

Department of Agriculture
NATIONAL TOBACCO ADMINISTRATION



Citizen's CHARTER



The **National Tobacco Administration (NTA)** was created on July 24, 1987 by Executive Order No. 245 to promote the development of the tobacco industry and the quality of life of all those who depend upon the industry, especially the tobacco farmers. Specifically, its purpose and objectives are to improve the economic and living conditions and consequently raise the quality of life of the tobacco farmers including those who depend upon the industry for their livelihood; and to promote a balanced and integrated growth and development of the tobacco industry to help make agriculture a solid basis for industrialization.

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National Tobacco Administration

CITIZEN'S CHARTER

2021 Edition

MESSAGE

I am honored to present this 2021 Edition of the **NTA Citizen's Charter**, formulated in line with our commitment to promote transparency and accountability in the delivery of specific services of the National Tobacco Administration, as embodied in our Quality Policy.

This is a testament of the Agency's wholehearted response to President Rodrigo Roa Duterte's challenge to revolutionize the delivery of government services through increased operational efficiency and responsive, client-centric management of programs, projects, and activities.

Our latest edition features the improvements of our services in support of the objectives of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which bolstered the President's directive to streamline government processes, eliminate corrupt practices, and cut red tape in the bureaucracy.

The **NTA Citizen's Charter** outlines the enhanced and more simplified process of frontline services, both in the Central and Branch Offices, including the responsible offices and personnel, the given timeframe for each process, as well as the fees that may be charged, and a feedback mechanism that would allow us to continually improve our service delivery. It also contains brief information about the agency, its mission and vision, and "Service Pledge" of the entire agency.

We hope that this Charter, an open public document, will properly inform all our industry stakeholders about our brand of quality government service worthy of public trust and confidence.

Rest assured that we, at the NTA, remain steadfast to this mission.



ROBERT VICTOR G. SEARES, JR.

Administrator / CEO

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ABOUT THE NATIONAL TOBACCO ADMINISTRATION

OUR HISTORY

National Tobacco Administration (NTA) was created through Executive Order (EO) 245 issued by then President Corazon C. Aquino on July 24, 1987. It has become the sole government body that oversees and regulates the growth and development of the industry, and to look after the welfare of marginalized farmers.

Before 1987, there were eight distinct government agencies that dealt with the industry, namely, the Philippine Tobacco Administration (PTA), Philippine Virginia Tobacco Administration (PVTA), Philippine Tobacco Board (PTB), Philippine Virginia Tobacco Board (PVTB), Philippine Tobacco Research and Training Center (PTRTC), Virginia Flue-Curing Board (VFCB), Virginia Tobacco Fuelwood Corporation (VTFC), and the National Tobacco Classification Council (NTCC).

In order to rationalize and streamline the Philippine tobacco industry, these agencies were merged into one entity which is now the NTA.

On January 30, 1987, President Aquino during her Revolutionary Government, issued EO 116, otherwise known as Reorganization Act of the Ministry of Agriculture and Food, mandating the consolidation of the aforementioned agencies into one, attached to the Department of Agriculture. The consolidation was implemented by EO 245, the NTA Charter.

In order to effectively cater to the development of the 27 major tobacco growing provinces, the NTA established its corresponding Branch Offices. These offices were strategically located in the heart of the tobacco-growing areas to implement its programs and projects, namely:

1. Batac Branch Office, to cover Ilocos Norte and house the NTA Research and Training Center at the same time;
2. Vigan Branch, first district of Ilocos Sur;
3. Candon Branch, second district of Ilocos Sur;
4. Bangued Branch Office, Province of Abra;
5. San Fernando Branch Office, La Union and Benguet;
6. Rosales Branch Office, Pangasinan, Tarlac and Nueva Ecija;

7. Ilagan Branch Office, Isabela, Quirino, Ifugao, Kalinga-Apayao, and Nueva Vizcaya;
8. Tuguegarao, Province of Cagayan;
9. San Jose Branch Office, Occidental Mindoro;
10. Iloilo Branch Office, the whole of Visayas; and
11. Cagayan de Oro Branch Office, to cover the whole of Mindanao.

In its organizational life, the NTA has undergone two streamlining programs. The first one, in 1998, which was implemented by virtue of EO 29, as amended by EO 36, resulted in the reduction in its manpower complement from 1,126 to 750 regular positions; and in 2007, under EO 366, which left the Agency with only 350 residual positions.

After the latest reorganization, the number of branch offices was reduced to only eight, namely:

Ilocos Norte – Batac City
Ilocos Sur (1st District) – Vigan City
Ilocos Sur (2nd District) – Candon City
Abra – Bangued, Abra
La Union – Bauang, La Union
Pangasinan – Villasis, Pangasinan
Isabela – Ilagan City
Cagayan – Tuguegarao City

NTA also maintains extension and regulation activities for traditional tobacco growing areas in Visayas and Mindanao, which used to be covered by branch offices that were abolished by the Department of Budget and Management on the issue of administrative viability. ❖

OUR MANDATES

As the sole government tobacco agency, the NTA has been mandated, under its Charter, to:

1. Improve the economic and living conditions and raise the quality of life of the tobacco farmers including those who depend on the industry for their livelihood; and,
2. Promote the balanced and integrated growth and development of the tobacco industry to help make agriculture a solid base for industrialization.

