	None	3 Hours	HRM Officer, Human Resource Development Division (HRDD)
	1.2 Endorse the leave form to the client for signature of immediate supervisor on the recommendation for approval/disapproval.	None	10 Minutes	HRM Officer, Human Resource Development Division (HRDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5 days in advance before the scheduled leave. b. Sick Leave – immediately upon return of employee. c. Maternity Leave – 30 days in advance. d. Paternity Leave – 5 days in advance. e. Study Leave – 30 days in advance before the scheduled leave. f. VAWC leave – immediately upon return of employee or in– advance. g. Rehabilitation Leave – 1 week from the time of the accident except when a longer period is warranted. h. Special Leave benefits for Women – at least 5 days or upon return of employee but during	1.3 Recommend or not recommend the approval of the applied leave.	None	1 Day	Division Chief or Supervising Director FAO / LPAO / IELO CMEO / BRO
	1.4 Endorse to the approving authority the application for leave form for approval / disapproval.	None	30 minutes	Division Chief or Supervising Director FAO / LPAO / IELO CMEO / BRO
	1.5 Approve/disapprove application for leave.	None	1 Day	Supervising Director, FAO / LPAO / IELO CMEO / BRO or Deputy Director General Operations, Legal, or Administration and Finance or Director General

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
confinement the agency must be notified. i. Special Emergency (Calamity) Leave – within 30 days from the actual occurrence of the natural calamity/disaster.				
2. Submit the copy of approved/disapproved application for leave to HRDD.	2. Receive 2 copies of the application for leave forms (personal copy & and DTR attachment) from the client.	None	5 minutes	*End-User / Releasing Officer*
	2.1 Approve/disapprove application for leave.	None	5 minutes	*HRM Officer* Human Resource Development Division (HRDD)
	TOTAL:	**None**	**2 days, 3 hours, and 55 minutes**	

2. Processing and Payment of Monetization of Leave Credits

Officials and employees in the career and non–career service whether permanent, temporary, casual, or coterminous who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a maximum of ten (10) days; Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

Processing of requests for the Monetization of Leave Credits is based on Department of Budget and Management (DBM) Circular letter No. 2022– 4, s. February 15, 2022.

Office/Division:	Finance and Administrative Office (FAO)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Leave Form (Civil Service Form No. 6 Revised 2020) – 3 Original Copies	Human Resources Development Division
2. Memorandum / Letter Request to the Head of Agency stating the valid and justifiable reasons.	Employee–applicant
3. Medical Certificate (1 Original Copy)	Attending Physician of employee–applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the HRM Officer.	1. Review completeness of documentary requirements.	None	30 Minutes	HRM Officer, Human Resource Development Division (HRDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Certify the available leave credits.	None	3 Hour	HRM Officer, Human Resource Development Division (HRDD)
	1.2 Endorse the application for monetization of leave credit to the accounting unit for the preparation of certificate of computation of the monetized value of requested leave credits.	None	15 Minutes	HRM Officer, Human Resource Development Division (HRDD)
	1.3 Return to HRDD for affixing of signature of HRDD Chief on the certificate of computation of monetization of leave credit	None	1 Hour	Accounting Analyst, Finance Division
	1.4 HRDD Chief reviews and signs certification.	None	1 Day	HRM Officer V, Human Resource Development Division (HRDD)
	1.5 Endorse to budget unit the monetization of leave application and other required documents.		15 Minutes	HRM Officer, Human Resource Development Division (HRDD)
	1.6 Processing of budget request and obligation.	None	3 Days	Budget Officer III, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Endorse to accounting unit the monetization of leave credit application and other requirements.		15 Minutes	Budget Officer I, Finance Division
	1.8 Accounting Analyst receives signed Obligation Request and Status (ORS) with supporting documents from the Budget Unit.	None	20 Minutes	Accounting Analyst, Finance Division
	1.9 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims.	None	1 Day 4 Hours	Accountant I, Finance Division
	1.10 Prepare Disbursement Voucher (DV) with assigned DV number: a. Prepare Accounting Entries in Box B of DV. b. Check for the Cash Availability of the transaction. Record particulars of DV in individual Index Card and affix initials in Box C of DV	None	3 Hours	Accountant I, Finance Division
	1.11 Accounting Analyst forward Disbursement Voucher (DV) with complete supporting documents to the HRM	None	1 Hour	Accounting Analyst, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Officer V or Authorized Representative for signature in Box A of DV			HRM Officer V, Human Resource Development Division (HRDD)
	1.12 Return signed Disbursement Voucher with complete supporting documents to Accounting Analyst.	None	20 Minutes	HRM Officer, Human Resource Development Division (HRDD) Accounting Analyst, Finance Division
	1.15 Accounting Analyst forward DVs and prepares List of Due and Demandable and Accounts Payable – Advice to Debit Account (LDDAP–ADA) with complete supporting documents for the final review and signature of the Chief Accountant	None	4 Hours	Accounting Analyst, Finance Division Chief, Accountant Finance Division
	1.16 Forward to respective signatories: **DVs:** Box D – DG / DDG for AF / Director for FAO **LLDAP:** Approved for Payment – Director for FAO	None	2 Hours	Director, FAO Deputy Director General, Administration and Finance Director General

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Director, FAO
	1.17 Forwards signed DV and LDDAP–ADA with complete supporting documents to Cashier Unit for preparation of Advice on Checks Issued and Cancelled (ACIC).	None	20 Minutes	Accounting Analyst, Finance Division
	1.18 Cashier Staff receive the signed DV and LDDAP–ADA with complete supporting documents to Cashier for preparation of ACIC.	None	20 Minutes	Cashier, General Services Division
	1.19 Cashier Staff prepares and forward the ACIC to the respective signatories.	None	1 Day	Cashier, General Services Division Director, FAO Deputy Director General, ODDGAF Director General
	1.20 MASU Staff forward the approved ACIC and LDDAP–ADA to LandBank of the Philippines for processing.	None	1 Hour	Cashier, GSD, ARTA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for the monetized value of requested leave credits to be credited in the ATM.	2. Account Officer of Landbank process the crediting of payment to the bank account of claimant.	None	3 Days	
TOTAL		**None**	**11 days, 5 Hours, and 35 Minutes**	

3. Processing and Payment of Terminal Leave Benefits

Processing of application for terminal leave benefits of employees who retired / separated from service with accumulated leave credits subject to submission of required documents.

Office/Division:	Finance and Administrative Office (FAO)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Resignation / Retirement duly accepted by the head of office (1 Original Copy & 1 Photocopy)	Employee–applicant
2. Approved Terminal Leave Application (Civil Service Form No. 6 Revised 2020) (3 Original Copies)	Employee–applicant
3. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original Copies)	Human Resource Development Division (HRDD)
4. Certificate of Leave Credits as of last date of service (1 Original Copy)	
5. Updated Service Record (2 Original Copies)	
6. Sworn Statement of Assets, Liabilities and Net Worth (SALN) as of the last day in government service (2 Original Copies)	
7. Copy of Approved Appointment/NOSA (2 Certified True Copy)	
8. Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) showing the highest salary received if the	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
salary under the last appointment is not the highest (2 Certified True Copy)	
9. Applicant's authorization (in affidavit form) to deduct all financial obligations (2 Original Copies)	Employee–applicant
10. Affidavit of applicant that there is no pending criminal investigation, or prosecution against him/her (RA No. 3019 – Anti–Graft and Corrupt Practices) (2 Original Copies)	Employee–applicant
11. GSIS Clearance	GSIS
12. Special Allotment Release Order (SARO) (if applicable) (1 Certified True Copy)	Department of Budget and Management (DBM), through ARTA Finance Division
13. Notice of Cash Allocation (if applicable) (1 Certified True Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit terminal leave application and all other required documents.	1. Receive the application and all other required documents for processing	None	10 Minutes	HRM Officer, Human Resource Development Division (HRDD)
	1.1 Prepare all other necessary documents and check the accuracy and completion of all submitted requirements.	None	3 Hours	HRM Officer, Human Resource Development Division (HRDD)
	1.2 Endorse to the accounting unit the terminal leave application and all other requirements for the preparation of certificate of	None	3 Hours	HRM Officer, Human Resource Development Division (HRDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	computation of terminal leave benefits			
	1.3 Preparation of certificate of computation of terminal leave benefits	None	3 Hours	Accountant III, Finance Division
	1.4 Return to HRDD for affixing of signature of HRDD Chief on the certificate of computation of terminal leave benefits	None		Accounting Analyst, Finance Division
	1.5 HRDD Chief reviews and signs certification.	None	1 Day	HRM Officer V, Human Resource Development Division (HRDD)
	1.6 Endorse to budget unit the terminal leave application and other required documents.			HRM Officer, Human Resource Development Division (HRDD)
	1.7 Processing of budget request and obligation.	None	3 Days	Budget Officer III, Finance Division
	1.8 Endorse to accounting unit the terminal leave application and other requirements.			Budget Officer I, Finance Division
	1.9 Accounting Analyst receives signed Obligation Request and Status (ORS) with	None	20 Minutes	Accounting Analyst, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supporting documents from the Budget Unit.			
	1.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims.	None	1 Day 4 Hours	Accountant I, Finance Division
	1.11 Prepare Disbursement Voucher (DV) with assigned DV number: a. Prepare Accounting Entries in Box B of DV. b. Check for the Cash Availability of the transaction. c. Record particulars of DV in individual Index Card and affix initials in Box C of DV	None	3 Hours	Accountant I, Finance Division
	1.12 Accounting Analyst forwards DV with complete supporting documents to the HRM Officer V or Authorized Representative for signature in Box A of DV.	None	1 Hour	Accounting Analyst, Finance Division HRM Officer V, Human Resource Development Division (HRDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13 Return signed Disbursement Voucher with complete supporting documents to Accounting Analyst.	None	20 Minutes	HRM Officer, Human Resource Development Division (HRDD) Accounting Analyst, Finance Division
	1.14 Accounting Analyst forwards DVs and prepares LDDAP–ADA with complete supporting documents for the final review and signature of the Chief Accountant	None	4 Hours	Accounting Analyst, Finance Division Chief, Accountant Finance Division
	1.15 Forward to respective signatories: **DVs:** Box D – DG / DDG for AF / Director for FAO **LLDAP:** Approved for Payment – Director for FAO	None	2 Hours	Director, FAO Deputy Director General, Administration and Finance Director General Director, FAO
	1.16 Forward signed DV and LDDAP–ADA with complete supporting documents to	None	20 Minutes	Accounting Analyst, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Cashier Unit for preparation of ACIC.			
	1.17 Cashier Staff receives the signed DV and LDDAP–ADA with complete supporting documents to Cashier for preparation of ACIC.	None	20 Minutes	Cashier, General Services Division
	1.18 Cashier Staff prepares and forwards the ACIC to the respective signatories.	None	1 Day	Cashier, General Services Division Director, FAO Deputy Director General, ODDGAF Director General
	1.19 MASU Staff forward the approved ACIC and LDDAP–ADA to LandBank of the Philippines for processing	None	1 Hour	Cashier, GSD, ARTA
2. Wait for the terminal leave benefit to be credited in the ATM.	1.20 Account Officer of LandBank process the crediting of	None	3 Days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment to the bank account of claimant			
	TOTAL	**None**	**12 Days, 1 Hour, and 30 Minutes**	

4. Request for Employee Records

ARTA Employees may request for their personnel records such as Certified True Copy of 201 Records, Certificate of Employment, Service Records, Leave Credits, and Certificate of Performance Rating, from the Human Resource Development Division (HRDD).

Office/Division:	Finance and Administrative Office (FAO) – Human Resources Development Division (HRDD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Employee Records Form (1 Original hardcopy or softcopy)	HRDD HRDD MS Teams HRDD Email

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely furnish the Request for Employee Records and submit to HRDD or Requesting through Email sent to HRDD staff and furnish the Chief Administrative Officer with a copy	1. HRMO accepts the properly filled out Request for Employee Records or Acknowledging receipt of email.	None	1 Hour	HRM Officer, Human Resource Development Division (HRDD)
	1.1 HRMO retrieves the requested record(s) from 201 files or employee data from Human Resource Database.	None	3 Hours	HRM Officer, Human Resource Development Division (HRDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 HRMO prints or photocopies the original record(s), stamps it with CTC and official ARTA seal.	None	2 Hours	HRM Officer, Human Resource Development Division (HRDD)
	1.3 HRMO certifies the authenticity by signing the document.	None	1 Hour	HRM Officer, Human Resource Development Division (HRDD)
	1.4 HRMO releases the document(s).	None	30 minutes	HRM Officer, Human Resource Development Division (HRDD)
2. Employee claims the requested CTC records from HRDD.	2. HRMO endorses the receiving logbook for employee signature.	None	30 minutes	HRM Officer, Human Resource Development Division (HRDD)
	TOTAL	**None**	**1 Day**	

FINANCE DIVISION

1. Obligation Request and Status

Pursuant to COA Circular 2015–007 "Prescribing the Government Accounting Manual for Use of All National Government Agencies" dated 22 October 2015, the incurrence of obligations shall be made through the issuance of Obligation Request and Status (ORS). The ORS shall be supported by valid claim documents like DVs, payrolls, purchase/job orders, itinerary of travel, etc. The Head of the Requesting/Originating Office or his authorized representative shall certify in Section A of the ORS as to the necessity and legality of charges to the budget under his/her supervision, and validity, propriety, and legality of SDs. The Head of the Budget Division/Unit shall certify the availability of allotment, and such is obligated by signing in Section B of the ORS.

