MANDATE

Pursuant to PD 74, the National Tax Research Center (NTRC) is mandated to conduct continuing research in taxation to improve the tax system and raise the level of tax consciousness among our people to achieve a faster rate of economic growth and to bring about a more equitable distribution of wealth and income.

Specifically, the NTRC performs the following functions:

1. Conducts research on taxation for the purpose of improving the tax system and tax policy;
2. Provides comments/position papers on revenue proposals coming from Congress and other government offices and the private sector;
3. Recommends such reforms and revisions as may be necessary to improve revenue collection and tax administration;
4. Provides technical assistance to both Houses of Congress and the DOF pertaining to taxation through studies, revenue estimates of tax proposals and drafting of bills, among others;
5. Publishes and sends tax guides and tax information materials to officials of the executive and legislative branches of government as well as the private sector;
6. Serves as Secretariat to the Fiscal Incentives Review Board (FIRB) which acts upon applications for tax subsidy of government-owned and/or controlled corporations (GOCCs) and commissaries;
7. Serves as Secretariat to the Task Force on the Revision of Fees and Charges which provides technical assistance and monitors the revision of fees of national government agencies (NGAs) pursuant to AO 31, s. 2012; and
8. Serves as Consultant to the Technical and Executive Committees on Real Property Valuation on the revision of zonal values for tax purposes.
QUALITY POLICY

The NTRC is a leading tax research agency that conducts continuing quality research on taxation and other fiscal-related matters. The NTRC is committed to improve the tax system and raise the level of tax consciousness among the Filipino people.

To achieve this, we shall endeavor to:

- Provide timely, relevant, quality studies and responsive technical assistance on taxation and other fiscal matters to fiscal policy makers;
- Publish and disseminate timely and relevant tax journals, guides, brochures and other tax information materials;
- Adhere to the highest standards of professionalism through continuous competency enhancement and employee empowerment;
- Provide our personnel with a working environment that is conducive to achieving our commitments and harnessing their fullest potential;
- Use appropriate technology for information systems and processes; and
- Continually improve the effectiveness of the NTRC QMS.
MISSION

We are the government institution dedicated to promoting a tax system that will ensure a fair distribution of the tax burden among the Filipino taxpayers.

We are committed to recommend necessary improvements in the tax system by conducting continuing quality research on taxation and to provide responsive staff support to fiscal policy makers.

We are also committed to provide opportunities for professional growth and to promote the well-being of our personnel.
VISION

To be recognized as the premier tax research institution attached to the Department of Finance (DOF);

To be more motivated and committed team of professionals that will continue to provide high quality research and technical assistance on taxation and other fiscal related matters to the DOF and other branches of the government (executive, legislative and judicial) and local government units; the private sector and international institutions; and

To be using state-of-the-art technology for information systems and processes.
SERVICE PLEDGE

We, the Officers and Employees of the National Tax Research Center, commit to:

Uphold the Agency’s mandated function of providing timely, relevant and quality studies and responsive technical assistance on taxation and other fiscal matters;

Adhere to the highest standard of professionalism by the continuous development and enhancement of our operations, systems and processes, to guarantee quality service, and ensure clients’ satisfaction;

Continue to provide personnel growth and development to enhance commitment and competency in service delivery; and

Adopt appropriate measures to promote transparency and accountability, and prevent graft and corruption.
LIST OF EXTERNAL SERVICES

Fiscal Incentives Review Board 9

Secretariat to the Task Force on Fees and Charges 11

Provisions for Services on Research and Information Dissemination 13

Provisions for Services on Technical Assistance in the Assessment of Tax Bills and/or Tax Proposals 15

Application for on-the-job training 17

Library Services 19

Filing of Complaint 21
FISCAL INCENTIVES REVIEW BOARD
### FISCAL INCENTIVES REVIEW BOARD SECRETARIAT

As the Secretariat of the Fiscal Incentives Review Board (FIRB), the NTRC processes and initially evaluates applications for tax subsidy of government-owned and/or -controlled corporations (GOCCs) and the Armed Forces of the Philippines Command and Exchange Service, Philippine National Police Service, the Procurement Service Exchange Marts, and other government-agency owned and operated corporations whose value-added tax (VAT) exemption has been repealed by Republic Act (RA) No. 10863 and provides other services relative thereto. Tax subsidies shall be chargeable to the Tax Expenditure Fund (TEF) provided for in the annual General Appropriations Act (GAA).