With the enactment of Republic Act 9211, otherwise known as Tobacco Regulation Act of 2003, NTA's mandates were further expanded to include:

-
- ✓ Tobacco Growers Assistance Program, to support financially the NTA-registered tobacco farmers who may be displaced due to the implementation of the Act, or has voluntarily ceased planting tobacco;
 - ✓ Promote the Tobacco Growers Cooperative Programs, to assist tobacco farmers in developing alternative farming systems, plant alternative crops and other livelihood projects;
 - ✓ National Tobacco Free-Public Education Program, to provide scholarships for dependents of tobacco growers, in collaboration with state colleges and universities and technical and vocational schools; and
 - ✓ Research and Development Program, to undertake studies in cooperation with the Department of Science and Technology (DOST) concerning technologies and methods to reduce the risk of dependence on and injury from tobacco product usage and exposure, (or quality assurance for tobacco and tobacco products), development of alternative uses of tobacco and similar research programs.

OUR POWERS AND FUNCTIONS

To effectively and efficiently carry out its mandate, the Agency was vested with the specific powers to:

1. Promulgate and enforce rules and regulations on the production, standardization, classification, grading and trading of tobacco and tobacco products as may be necessary to attain its purposes and objectives and pursue the policy of government on tobacco
2. Conduct agricultural and industrial research and establish, operate and maintain experimental stations.

OUR MISSION

To enhance capabilities, build synergistic relationship among sectors, and mobilize resources for the development of the tobacco industry for the benefit of the tobacco farmers and other industry stakeholders.

OUR VISION

In the medium term, the NTA shall have attained an improved quality of life of the tobacco farmers and other industry stakeholders thru increased productivity and other income-generating activities.

OUR CORE VALUES

- **INNOVATION**
- **PERFORMANCE EXCELLENCE**
- **CLIENT FOCUS**
- **TEAM WORK**
- **RESPECT FOR PEOPLE**
- **RESILIENCY**
- **ENTREPRENEURSHIP**

OUR CORPORATE PRIORITIES

In aggressive pursuance of its mandates and thrusts, the NTA accords top priority to the following programs, projects, and activities:

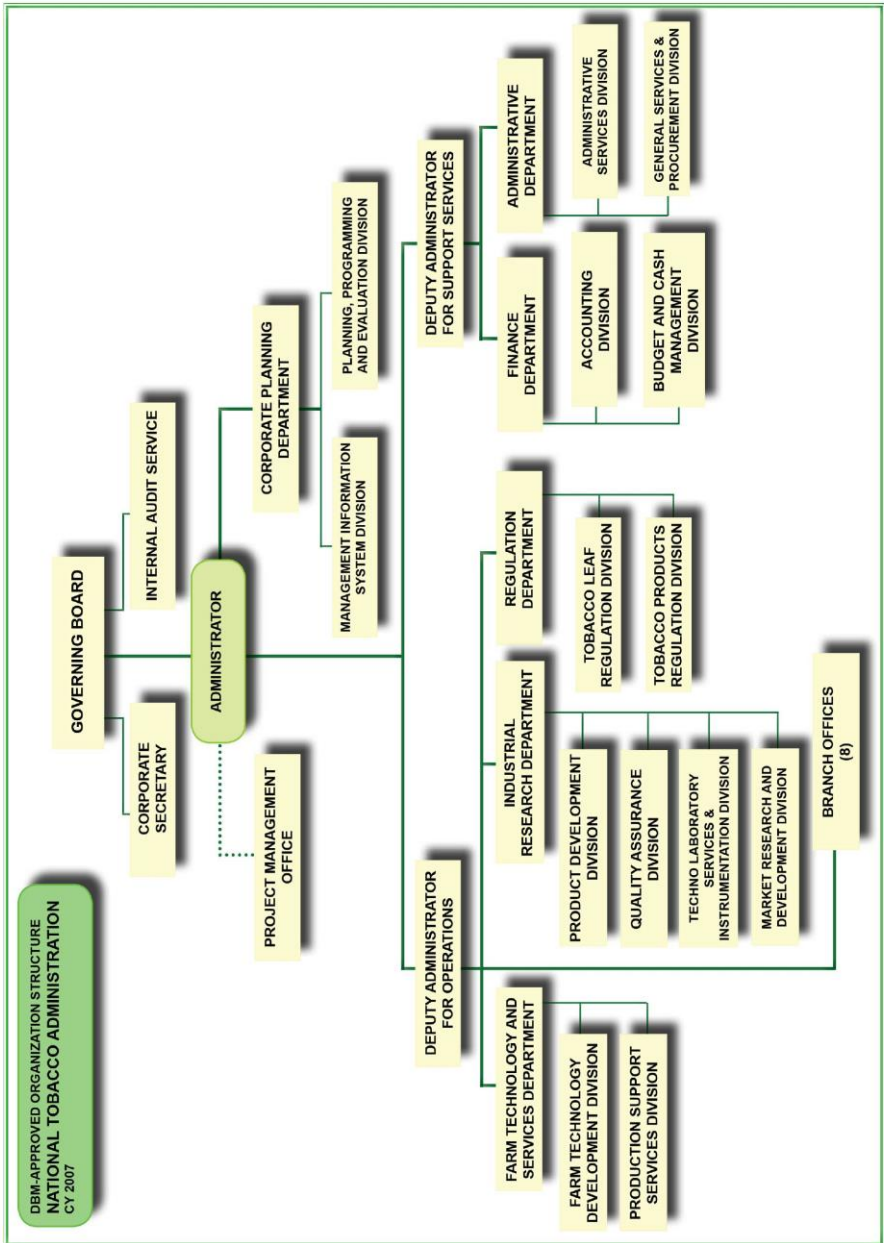
1. **Market-Driven Quality Tobacco Production**, addressing the growing demand for domestic manufacturing and export markets, primarily through the:
 - **Tobacco Contract Growing System (TCGS)** that will include the provision of production, technical and marketing assistance, and 40% subsidy to tobacco farmers cooperators. It targets to assist about 4,000 tobacco farmers;
 - **Curing Barn Assistance Project (CBAP)** involves the provision of construction and repair of about 3,000 curing barns and curing sheds for the tobacco farmers of Regions 1, 2 and CAR;
 - **Improved Seedling Production**, with the objective of producing good quality seedlings and instill early planting among the tobacco farmers, this project will involve the provision of assistance to tobacco seedling growers and distribution of free seedlings to tobacco farmers;
2. **Block Farming Scheme** to promote consolidation of development interventions to optimize use of resources and sustain farm productivity. It will be composed of several farm clusters in close proximity. Each block farm will have approximately 50 hectares and 80 farmers. The block farms will be involved not only in tobacco production but also in rice production, vegetables, high value commercial crops, poultry, livestock, fuelwood, among others.
3. **Integrated Farming and Other Income Generating Activities Project (IFOIGAP)**
 - **Hog Production**, where NTA provides additional income for tobacco farmers in hog production. The project includes value-adding/processing, where it operates the **Kadiwa ni Ani at Kita**

Food Processing Plant (formerly AgriPinoy Tobacco Farmers Food Processing and Trading Center (ATFFPTC) in Ilocos Region, which buys farmers' produce; processes them into top selling bagnet, Vigan longaniza, bacon, etc. A one-stop shop where the farmers' crops and products will be sold shall also be established.

- **Gulayan at Manukan sa Barangay and Vegetable Seed Distribution Project**, as a response to food sufficiency program of the Department of Agriculture during the Covid-19 pandemic, where tobacco farmers will be given free inputs on the production of various vegetables and poultry;

4. **Renewable Energy Farm Project and Restoration of Ecological Integrity** of Tobacco Growing Regions will address the fuelwood requirement of the farmers in the flue-curing of Virginia tobacco, as well as assist in the reforestation efforts of the tobacco-growing regions;
5. **Farmers' Organizational Development**, to include continuing registration of farmers, strengthening farm clusters, organizational development and livelihood assistance, to enable the farmers to become self-reliant, food secured and active partners of development;
6. **Continuing Research and Development, and implementation of pioneering ventures** (for other industrial uses of tobacco), to include among others, the enhancement of technologies and profitability of the production of tobacco dust, tobacco handmade paper and tobacco leaf extracts as pesticide for vegetables, fruits, and ornamentals.
7. **Quality Assurance for Tobacco Leaf and Manufactured Products**, will concentrate in the provision of services that ensure the quality of land, water, fertilizer and leaf tobacco, including the continuing study and monitoring of physical and chemical quality of cigarettes, as an input to continuing technology adjustments, standards formulation and effective regulation enforcement and compliance.
8. **Continuing Exercise of Regulatory Authority under existing laws.** At present, NTA covers production and trading of leaf and the importation and exportation of tobacco leaf and tobacco products. The NTA intends that in the future, it will also cover the processing of leaf and the manufacture, distribution and sale (wholesaling and retailing) of cigarettes, with emphasis on the compliance to standards, detection of fake products and shelf life; regulation also includes the dissemination to trading centers/tobacco buyers of the harmonized grading system of tobacco.