Office/Division:	Finance and Administrative Office (FAO) – Finance Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements for All Types of Transactions (Pursuant to COA Circular No. 2012–001 dated 14 June 2012)	
1. Certificate of Availability of Funds issued by the Chief Accountant (1 Original Copy)	Finance Division – Accounting Unit
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials (1 Original Copy)	Finance Division – Budget Unit
3. Legality of transaction and conformity with laws, rules, or regulations (1 Photocopy)	Orders and issuances of applicable oversight bodies, such as but not limited to the following: ▪ Commission on Audit (COA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	https://coa.gov.ph ▪ Department of Budget and Management (DBM) https://dbm.gov.ph/ ▪ Civil Service Commission (CSC) https://csc.gov.ph/ ▪ Government Procurement Policy Board (GPPB) https://www.gppb.gov.ph/ ▪ Executive Office – Office of the President (OP) https://president.gov.ph/
4. Approval of expenditure by Head of Office or his authorized representative (1 Original Copy)	Office of the Director General or his duly authorized representative
5. Sufficient and relevant documents to establish validity of claim (1 Original Copy)	Requesting Office/Unit
Situational Requirements for All Types of Transactions (Depending on the circumstances described below)	
1. Authority to Reimburse if the payee is not the official concerned (1 Original Copy)	Requesting Office/Unit
2. Justification for discrepancies on any information indicated on the Supporting Documents (SDs) (1 Original Copy)	Requesting Office/Unit
3. Explanation for late / delayed submission of documents for obligation (1 Original Copy)	Requesting Office/Unit
Specific Requirements for Common Types of Transactions (Pursuant to COA Circular No. 2012–001 dated 14 June 2012)	
A. Travelling Expenses	
A–1. Pre–Travel Cash Advance – Local Travel	
1. Approved Travel Order per Section 4 of Executive Order (EO) 77 s. 2019 (1 Certified True Copy)	Office of the Director General or his duly authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1 Original Copy)	
2. Approved Itinerary of Travel (1 Original Copy)	Requesting Office/Unit
3. Authority to Attend or Conduct the Activity (1 Original Copy)	Office of the Director General or his duly authorized representative
4. If applicable, Letter of Invitation (1 Original Copy)	Requesting Office/Unit
A–2. Pre–Travel Cash Advance – Foreign Travel	
1. Approved Travel Order per Section 10 of EO 77 s. 2019 (1 Certified True Copy)	Office of the Director General or his duly authorized representative
2. Approved Itinerary of Travel (1 Original Copy)	Requesting Office/Unit
3. Letter of Invitation of host or sponsoring country (1 Original Copy)	Requesting Office/Unit
4. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Requesting Office/Unit
5. Flight itinerary issued by airline or travel agency (1 Original Copy)	Requesting Office/Unit
6. Daily Subsistence Allowance (DSA) Rate (1 Photocopy)	International Civil Service Commission (ICSC) https://icsc.un.org/
7. Bangko Sentral ng Pilipinas (BSP) Exchange Rate (1 Photocopy)	Bangko Sentral ng Pilipinas (BSP) https://www.bsp.gov.ph
8. If applicable, authority from the Office of the President (OP) to claim representation expenses	Requesting Office/Unit
9. In case of seminars/ trainings: ▪ Invitation addressed to agency inviting participants, issued by the foreign country (1 Original Copy) ▪ Program agenda and logistics information (1 Original Copy)	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
▪ Acceptance of participants, issued by the foreign country (1 Original Copy)	
A–3. Reimbursement of Local Travel (outside 50km radius)	
1. Approved Travel Order per Section 4 of EO 77 (1 Certified True Copy)	Office of the Director General or his duly authorized representative
2. Copy of previously approved itinerary of travel (1 Photocopy)	Requesting Office/Unit
3. Revised actual Itinerary of Travel, if previous itinerary was not followed (1 Original Copy)	Requesting Office/Unit Office of the Director General or his duly authorized representative
4. Invitation / Authority to Attend or Conduct of Activity (1 Photocopy)	Requesting Office/Unit Office of the Director General or his duly authorized representative
5. Certificate of Travel Completed (1 Original Copy)	Requesting Office/Unit
6. Certificate of Appearance / Attendance (1 Original Copy)	Requesting Office/Unit
7. Paper/ Electronic tickets (1 Original Copy) (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Requesting Office/Unit
8. Official Receipt for Paper/Electronic Tickets (1 Original Copy) (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Requesting Office/Unit
9. Confirmed Airline Booking Itinerary, for plane fare	Requesting Office/Unit
10. Letter Invitation, if applicable (1 Photocopy)	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Travel Report (1 Photocopy)	Requesting Office/Unit
12. Driver's Trip Ticket, if applicable (1 Photocopy)	Requesting Office/Unit
13. Certification of DG for the absolute necessity of expenses if it exceeds the prescribed rate per day (1 Original Copy)	Requesting Office/Unit
14. For any change in schedule, revised or supplemental Office Order or Memorandum (1 Original Copy)	Office of the Director General or his duly authorized representative
15. If purchased through travel agency: ▪ Abstract of Open Canvass (1 Original Copy) ▪ Quotation of three (3) travel agencies (1 Original Copy per travel agency) ▪ Justification for purchasing through third–party providers (1 Original Copy)	Requesting Office/Unit
A–4. Reimbursement of Foreign Travel	
1. Approved Travel Authority per Section10 of EO 77 (1 Original Copy)	Office of the Director General or his duly authorized representative
2. Approved Travel Order per Section 4 of EO 77 (1 Certified True Copy)	Office of the Director General or his duly authorized representative
3. Approved Itinerary of Travel (1 Original Copy)	Requesting Office/Unit
4. Letter of Invitation of host or sponsoring country (1 Original Copy)	Requesting Office/Unit
5. Daily Subsistence Allowance (DSA) Rate (1 Photocopy)	International Civil Service Commission (ICSC) https://icsc.un.org/
6. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Requesting Office/Unit
7. Flight itinerary issued by airline or travel agency (1 Original Copy)	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Bangko Sentral ng Pilipinas (BSP) Exchange Rate (1 Photocopy)	Bangko Sentral ng Pilipinas (BSP) https://www.bsp.gov.ph
9. If applicable, authority from the Office of the President (OP) to claim representation expenses	Requesting Office/Unit
10. In case of seminars/ trainings: ▪ Invitation addressed to agency inviting participants, issued by the foreign country (1 Original Copy) ▪ Program agenda and logistics information (1 Original Copy) ▪ Acceptance of participants, issued by the foreign country (1 Original Copy)	Requesting Office/Unit
11. Paper/ Electronic tickets (1 Original Copy) (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Requesting Office/Unit
12. Revised actual Itinerary of Travel, if previous itinerary was not followed (1 Original Copy)	Requesting Office/Unit
13. Post–activity, Post–training, or Narrative Report (1 Original Copy)	Requesting Office/Unit
14. Certificate of Appearance, Participation, or Attendance (1 Original Copy)	Requesting Office/Unit Office of the Director General or his duly authorized representative
A–5. Reimbursement of Transportation Expenses (within 50KM radius)	
1. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
2. Official Receipt (1 Original Copy)	Requesting Office/Unit
3. Approved Official Business (OB) Slip (1 Original Copy)	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Notice of Meeting, Office Order, or Invitation (1 Original Copy)	Requesting Office/Unit
5. If applicable, Itinerary of Travel (1 Original Copy)	Requesting Office/Unit
6. Certificate of Appearance or Participation (1 Original Copy)	Requesting Office/Unit
7. Certificate not Requiring Receipts for expenses PhP 300 and below, if used for taxi fare, include picture of taxi meter if without official receipt (1 Original Copy)	Requesting Office/Unit
A–6. Reimbursement of Plane Tickets	
1. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
2. Official Receipt (1 Original Copy)	Requesting Office/Unit
3. Original Boarding Pass (paper or electronic) (1 Original Copy)	Requesting Office/Unit
4. Confirmed Airline Booking Itinerary (1 Original Copy)	Requesting Office/Unit
5. Approved Travel Order (1 Certified True Copy)	Requesting Office/Unit
6. If purchased through travel agency: ▪ Abstract of Open Canvass ▪ Quotation of three (3) travel agencies (1 Original Copy per travel agency)	Requesting Office/Unit
B. Regular, Mandatory, and Utility Expenses	
B–1. Reimbursement of Supplies and Materials Expenses	
1. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
2. Sales Invoice or Official Receipt (1 Original Copy)	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Requisition and Issue Slip (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
4. Inspection and Acceptance Report (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
5. Certificate of Emergency Purchase (1 Original Copy)	Requesting Office/Unit
6. For expenses that exceed PhP 1,000.00: ▪ Abstract of Open Canvass (1 Original Copy) ▪ Quotation of three (3) suppliers (1 Original Copy per supplier)	Requesting Office/Unit
B–2. Reimbursement of Mobile Post–Paid Expenses	
1. Statement of Account (SOA) or Billing Statement (1 Original Copy)	Requesting Office/Unit
2. Certification that Usage are Official in Nature (1 Original Copy)	Requesting Office/Unit
3. Sales Invoice or Official Receipt (1 Original Copy)	Requesting Office/Unit
B–3. Payment of Landline and Mobile Prepaid Expenses	
1. Certification that Usage are Official in Nature (1 Original Copy)	Requesting Office/Unit
2. Sales Invoice or Official Receipt (1 Original Copy)	Requesting Office/Unit
3. Distribution List, for mobile prepaid expenses (1 Original Copy)	Requesting Office/Unit
B–4. Reimbursement of Postage and Delivery Expenses	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
2. Official Receipt (1 Original Copy)	Requesting Office/Unit
3. Summary of mailings with amount of postage stamps (1 Original Copy)	Requesting Office/Unit
4. Acceptance receipt of deliveries (1 Original Copy)	Requesting Office/Unit
B–5. Water and Electricity Expenses	
1. Statement of Account (SOA) or Billing Statement (1 Original Copy)	Requesting Office/Unit
B–6. Extraordinary and Miscellaneous Expenses	
1. Official Receipt or other documents evidencing disbursement (1 Original Copy)	Requesting Office/Unit
2. Certification executed by the official concerned (1 Original Copy)	Requesting Office/Unit
B–7. Training and Seminar Expenses	
1. Authority to Attend training/seminar indicating the cost of registration, modules, and course/training description (1 Original Copy)	Requesting Office/Unit Office of the Director General or his duly authorized representative
2. If applicable, Letter of Invitation (1 Original Copy)	Requesting Office/Unit
3. If applicable, Billing Statement or Statement of Account (1 Original Copy)	Requesting Office/Unit
4. For reimbursement claims, post–training completion:	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
▪ Certificate of Attendance, Participation, or Completion (1 Photocopy) ▪ Post–training Report (1 Photocopy)	
B.8 Payment of Honorarium of Resource Speaker	
1. Invitation duly accepted by the speaker (1 Original Copy)	Requesting Office/Unit
2. Personal Data Sheet or Curriculum Vitae (1 Original Copy)	Civil Service Commission (CSC) https://csc.gov.ph/
3. Approved Authority to Conduct the Training or Activity (1 Original Copy)	Requesting Office/Unit Office of the Director General or his duly authorized representative
4. Program of Activities (1 Original Copy)	Requesting Office/Unit
5. Computation of honorarium per DBM Budget Circular No. 2007–1 (1 Original Copy)	Requesting Office/Unit Department of Budget and Management https://dbm.gov.ph/
6. Basis of computation of honorarium: ▪ Original signed Attendance Sheet with date and time of activity (1 Original Copy) ▪ Training/course description and design (1 Original Copy)	Requesting Office/Unit
B–9. Reimbursement of Fuel, Oil, and Toll Fee Expenses (For government issued vehicles only)	
1. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Official Receipt (1 Original Copy)	Requesting Office/Unit
3. Duly Approved Vehicle Trip Ticket (1 Original Copy)	Requesting Office/Unit
B–10. Reimbursement of Representation Expenses	
1. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
2. Official Receipt (1 Original Copy)	Requesting Office/Unit
3. Notice of the Meeting or Agenda (1 Original Copy)	Requesting Office/Unit
4. Minutes of the Meeting (1 Original Copy)	Requesting Office/Unit
5. Original signed Attendance Sheet with date and time of meeting (1 Original Copy)	Requesting Office/Unit
B–11. Granting of Cash Advances (Training, Events, Activities, and other Regional Field Operating Expenses)	
1. Approved Authority to handle Cash Advance (1 Original Copy)	Requesting Office/Unit
2. Approved Authority to Conduct the Activity (1 Original Copy)	Requesting Office/Unit Office of the Director General or his duly authorized representative
3. Certification from the Accountant that previous cash advances have been fully liquidated (1 Original Copy)	Finance Division – Accounting Unit
4. Fidelity Bond (1 Photocopy)	Requesting Office/Unit
C. Procurement of Goods and Services	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Perfected Contract, Work Order or Purchase Order (1 Original Copy)	Requesting Office/Unit
2. Notice to Award or Notice to Proceed, whichever is applicable (1 Original Copy)	Requesting Office/Unit
3. Duly approved Bids and Awards Committee (BAC) Resolution (1 Original Copy)	Bids and Awards Committee (BAC)
4. Request for Quotation (1 Original Copy)	Requesting Office/Unit
5. Approved Purchase Request (1 Original Copy)	Requesting Office/Unit General Services Division – Procurement Unit
6. Signed Terms of Reference or Technical Specifications Sheet, whichever is applicable (1 Original Copy)	Requesting Office/Unit
7. Approved Procurement Project Management Plan (PPMP) (1 Original Copy)	Requesting Office/Unit
8. If applicable, depending on the mode of procurement: ▪ Abstract of Quotation (1 Original Copy) ▪ Checklist of Eligibility of Documents (1 Original Copy) ▪ Quotation of three (3) suppliers (1 Original Copy per quote) ▪ Proof of sending quotation to suppliers (1 Original Copy) ▪ Mayor's Business Permit (1 Photocopy) ▪ Proof of PhilGEPS Registration, for red membership (1 Photocopy) ▪ Certificate of PhilGEPS Registration, for platinum membership (1 Photocopy) ▪ Omnibus Sworn Statement (1 Original Copy) ▪ Annual Income Tax Returns (1 Photocopy)	Requesting Office/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
D. Hiring and/or Renewal of Contract of Service (COS)	
1. Approved Authority to Hire and/or Renew (1 Original Copy)	Requesting Office/Unit
2. Personal Data Sheet (1 Original Copy)	Civil Service Commission (CSC) https://csc.gov.ph/
3. Signed and Notarized Contract (1 Original Copy)	Requesting Office/Unit
E. Salaries and Other Compensation of Plantilla Employees	
E–1. Regular, General Payroll	
1. Approved general Payroll Register (1 Original Copy)	Human Resources Development Division
2. Department Order, for designations that entail representation and transportation allowances (1 Photocopy)	General Services Division – Records Unit
3. For step increments or adjustments, Notice of Step Increment (NOSI) or Notice of Salary Adjustment (NOSA) (1 Certified True Copy)	Human Resources Development Division
4. For bonuses and allowances of transferees, certification of non–payment from previous agency (1 Original Copy)	Human Resources Development Division
E–2. First Salary of Newly Hired Plantilla Employee	
1. Appointing Authority–signed Appointment Form (1 Certified True Copy)	Human Resources Development Division
2. Oath of Office (1 Certified True Copy)	Human Resources Development Division
3. Certification of Assumption to Duty (1 Certified True Copy)	Human Resources Development Division
4. Duly approved Daily Time Record (1 Original Copy)	Human Resources Development Division
5. Statement of Assets, Liabilities, and Net Worth (1 Original Copy)	Human Resources Development Division Civil Service Commission (CSC) https://csc.gov.ph/