### PROCESSING AND EVALUATION OF APPLICATION FOR TAX SUBSIDY

**Availability of Service:** Monday - Friday from 8:00 AM - 5:00 PM  
**Clientele:** GOCCs, Commissions, SUCs and other GOs  
**Classification:** Highly Technical  
**Types of Transaction:** G2G - Government to Government

### Required Documents

a. Letter request signed by the head of office or any authorized official;  
 b. Endorsement from the department/office to which the applicant is attached;  
 c. Details of tax subsidy requirements, including billsings from the concerned revenue agency;  
 d. Certification that items for which tax subsidy is sought shall be used exclusively in the pursuit of mandated functions or a specified project;  
 e. Financial evaluation from the Corporate Affairs Group (CAG) of the DOE with regard to CAS-monitored GOCCs only; and  
 f. Such other documents as may be warranted.

### How to Avail of the Service:

<table>
<thead>
<tr>
<th>STEP</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits applicant or request for tax subsidy, together with required documents.</td>
<td>Receives letter-request for tax subsidy and checks all documents required. If the documents are complete, proceeds to step 2. If not, advises the applicant to submit all the required documents to expedite the processing of the application.</td>
<td>Within 3 minutes</td>
<td>FIRB Secretariat Staff</td>
<td>None</td>
<td>Application letter and all other required documents</td>
</tr>
<tr>
<td>2</td>
<td>Evaluates the request for tax subsidy and prepares an evaluation paper/study to serve as basis for FIRB's action on tax subsidy application.</td>
<td>Evaluates the request for tax subsidy and prepares an evaluation paper/study to serve as basis for FIRB's action on tax subsidy application.</td>
<td>5 working days and 6 hours from receipt of complete documents</td>
<td>FIRB Technical Staff</td>
<td>None</td>
<td>Evaluation paper/study</td>
</tr>
<tr>
<td>3</td>
<td>Reviews the draft evaluation paper.</td>
<td>Reviews the draft evaluation paper.</td>
<td>1 working day and 2 hours</td>
<td>Deputy and Executive Director</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>4</td>
<td>Elevates the application and evaluation paper to the Technical Committee meeting.</td>
<td>Elevates the application and evaluation paper to the Technical Committee meeting.</td>
<td>7 working days and 2 hours after completion of the required signatures</td>
<td>FIRB Secretariat Staff, FIRB and/or its Technical Committee</td>
<td>None</td>
<td>FIRB Resolution and CES</td>
</tr>
<tr>
<td></td>
<td>- OR -</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Letter</td>
</tr>
<tr>
<td></td>
<td>Application for tax subsidy may also be acted upon by reference, where the FIRB Resolution and the evaluation paper are passed around to the FIRB Presiding Officer and FIRB members for their approval. Action is confirmed by affixing their signature on the Resolution. A CES shall also be prepared, if applicable.</td>
<td>Application for tax subsidy may also be acted upon by reference, where the FIRB Resolution and the evaluation paper are passed around to the FIRB Presiding Officer and FIRB members for their approval. Action is confirmed by affixing their signature on the Resolution. A CES shall also be prepared, if applicable.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Releases duly signed FIRB Resolution and CES to the applicant.</td>
<td>Releases duly signed FIRB Resolution and CES to the applicant.</td>
<td>30 minutes after receipt of signed FIRB Resolution and CES from the signatories.</td>
<td>FIRB Secretariat Staff</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Approved:  

**MARLENE L. CALUBAG**  
OIC - EXECUTIVE DIRECTOR
SECRETARIAT TO THE TASK FORCE ON FEES AND CHARGES
SECRETARIAT TO THE
TASK FORCE ON FEES AND CHARGES

As the Secretariat to the Task Force on Fees and Charges, the NTRC monitors the compliance to pertinent issuances on fees and charges of national government agencies (NGAs) and government-owned and/or controlled corporations (GOCCs) performing governmental functions for a fee. It also provides technical assistance, upon request, to these NGAs and GOCCs in the revision of their existing fees and or imposition of new fees.