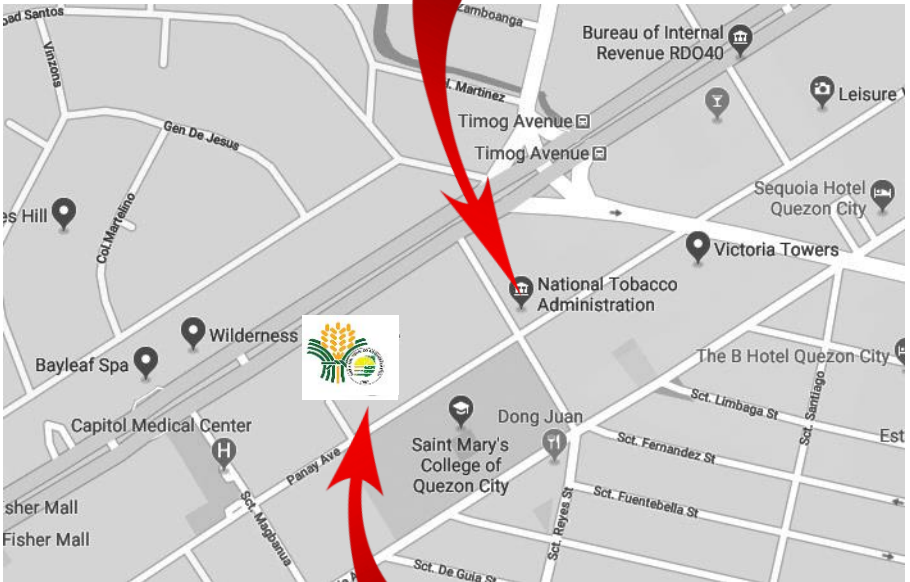
ORGANIZATIONAL STRUCTURE



LOCATION MAP

NTA Central Office

NTA Building
Scout Reyes cor. Panay Ave., Quezon City



TEMPORARY OFFICE

3rd & 4th Floors Ben-Lor Building
1184 Quezon Ave., Quezon City

OUR BRANCH OFFICES

REGION 1

BATAC	Batac-Paoay Road, Brgy. Tabug, City of Batac, Ilocos Norte Telephone: (077) 792-3111; Telefax: (077) 792-2616
CANDON	City Hall Compound, Candon City, Ilocos Sur Telephone: (077) 792-3111; Telefax: (077) 792-2616
VIGAN	Zone 5, Bantay, Ilocos Sur Telephone: (077) 722-5760; Telefax: (077) 722-2027
LA UNION	National Highway, Payocpoc, Bauang, La Union Telephone: (072) 607-9290; Telefax: (072) 607-9289
PANGASINAN	Poblacion Zone 1, Villasis, Pangasinan Telephone: (075) 569-5446; Telefax: (075)564-3219

REGION 2

CAGAYAN	Bagay Road, San Gabriel Tuguegarao City, Cagayan Telephone: (078) 304-0576; Telefax: (078) 846-3666
ISABELA	Brgy. Osmeña, Ilagan City, Isabela Telephone: (078) 622-3572; Telefax: (078) 624-2117

CORDILLERA ADMINISTRATIVE REGION (CAR)

ABRA	Washington Street, Zone 6, Bangued, Abra Telephone: (074) 752-7425; Fax: (074) 752-8474
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NTA SPECIAL PROJECTS

TOBACCO DUST PROCESSING PLANT
Brgy. Fernando, Sto. Tomas, La Union

NTA KADIWA NI ANI AT KITA
(AGRIPINOY TOBACCO FARMERS FOOD PROCESSING
PLANT AND TRADING CENTER)
Brgy. Nanguneg, Narvacan, Ilocos Sur

NTA ADMINISTRATORS (1987-2020)

- 1. MARIANO UN OCAMPO III**
(25 March 1986 to 30 November 1987)
- 2. ALONZO Q. ANCHETA**
(3 December 1987 to 8 March 1990)
- 3. EDILBERTO V. CARIASO**
(1 April 1990 to 7 December 1992)
- 4. JOAQUIN T. ORTEGA**
(8 December 1992 to 15 January 1995)
- 5. AMANTE E. SIAPNO**
(16 January 1995 to 15 March 1998)
- 6. ANTONIO M. DE GUZMAN**
(16 July 1998 to 29 February 2001)
- 7. CARLITOS S. ENCARNACION**
(1 March 2001 to 18 June 2003; 13 March 2004 to 30 June 2010)
- 8. MAMERTO E. ELLORIN**
(19 June 2003 to 12 March 2004)
- 9. EDGARDO D. ZARAGOZA**
(22 September 2010 to February 8, 2017)
- 10. ROBERT L. SEARES, M.D.**
(9 February 2017 to 19 March 2020)
- 11. ROBERT VICTOR G. SEARES, JR.**
(10 June 2020 to present)

* *Officers-in-Charge*

Dr. **Cristina C. Lopez**, *Manager of Administrative Department, June to September 2010.*

Dr. **Roberto R. Bonoan**, *Manager of the Industrial Research Department, March to June 2020.*



FRONTLINE SERVICES

Service Pledge

To our valued clients:

Your welfare and satisfaction is our foremost concern; thus, we promise to provide the warmest office environment, as well as, hospitable and friendly service providers who shall attend to and assist you in all your concerns. These are available Mondays to Fridays, from 7:30 a.m. to 5:30 p.m.