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. BIR Form 1901: Certificate of Registration (1 Certified True Copy)	Human Resources Development Division Bureau of Internal Revenue (BIR) https://www.bir.gov.ph/
7. Additional requirements for transferees from one government office to another: ▪ Office Clearance (1 Certified True Copy) ▪ Certificate of Available Leave Credits (1 Certified True Copy) ▪ Service Record (1 Certified True Copy) ▪ Certification of Last Salary Received (1 Certified True Copy) ▪ BIR Form 2316: Certificate of Compensation Payment/ Tax Withheld (1 Certified True Copy)	Human Resources Development Division
E–3. Last Salary of Separated Employees	
1. Clearance from Money, Property, and Accountability (1 Original Copy)	Human Resources Development Division Civil Service Commission (CSC) https://csc.gov.ph/
2. Duly approved Daily Time Record (1 Original Copy)	Human Resources Development Division
3. Approved Computation of Last Salary	Human Resources Development Division
E–4. Year–End Bonus and Cash Gift of Plantilla Employees	
1. Year–end Bonus and Cash Gift Payroll	Human Resources Development Division
2. For individual claims: ▪ Clearance from Money, Property and Accountability (1 Original Copy)	Human Resources Development Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
▪ Certification from the Head of Office that the employee is qualified to receive YEB and CG benefits (1 Original Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End–user submits to Budget Staff Original Copies of complete, valid, proper, and legal supporting documents for obligation	1. Budget Officer receives and reviews the completeness of supporting documents and drafts three (3) copies of Obligation Request and Status (ORS)	None	8 Hours	End–user Staff Budget Officer I, Finance Division
	1.1 Budget Officer provides the three (3) copies of ORS and returns the supporting documents to end–user for signature of Head of Requesting Office/Unit on Section A	None	15 Minutes	Budget Officer I, Finance Division
2. End–user returns the ORS with signature on Section A with attached supporting documents to the Budget Staff for processing	2. Budget Officer checks if three (3) copies of ORS are all signed by the end–user's Head of Office/Unit and the previously attached supporting documents are intact.	None	15 Minutes	Budget Officer I, Finance Division
	2.1 Budget Officer stamps *"Certified Funds Available"*	None	15 Minutes	Budget Officer I, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on a perfected contract or its equivalent and endorses ORS with its supporting documents to Head of Budget Unit for review and signature.			
	2.2 Head of Budget Unit reviews the ORS and its supporting documents including the perfected contract or its equivalent. If found in order and with available and appropriate funds, signs the Section B on all three (3) copies of ORS and the *"Certified Funds Available"* portion of the perfected contract or its equivalent.	None	1 Day and 7 Hours	Budget Officer III, Finance Division
	2.3 Budget Officer keeps and records one (1) copy of the signed ORS, endorses the other one to the end–user, and the last copy, with its Original supporting documents, is forwarded to	None	15 Minutes	Budget Officer I, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accounting Unit for appropriate action			
	TOTAL	**None**	**3 Days**	

2. Liquidation of Cash Advances

This service involves the processing of liquidation of cash advances granted to ARTA employees, Petty Cash Custodians and Special Disbursing Officers (SDOs) or Accountable Officers (AOs).

Office/Division:	Finance and Administrative Office (FAO) – Finance Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
Local Travel	
1. Liquidation Report (Appendix 44) (2 Original Copies)	Concerned Employee
2. Approved Travel Order per Sec. 4 of EO 77 (1 Certified True Copy)	Head of Office (DG)
3. Copy of previously approved itinerary of travel (1 Photocopy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General/Office of the Director (Approving)
4. Revised Actual Itinerary of Travel, if previous itinerary of travel was not followed (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General/Office of the Director (Approving)
5. Authority on the Conduct of Activity (1 Photocopy)	Head of Office (DG)
6. Certificate of Travel Completed (1 Original Copy)	Concerned Employee Immediate Supervisor / Deputy Director General/Office of the Director (Approving) of the Requesting Office
7. Certificate of Appearance / Attendance (1 Original Copy)	Concerned Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Head of Office (Place of Destination)
8. Paper/ Electronic tickets (1 Original Copy) (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Concerned Employee
9. Official Receipt for Paper/Electronic Tickets (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab) (1 Original Copy)	Concerned Employee
10. Confirmed Airline Booking Itinerary (for Plane fare)	Concerned Employee
11. Letter Invitation, if applicable (1 Photocopy)	Concerned Employee
12. Travel Report (1 Photocopy)	Concerned Employee
13. Driver's Trip Ticket, if applicable (1 Photocopy)	Concerned Employee General Services Division
14. Certification of DG for the absolute necessity of expenses if it exceeds the prescribed rate per day (1 Original Copy)	Office of Director General, ARTA
15. Hotel or Lodging Bills with Official Receipts within 50–kilometer radius of Metro Manila, if travel allowances being claimed includes hotel room/lodging (1 Original Copy)	Concerned Employee
16. Official Receipt in case of refund of excess cash advance (1 Original Copy)	Cashier's Unit
17. Revised or Supplemental Office Order or any proof supporting the change of schedule (1 Photocopy)	Concerned Employee (Head of Office (DG)
18. Justification for additional baggage allowance (1 Original Copy)	Concerned Employee
19. Justification for booking an airfare using a third–party website instead of direct booking in the Airline (1 Original Copy)	Concerned Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
20. Justification if the travel period stated in the Travel Order was not followed (1 Original Copy)	Concerned Employee
21. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Supplier/Service Provider
22. Abstract of Canvass for quotation of plane fare booked through travel agencies (1 Original Copy)	Concerned Employee
Foreign Travel	
1. Liquidation Report (Appendix 44) (2 Original Copies)	Concerned Employee
2. Approved Travel Authority per Sec. 10 of EO 77 (1 Photocopy)	Office of the President (for the Director General) Head of Office (DG) (for ARTA Undersecretaries down to employees)
3. Duly approved itinerary of travel (1 Photocopy)	Requesting Office/Concerned Employee Office of the Director General
4. Revised Actual Itinerary of Travel if previous itinerary of travel was not followed (1 Original Copy)	Requesting Office/Concerned Employee Office of the Director General
5. Letter of Invitation of host or sponsoring country (1 Original Copy)	Requesting Office/Concerned Employee
6. For plane fare, quotations of three travel agencies or its agency (1 Original Copy)	Requesting Office/Concerned Employee Procurement Officer, General Services Division
7. Flight itinerary / Electronic Tickets issued by the airline/ticketing office/travel agency (1 Original Copy)	Requesting Office/Concerned Employee
8. Boarding Pass (1 Original Copy)	Requesting Office/Concerned Employee/Airline Company
9. Daily Subsistence Allowance (DSA) Rate (1 Original Copy)	Copy of the United Nations Development (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed
10. BSP Exchange Rate at the date of grant of cash advance (1 Photocopy)	BSP Website

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Where applicable, authority from the OP to claim representation expenses	Office of the President/Requesting Office/Concerned Employee
12. In case of seminars/trainings: • Invitation addressed to the agency inviting participants (issued by the foreign country) • Acceptance of the nominees as participants (issued by the foreign country) • Program Agenda and Logistics Information	Requesting Office/Concerned Employee
13. Narrative Report on the trip undertaken (1 Photocopy)	Requesting Office/Concerned Employee
Petty Cash Fund	
1. Summary of Petty Cash Vouchers (1 Original Copy)	Petty Cash Custodian
2. Report of Cash Disbursement (1 Original Copy)	Petty Cash Custodian
3. Petty Cash Record Report (1 Original Copy)	Petty Cash Custodian
4. Approved Purchase Request with Certificate of Emergency Purchase, if necessary (1 Original Copy)	End–User
5. Bills, Receipts, Sales Invoices (1 Original Copy)	End–User
6. Certificate of Inspection and Acceptance Report (1 Original Copy)	ARTA Management Inventory Team (AMIT)
7. Report of Waste Materials in case of replacement/repair (1 Original Copy)	General Services Division
8. Approved Trip Ticket, for gasoline expenses (1 Original Copy)	General Services Division
9. Canvass from at least three suppliers for purchases involving P1,000 and above, except for purchases made while on official travel (1 Original Copy)	Supplier/Service Provider
10. Summary / Abstract of Canvass (1 Original Copy)	End–User

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Petty Cash Vouchers duly accomplished and signed (1 Original Copy)	End–User
12. Official Receipt in case of refund (1 Original Copy)	Cashier Unit
13. For reimbursement of toll receipts (1 Original Copy of each receipt) i. Toll Receipts ii. Trip Tickets	End–User
14. Such other supporting documents that may be required and/or required in accordance with COA Circular 2012–001 dated June 14, 2012, depending on the nature of expenses (1 Original Copy)	End–User
Field/Activity Current Operating Expenses	
1. Liquidation Report (1 Original Copy)	Special Disbursing Officer
2. Report of Cash Disbursement (1 Original Copy)	Special Disbursing Officer
3. Cash Disbursement Record (1 Original Copy)	Special Disbursing Officer
4. Approved Purchase Request with Certificate of Emergency Purchase, if necessary (1 Original Copy)	End–User
5. Bills, Receipts, Sales Invoices (1 Original Copy)	End–User
6. Certificate of Inspection and Acceptance Report (1 Original Copy)	ARTA Management Inventory Team
7. Report of Waste Materials in case of replacement/repair (1 Original Copy)	General Services Division
8. Approved Trip Ticket, for gasoline expenses (1 Original Copy)	General Services Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Canvass from at least three suppliers for purchases involving P1,000 and above, except for purchases made while on official travel (1 Original Copy)	Supplier / Service Provider
10. Summary / Abstract of Canvass (1 Original Copy)	End–User
11. Official Receipt in case of refund (1 Original Copy)	Cashier's Unit
12. For reimbursement of toll receipts (1 Original Copy of each receipt) i. Toll Receipts ii. Trip Tickets	End–User
13. Such other supporting documents that may be required and/or required in accordance with COA Circular 2012–001 dated June 14, 2012, depending on the nature of expenses (1 Original Copy)	End–User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Employee / Accountable Officer submits to Accounting Analyst Original Copies of complete, valid, proper, and legal supporting documents for evaluation	1. Accounting Analyst to receive signed Liquidation Report supporting documents from the Concerned Employee/Petty Cash Custodian/Special Disbursing Officer	None	20 Minutes	End–User Staff Accounting Analyst Finance Division
	1.1 Accountant I to review and verifies completeness, legality, and validity of data as against the supporting	None	10 Days	Accountant I Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents received and prepare Order of Payment to refund excess Cash Advance			
	1.2a If document is complete and accurate, proceed to 2.1			
	1.2b If document has deficiencies, the Accountant I returns the document to the End–User for compliance and the process restarts to Step 1.			
2. End–User receives the documents and do necessary actions to comply.	2. Accounting Analyst awaits the submission from the End–User.	None	1 Day	End–User
	2.1 Accountant I forward to the Chief Accountant for final review, certify Liquidation Report and signs Order of Payment	None	5 Days	Accountant I Finance Division
	2.2 Concerned Employee / Accountable Officer refund excess CA based on the Order of Payment	None	20 Minutes	Concerned Employee / Accountable Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Concerned Employee / Accountable Officer refund excess CA to the Cashier Unit	3. Administrative Officer V receives cash and issue Official Receipt	None	30 Minutes	Administrative Officer V, Cashier Unit, GSD
	3.1 Concerned Employee / Accountable Officer receives OR and submit Photocopy at the Accounting Unit	None	20 Minutes	
	3.2 Accounting Analyst receives Photocopy of Official Receipt and record Liquidation Report for submission to COA	None	30 Minutes	Accounting Analyst, Finance Division
TOTAL		**None**	**15 Days and 2 Hours**	

3. Processing of Payment of Claims (Complex Transactions)

This process includes processing of Disbursement Voucher (DV), and preparation, processing, and issuance of /LDDAP–ADA. This process is used to pay an obligation to ARTA employees, individuals, agencies, or creditors for goods purchased and services rendered.

Office/Division:	Finance and Administrative Office (FAO) – Finance Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1. Disbursement Voucher (DV) (3 Original Copies)	ARTA Accounting Unit
2. Obligation Request and Status (ORS) (1 Original Copy)	ARTA Budget Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Other Requirements (Based on Commission on Audit (COA) Circular 2012–001 dated June 14, 2012, Revised Guidelines and Documentary Requirements for Common Government Transactions)	
Traveling Expenses	
Pre–Travel Cash Advance (Local Travel)	
1. Approved Travel Order per Sec. 4 of EO 77 (1 Certified True Copy)	Head of Office (DG)
2. Approved Itinerary of travel (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
3. Authority to Attend or Conduct of Activity (1 Photocopy)	Head of Office (DG)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Letter of Invitation (if applicable) (1 Photocopy)	Requesting Office/Concerned Employee
Pre–Travel Cash Advance (Foreign Travel)	
1. Approved Travel Authority per Sec.10 of EO 77 (1 Original Copy)	Head of Office (DG)
2. Approved itinerary of travel (1 Original Copy)	Requesting Office/Concerned Employee Office of the Director General
3. Letter of Invitation of host or sponsoring country (1 Original Copy)	Requesting Office/Concerned Employee
4. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Requesting Office/Concerned Employee Procurement Officer, General Services Division
5. Flight itinerary issued by airline or travel agency (1 Original Copy)	Airline Company or Travel Agency
6. Daily Subsistence Allowance (DSA) Rate (1 Photocopy)	International Civil Service Commission (ICSC) of United Nations Development Programme (UNDP)
7. BSP Exchange Rate (1 Photocopy)	BSP Website
8. When applicable, authority from the Office of the President to claim representation expenses (1 Original Copy or 1 Photocopy)	Requesting Office/Concerned Employee
9. In case of seminars/trainings: • Invitation addressed to agency inviting participants (issued by foreign country) (1 Original Copy)	Concerned Employee/Host foreign country
• Program agenda and Logistics information (1 Original Copy)	Concerned Employee/Host foreign country
• Acceptance of the nominees as participants (issued by foreign country) (1 Original Copy or 1 Photocopy)	Concerned Employee/Host foreign country