REQUEST FOR TECHNICAL ASSISTANCE RE: FEES AND CHARGES

Availability of Service: Monday – Friday from 8:00 AM – 5:00 PM.
Clientele: NGAs and GOCCs performing governmental functions for a fee.
Classification: Highly Technical
Type of Transaction: G2G - Government to Government

Required documents:

- a.) Letter-request signed by the head of office or his/her authorized representative;
- b.) Legal basis and/or authority of the requesting NGA/GOCC to collect fees and charges (Presidential Decree (PD), Republic Act (RA), Executive Order (EO), Administrative Order (AO), Circular, Agency/Board Resolution and Memorandum, etc.);
- c.) Workflows/procedures involved in the delivery of service;
- d.) Current schedule of fees proposed to be revised with the date of last imposition and/or revision/s;
- e.) Statement of the socio-economic impact of the imposition/revision of fees; and
- f.) List of stakeholders/clientele of the service.

For imposition of new fees:

- a.) Letter-request signed by the head of office or his/her authorized representative;
- b.) Legal basis and/or authority of the requesting NGA/GOCC to collect fees and charges (PD, RA, EO, AO, Circular, Agency/Board Resolutions and Memorandum, etc.).

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</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Submits request for NTRC Technical Assistance on the imposition of new fees and/or revision in the existing rates of fees and charges.</td>
<td>5 minutes</td>
<td>Technical Staff of the Special Research and Technical Services Branch (SRTSB)</td>
<td>None</td>
<td>Letter request with supporting documents</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Meets with the Task Force Secretariat (NTRC). Applies the Secretariat about the fee to be imposed/revised.</td>
<td>5 minutes</td>
<td>SRTSB Technical Staff</td>
<td>None</td>
<td>Cost Computation Template</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Accomplishes the template and discusses with the Task Force Secretariat</td>
<td>7 days</td>
<td>SRTSB Chief and Technical Staff</td>
<td>None</td>
<td>Accomplished Cost Computation Template</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Provides the Secretariat the number of clients availing or may avail of the service.</td>
<td>4 days</td>
<td>SRTSB Chief and Technical Staff, and NTRC Executive Director</td>
<td>None</td>
<td>Revenue Impact Estimate</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Estimates the revenue impact of the new and/or revised rate of fee.</td>
<td>1 day</td>
<td>SRTSB Chief and Technical Staff, and NTRC Executive Director</td>
<td>Signed recommended rate of fee</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Releases/transmits signed recommended rate of fee to requesting NGA/GOCC and provides copy to NTRC for record purposes.</td>
<td>30 minutes</td>
<td>Planning and Coordinating Branch (PC3) Staff</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Total : 12 days and 40 minutes

END OF TRANSACTION

Approved:

MARLENE L. CALUBAG
OIC - EXECUTIVE DIRECTOR
PROVISIONS FOR SERVICES ON RESEARCH AND INFORMATION DISSEMINATION
### Availability of Service:
Monday – Friday from 8:00 AM – 5:00 PM

### Who May Avail of the Service:
National Government Agencies (NGAs), Department of Finance (DOF), Congress, State Universities and Colleges (SUCs), other government agencies and instrumentalties, students, research institutions, and the private sector.