We shall promptly and efficiently act on all your concerns within three (3) working days for simple transactions and seven (7) days for complex transactions from the date the request and/or complete application or request was received.

We are public service-oriented, and as such, we offer our services with dedication, without expecting anything in return.

We earnestly solicit your comments, suggestions, and recommendations, as these are important to further improve our services and relationship with you.

We are committed to serve you.

*The Officials and Employees of the
National Tobacco Administration*

Central Office

External Services

1. PROCESSING AND ISSUANCE OF AUTHORITY TO EXPORT/ IMPORT/ TRANSSHIP UNMANUFACTURED TOBACCO / MANUFACTURED TOBACCO PRODUCTS AND OTHER TOBACCO-RELATED SUPPLIES, MATERIALS AND INGREDIENTS / ACCREDITATION TO PROCESS MANUFACTURED TOBACCO PRODUCTS	
Service Description	This service involves the processing and issuance of an Authority to a person/entity qualified to export/import/transship/manufacture tobacco leaf and tobacco products. The Authority is valid until December 31 of the year of issuance.
Office or Division	Regulation Department
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Exporter/Importer/Transshipper/Manufacturer/Processor of Tobacco Products
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> Duly accomplished Application Form (NTA-RD-F-016 rev 01) (2 copies); Information Sheet of Applicant (NTA-RD-F-002 rev 02) (2 copies); Name/s of Company Officers, their designations and nationalities (NTA-RD-F-043-A rev 00), official designation of authorized representatives/ Authority to sign (NTA-RD-F-043 rev 02) to apply for a Permit and/or Commodity Clearance, signed by the Corporate Secretary or Owner/President/ General Manager (1 photocopy); DTI Certificate of Business Name Registration, for single proprietorship; or Articles of Incorporation and By-Laws, for corporations; Articles of Partnership, for partnership (if New applicants) (1 photocopy); 	<p>NTA CO – Regulation Department or downloadable from NTA website</p> <p>From the Applicant</p>

<p>5. Copy of latest Income Tax Return (ITR) and/or Audited Financial Statements (1 photocopy);</p> <p>6. Certified Photocopy of latest Mayor's Permit issued by the Municipality/City where the business is located; or Certification as a Registered Locator for applicants operating within PEZA-registered or Freeport Zones, and/or proof of payment of fees to the concerned agencies, if the permit/certificate has not been issued (1 copy);</p> <p>7. Summary Report of Transshipment (NTA-RD-F-018-D rev 01), if transshipper (1 photocopy);</p> <p>8. Endorsement of the application attesting that the applicant submitted the complete documentary requirements, in the case of manufacturers/processors whose place of business is within the jurisdiction of any NTA Branch Office (NTA-RD-F-042) (1 photocopy);</p> <p>9. Certified list of brands/kinds of tobacco products manufactured/processed including their specific variants. For new brands/kinds of tobacco products, the list shall be submitted to the NTA before commercial production (If manufacturer) (1 photocopy); and</p> <p>10. One (1) photocopy of preceding year's Authority to Import/Export/Transship/Accreditation Permit to Manufacture/Process Manufactured and Un-manufactured Tobacco (for Renewal only).</p>	<p style="text-align: center;">From the Applicant</p> <p style="text-align: center;">NTA CO – Regulation Department or downloadable from NTA website</p> <p style="text-align: center;">From the Applicant</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (Regulation Dept – 4 th Fl)	1.1 Receive application documents	None	2 minutes	<i>Secretary / Regulation Dept (RD)</i>
	1.2 Determine completeness of document and issue Charge Slip	None	5 minutes	<i>TPRO I / III / Sr. TPRO RD</i>

2. Pay fees (Finance Dept – 4 th FI)	2.1 Issue Order of Payment	Refer to Table of Fees	2 minutes	<i>Accountant II</i> Finance Dept (FD)
	2.2 Issue Official Receipt (OR)	None	3 minutes	<i>Cashier</i> FD
3. Photocopy OR (Administrative Dept – 4 th FI)	3.1 Receive photocopy and verify against original	None	2 minutes	<i>TPRO I / III / Sr. TPRO</i> RD
	3.2 Validate and initial application	None	3 minutes	<i>Spgv. TPRO</i> RD
	3.3 Prepare Authority to Export/Import/ Transship/ Manufacture	None	3 minutes	<i>TPRA II</i> RD
	3.4 Certify/Verify and initial Authority/ Accreditation	None	3 minutes	<i>Chief TPRO and Dept. Mgr. III</i> RD
	3.5 Log out and transmit to the Deputy Administrator for Operations (DAOp) Office	None	3 minutes	<i>Secretary I</i> RD
	3.6 Receive and log documents	None	2 minutes	<i>Priv. Secretary</i> DAOp's Office
	3.7 Initial Authority/ Accreditation	None	2 minutes	<i>DAOp</i> DAOp's Office
	3.8 Transmit to Administrator's Office (AO)	None	5 minutes	<i>Private Secretary</i> DAOp's Office
	3.9 Receive and log documents	None	2 minutes	<i>Private Secretary</i> (AO)
	3.10 Approve/Sign Authority/ Accreditation	None	1 hour	<i>Administrator</i> (AO)