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reimbursement for Local Travel (outside 50 km radius)	
1. Approved Travel Order per Sec. 4 of EO 77 (1 Certified True Copy)	Head of Office (DG)
2. Copy of previously approved itinerary of travel (1 Photocopy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
3. Revised Actual Itinerary of Travel, if previous itinerary of travel was not followed (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
4. Invitation / Authority to Attend or Conduct of Activity (1 Photocopy)	Head of Office (DG)
5. Certificate of Travel Completed (1 Original Copy)	Concerned Employee Immediate Supervisor / Deputy Director General (Approving) of the Requesting Office
6. Certificate of Appearance / Attendance (1 Original Copy)	Concerned Employee Head of Office (Place of Destination)
7. Paper/ Electronic tickets (1 Original Copy) (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Requesting Office/Concerned Employee
8. Official Receipt for Paper/Electronic Tickets (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab) (1 Original Copy)	Requesting Office/Concerned Employee
9. Confirmed Airline Booking Itinerary (for Plane fare) (1 Original Copy)	Requesting Office/Concerned Employee
10. Letter Invitation, if applicable (1 Photocopy)	Requesting Office/Concerned Employee
11. Travel Report (1 Photocopy)	Requesting Office/Concerned Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
12. Driver's Trip Ticket, if applicable (1 Photocopy)	Concerned Employee/General Services Division
13. Certification of DG for the absolute necessity of expenses if it exceeds the prescribed rate per day (1 Original Copy)	Office of Director General, ARTA
14. Hotel or Lodging Bills with Official Receipts within 50–kilometer radius of Metro Manila, if travel allowances being claimed includes hotel room/lodging (1 Original Copy)	Requesting Office, ARTA
15. Revised or Supplemental Office Order or any proof supporting the change of schedule (1 Original Copy or 1 Photocopy)	Head of Office (DG)
16. Justification for additional baggage allowance, if applicable (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
17. Justification for booking an airfare using a third–party website instead of direct booking in the Airline, if applicable (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
18. Justification if the travel period stated in the Travel Order was not followed, if applicable (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
19. Justification if there's a discrepancy on the amounts between the Official Receipt and Confirmed Airline Itinerary, if applicable (1 Original Copy)	Concerned Employee Immediate Supervisor (Recommending) Deputy Director General (Approving) of the Requesting Office
20. For plane fare, quotation of (3) three travel agencies if book through travel agencies (1 Original Copy per travel agency)	Requesting Office/Concerned Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
21. Abstract of Canvass for quotation of plane fare booked through travel agencies (1 Original Copy)	Requesting Office/Concerned Employee
Reimbursement for Foreign Travel	
1. Approved Travel Authority per Sec.10 of EO 77 (1 Original Copy)	Office of Director General
2. Approved Travel Order per Sec. 4 of EO 77 (1 Certified True Copy)	Head of Office (DG)
3. Approved itinerary of travel (1 Original Copy)	Requesting Office/Concerned Employee Office of Director General
4. Letter of Invitation of host or sponsoring country (1 Original Copy)	Requesting Office/Concerned Employee
5. For plane fare, quotation of 3 travel agencies (1 Original Copy)	Requesting Office/Concerned Employee Procurement Officer, General Services Division
6. Flight itinerary issued by airline or travel agency (1 Original Copy)	Requesting Office/Concerned employee, ARTA
7. Daily Subsistence Allowance (DSA) Rate (1 Photocopy)	International Civil Service Commission (ICSC) of United Nations Development Programme (UNDP)
8. BSP Exchange Rate (1 Photocopy)	BSP Website
9. When applicable, authority from the Office of the President to claim representation expenses (1 Original Copy or 1 Photocopy)	Requesting Office/Concerned Employee
10. In case of seminars/trainings: • Invitation addressed to agency inviting participants (issued by foreign country) (1 Original Copy)	Concerned Employee/Host foreign country
• Program agenda and Logistics information (1 Original Copy)	Concerned Employee/Host foreign country

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Acceptance of the nominees as participants (issued by foreign country) (1 Original Copy or 1 Photocopy)	Concerned Employee/Host foreign country
11. Paper/ Electronic tickets (1 Original Copy)	Requesting Office/Concerned Employee/Airline Company
12. Boarding Pass (1 Original Copy)	Requesting Office/Concerned Employee/Airline Company
13. Narrative Report on trip undertaken (1 Original Copy)	Requesting Office/Concerned Employee
14. Revised Itinerary of Travel, if applicable (1 Original Copy)	Requesting Office/Concerned Employee Office of Director General
15. Certificate of Appearance / Attendance for training/seminar/participation (1 Original Copy)	Concerned Employee/Host foreign country
Reimbursement of Transportation Expenses (within 50km radius)	
1. Approved Purchase Request (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
2. Official Receipt (if Grab, include email receipt) (1 Original Copy)	Concerned Employee
3. Approved OB Slip (1 Original Copy)	Concerned Employee/Immediate Supervisor
4. Notice of Meeting / Office Order / Invitation (1 Original Copy)	Concerned Employee
5. Certificate of Appearance (1 Original Copy)	Concerned Employee
6. Itinerary of Travel (if applicable) (1 Original Copy)	Concerned Employee/Immediate Supervisor
7. Certificate not Requiring Receipts for expenses PhP 300 and below, if used for taxi fare, include picture of taxi meter if without official receipt (1 Original Copy)	Concerned Employee/Immediate Supervisor
Reimbursement of Plane Tickets	
1. Approved Purchase Request (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
2. Official Receipt (1 Original Copy)	Concerned Employee
3. Original Boarding Pass (Paper of Electronic) (1 Original Copy)	Concerned Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Confirmed Airline Booking Itinerary (1 Original Copy)	Concerned Employee
5. Approved Travel Order (1 Certified True Copy)	Concerned Employee / Head of Office (DG)
If purchased through travel agency: 6. Abstract of Open Canvas (1 Original Copy) 7. Canvass / quotation of (3) three travel agencies if book through travel agencies (1 Original Copy per travel agency)	Requesting Office/Concerned Employee
Regular/Mandatory/Utility Expenses	
Communication Expense	
a. Mobile (post–paid)	
1. Statement of Account or Billing Statement (1 Original Copy)	Telecommunication Service Providers (e. g. PLDT/ Smart/ Globe)
2. Certification that phone calls are Official in Nature (1 Original Copy)	Requesting Office / Immediate Supervisor
3. Invoice/Official Receipt Invoice/Official Receipt (1 Photocopy)	Requesting Office Supplier of Service
4. Authority to Reimburse of the claimant (if for reimbursement) (1 Original Copy)	Requesting Office / Immediate Supervisor
b. Reimbursement of Mobile (pre–paid)	
1. Certification that phone calls are Official in Nature (1 Original Copy)	Requesting Office / Immediate Supervisor
2. Invoice/Official Receipt Invoice/Official Receipt (1 Original Copy)	Requesting Office Supplier of Service
3. Authority to Reimburse of the claimant (if for reimbursement)	Requesting Office / Immediate Supervisor
c. Landline	
1. Statement of Account or Billing Statement (1 Original Copy)	Telecommunication Service Providers (e. g. PLDT/ Smart/ Globe)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certification that phone calls are Official in Nature (1 Original Copy)	Office of Director General for Administration and Finance
Water and Electricity	
1. Statement of Account or Billing Statement (1 Original Copy)	General Services Division Supplier of Services
2. Invoice / Official Receipt or machine validated statement of account/bill (1 Original Copy)	General Services Division Supplier of Services
Extraordinary and Miscellaneous Expenses	
1. Official Receipt or other documents evidencing disbursement (1 Original Copy)	Requesting Office
2. Certification executed by the official concerned (1 Original Copy)	Official concerned
3. Authority to Reimburse if the payee is not the official concerned (1 Original Copy)	Official concerned
Training and Seminar Expenses (Registration Fees)	
1. Authority to Attend training/seminar indicating the cost of registration (1 Original Copy)	Requesting Office / Concerned Employee
2. Letter of Invitation (1 Original Copy)	Requesting Office Event Organizer
3. Billing Statement (If applicable) (1 Original Copy)	Requesting Office Event Organizer
4. Certificate of Attendance/Participation/Completion, if for reimbursement (1 Photocopy)	Concerned Employee Event Organizer
5. Training Report, if for reimbursement (1 Photocopy)	Requesting Office / Concerned Employee
Reimbursement of Supplies and Materials Expense	
1. Approved Purchase Request (1 Original Copy)	Requesting Office Procurement Officer, General Services Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Official Receipt or Sales Invoice (1 Original Copy)	Requesting Office Supplier of Service
3. Requisition and Issue Slip (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
4. Inspection and Acceptance Report (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
5. Abstract of Open Canvass and at least 3 quotations (for 1k and above) (1 Original Copy)	Requesting office
6. Certificate of Emergency Purchase, if applicable (1 Original Copy)	Requesting office
7. Authority to Reimburse of the claimant (1 Original Copy)	Requesting office
Reimbursement of Postage and Deliveries	
1. Approved Purchase Request (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
2. Official Receipt (1 Original Copy)	Requesting Office Supplier of Service
3. Summary of mailings with cost of stamps (postage) (1 Original Copy)	Requesting office
4. Acceptance Receipt (deliveries) (1 Original Copy)	Requesting office
5. Authority to Reimburse of the claimant (1 Original Copy)	Requesting office
Reimbursement of Gasoline/Oil/Toll Fees (For Gov't – Issued Vehicles only)	
1. Approved Purchase Request (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
2. Official Receipt (1 Original Copy)	Requesting Office Supplier of Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Vehicle Trip Ticket (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
4. Authority to Reimburse (if the claimant is not the head of the Office/Division (1 Original Copy)	Requesting Office Supplier of Service
Reimbursement of Representation Expenses	
1. Approved Purchase Request (1 Original Copy)	Requesting Office Procurement Officer, General Services Division
2. Official Receipt (1 Original Copy)	Requesting Office Supplier of Goods or Service
3. Notice of Meeting/Agenda (1 Original Copy)	Requesting office
4. Minutes of Meeting (1 Original Copy)	Requesting office
5. Original signed Attendance Sheet with date and time of meeting (1 Original Copy)	Requesting office
6. Authority to Reimburse (if the claimant is not the head of the Office/Division) (1 Original Copy)	Requesting Office / Immediate Supervisor
Payment of Honorarium of Resource Speaker	
1. Invitation duly accepted by the speaker (1 Original Copy)	Requesting Office
2. Curriculum Vitae / Personal Data Sheet (1 Original Copy)	Resource Speaker
3. Approved Authority to Conduct Activity (1 Original Copy)	Office of the Director General
4. Program of Activities (1 Original Copy)	Requesting Office
5. Basis in Determining the rate of honorarium per DBM Budget Circular No. 2007–1 (1 Original Copy)	Requesting Office
6. Computation of honorarium per DBM Budget Circular No. 2007–1 (1 Original Copy)	Requesting Office
Payment of Cash Advances (Training/Events/Activities/ Regional Field Operating Expenses)	
1. Approved Authority to Handle Cash Advance (1 Original Copy)	Requesting Office / End–User

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Approved Authority to Conduct Activity (1 Original Copy)	Requesting Office / End–User
3. Certification from the Accountant that previous cash advances have been liquidated (1 Original Copy)	Finance Division – Accounting Unit
4. Fidelity Bond (1 Photocopy)	Concerned Employee
Salaries of Individuals Hired under Contract of Service	
a. Initial Salary	
1. Approved Authority to Hire/Renew (1 certified Photocopy)	Concerned Employee/HRDD
2. Approved Alternative Work Arrangement (AWA), if applicable (1 certified Photocopy)	Concerned Employee/HRDD
3. Signed and Notarized Contract (1 Original Copy)	Concerned Employee/HRDD
4. PDS/CV (1 Original Copy)	Concerned Employee/HRDD
5. Drug Test (1 Original Copy)	Service Provider/Concerned Employee/HRDD
6. Approved DTR (1 Original Copy)	Concerned Employee/HRDD
7. OB Slip, if applicable (1 Original Copy)	Concerned Employee/HRDD
8. Accomplishment Report (1 Original Copy)	Concerned Employee/HRDD
9. BIR 1901 – Application for Registration, if applicable (1 Original Copy)	BIR/Concerned Employee/HRDD
10. 0605 – Payment Form (1 Original Copy)	BIR/Concerned Employee/HRDD
11. Receipt of 0605 Payment Form	Concerned Employee/HRDD
12. Notarized Sworn Declaration with Doc Stamp, if applicable (1 Original Copy)	Concerned Employee/HRDD
b. Monthly Salary	
1. Approved AWA (1 certified Photocopy)	Concerned Employee/HRDD
2. Approved DTR (1 Original Copy)	Concerned Employee/HRDD
3. Accomplishment Report (1 Original Copy)	Concerned Employee/HRDD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government Share for Mandatory Deductions	
1. Payroll of personnel with corresponding amount of Government Share on (GSIS, ECIP, Pag–ibig, Philhealth) (1 Original Copy)	HRDD / Finance Division
2. Remittance List (1 Original Copy)	GSIS / Philhealth / Pag–Ibig Fund
3. Summary of Transactions (1 Original Copy)	GSIS
4. Statement of Premium Accounts (1 Original Copy)	Philhealth
5. Payment Authorization Slip (1 Original Copy)	Pag–Ibig Fund
Salaries for Permanent Employees	
b. First Salary	
1. Approved Appointment (1 Certified True Copy)	Concerned Employee/HRDD
2. Oath of Office (1 Certified True Copy)	Concerned Employee/HRDD
3. Certificate of Assumption (1 Certified True Copy)	Concerned Employee/HRDD
4. Duly accomplished Daily Time Record (1 Original Copy)	Concerned Employee/HRDD
5. Statement of Assets, Liabilities and Net Worth (1 Certified True Copy)	Concerned Employee/HRDD
6. BIR Certificate of Registration (Form 1901) (1 Certified True Copy)	Concerned Employee/HRDD
Additional Requirements (for transferees from one government office to another):	
1. Office Clearance (1 Certified True Copy)	Concerned Employee/HRDD
2. Certificate of Available Leave Credits (1 Original Copy)	Concerned Employee/HRDD
3. Service Record (1 Original Copy)	Concerned Employee/HRDD
4. Certification of Last Salary Received (1 Original Copy)	Concerned Employee/HRDD
5. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) (1 Certified True Copy)	Concerned Employee/HRDD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Salary (if not included in the payroll)	
1. Approved Daily Time Record (1 Original Copy)	Concerned Employee/HRDD
2. Travel Order/Special Order, if applicable (1 Photocopy)	Concerned Employee/HRDD
B. General Monthly Payroll	
1. Payroll register (8 Original Copies)	HRDD
C. Last Salary	
1. Clearance from Money, Property and Accountability (1 Original Copy)	HRDD
2. Approved DTR (1 Original Copy)	Concerned Employee/HRDD
3. Computation of Last Salary (1 Original Copy)	HRDD
Allowances and other Similar Expenses	
A. Step Increment/Salary Adjustment	
1. Notice of Step Increment (NOSI) /Notice of Salary Adjustment (NOSA) (1 Certified True Copy)	HRDD
2. Approved Appointment in case of promotion (1 Certified True Copy)	HRDD
3. Certificate of Assumption of Duties in case of promotion (1 Certified True Copy)	HRDD
B. Monetization	
1. Special Allotment Release Order (SARO) (1 Certified True Copy)	Department of Budget and Management (DBM)
2. Notice of Cash Allocation (NCA) (1 Certified True Copy)	Department of Budget and Management (DBM)
3. Matrix of Computation, if applicable (1 Original Copy)	HRDD
4. Application for Leave with Certification of Available Leave Credits (1 Certified True Copy)	HRDD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Notice of Step Increment (NOSI), if applicable (1 Certified True Copy)	HRDD
6. Service Record (1 Certified True Copy)	HRDD
7. Approved leave application (10 days) with leave credit balance certified by the Human Resource Office (1 Original Copy)	Concerned personnel / HRDD
8. Request for leave covering more than 10 days duly approved by the head of Agency (if more than 10 days) (1 Original Copy)	Concerned personnel
9. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs for monetization of 50% or more (1 Original Copy)	Concerned personnel / Hospital
10. Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 Original Copy)	Concerned employee/concerned Barangay Original
C. Clothing / Uniform Allowance	
a. For individual Claims	
1. Certified True Copy of approved appointment of new employees (1 Certified True Copy)	HRDD
2. Certification of Assumption of new employees (1 Certified True Copy)	HRDD
3. Certificate of non–payment from previous agency, for transferees (1 Certified True Copy)	Concerned personnel / HRDD
b. For General Claims	
1. Clothing / Uniform Allowance Payroll (2 Original Copies)	HRDD
D. Year–End Bonus and Cash Gift	
a. For individual Claims	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance from Money, Property and Accountability (1 Original Copy)	HRDD
2. Certification from head of Office that the employee is qualified to receive YEB and CG benefits pursuant to DBM Budget Circular No. 2003–2 dated May 9, 2003 (1 Certified True Copy)	HRDD/Office of the Director General
b. For General Claims	
1. YEB and CG Payroll (2 Original Copies)	HRDD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget unit submits to Accounting Analyst the Original Copies of ORS with complete, valid, proper, and legal supporting documents for evaluation.	1. Accounting Analyst to receive signed ORS with supporting documents from the Budget Unit	None	20 Minutes	Accounting Analyst, Finance Division
	1.1 Accountant I to review documents as to completeness of supporting documents, legality, validity, and correctness of claims.	None	1 Day 4 hours	Accountant I, Finance Division
	1.2a If documents submitted are complete and accurate, proceed to 2.1 1.2b If documents submitted are with deficiency or			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for correction, it will be returned to the End–User for compliance and the process restarts at step 1.			
2. End–User receives the documents and do necessary actions to comply.	2. Accounting Analyst awaits the submission from the End–User.	None	1 day*	End–User Staff
	2.1 Accountant I shall prepare Disbursement Voucher (DV) with assigned DV number. a. Compute and deduct applicable taxes. b. Prepare Accounting Entries in Box B of DV. c. Check for the Cash Availability of the transaction. d. Record particulars of DV in individual Index Card and affix initials in Box C of DV.	None	3 hours	Accountant I, Finance Division
3. End–user receive Disbursement Voucher (DV) with complete supporting documents and endorse to the Head, Requesting Office, or	3. Accounting Analyst forward Disbursement Voucher (DV) with complete supporting documents to the Head, Requesting Office, or	None	1 hour	Accounting Analyst, Finance Division Head, Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Authorized Representative for signature in Box A of DV	Authorized Representative for signature in Box A of DV			
4. End–user submit signed Disbursement Voucher with complete supporting documents.	4. Accounting Analyst receives signed Disbursement Voucher with complete supporting documents from the Head, Requesting Office, or respective end–users.	None	20 minutes	Accounting Analyst, Finance Division Head, Requesting Office
	4.1 Accounting Analyst forward DVs and prepares LDDAP–ADA with complete supporting documents for the final review and signature of the Chief Accountant	None	4 hours	Accounting Analyst, Finance Division Chief, Accountant Finance Division
	4.2 Forward to respective signatories: **DVs:** Box D – DG / DDG for AF / Director for FAO **LLDAP:** Approved for Payment – Director for FAO	None	2 hours	Director, FAO Deputy Director General, AF Director General Director, FAO
5. Cashier Staff receive signed Disbursement Voucher (DV)	5. Accounting Analyst forward signed DV and LDDAP–ADA with complete supporting	None	20 minutes	Accounting Analyst, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with complete supporting documents.	documents to Cashier Unit for preparation of ACIC.			
	5.1 Cashier Staff receive the signed DV and LDDAP–ADA with complete supporting documents to Cashier for preparation of ACIC.	None	20 minutes	Cashier Staff General Services Division
	5.2 Cashier Staff prepares and forward the ACIC to the respective signatories.	None	1 day	Cashier Staff General Services Division Director, FAO Deputy Director General, FAO Director General
6. Supplier of goods and services receive the payment for the goods delivered and services rendered	6. MASU Staff forward the approved ACIC and LDDAP–ADA to LandBank of the Philippines for processing	None	1 hour	Cashier, GSD ARTA
	6.1 Account Officer of LandBank process the crediting of payment to the bank account of claimant	None	3 Days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	**None**	**7 Days**	