### Classification:
Highly Technical

### Type of Transaction:
G2G - Government-to-Government; G2C - Government-to-Citizens

### Required Documents:
a) Letter Request for a copy of the NTRC Tax Research Journal

### How to Avail of the Service:

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>prepares/drafts tax research study.</td>
<td>Within 22 working days</td>
<td>Technical Branch</td>
<td>None</td>
<td>Draft tax research study</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>receives draft tax research study from technical branch and records the same on the logbook. Then submits the draft tax research study to the Office of the Deputy Executive Director (OED) and Office of the Executive Director (OED)</td>
<td>7 minutes</td>
<td>Planning and Coordinating Branch (PCB)</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>reviews and integrates comments on the draft tax research study</td>
<td>Within 3 working days</td>
<td>Executive Director (ED) and Deputy Executive Director (DED)</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>receives the draft tax research study and forwards the same to the concerned Technical Branch for revision</td>
<td>5 Minutes</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>revises draft tax research study.</td>
<td>Within 7 working days</td>
<td>Technical Branch</td>
<td>None</td>
<td>Revised tax research study</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>receives revised tax research study and submits the same to the ED for consideration and approval.</td>
<td>2 minutes</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>reviews reviews and/or approves tax research study. If there are no further revisions, the revised tax research study is prepared for final revisions.</td>
<td>3 working days</td>
<td>OED/PCB/Technical Branch</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>receives signed and approved tax research study with written instructions (from the ED) to be published in the NTRC Tax Research Journal. Files signed tax research study and provides a copy to the concerned technical branch.</td>
<td>15 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Final and approved tax research study</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>layout, reviews and/or reviews the draft Tax Journal (including the selected tax research studies) and submits to the DED and ED for approval and consideration.</td>
<td>Within 7 Working days</td>
<td>PCB</td>
<td>None</td>
<td>Draft NTRC Tax Research Journal</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>reviews/reviews revisions and/or approves the Tax Journal. If there are no further revisions, the Tax Journal is prepared for final revisions.</td>
<td>Within 1 working day</td>
<td>DED and ED</td>
<td>None</td>
<td>Final and approved NTRC Tax Research Journal</td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>prints/reproduces/binds copies of Tax Journal.</td>
<td>Within 5 working days</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td>inspects/checks the printed copies of NTRC Tax Research Journal to ensure quality and completeness. If there are no errors, the Tax Journals are then prepared for distribution.</td>
<td>Within 1 working day</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td></td>
<td>distributes the Tax Journal to different National Government Agencies (NGAs); State Universities and Colleges (SUCs); and the private sector.</td>
<td>Within 7 working days</td>
<td>AFB</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**Total: 58 days and 29 minutes**

---

**END OF TRANSACTION**

Approved:

[Signature]

MARLENE L. CALUBAG
OIC - EXECUTIVE DIRECTOR
PROVISIONS FOR SERVICES ON TECHNICAL ASSISTANCE IN THE ASSESSMENT OF TAX BILLS AND/OR TAX PROPOSALS
# PROVISIONS FOR SERVICES ON TECHNICAL ASSISTANCE IN THE ASSESSMENT OF TAX BILLS AND/OR TAX PROPOSALS

**Availability of Service:**
Monday - Friday from 8:00 AM – 5:00 PM

**Who May Avail of the Service:**
House of Representatives, Department of Finance (DOF), and other national government agencies.

**Classification:** Highly Technical

**Type of Transaction:** GO - Government-to-Government

**Required documents:**
- Letter Request for comments on Tax Bills and other Tax Proposals

## How to Avail of the Service:

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Requests for comments on tax bills and tax proposals from Congress and DOF</td>
<td>2 minutes</td>
<td>Planning and Coordinating Branch (PCB)</td>
<td>None</td>
<td>Letter request</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Prepares assignment sheet and submits to the Office of the Executive Director (OED) for approval and signature.</td>
<td>2 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Signed Assignment Sheet</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Receives signed Assignment sheet from the OED and transmits the same to the concerned technical branch</td>
<td>12 minutes</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Prepares Comments on tax bill/tax proposal</td>
<td>Within 5 working days</td>
<td>Technical Branch</td>
<td>None</td>
<td>Draft comments on tax bill/tax proposal</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Receives draft comments on tax bill/tax proposal and checks attachments and records and the same in the logbook then submits the draft comments on tax bill/tax proposal to the Office of the Deputy Executive Director (ODO) and OED for review.</td>
<td>10 minutes</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Review draft comments on tax bill/tax proposal</td>
<td>Within 5 working days</td>
<td>Executive Director (ED) and Deputy Executive Director (DED)</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Receives draft comments on tax bill/tax proposal and forwards the same to the concerned technical branch for revision.</td>
<td>5 minutes</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>Receives draft comments on tax bill/tax proposal.</td>
<td>Within 5 working days</td>
<td>Technical Branch</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Receives revised comments on tax bill/tax proposal and submits to the ED for consideration and approval.</td>
<td>4 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Revised comments on tax bill/tax proposal</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Reviews/revises/revises and/or approves comments on tax bill/tax proposal. If there are no further revision, the revised comments on tax bill/tax proposals is prepared for final revision.</td>
<td>Within 2 working days</td>
<td>OED/PCB/Technical Branch</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>Receives signed and approved comments on tax bill/tax proposal. Files copy of the signed and approved comments on tax bill/tax proposal and provides copy to the concerned technical branch</td>
<td>15 minutes</td>
<td>PCB</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td>Prepares cover letter for the transmission of the final copy of comments on tax bill/tax proposal and forwards the same to the OED for signature</td>
<td>15 minutes</td>
<td>PCB</td>
<td>None</td>
<td>Signed cover letter</td>
</tr>
<tr>
<td>13</td>
<td></td>
<td>Transmits/receives signed cover letter and comments on tax bills/tax proposals to requesting clients.</td>
<td>Within 5 working day</td>
<td>PCB</td>
<td>None</td>
<td>Signed cover letter and comments on tax bill/tax proposals</td>
</tr>
</tbody>
</table>