	3.11 Log out and transmit to the Regulation Department	None	3 minutes	<i>Private Secretary (AO)</i>
4. Receive Authority (RD – 4 th Fl)	4.1 Release Authority/ Accreditation to Applicant	None	2 minutes	<i>Secretary / RD</i>
Total Processing Time:			1 hr 42 min	

TABLE OF FEES

	Amount (PhP)
Authority to Import	16,200.00
Authority to Export	16,200.00
Authority to Transship	16,200.00
<u>ANNUAL ACCREDITATION FEES</u> <i>Based on the number of sticks manufactured/processed, per annum:</i>	
Less than 1-B	24,000.00
1-B to less than 10-B	30,500.00
10-B to less than 30-B	36,000.00
30-B to less than 50-B	48,000.00
50-B and above	60,000.00
<i>Sample computations:</i>	
Authority to Import (For Importer)	16,200.00
Accreditation Fee (For Manufacturer/Processor of Tobacco Products): Total sticks manufactured, per annum: (10,000,000,000 sticks)	36,000.00

2. PROCESSING AND ISSUANCE OF EXPORT / IMPORT / TRANSSHIPMENT COMMODITY CLEARANCE

Service Description	<p>This service involves the processing of Commodity Clearance for every shipment of tobacco leaf, tobacco product, other tobacco-related supplies, materials and ingredients.</p> <p>The application shall be filed at least three (3) working days prior to the date of loading/unloading of the commodity.</p> <p>The Commodity Clearance is valid within ninety (90) days from the date of issuance thereof.</p>
Office or Division	Regulation Department
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Exporter/Importer/Transshipper of Unmanufactured tobacco and Manufactured Tobacco Products and Other Tobacco-Related Supplies, Materials and Ingredients for other purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly accomplished Export/Import/Transshipment Commodity Clearance (NTA-RD-F-017/ 018/ 018-A/018-B/018-C/018-E rev 02) (4 copies); 2. Request for Inspection (NTA-RD-F-025 A rev 02) (1 photocopy); 3. Certificate of Inspection (NTA-RD-F-011-A rev 01) (2 photocopies); 4. Certificate of Authenticity (NTA-RD-F-019 rev 01) (Optional, for ECC only) (1 photocopy)	NTA CO – Regulation Department or downloadable from NTA website	
5. Commercial Invoice (1 photocopy); 6. Packing List (1 photocopy); 7. Bill of Lading (1 photocopy); 8. Export Declaration (For exporters only) (1 photocopy); and 9. Transshipment Permit or Foreign Transshipment Declaration (For transshippers only) (1 photocopy);		From the Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (Regulation Dept – 4 th Fl)	1.1 Receive application documents	None	2 minutes	<i>Secretary / Regulation Dept (RD)</i>
	1.2 Determine completeness of document and issue Charge Slip	None	5 minutes	<i>TPRO I / III / Sr. TPRO RD</i>
	1.3 Designate Inspector	None	1 minute	<i>Dept. Manager (DM) III/ Chief TPRO RD</i>
	1.4 Prepare Travel/ Office Order	None	1 minute	<i>Secretary RD</i>
	1.5 Sign Office Order, for inspections within Metro Manila; or recommend Travel Order (TO/ SO) for final approval, for inspections outside Metro Manila; or In case of inspection outside Metro Manila, approve TO/SO	Refer to Table of Fees Below	1 minute 3 minutes	<i>DM III/Chief TPRO RD</i> <i>DAOp DAOp's Office</i>
2. Witness inspection of commodities by NTA Inspector (at importer/ exporter/ transshipper warehouse)	2.1 Inspect, verify, and validate the commodity/ies at the inspection site, in the presence of the importer/ exporter and/or his/ her representative and accomplish Certificate of Inspection (COI) (RD-F-011-A rev 01)	None	4 hours (Ave. travel time) & 45 minutes (Ave. inspection time)	<i>Designated Inspector Location of commodities for inspection</i>