4. Processing of Payment of Claims (Highly Technical)

This process includes processing of Disbursement Voucher (DV), and preparation, processing, and issuance of /LDDAP–ADA. This process pertains to payment of obligations to ARTA employees, individuals, agencies, or creditors for goods purchased and services rendered.

Office/Division:	Finance and Administrative Office (FAO) – Finance Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
Disbursement Voucher (DV) (3 Original Copies)	ARTA Accounting Unit
Obligation Request and Status (ORS) (1 Original Copy)	ARTA Budget Unit
CHECKLIST OF REQUIREMENTS (Based on Commission on Audit (COA) Circular 2012–001 dated June 14, 2012, Revised Guidelines and Documentary Requirements for Common Government Transactions)	
A. Terminal Leave Benefits	
1. Clearance from Money, Property and Accountability (1 Original Copy)	Concerned personnel / HRDD
2. Certificate of Leave Credits (1 Original Copy)	Concerned personnel / HRDD
3. Approved Leave Application (1 Original Copy)	Concerned personnel / HRDD
4. GSIS Clearance (1 Original Copy)	GSIS
5. Service Record (1 Certified True Copy)	Concerned personnel / HRDD
6. Statement of Assets, Liabilities and Net Worth (SALN) (1 Certified True Copy)	Concerned personnel / HRDD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Copy of Approved Appointment/NOSA (1 Certified True Copy)	Concerned personnel / HRDD
8. Computation of TLB duly signed/certified by the Accountant (1 Original Copy)	Finance Division/HRDD
9. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency (1 Original Copy)	Concerned personnel / HRDD
10. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA 3019) (1 Original Copy)	Concerned personnel / HRDD
11. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency (1 Certified True Copy)	Concerned personnel / HRDD
12. Special Allotment Release Order (SARO) (if applicable) (1 Certified True Copy)	Department of Budget and Management (DBM)
13. Notice of Cash Allocation (if applicable) (1 Certified True Copy)	Department of Budget and Management (DBM)
Procurement through Public Bidding (Infrastructure, Goods/Services, Consulting Services)	
A. Basic Requirements for all types of procurement through public bidding:	
1. Authenticated Photocopy of the approval APP and any amendment thereto (1 Certified True Copy)	GSD/ BAC Secretariat
2. Approved and Notarized contract supported by the following documents which are required under COA Circular No. 2009–001 dated February 12, 2009, and COA Memorandum No. 2005–027 dated February 28, 2005 (1 Original Copy)	Provider of Service/Concerned End–user Unit
3. Invitation to Apply for Eligibility to Bid (1 Original Copy)	BAC Secretariat
4. Letter of Intent (1 Original Copy)	BAC Secretariat
5. Results of Eligibility Check/Screening ((1 Original Copy)	BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Bidding Documents under Section 17.1 of the Revised IRR of RA No. 9184 (1 Original Copy)	BAC Secretariat
7. Minutes of Pre–Bid Conference (Approved Budget for Contract) (1 Original Copy)	BAC Secretariat
8. Agenda and/or Supplemental Bulletins, if applicable (1 Original Copy)	BAC Secretariat
9. Bidders Technical and Financial Proposals (1 Original Copy)	BAC Secretariat
10. Minutes of Bid Opening (1 Original Copy)	BAC Secretariat
11. Abstract of Bids (1 Original Copy)	BAC Secretariat
12. Post–Qualification of Technical Working Group (1 Original Copy)	BAC Secretariat
13. BAC Resolution declaring winning bidder (1 Certified True Copy)	BAC Secretariat
14. Notice of Post Qualification (1 Original Copy)	BAC Secretariat
15. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of Contract (1 Certified True Copy)	BAC Secretariat
16. Notice of Award (1 Original Copy)	BAC Secretariat
17. Performance Security (1 Original Copy)	BAC Secretariat
18. Program of Work and Detailed Estimates (1 Original Copy)	BAC Secretariat
19. Notice to Proceed, indicating the date receipt by the contractor (1 Original Copy)	BAC Secretariat
20. Detailed Breakdown of the ABC (1 Original Copy)	BAC Secretariat
21. Copy of Approved PERT/CPM Network diagram and detailed computations of contract time (1 Original Copy)	BAC Secretariat
22. Detailed Breakdown of the Contract Cost: (1 Original Copy)	BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Including the detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lump sum/lot for infrastructure projects. • Indicating the following, among others, for consultancy services: ○ Schedule of basic rates certified by the consultant with a sworn statement. ○ Derivation of the billing factor/multiplier certified by the consultant with a sworn statement ○ Detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs • Indicating costs and dates of acquisition of the equipment, quantities and cost of materials, spare parts, and supplies furnished by the contractor for janitorial/security/maintenance services • Indicating the monthly lease payment and period of lease for leave contracts	
23. Copy of Advertisement of Invitation to Bid/Request for expression of interest (1 Original Copy) ○ Newspaper clippings of advertisement (ABC P5.0 million and above for infrastructure, P2.0 million and above for goods, and P1.0 million- or four-months duration and above for consulting services) ○ Printout copy of advertisement posted in PhilGEPS ○ Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places	BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
○ Printout copies of advertisement posted in agency website if any	
24. Documentary requirements under Sections 23.1 and 25.2.b for infrastructure projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the Revised IRR of RA No. 9184 (1 Original Copy) 25. Minutes of Pre–procurement Conference for projects costing above P5.0 million for infrastructure, P2.0 million and above for goods, and P1.0 million and above for consulting services (1 Original Copy)	BAC Secretariat
26. Bid Evaluation Report (1 Original Copy)	BAC Secretariat
27. Ranking of short-listed bidders for consulting services (1 Original Copy)	BAC Secretariat
28. Post Qualification Evaluation Report (1 Original Copy)	BAC Secretariat/TWG
29. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS (1 Original Copy)	BAC Secretariat
30. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184 (1 Original Copy)	BAC Secretariat
31. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities (1 Original Copy)	GSD/Concerned End–user
32. Compliance Documents A. Mayor's/Business Permit (1 Photocopy) B. PhilGEPS Registration No. (1 Photocopy) C. Notarized Omnibus Sworn Statement (1 Original Copy) D. Business/Income Tax Return, if applicable (1 Photocopy)	BAC Secretariat/Provider of Service/Concerned End–user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
33. SOA/Billing Statement/Invoice (1 Original Copy)	Provider of Service/Concerned End–user
34. BIR Form 2303 (Certificate of Registration) (1 Photocopy)	Provider of Service/Concerned End–user
35. Bank Details, if not stated in SOA/Billing (1 Photocopy)	Provider of Service/Concerned End–user
Additional Requirements for Specific type of Purchases under Public Bidding:	
Supplies, Materials, Equipment and Motor Vehicle	
Additional documents required under Annexes F and S of COA Memorandum No. 2005–027 dated February 28, 2005, required to be submitted within five days upon execution of the contract: (1 Original Copy) 1. Certificate of Exclusive Distributorship, if applicable 2. Samples and brochures/photographs, if applicable 3. For imported items: ○ Consular Invoice/Pro–forma invoice of the foreign supplier with the corresponding details ○ Home Consumption Value of the items ○ Breakdown of the expenses incurred in the Importation	Supplier of Goods or Services/Concerned End–user
4. Original Copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items delivered (1 Original Copy)	Supplier of Goods or Services /Concerned End–user
5. Results of Test Analysis, if applicable (1 Original Copy)	Supplier of Goods or Services /Concerned End–user
6. Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the	Supplier of Goods or Services /Concerned End–user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (Administrative Order (AO) No. 200 dated November 21, 1990) (1 Original Copy)	
7. Inspection and Acceptance Report (1 Original Copy)	GSD/Concerned End–user
8. For equipment, Property Acknowledgment Receipt (if PhP 50,000 and above) (1 Original Copy)	GSD/Concerned End–user
9. Inventory Custodian Slip (if the unit cost is below 50,000) (1 Original Copy)	GSD/Concerned End–user
10. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non–expendable supplies, after acceptance by the procuring entity of the delivered supplies (1 Original Copy)	Provider of Service/BAC Secretariat
11. In case of motor vehicles, (AO No. 233 dated August 1, 2008) authority to purchase from: ○ Agency head and Secretary of DBM or OP depending on the type of vehicle being provided (Sections 7 and 9) (1 Certified True Copy)	Department of Budget and Management or Office of the President
12. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
General Support Services (Janitorial, security, maintenance, garbage collection and disposal and similar services)	
Additional documents under Annexes H to K and P of COA Memorandum No. 2005–027 dated February 28, 2005, required to	Provider of Service/BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
be submitted to the Auditor's Office within five days from the execution of the contract (1 Original Copy)	
For janitorial and security/maintenance services: 1. Appropriate approved documents indicating the following: (1 Original Copy) ○ The number of personnel involved and their corresponding rates/salary ○ Schedule of work and places of assignment or station/visits indicating, among others, the number of hours per visit ○ The type and number of equipment to be served (in case of visitorial maintenance service)	Provider of Service/BAC Secretariat
2. The scaled floor plans of the building and other area's covered by the service contract (for janitorial services) (1 Original Copy)	Provider of Service/BAC Secretariat
3. The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with the (1 Original Copy)	Provider of Service/BAC Secretariat
4. Applicable Rules Implementing RA No. 6727 Approved documents indicating the minimum requirements of the agency on the number of security personnel to be involved in the project (for security service contract) (1 Original Copy)	Provider of Service/BAC Secretariat
5. The population of the agency where the services are rendered (for security service controls) (1 Original Copy)	Provider of Service/BAC Secretariat
6. Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance service contracts) (1 Original Copy)	Provider of Service/BAC Secretariat
7. Basis for the computation of Billing (1 Original Copy)	Provider of Service/Concerned End–user
8. Certificate of Rating for Services Rendered (1 Original Copy)	Concerned End–user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Record of Attendance/Service (1 Original Copy)	Provider of Service/Concerned End–user
10. Proof of remittance to concerned government agency and/or GOCCs [SIR/Social Security System (SSS)/Pag–Ibig] (1 Certified True Copy)	Provider of Service/BAC Secretariat
11. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Provider of Service/BAC Secretariat
Consulting Services	
1. Additional documents under Annex D of COA Memorandum No. 2005–027 dated February 28, 2005, required to be submitted to the Auditor's Office within five days from the execution of the contract: (1 Original Copy) ○ If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables ○ Copy of the Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project ○ Copy of the curriculum vitae of the consultants and staff	Concerned End–user Unit/BAC Secretariat/Provider of Service
2. Letter request for payment from the consultant as approved by the Head of the Agency (1 Original Copy)	Provider of Service/ Office of the Director General
3. Approved Consultancy Progress/Final Reports, and/or output required under the contract (1 Original Copy)	Provider of Service/Concerned End–user
4. Certificate of Acceptance by the End–user for the services rendered of the consultant (1 Original Copy)	Concerned End–user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Procurement through Alternative Modes	
A. Basic Requirements Common to All Purchases under Alternative Mode of Procurement (AMP)	
1. Purchase Order/Letter Order/Contract/Work Order, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract) (1 Original Copy)	Supplier of Goods or Services /Concerned End–user Unit
2. Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case of Shopping under Section 52.1(b), and Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised ERR of RA No. 9184 (1 Original Copy)	BAC Secretariat/Concerned End–user
3. Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nation (UN) agencies (1 Original Copy)	BAC Secretariat/Concerned End–user
4. BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract (1 Certified True Copy)	BAC Secretariat
5. Proof of posting of Notice of Award in the PhilGEPs website, the website of the procuring entity concerned, if available, and at any	BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
conspicuous place reserved for this purpose in the premises of the procuring entity (1 Original Copy)	
6. Approved Procurement Plan (1 Certified True Copy)	BAC Secretariat
7. Approved Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities (1 Original Copy)	GSD/Concerned End–user
8. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
9. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
10. Notarized Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
11. Conformed TOR, if applicable (1 Original Copy) 12.	BAC Secretariat/Concerned End–user Unit
12. Proof of Invitation to at least 3 suppliers (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
13. Request for Quotation (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
14. Abstract of Quotation (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
15. Notice of Award (1 Original Copy)	BAC Secretariat/Concerned End–user Unit
16. Compliance Documents A. Mayor's/Business Permit (1 Photocopy) B. Business/Income Tax Return, if applicable (1 Photocopy)	BAC Secretariat/Concerned End–user Unit
17. SOA/Billing Statement/Invoice (1 Original Copy)	Supplier of Goods or Services /Concerned End–user Unit
18. BIR Form 2303 (Certificate of Registration) (1 Photocopy)	Supplier of Goods or Services /Concerned End–user Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
19. Bank Details, if not stated in SOA/Billing (1 Photocopy)	Provider of Service/Concerned End–user Unit
Additional Requirements for Specific type of Purchases under Alternative Mode of Procurement (AMP):	
Lease of Venue	
1. Approved Authority to Conduct Activity (1 Certified True Copy)	Concerned End–user Unit
2. Table of Rating Factors for Lease of Venue (1 Original Copy)	Concerned End–user Unit / TWG
3. Original Attendance Sheet (1 Original Copy)	Concerned End–user Unit
4. Approved Post–Activity Report (1 Certified True Copy)	Concerned End–user Unit
5. Justification for any excess on the original billing cost, if applicable (1 Original Copy)	Concerned End–user Unit
6. Justification if the intended original participants was not met (1 Original Copy)	Concerned End–user Unit
Van Rental	
1. Approved Authority to Conduct of Activity (1 Certified True Copy)	Concerned End–user Unit
2. Travel Order, if applicable (1 Certified True Copy)	Concerned End–user Unit
3. Vehicle Trip Ticket with list of passengers	Provider of Service/Concerned End–user Unit
4. Justification for any excess on the original billing cost, if applicable (1 Original Copy)	Concerned End–user Unit
Office Equipment/ICT Equipment/Machinery/Furniture and Fixtures	
1. Original Copy of the delivery invoice showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered (1 Original Copy)	Provider of Service/Concerned End–user Unit
2. Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the	GSD/Concerned End–user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
authorized end–user to whom the item was delivered or the property officer if item is for stock (1 Original Copy)	
3. Inventory Custodian Slip (if unit cost is below 50,000) (1 Original Copy) (1 Original Copy)	GSD/Concerned End–user
4. Property Acknowledgement Receipt (if unit cost is 50,000 and above) (1 Original Copy)	GSD/Concerned End–user
5. Approved Request for Extension for Delivery, if applicable (1 Original Copy)	Concerned End–user Unit
Goods such as Training Collaterals etc.	
1. Original Copy of the delivery invoice showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered (1 Original Copy)	Provider of Service/Concerned End–user Unit
2. Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the authorized end–user to whom the item was delivered or the property officer if item is for stock (1 Original Copy)	GSD/Concerned End–user
3. Approved Distribution List (1 Original Copy)	Concerned End–user Unit
4. Justification for any excess on the original billing cost, if applicable (1 Original Copy)	Concerned End–user Unit
5. Approved Request for Extension for Delivery, if applicable (1 Original Copy)	Concerned End–user Unit
6. Approved Authority to Conduct of Activity (1 Certified True Copy)	Concerned End–user Unit
Consulting Services	
1. If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables (1 Original Copy)	Concerned End–user Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter request for payment from the consultant as approved by the Head of the Agency (1 Original Copy)	Provider of Service/ Office of the Director General
3. Approved Consultancy Progress/Final Reports, and/or output required under the contract (1 Original Copy)	Provider of Service/Concerned End–user
4. Certificate of Acceptance by the End–user for the services rendered of the consultant (1 Original Copy)	Concerned End–user
5. Copy of the curriculum vitae of the consultants and staff (1 Original Copy)	Provider of Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Unit submits to Accounting Analyst the Original Copies of ORS with complete, valid, proper, and legal supporting documents for evaluation.	1. Accounting Analyst to receive signed ORS with supporting documents from the Budget Unit	None	20 Minutes	Accounting Analyst, Finance Division
	1.1 Accountant I to review documents as to completeness of supporting documents, legality, validity, and correctness of claims.	None	5 Days	Accountant I, Finance Division
	1.2 Accountant I prepare Disbursement Voucher with assigned DV number.	None	5 Hours	Accountant I, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Compute and deduct applicable taxes. b. Prepare Accounting Entries in Box B of DV. c. Check for the Cash Availability of the transaction. d. Record particulars of DV in individual Index Card and affix initials in Box C of DV			
2. End–user receive Disbursement Voucher (DV) with complete supporting documents and endorse to the Head, Requesting Office, or Authorized Representative for signature in Box A of DV	2. Accounting Analyst forward Disbursement Voucher (DV) with complete supporting documents to the Head, Requesting Office, or Authorized Representative for signature in Box A of DV	None	4 Hours	Accounting Analyst, Finance Division Head, Requesting Office
	2.1 Accounting Analyst awaits return of documents from the End–User.	None	4 Hours	End–User
3. End–user submit signed Disbursement Voucher with complete supporting documents.	3. Accounting Analyst receives signed Disbursement Voucher with complete supporting documents from	None	20 Minutes	Accounting Analyst, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Head, Requesting Office, or respective end–users.			Head, Requesting Office
	3.1 Accounting Analyst forward DVs and prepares LDDAP–ADA with complete supporting documents for the final review and signature of the Chief Accountant	None	7 Hours	Accounting Analyst, Finance Division Chief, Accountant Finance Division
	3.2 Forward to respective signatories: **DVs:** Box D – DG / DDG for Admin & Finance / Director for FAO **LLDAP:** Approved for Payment – Director for FAO	None	5 Hours	Director, FAO Deputy Director General, AF Director General Director, FAO
4. Cashier Staff receive signed Disbursement Voucher (DV) with complete supporting documents.	4. Accounting Analyst forward signed DV and LDDAP–ADA with complete supporting documents to Cashier Unit for preparation of ACIC.	None	10 Minutes	Accounting Analyst, Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 Cashier Staff receive the signed DV and LDDAP–ADA with complete supporting documents to Cashier for preparation of ACIC.	None	10 Minutes	Cashier Staff General Services Division
	4.2 Cashier Staff prepares and forward the ACIC to the respective signatories.	None	3 Days	Cashier Staff General Services Division Director, FAO Deputy Director General, AF Director General
5. Supplier of goods and services receive the payment for the goods delivered and services rendered	5. MASU Staff forward the approved ACIC and LDDAP–ADA to Landbank of the Philippines for processing	None	3 Hours	Cashier, GSD ARTA
	5.1 Account Officer of Landbank process the crediting of payment to the bank account of claimant	None	3 Days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	**None**	**14 Days and 1 Hour**	