Total : 14 days, 1 hour and 3 minutes

---

**Approved:**

[Signature]

MARLENE L. CALUDBG
OIC - EXECUTIVE DIRECTOR
APPLICATION FOR ON-THE-JOB TRAINING
APPLICATION FOR
ON-THE-JOB TRAINING

Availability of Service:
Monday – Friday from 8:00 AM – 5:00 PM

Who May Avail of the Service:
All interested and qualified students of different colleges/universities

Classification: Simple

Type of Transaction: G2C - Government-to-Citizens

Required documents:
a) Letter Request from school
b) Applicant’s Resume
c) For issuance of Certificate of Completion – Accomplished DTR confirmed by Supervisor

How to Avail of the Service:

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</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits letter request</td>
<td>Receives the letter request</td>
<td>1 minute</td>
<td>Administrative Officer/Administrative Assistant</td>
<td>None</td>
<td>Letter, Memorandum of Agreement (MOA)</td>
</tr>
<tr>
<td>2</td>
<td>Fills up Personal Data Sheet (PDS)</td>
<td>Processes application of On-The-Job Training (OJT)</td>
<td>28 minutes</td>
<td>Administrative Officer/Administrative Assistant</td>
<td>None</td>
<td>Memorandum of Agreement (MOA)</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Interviews and refers applicant to appropriate branch.</td>
<td>15 minutes</td>
<td>Chief, Human Resource Division</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Conducts orientation on trainees</td>
<td>14 minutes</td>
<td>Chief, Human Resource Division</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Introduces trainees to each branch/unit</td>
<td>5 minutes</td>
<td>Administrative Officer/Administrative Assistant</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Actual Program</td>
<td>Varies from requesting institution</td>
<td>Assigned Branch/Division</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Prepares Certificate of Completion upon rendering required number of hours.</td>
<td>10 minutes</td>
<td>Administrative Officer/Administrative Assistant</td>
<td>None</td>
<td>Certificate of Completion</td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>Reviews and signs Certificate of Completion</td>
<td>2 minutes</td>
<td>Chief, Human Resource Division</td>
<td>None</td>
<td>Certificate of Completion</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Releases Certificate of Completion to the trainee</td>
<td>1 minute</td>
<td>Administrative Assistant</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Total: 1 hour and 16 minutes

END OF TRANSACTION

Approved:

[Signature]
MARLENE L. CALUBAG
OIC - EXECUTIVE DIRECTOR
LIBRARY SERVICES
LIBRARY SERVICES

Availability of Service:
Monday – Friday from 8:00 AM – 5:00 PM

Who May Avail of the Service:
Students and interested individuals

Classification: Simple

Type of Transaction: G2C - Government-to-Citizens

Required documents:
- a.) Identification Card
- b.) Library Permit

How to Avail of the Service:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>ACTIVITY</th>
<th>DURATION OF ACTIVITY</th>
<th>DIVISION / PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORM / DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Secures &quot;Permit to Use the Library&quot; from the Personnel Division.</td>
<td>None</td>
<td>Administrative Officer V/Administrative and Financial Branch Chief</td>
<td>None</td>
<td>Identification card, Permit to Use the Library</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Submits permit and/or Letter Request to the Librarian-on-duty.</td>
<td>1 minute</td>
<td>Librarian</td>
<td>None</td>
<td>Identification card, Permit to Use the Library</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Assists the client.</td>
<td>Depending on the client’s need</td>
<td>Librarian</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Files copy and maintains record.</td>
<td>1 minute</td>
<td>Librarian/Clerk</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total : 2 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION

Approved:

MARLENE L. CALUBAG
OIC - EXECUTIVE DIRECTOR
FILING OF COMPLAINT
**FILING OF COMPLAINT**

**Who May Avail of the Service:**
Any aggrieved party who wishes to file a complaint

**Required documents (at least 3 copies):**
- a.) Verified Complaint-Affidavit
- b.) Documentary Evidence including attachments
- c.) Certificate of Non-Forum Shopping

**Classification:** Simple

**Type of Transaction:** G2C - Government-to-Citizens

**Duration:** Fifteen (15) minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>STEP</th>
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</tr>
</thead>
</table>
| 1    | a. Presents Visitor's Slip and valid Identification Card (ID)  
b. Submits complaint-affidavit, documentary evidence including attachments, and Certificate of Non-Forum Shopping. | a. Accommodates the complainant.  
b. Receives complaint-affidavit, attachments and Certificate of Non-Forum Shopping.  
c. Checks submitted requirements as to completeness  
d. Stamps "RECEIVED" on original and receiving copy. | 3 minutes | Receiving Officer (Human Resource Division) | None | Visitor's Slip |
| 2    | a. Accepts receiving copy  
b. Gets Visitor's Slip for release of IS at the lobby guard. | a. Encodes details of complaint based on submitted documents.  
b. Writes Control Number on the original and receiving copy.  
c. Gives receiving copy to the complainant.  
d. Signs the Visitor's Slip. | 10 minutes | Encoder (Human Resource Division) | None | Visitor's Slip |
|      |                 |          |                      |                              |      | Total: 13 minutes |

**END OF TRANSACTION**

Approved:

[Signature]

MARLENE L. CALUBAG  
OIC - EXECUTIVE DIRECTOR
# FEEDBACK AND COMPLAINTS MECHANISMS

| How to send a feedback | Client feedbacks are gathered through surveys and letters from clients to ensure client satisfaction and address performance gaps for services provided on research, information dissemination and technical assistance.  
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Contact info: 8-527-2064/8-527-2071 or <a href="mailto:info@ntrc.gov.ph">info@ntrc.gov.ph</a></td>
</tr>
</tbody>
</table>
| How feedbacks are processed | Accomplished feedback forms for each service provided are collected, processed and evaluated as required. The results are reported during the monthly executive staff meeting and the mid-year and year-end management reviews.  
|                        | The regular monitoring of the accomplished feedback forms guarantees that timely and appropriate interventions are undertaken to ensure that the objectives and goals of the Agency are met in the most effective manner.  
|                        | Contact info: 8-527-2064/8-527-2071 or info@ntrc.gov.ph                                           |
| How to file a complaint | For visiting client who wishes to file a complaint may use the feedback form and drops it at the designated drop box and/or submits a complaint-affidavit and documentary evidence including attachments to the Human Resource Division (HRD).  
|                        | Complaints can also be done via email or letter provided he/she gives the following information:  
|                        | a. Client’s scanned identification card;  
|                        | b. Name of person/s being complained;  
|                        | c. Details of the incident; and  
|                        | d. Proof of evidence  
|                        | Contact info: 8-527-2064/8-527-2071 or info@ntrc.gov.ph                                           |
| How complaint is processed | The Human Resource Officer (HRO) opens the drop box and receives the complaint via email or a complaint-affidavit.  
|                        | Upon evaluation, the HRO conducts an investigation and prepares a report to the Head of Agency for appropriate action and resolution.  
|                        | The HRO then provides feedback to the client.  
|                        | Contact info: 8-527-2064/8-527-2071 or info@ntrc.gov.ph                                           |
| Contact Information of CCB, PCC ARTA | ARTA: complaints@arta.gov.ph  
PCC: 9888  
CCB: 0308-881-6565 (SMS) |
# LIST OF OFFICES

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>ADDRESS</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Incentives Branch</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-526-81-84</td>
</tr>
<tr>
<td>Special Research and Technical Services Branch</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-527-20-49</td>
</tr>
<tr>
<td>Planning and Coordinating Branch</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-527-20-66</td>
</tr>
<tr>
<td>Human Resource Division</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-562-68-25</td>
</tr>
<tr>
<td>Library</td>
<td>3rd Flr., Palacio del Gobernador, Condominium, Gen. Luna St. corner A. Soriano Avenue, Intramuros, Manila, 1002</td>
<td>8-527-20-64</td>
</tr>
</tbody>
</table>