3. Pay fees (Finance Dept – 4 th Fl)	3.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Financial Analyst/ Accountant II</i> FD
	3.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier</i> FD
4. Photocopy OR	4.1 Receive photocopy and indicate OR No. on the ECC/ ICC/TCC (RD-F-017/ 018/018-A/018-B/ 018-C/018 rev 02)	P2.50/ page for recopy P5.00 for printing	2 minutes	<i>TPRO I / III / Sr. TPRO</i> RD
	4.2 Prepare and sign Summary of ECC/ ICC/ TCC Issuances (RD-F-021/021-A/021-B/021-C/021-D/021-E	None	3 minutes	<i>TPRA II</i> RD
	4.3 Validate and initial RD Form Nos. 017/018/ 018-A/018- B/ 018-C/018 rev 02	None	2 minutes	<i>Spvg. TPRO</i> RD
	4.4 Certify and initial RD Forms Nos. 017/018/ 018-A/018-B/ 018-C/018 rev 02 and 021/021-A/021-B/021-C/021-D/021-E	None	2 minutes	<i>Chief TPRO</i> RD
	4.5 Verify and sign RD Form Nos. 017/ 018/018-A/018-B/018-C/018 rev 02 and 021/021-A/021-B/021-C/021-D/021-E	None	2 minutes	<i>Dept. Manager III</i> RD

	4.6 Log out and transmit to the Office of the Deputy Administrator for Operations (DAOp)	None	3 minutes	<i>Secretary I</i> DAOp's Office
	4.7 Initial RD Form Nos. 017/018/ 018-A/018-B/018-C/018 rev 2	None	2 minutes	<i>DAOp</i> DAOp's Office
	4.8 Log out and transmit to the Administrator's Office (AO)	None	5 minutes	<i>Private Secretary</i> DAOp's Office
	4.9 Sign RD Form Nos. 017/018/ 018-A/018-B/018-C/018 rev 02	None	3 hours	<i>Administrator</i> (AO)
	4.10 Transmit to the Regulation Department	None	3 minutes	<i>Private Secretary</i> (AO)
5. Receive approved ECC/ICC/ TCC (RD – 4 th FI)	5.1 Release Clearance to Applicant	None	2 minutes	<i>Secretary I</i> RD
Total Processing Time:			1 day, 0 hr, 28 min	

* *In case of imports, inspection is conducted after the issuance of the ICC to the client, and immediately upon arrival of the commodities in the designated warehouse.*

TABLE OF FEES

Type of Fees		Amount (PhP)
I. Processing Fee per Transaction	Export	2,400.00
	Export with Certificate of Authenticity	3,600.00
	Import	2,400.00

	Transshipment: In-bound Out-bound Port-to-port Vessel-to-vessel Transshipment of tobacco leaf within economic zones	1,200.00 1,200.00 1,200.00 2,400.00 4,200.00
II. Monitoring Fees A. Export	A.1 Manufactured tobacco products:	
	- Cigarettes (Non-PTI Members)	12.00/case
	- Cigars	0.12/pc
	- Materials for Cigarette-making	0.10/net kg
	- Snuff/cheroots/chewing tobacco, etc	0.12/pc
	- Machine/spare parts	0.10/net kg
	- Flavorings	0.10/net kg
	- e-Cigarettes	0.12/net kg
	- e-Juice	0.12/pc
	A.2 Unmanufactured tobacco and wholly and/or partially processed Leaf tobacco	
	- Raw Leaf	0.12/net kg
B. Import	B.1 Manufactured tobacco products:	
	- Cigarettes:	
	o Non-legitimate local manufacturers	30.00/case
	o Legitimate local manufacturers	12.00/case
	- Cigars	0.24/pc
	- Snuff/cheroots/chewing tobacco, etc.	0.12/pc
	- Materials for Cigarette-making	3.00/net kg
	- Machine/spare parts	3.00/net kg
	- Materials/Machine/Spare parts (JTI Asia)	0.50/net kg
	- Flavorings	3.00/net kg
	- e-Cigarettes	3.60/net kg
	- e-Juice	0.24/pc
		B.2 Unmanufactured tobacco and wholly and/or partially processed leaf tobacco:
	- Raw Leaf	1.02/net kg
	- Partially processed (non-legitimate Local Manufacturer)	3.60/net kg

	- Unmanufactured and wholly and/or Partially processed leaf tobacco (Legitimate local tobacco products Manufacturer/processors who are not buying locally grown leaf	0.30/net kg
	- Semi-processed (PEZA-registered Locators excl. local manufacturers)	0.60/net kg
C. Transshipment:	Cigarettes	6.00/case

Sample Computation:

	Particulars	Amount (PhP)
Exporter	Processing fee	2,400.00
	Monitoring fee for manufactured tobacco: Cigarettes (5,000 cases x P12.00/case)	60,000.00
	Total fees	62,400.00

DESTINATION / INSPECTION SITE	Amount (PhP)
Subic Bay Freeport Zone	PhP 5,750.00
Clark Field Economic Zone	4,750.00
Bacolor, Pampanga	4,600.00
Cavite Economic Zone	
a. Dasmariñas, Cavite	2,850.00
b. Rosario, Cavite	2,800.00
Laguna	3,400.00
Parañaque/Pasay/Las Piñas	1,300.00
Manila	1,300.00
Quezon City	1,300.00
Rizal/Pasig/Marikina	1,700.00
CAMANAVA Area	2,000.00
Manila Airport	2,700.00
Antipolo	1,300.00
San Miguel, Bulacan	3,200.00