PUBLIC RELATIONS UNIT (PRU)

1. Request for Production of ARTA Collaterals and Technical Support

Request for ARTA collaterals e.g., proofreading of memorandum and technical papers, drafting of speeches, press releases, and other Information, Education, and Communication (IEC) Materials, and Technical Support e.g., Livestreaming, Hosting, and Coverage.

Office/Division:	Public Relations Unit (PRU)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email formal request at pru@arta.gov.ph Must contain the following data: • Full name of the representative from the requesting Office/Division/Unit • Contact number and email address • Full details of requested material/support (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request with complete details via email at pru@arta.gov.ph	1. Receive the formal request from the representative/s of the requesting division	None	1 Hour	Office of the Director General Public Relations Unit
	1.1 Send an email to the requesting office, division and unit formally acknowledging receipt of request and corresponding processing time	None	30 Minutes	
	1.2 Record the request in the tracker forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	1.3 Process and approve the request in the tracker: a. If memorandum and technical papers forward to the Office of the Director General for further instruction b. If speech: Forward to the office of the concerned high–ranking officer (ex. Director, Deputy Director General, Director General)	None	1 Hour	Information Officer III, PRU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. If ARTA IEC material: Review the request for further decision			
2. Drafting of the requested material up to its approval of the ODG	2. Draft the requested material	None	1 Day, 4 hours	PRU Member as assigned PRU
	2.1 Review and approve drafted requested material	None	6 Hours	Information Officer I/II, PRU ODG Director General, ODG
	2.3 Send the requested ARTA Collateral to the requesting division (copy furnished PRU if speech).	None	2 Hours	Information Officer II, PRU
3. Receive response to invitation via email	3. Forward requested materials to the requesting party via email	None	1 Hour	Information Officer II, PRU
	TOTAL	**None**	**3 Days**	

2. Request for Production Audio Visual Materials, Animations and Social Media Campaigns

Request for ARTA Audio Visual Materials (AVP) to promote specific programs and initiatives of concerned office or division in connection with their mandate. It also includes a series of social media posts through campaign in promoting the Authority's initiatives and partnership with public and private stakeholders.

Office/Division:	Public Relations Unit (PRU)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email formal request at pru@arta.gov.ph Must contain the following data: • Full name of the representative from the requesting Office/Division/Unit • Contact number and email address • Full details of requested material/support (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request with complete details via email at pru@arta.gov.ph	1. Receive the formal request from the representative/s of the requesting division	None	1 Hour	Office of the Director General

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Public Relations Unit
	1.1 Send an email to the requesting office, division and unit formally acknowledging receipt of request and corresponding processing time	None	30 Minutes	Information Officer II, PRU
	1.2 Record the request in the tracker forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	1.3 Process and approve the request in the tracker	None	30 Minutes	Information Officer III, PRU
2. Discussion of details need like script, shoot and editing of the video material up to rendering	2. Meeting with concerned office or division	None	1 Hour	Information Officer I/II PRU
	2.1 Scrip Writing, video shoot, layout and editing	None	5 Days	PRU Members as assigned PRU
3. Presentation, comments, and approval of the ODG	3. Presentation to ODG	None	1 Hour	Information Officer II/I, PRU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Head Executive Assistant, ODG Director General, ODG
	3.1 Revisions and incorporating other comments, editing, and rendering	None	1 Day	Information Officer II/III PRU
4. Receive requested Production Audio Visual Materials, Animations, Social Media Campaigns, and IEC Materials	3.2 Send the requested ARTA AVP	None	1 Hour	Information Officer II, PRU
TOTAL		**None**	**6 Days, 5 Hours, and 30 Minutes**	

3. Request for Coverages on Meetings the ARTA Secretary in Attendance

Request for Coverages for Meetings with the ARTA Secretary in Attendance, provided a Briefer is attached.

Office/Division:	Public Relations Unit (PRU)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email formal request at odg@arta.gov.ph, pru@arta.gov.ph Must contain the following data: • Full name of the representative from the requesting Office/Division/Unit • Contact number and email address • Full details of requested material/support (What, When, Where, Who, and How, and other relevant supporting details)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request with complete details via email at odg@arta.gov.ph, pru@arta.gov.ph	1. Receive the formal request from the representative/s of the requesting division	None	1 Hour	Information Officer II, PRU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Send an email to the requesting office, division and unit formally acknowledging receipt of request and corresponding processing time	None	30 Minutes	Information Officer II, PRU
	1.2 Record the request in the tracker forward to the Information Officer III	None	30 Minutes	Information Officer II, PRU
	1.3 Process and approve the request in the tracker	None	30 Minutes	Information Officer II, PRU
2. Attendance to Meetings	2. Meeting with concerned office or division	None	1 Hour	PRU Member as assigned
	2.2 Writing and Approval Within the PMTs	None	1 Days	
3. Presentation, comments, and approval of the ODG	3. Presentation to ODG	None	1 Hour	Information Officer I/II, PRU ODG Director General, ODG
	3.1 Revisions and incorporating other comments, editing, and rendering	None	1 Day	PRU Member as Assigned PRU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive requested ARTA AVP	3.2 Send the requested ARTA AVP	None	1 Hour	Information Officer II, PRU
TOTAL		**None**	**2 Days, 5 Hours, and 30 Minutes**	

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) UNIT

1. Request for Information and Communications Technology (ICT) Technical Support

Technical Support services provided by ICT Unit for ARTA personnel related to the following:

- ICT Hardware and Software
- Office365 Account
- Exchange (Email)
- Events / Livestream
- PNPKI Digital Certificate

Office/Division:	Information and Communications Technology (ICT) Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office365 Account	Requesting Party Information and Communications Technology (ICT) Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out form and submit request in Service Helpdesk, through Microsoft Teams.	1. Service Helpdesk Administrator will queue request and tag the status as “Not Started.”	None	10 Minutes	Service Helpdesk Administrator, ICT Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Technical Support Staff will review request. 1.2 Technical Support Staff will assess and identify the details of the request and update the status of the request as “In-Progress.” 1.3 Assign Tech Staff who will attend to the request. 1.4 Gather technical information needed to further realize the request.	None	15 Minutes	Technical Support Staff (Hardware Section), ICT Unit
2. Provide additional information about the request	2. Take note of the further info provided by the requestor. 2.1 Determine possible solution	None	15 Minutes	ICT Unit Tech Support (Hardware Section) ICT Unit
3. Receive update to the request as “completed or deferred” through Microsoft Teams Email-account	2.2 Perform appropriate action / recommendation. 2.3 Update the request as “Completed” or “Deferred” accordingly.	None	2 Days, 7 Hours, and 20 Minutes	ICT Unit Tech Support

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	**None**	**3 Days**	

2. Issuance of ICT Clearance

All unit/divisions/offices shall request issuance of clearance from the ICT unit for the procurement of ICT-related goods and services.

Office/Division:	Information and Communications Technology (ICT) Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office365 Account	Requesting Party Information and Communications Technology (ICT) Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memorandum Request to ODDGAF	1. ODDGAF Staff will endorse to ICT Unit	None	1 day	Administrative Staff, ODDGAF
	1.1 Technical Support Staff will review request. • Scan market price and specifications • Draft clearance	None	1 day	Technical Support Staff, ICT Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive approved ICT clearance	1.2 Endorse clearance to ODDGAF: • For review and approval of DDG for Administration and Finance • Send approved clearance to requesting party	None	1 day	Deputy Director General for Administration and Finance, ODDGAF Administrative Staff, ODDGAF
	TOTAL	**None**	**3 Days**	

ARTA BIDS AND AWARDS COMMITTEE (ARTA BAC)

1. Procurement of Goods through Competitive Bidding

Procurement Request of Goods – Items, Supplies and Materials received by the BAC Secretariat of Anti–Red Tape Authority from end–users. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only: 1) in highly exceptional cases 2) to promote economy and efficiency, and 3) if justified by conditions specified in R.A. 9184 and its IRR.

Office/Division:	ARTA Bids and Awards Committee (ARTA BAC)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Purchased Request (PR) with assigned PR Number (1 Original Copy and 1 Photocopy)	GSD Records Officer
2. Technical Specifications (1 Original Copy and 1 Photocopy) indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Estimated cost • Estimated delivery date • Sample picture, layout or swatch of item to be procured • Purpose	End–user/ Offices of ARTA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Approved Annual Procurement Plan (APP) or Supplemental Project Procurement Management Plan (1 Original and 1 Photocopy)	BAC Secretariat or ARTA Official Website, Transparency Seal Section
4. If item to be procured is an ICT equipment, approved Clearance from ARTA ICT Unit with Complete Specification, Estimated Amount/Cost and Quantity (1 Original Copy and 1 Photocopy)	ICT Officer – Finance and Administration Office – ICT Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End–user shall submit the Purchase Request with the Technical Specification Sheet to the Technical Working Group (TWG) for review	1. The TWG shall receive and provide its recommendation if the PR and/or Technical Specification is in order.	None	3 Days	Procurement/ Administrative Officer, GSD BAC Secretariat Division Chief, GSD
1.2 If the PR and Technical Specification is in order, the End–user shall submit the documents to the BAC Secretariat	1.1 The BAC Secretariat shall receive the document and record the project in the Procurement Monitoring Report (PMR)	None	1 Day	BAC Secretariat
	1.2 Prepare the bidding documents.	None	1 Day	BAC Secretariat
	1.3 Set schedules for the procurement activities.	None	119 Days**	Head of Procuring Entity, BAC and BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(From Pre–procurement Conference to approval of Notice of Award (NOA)			
	1.4 Issue NOA to winning bidder and prepare and issue Contract upon receipt of the Performance Security from the winning bidder	None	10 Days**	BAC Secretariat
	1.5 Forward signed Contract to Budget Officer	None	1 Hour	BAC Secretariat
	1.6 Prepare Obligation Request (OBR).	None	2 Days and 7 Hours	Budget Officer, FAO – Budget and Finance Office and Admin Officer, GSD
2. Receive a Notice to Proceed	1.7 Issue Notice to Proceed upon receipt of signed and notarized Contract from the winning bidder	None	7 Days**	BAC Secretariat
	TOTAL	**None**	**144 Days**	

Service is covered under R.A. No. 9184 Government Procurement Reform Act and its Revised IRR.
****Based on Annex "C" of the 2016 IRR of R.A. No. 9184***

2. Purchase Request through Alternative Methods of Procurement (Shopping and Negotiated Procurement – Small Value Procurement)

Procurement Request received by the BAC Secretariat of Anti–Red Tape Authority from end–users. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only: 1) in highly exceptional cases, 2) to promote economy and efficiency, and 3) if justified by conditions specified in R.A. 9184 and its IRR.

Office/Division:	ARTA Bids and Awards Committee (ARTA BAC)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees, Offices and Regional Field Offices (RFOs) of the Anti–Red Tape Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Purchased Request (PR) with assigned PR Number	General Service Division (GSD)
2. Copy of APP or Supplemental APP if item is not included in the Original APP – (1 Photocopy)	
3. Memo request signed by the Head of Office (1 Original Copy)	Requesting Office
4. Terms of Reference/ List of complete item specifications (for item, supplies, materials) (1 Original Copy) • Quantity • Material (if applicable) • Color (if applicable) • Size (if applicable) • Estimated cost • Estimated delivery date • Sample picture or layout of item to procure • Purpose	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Authority to Conduct (if in connection with the conduct of activity)	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End–user shall submit the Purchase Request with the Technical Specification Sheet to the Technical Working Group (TWG) for review.	1. The TWG shall receive and provide its recommendation if the PR and/or Technical Specification is in order.	None	3 Days	BAC Secretariat
	1.1 The BAC Secretariat shall receive the document and record the project in the Procurement Monitoring Report (PMR)	None	1 Day	BAC Secretariat
	1.2 Present to the ARTA – Bids and Awards Committee the procurement project	None	2 Hours	End–user/ Requesting Office
	1.3 Prepare Request for Quotation 1.3a For projects under delegated authority	None	2 Hours	Procurement Unit of Requesting Office
	1.3b For projects not under delegated authority	None		BAC Secretariat Member and Head Secretariat
	1.4 Sign the Request for Quotation 1.4a For projects under delegated authority	None	1 Hour	Office Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4b For projects not under delegated	None		ARTA – BAC Chairperson
	1.5 Post the Request for Quotation to PhilGEPS and ARTA websites, and to conspicuous place of ARTA.	None	3 Days	BAC Secretariat
	1.6 Evaluate and Rank Bid/s 1.6a For projects under delegated authority	None	2 Days	Procurement Unit of end–user
	1.6b For projects not under delegated authority	None		Technical Working Group
	1.7 Prepare documents for award (Abstract of Canvass, Purchase Order and/or BAC Resolution)	None	3 Hours	
	1.7a For projects under delegated authority	None		Procurement Unit of End–user
	1.7b For projects not under delegated authority (BAC Resolution is required)	None		Assigned BAC Secretariat
	1.8 Sign the documents for award	None	2 Days	BAC, Office of the Designated BAC, and Head of Procuring Entity (HOPE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Inform the winning bidder	None	20 Minutes	BAC Secretariat, GSD/ Procurement Unit of End–user
	1.10 Receive delivery of supplies or goods procured	None	2 Hours	Administrative Officer I, GSD/ Representative of End–user
2. Send the Statement of Account (SOA)/ Sales Invoice (SI)/ Billing to BAC Secretariat, FAO – GSD Office.	2. Receive the SOA/SI/ Billing and submit the same together with the procurement documents to Budget Officer, for processing of payment	None	1 Day	BAC Secretariat, GSD / Procurement Unit of end–user
TOTAL		**None**	**13 Days, 2 Hours and 20 Minutes**	

Service is covered under R.A. No. 9184 Government Procurement Reform Act and its Revise IRR and PD 2017–0318 Payment of Government Transactions and Contracts within 15 days.

Regional Field Office

Services

1. Request for Orientation – RA 11032 Requirements and Other ARTA–related Issuances

RFOs shall provide an orientation on the following RA 11032 required compliances:

- Republic Act No. 11032
- Citizen's Charter – Handbook
- Whole–of–Government Reengineering
- Harmonized Client Satisfaction Measurement
- Committee on Anti-Red Tape
- Report Card Survey 2.0
- Regulatory Management System and Regulatory Impact Assessment
- Electronic Business One–stop Shop (for Local Government Units)

Office/Division:	Regional Field Office
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal Letter/Email Request (1 Physical Copy/1 Electronic Copy) 2. Indicative Program (1 Physical	Requesting Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to the concerned Regional Field Office. (Kindly refer to page 15, or the List of	1. Acknowledge the receipt of the letter / email of the requesting party.	None	10 mins	Administrative Officer III/ Project Development Officer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RFOs for the list of email addresses)				Regional Field Office
	1.1 Forward to CAO for further instructions.	None	10 mins	Administrative Officer III/ Project Development Officer I Regional Field Office
	1.2 Assign SAO/PDOs to facilitate the needed documents. Determine the nature of the request to identify the topics to be covered and its respective resource person/s.	None	1 hour	Chief Administrative Officer Regional Field Office
	1.3 Prepare the needed administrative documents, including the orientation materials and endorse to Chief Administrative Officer.	None	1 day	Supervising Administrative Officer/Project Development III/Project Development Officer I Regional Field Office
	1.4 Review and sign the pertinent documents for endorsement to Deputy Director General for Operations (ODDGO).	None	6 hours	Chief Administrative Officer Regional Field Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Endorse the pertinent documents to ODDGO for review and approval / recommending approval.	None	10 mins	Project Development Officer III/ Project Development Officer I Regional Field Office
	1.6 Review and approve / recommend the administrative documents in relation to the request, and endorse them to the Office of the Director General for final approval.	None	2 days	Executive Assistant Office of the Deputy Director General for Operations
	1.7 Review and approve / disapprove the administrative documents in relation to the request. Endorse back to the Office of the Deputy Director General for Operations.	None	3 days	Executive Assistant Office of the General
	1.8 Transmit the administrative documents to the concerned RFO.	None	15 mins	Administrative Officer III Office of the Deputy Director General for Operations
2. Receive confirmation notice indicating the schedule and resource person/s.	2. Inform the client of the approved schedule and resource persons.	None	15 mins	Project Development Officer III/ Project Development Officer I Regional Field Office
	TOTAL	**None**	**7 Days**	

2. Filing of Complaints through the RFO

This refers to the filing of complaint/s against government agencies covered under Section 3 of Republic Act No. 11032 relative to the alleged violations under Sections 12 (f) and 21 of the same Act, received via walk-in, physical mail or email.

The processing of the complaints will be done by the Public Assistance Division (PAD) of Legal and Public Assistance Office at the Central Office.

A. Walk-In

Office/Division:	Regional Field Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G -Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Full Name of the Complainant • Address of the Complainant • Contact Details of the Complainant (i.e. phone number/email) • Details or Narration of the Act/s Complained of • Person/s Charged, if available; • Name of Government Agency/Office/Division of Person/s Charged • Evidence of such violation/s, such as but not limited to the following documents from the concerned government agency: ▪ Transaction Slips (1 Scanned Copy) ▪ Receipts (1 Scanned Copy) ▪ Notification (1 Scanned Copy)	Complainant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
▪ Application Form (1 Scanned Copy) ▪ Payment Slips (1 Scanned Copy) ▪ Acknowledgement Receipts (1 Scanned Copy) ▪ Confirmation Slips (1 Scanned Copy) NOTES: 1. Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted. 2. Only initial complaints that have sufficiently complied with the required information/ documents as stated above shall be endorsed to ARTA Central Office – Public Assistance Division (PAD).	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Physically file the complaint with the required information to the Regional Field Office of the Anti–Red Tape Authority.	1. Provide the complainant with the Public Assistance Form (Annex B)	None	30 minutes	Special Investigator II Regional Field Office
	1.1 Evaluate the submitted documents. Receive and indicate the date of receipt on the documents, including the details of the receiving officer	None	2.5 hours	Special Investigator II Regional Field Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(i.e., name, designation, office).			
	1.2 Fill out the Complaint Assessment Form. (Annex A)	None	2.5 hours	Attorney III Regional Field Office
	1.3 Endorse to the CAO for clearance.	None	2 hours	Attorney III and Chief Administrative Officer Regional Field Office
	1.4 Scan all documents and email to PAD. A copy of the email is furnished to the client.	None	30 minutes	Attorney III and Special Investigator II Regional Field Office
	TOTAL	**None**	**1 Day**	

B. Physical Mail

Office/Division:	Regional Field Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G -Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Full Name of the Complainant • Address of the Complainant • Contact Details of the Complainant (i.e. phone number/email) • Details or Narration of the Act/s Complained of • Person/s Charged, if available; • Name of Government Agency/Office/Division of Person/s Charged • Evidence of such violation/s, such as but not limited to the following documents from the concerned government agency: ▪ Transaction Slips (1 Scanned Copy) ▪ Receipts (1 Scanned Copy) ▪ Notification (1 Scanned Copy) ▪ Application Form (1 Scanned Copy) ▪ Payment Slips (1 Scanned Copy) ▪ Acknowledgement Receipts (1 Scanned Copy) ▪ Confirmation Slips (1 Scanned Copy) NOTES:	Complainant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted. 2. Only initial complaints that have sufficiently complied with the required information/ documents as stated above shall be endorsed to ARTA Central Office – Public Assistance Division (PAD).	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File via physical mail the complaint with the required information to the Regional Field Office of the Anti–Red Tape Authority.	1. Receive and indicate the date of receipt on the documents, including the details of the receiving officer (i.e., name, designation, office).	None	30 minutes	Special Investigator II Regional Field Office
	1.1 If the letter is directly addressed to ARTA, proceed to item no. 1.3. Otherwise, draft Acknowledgement Letter (Annex C).	None	30 minutes	Special Investigator II Regional Field Office
	1.2 Check the document if all the requirements of an initial complaint, as enumerated above, are provided. If not, issue a Request for	None	2.5 hours	Special Investigator II Regional Field Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Completion (Annex D), which should be complied with by the complainant within three (3) working days upon receipt. 1.3 Once the initial complaint is sufficient, fill out the complaint assessment form.			
	1.4 Endorse to the CAO for clearance.	None	2 hours	Attorney III and Chief Administrative Officer Regional Field Office
	1.5 Scan all documents and email to PAD. A copy of the email is furnished to the client.	None	2 hours	Attorney III and Special Investigator II Regional Field Office
	TOTAL	**None**	**1 Day**	

C. E-Mail

Office/Division:	Regional Field Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G -Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Full Name of the Complainant • Address of the Complainant • Contact Details of the Complainant (i.e. phone number/email) • Details or Narration of the Act/s Complained of • Person/s Charged, if available; • Name of Government Agency/Office/Division of Person/s Charged • Evidence of such violation/s, such as but not limited to the following documents from the concerned government agency: ▪ Transaction Slips (1 Scanned Copy) ▪ Receipts (1 Scanned Copy) ▪ Notification (1 Scanned Copy) ▪ Application Form (1 Scanned Copy) ▪ Payment Slips (1 Scanned Copy) ▪ Acknowledgement Receipts (1 Scanned Copy) ▪ Confirmation Slips (1 Scanned Copy) NOTES:	Complainant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaints which do not disclose the identity of the complainant will be acted upon and treated as anonymous complaint provided that the rest of the details required above are submitted. 2. Only initial complaints that have sufficiently complied with the required information/ documents as stated above shall be endorsed to ARTA Central Office – Public Assistance Division (PAD).	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File via e-mail the complaint with the required information to the Regional Field Office of the Anti–Red Tape Authority.	1. If the email message is directly addressed to ARTA, proceed to Step No. 1.2. Otherwise, draft an acknowledgement letter (Annex C).	None	1 hour	Special Investigator II Regional Field Office
	1.1 Check if all the requirements of an initial complaint, as enumerated above, are provided. If not, issue a Request for Completion (Annex D), which should be complied with by the complainant within three (3) working days upon receipt.	None	2.5 hours	Special Investigator II Regional Field Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Once the initial complaint is sufficient, fill out the complaint assessment form.	None	2 hours	Attorney III Regional Field Office
	1.3 Endorse to the CAO for clearance.	None	2 hours	Attorney III and Chief Administrative Office Regional Field Office
	1.6 Forward all the documents together with the assessment form to PAD. A copy of the email is furnished to the client.	None	30 minutes	Attorney III and Special Investigator II Regional Field Office
	TOTAL	**None**	**1 Day**	

3. Request for Information

ARTA RFO shall provide response to the compliance-related clarifications and inquiries received which require preparation of data and reports, necessitating analysis of the compliance data and collaboration among various ARTA offices to provide the requested information and report. Such requests shall be answered via an official letter.

Office/Division:	Regional Field Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/Inquiry with complete contact information (1 Electronic Copy or 1 Physical Letter)	Citizen or Client / Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to the RFO email or to the ARTA Regional Field Office.	1. Acknowledge the receipt of the email of the requesting party or stamp receipt on the physical copy of request letter.	None	10 mins	Administrative Assistant III Regional Field Office
	1.1 Forward to CAO for further instructions.	None	20 mins	Administrative Assistant III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Regional Field Office
	1.2 Provide instructions on the received request.	None	3 hours and 30 minutes	Chief Administrative Officer Regional Field Office
	1.3 Prepare the transmittal letter and endorse to the concerned office/division/unit of ARTA Central Office, upon clearance by the CAO.	None	2 days	Supervising Administrative Officer/Attorney III Regional Field
	1.4 Prepare comments / inputs based on the received transmittal letter. Transmit the comments / inputs to the concerned RFO.	None	7 days	Concerned PDOs/Attorneys of the concerned ARTA Central Office division/unit
	1.5 Consider / adopt the comments / inputs and prepare the requested document. Upon clearance by the CAO, endorse the pertinent documents to ODDGO for review and recommending approval.	None	3 days	Supervising Administrative Officer/Attorney III/Chief Administrative Officer Regional
	1.6 Review and recommend the document in relation to the request and endorse them to	None	3 days	Executive Assistant Office of the Deputy Director General

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Office of the Director General for final approval.			
	1.7 Review and approve / disapprove the document in relation to the request. Endorse back to the Office of the Deputy Director General for Operations.	None	3 days	Executive Assistant Office of the Deputy Director General
	1.8 Transmit the administrative documents to the concerned RFO.	None	1 day	Administrative Assistant III Office of the Deputy Director General for Operations
2. Receive response to the requesting party	2. Send response to the requesting party	None	4 hours	Supervising Administrative Officer/Attorney III Regional Field Office
	TOTAL	**None**	**20 Days**	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	For walk–ins: Client may answer the feedback form in the office lobby and put it in the feedback and complaints drop box. For online: Survey Form link can be access through email at clientsurvey@arta.gov.ph Other concerns may be coursed through the Finance and Administrative Office (FAO) Email Address: fao@arta.gov.ph Hotline: 1- ARTA (1-2782) loc. 1008
How is feedback processed?	For walk–ins: The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint. For emails/calls: The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/office and/or the ARTA Committee on Anti–Red Tape (ARTA CART) via email. Upon receiving the reply from the concerned personnel/office, the client shall be informed via email or phone call.
How to file complaint?	To file a complaint **against** the Authority, provide the following details via email: - Full name and Contact Information of the Complainant - Sex (Male or Female) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained You may send all complaints against ARTA to complaints@arta.gov.ph Or call us at hotline 1-ARTA (1-2782) PLDT (02) 8246-7940

FEEDBACK AND COMPLAINTS MECHANISM	
	SMART 0920-925-3078, 0998-856-8338 Or you may course them through: **Presidential Complaint Center (PCC)** pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621 **Contact Center ng Bayan (CCB)** email@contactcenterngbayan.gov.ph 0908–881–6565
How are complaints being processed?	All complaints received **against the Authority** will be evaluated by the ARTA Committee on Anti–Red Tape (ARTA CART). The ARTA CART reviews and evaluates the complaints received on daily basis. The ARTA CART shall coordinate with the concerned Office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTA CART shall submit an incident report to the Director General, for appropriate action. The ARTA CART shall give the feedback to the clients via email. For follow–ups or queries, the contact information are as follows: Hotline 1- ARTA (1-2782) PLDT (02) 8246-7940 SMART 0920-925-3078, 0998-856-8338

LIST OF OFFICES

Office	Address	Contact Information
Anti–Red Tape Authority (ARTA) Main Office	4th and 5th Floors, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	https://arta.gov.ph/contact–us info@arta.gov.ph 1- ARTA (1-2782)
ARTA Main Office – Office of the Director General (ODG)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	odg@arta.gov.ph 1- ARTA (1-2782)
ARTA Main Office – Office of the Deputy Director General for Administrative and Finance (ODDGAF)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	oddg.admin@arta.gov.ph 1- ARTA (1-2782)
ARTA Main Office – Office of the Deputy Director General for Legal (ODDGL)	4th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	oddg.legal@arta.gov.ph 1- ARTA (1-2782)
ARTA Main Office – Office of the Deputy Director General for Operations (ODDGO)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	oddg.operations@arta.gov.ph 1- ARTA (1-2782)
ARTA Main Office – Finance and Administrative Office (FAO)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	fao@arta.gov.ph 1- ARTA (1-2782) loc. 1008
ARTA Main Office – Better Regulations Office (BRO)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	od.bro@arta.gov.ph 1- ARTA (1-2782) loc. 1020
ARTA Main Office – Compliance Monitoring and Evaluation Office (CMEO)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	compliance@arta.gov.ph 1- ARTA (1-2782) loc. 1027

Office	Address	Contact Information
ARTA Main Office – Regulatory Management and Training Division (RMTD)	5th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	rmtd@arta.gov.ph 1- ARTA (1-2782) loc. 1025
ARTA Main Office – Investigation, Enforcement, and Litigation Office (IELO)	4th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	ielo@arta.gov.ph 1- ARTA (1-2782) loc. 1017
ARTA Main Office – Legal and Public Assistance Office (LPAO)	4th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	legal@arta.gov.ph 1- ARTA (1-2782) loc. 1014
ARTA Main Office – Public Assistance Division (PAD)	4th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	complaints@arta.gov.ph 1- ARTA (1-2782) loc. 1016
ARTA Main Office – Public Assistance Division (PAD) – ARTAwag Center	4th Floor, NFA Building, NFA Compound, Visayas Ave. Brgy. Vasra, Diliman, Quezon City 1128	Hotline 1- ARTA (1-2782) PLDT (02) 8246-7940 SMART 0920-925-3078, 0998-856-8338
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 1 Northern Luzon	National Food Authority (NFA) Regional Office, Loakan Road, Baguio City	northernluzon@arta.gov.ph 12782 local 1032 / 82467972
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 2 Central Luzon	NFA Compound - McArthur Highway, Sindalan, City of San Fernando 2000 Pampanga	centralluzon@arta.gov.ph 12782 local 1033 / 82467973
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 3 Southern Luzon	National Food Authority (NFA) Regional Office, Balagtas, Batangas City	southernluzon@arta.gov.ph 12782 local 1034 / 82467974

Office	Address	Contact Information
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 5 Eastern Visayas	National Food Authority (NFA) Regional Office (3rd Floor), Banilad, Cebu City	easternvisayas@arta.gov.ph 12782 local 1035 / 82467975
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 6 Western Visayas	3rd Floor NFA Building, Brgy. Quintin Salas, Jaro, Iloilo City	westernvisayas@arta.gov.ph 12782 local 1036 / 82467976
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 6 Northern Mindanao	National Food Authority (NFA) Regional Office, Baloy, Cagayan de Oro City	northernmindanao@arta.gov.ph 12782 local 1038 / 82467978
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 7 Eastern Mindanao	National Food Authority (NFA) Regional Office, Sta. Ana Avenue, Davao City	easternmindanao@arta.gov.ph 12782 local 1037 / 82467977
Anti–Red Tape Authority (ARTA) Regional Field Office (RFO) 8 Western Mindanao	Region IX, Gov. Ramos Avenue, San Roque, Zamboanga City	westernmindanao@arta.gov.ph 12782 local 1039 / 82467979

ARTA PUBLIC ASSISTANCE FORM

PAD-01-2023

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

PUBLIC ASSISTANCE FORM

Name of Complainant:_____ **Date Filed:** _____

Gender:	**Are you filing this complaint on behalf ofsomeone else?**
___Man ___Woman ___Others (pls specify): _____ ___Prefer not to say	____Yes *If YES, for whom? _____ ____No

Address:_____

Email address:_____ **Contact Number:** _____

DATA PRIVACY STATEMENT	**DATA PRIVACY CONSENT**
The Anti-Red Tape Authority (ARTA) recognizes its responsibilities under Republic Act No. 10173, also known asthe Data Privacy Act of 2012 (DPA) with respect to the data it collects, records, organizes, update, use, consolidate or destruct from the public. The personal data obtained is entered and stored within ARTA's authorized information and communication system and shall be accessed by ARTA's authorized personnel. *The information collected and stored in ARTA's system shallonly be used for the following purposes:* 1. *Evaluation of possible violation of RA No. 11032and other laws;* 2. *Exercise of fact-finding investigation of ARTA;* 3. *Reporting to other government agencies incase ofreferral;* 4. *Other actions necessary for the exercise of ARTA'smandate under the law.*	*I have read and understood the foregoing Data Privacy Statement and express my consent for Anti-Red Tape Authority to collect, record, organize, update or modify, retrieve, use, consolidate, block, erase or destruct my personal data as part of my information for purposes abovestated.* *I affirm my right to be informed, object to processing, access and rectify, suspend or withdraw my personal data, and be indemnified in case of damage pursuant to the provisions of Republic Act No. 10173 or Data Privacy Act 2012.* _____ **Signature over printed name**

Agency Complained of:	**Government Official Involved:**

SMARTER INITIATIVES. BETTER PHILIPPINES

4th & 5th Floor NFA Bldg., NFA Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City 1128 | 8478-5091 | 8478-5093 | 8478-5099 | info@arta.gov.ph | www.arta.gov.ph | @artagovph

PAD-01-2023

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

Nature of Complaint: (Please check all that applies)

- ☐ **Failure to set-up the most current and updated Citizen's Charter;**
  (Kabiguang i-set up ang pinakabago at updated na Citizen's Charter);
- ☐ **Violation of the Zero-Contact Policy;**
  (Paglabag sa Zero-Contact Policy);
- ☐ **Selling, offering to sell, or recommending specific brands or fire extinguishers and other fire safety equipment to any applicant or requesting party or business entity by the Bureau of Fire Protection or any of its official or employees;**
  (Pagbebenta, pag-aalok para magbenta, at pagrerekomenda ng Bureau of Fire Protection o sinuman sa mga opisyal o empleyado nito sa sinumang aplikante ng mga tukoy na tatak ng fire extinguisher o anumang gamit para sa kaligtasan laban sa sunog);
- ☐ **Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;**
  (Pagtanggi na tanggapin ang aplikasyon o kahilingan ng isang aplikante, na kumpleto na ang mga rekisito, nang walang sapat na dahilan);
- ☐ **Imposition of additional requirements other than those listed in the Citizen's Charter;**
  (Pagpapataw ng mga karagdagang rekisito maliban sa nakalista sa Citizen's Charter);
- ☐ **Imposition of additional costs not reflected in the Citizen's Charter;**
  (Pagpapataw ng mga karagdagang gastos na hindi nakasaad sa Citizen's Charter);
- ☐ **Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;**
  (Kabiguang bigyan ang aplikante ng isang nakasulat na abiso sa hindi pagsang-ayon sa isang aplikasyon o kahilingan);
- ☐ **Failure to render government services within the prescribed processing time on any application or request without due cause;**
  (Pagkabigo na makapagbigay ng mga serbisyo ng gobyerno sa loob ng takdang oras ng pagproseso sa anumang aplikasyon o kahilingan nang walang angkop na dahilan);
- ☐ **Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;**
  (Kabiguang tugunan ang hiling ng aplikanteng nasa loob ng tanggapan o ahensya ng gobyerno sa opisyal na oras ng pagtatrabaho, kabilang ang lunch break o tanghalian);
- ☐ **Failure or refusal to issue official receipts;**
  (Pagkabigo o pagtanggi na mag-isyu ng mga opisyal na resibo);
- ☐ **Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage;**
  (Fixing at pakikipagsabwatan sa mga fixer sa ngalan ng kita o iba pang pakinabang o kalamangan);
- ☐ **Other acts in violation of the provisions of RA No. 9485, as amended by RA No. 11032.**
  (Iba pang paglabag sa mga probisyon ng RA No. 9485, na inamyendahan ng RA No. 11032

_____

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

Narration of Facts. Please state the events leading to the filing of this complaint. (*Pagsasalaysay ng mga pangyayari. Mangyaring sabihin ang mga kaganapan na humantongsa pagsampa ng iyong reklamo)*

List of Documents submitted:
(Listahan ng mga dokumento na isinumite)

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

☐ **The above facts are not the subject of a pending case or complaint with any government agency.**

(Ang mga pangyayari sa itaas ay hindi paksa ng isang nakabinbing kaso or reklamo sa anumang ahensya ng gobyerno)

☐ **The above facts are the subject of a pending case or complaint with last known status as _____.**

(Ang mga pangyayari sa itaas ay paksa ng isang nakabinbing kaso o reklamo sa na may huling status na_____.)

The allegations stated above are true and correct based on my personal knowledge or based on authentic documents and that this is not filed to harass any person complained of.

(Ang mga paratang na nabanggit sa itaas ay totoo at tama batay sa aking personal na kaalaman o batay sa mga tunay na dokumento at hindi ito isinampa upang manggulo o - harass ang inirereklamo)

_____
Signature over printed name

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Preliminary Evaluation:

Complaints Officer: _____ Date Assigned: _____

END