Other Fees	
Photocopying	PhP 2.50/page
Printing	PhP 5.00/page
Certified Copies of documents	PhP 100.00 per certificate
Conduct of virtual inspection (with Certificate of Inspection)	PhP 500.00 per commodity

3. INSPECTION OF IMPORT / EXPORT / TRANSSHIPMENT COMMODITIES				
Service Description	This service involves the processing of request for inspection of import/export/transshipment of tobacco leaf, tobacco product, other tobacco-related supplies, materials, and ingredients. The request for inspection shall be filed simultaneously upon application of commodity clearance. The request is valid until completion of inspection.			
Office or Division	Regulation Department			
Classification	Complex Transaction			
Type of Transaction	G2B			
Who May Avail	Importer/Exporter/Transshipper of Unmanufactured tobacco and Manufactured Tobacco Products and Other Tobacco-Related Supplies, Materials and Ingredients for other purposes			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Request for Inspection (NTA-RD-F-025 A rev 02) (1 photocopy); Certificate of Inspection (NTA-RD-F-011-A rev 01) (2 photocopies); Certificate of Appearance (NTA-RD-F-025-D) 			NTA-Regulation Department or downloadable from NTA website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Inspection (Regulation Dept – 4 th Fl)	1.1 Receive request for inspection (NTA-RD-F-025 A rev 02)	None	2 minutes	Secretary / Regulation Dept (RD)
	1.2 Designate inspector	None	1 minute	Dept. Manager (DM) III / Chief TPRO RD
	1.3 Prepare Travel/Office Order	None	1 minute	Secretary / RD

	<p>1.4 Sign Office Order, for inspections within Metro Manila; or recommend Travel Order (TO/SO) for final approval, for inspections outside Metro Manila; or</p> <p>In case of inspection outside Metro Manila, approve TO/SO</p>	None	<p>1 minute</p> <p>3 minutes</p>	<p><i>DM III / Chief TPRO RD</i></p> <p><i>DAOp DAOp's Office</i></p>
<p>2. Witness inspection of commodities by NTA Inspector (at importer/exporter/transshipper warehouse)</p>	<p>2.1 Inspect, verify, and validate the commodity/ies at the inspection site, in the presence of the importer/exporter/transshipper and/or his/her representative and accomplish Certificate of Inspection (COI) (RD-F-011-A rev 01)</p>	None	<p>4 hours (Ave. travel time)</p> <p>&</p> <p>15 minutes (Ave. inspection time)</p>	<p><i>Designated Inspector Location of commodities for inspection</i></p>
Total Processing Time:			0 day, 4 hr, 22 min	

4. PROCESSING AND ISSUANCE OF ENDORSEMENT				
Service Description	This service involves the processing and issuance of Endorsement to any entity or association wishing to engage in or is already engaged in the tobacco industry, as a requirement for application of new or renewal of registration, respectively, of Articles of Incorporation with the Securities and Exchange Commission (SEC).			
Office or Division	Regulation Department			
Classification	Simple Transaction			
Type of Transaction	G2B			
Who May Avail	Exporter/Importer/Transshipper/Manufacturer/Processor of Tobacco Products			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (NTA-RD-F-039) of the Company for an Endorsement, indicating therein which Article/s is/are to be amended; 2. Photocopy of the original Articles of Incorporation; 3. Amended Articles of Incorporation for changes made in: <ol style="list-style-type: none"> Name Address Purpose Capitalization 			NTA-Regulation Department or downloadable from NTA website From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (Regulation Dept – 4 th Fl)	1.1 Receive application documents	None	2 minutes	Secretary / Regulation Dept (RD)
	1.2 Determine completeness of documents and issue Charge Slip	None	5 minutes	Spvg TPRO/ Sr. TPRO RD
2. Pay fees (Finance Dept – 4 th Fl)	2.1 Issue Order of Payment	Processing Fee- PhP5,000	2 minutes	Fin'l Analyst/ Accountant II FD

	2.2 Issue Official Receipt	None	2 minutes	<i>Cashier</i> FD
3. Photocopy OR (Administrative Dept – 4 th Fl) and submit photocopy (Regulation Dept – 4 th Fl)	3.1 Receive photocopy and verify against original	None	2 minutes	<i>Spvg TPRO/ Sr. TPRO</i> RD
	3.2 Prepare Endorsement Letter (NTA-RD-F-040)	None	3 minutes	<i>Spvg TPRO/ Sr. TPRO</i> RD
	3.3 Certify/Verify and initial Endorsement Letter	None	3 minutes	<i>Chief TPRO and DM III</i> RD
	3.4 Log out and transmit to the Deputy Administrator for Operations (DAOp) Office	None	3 minutes	<i>Secretary</i> RD
	3.5 Receive and log documents	None	2 minutes	<i>Priv Secretary</i> DAOp's Office
	3.6 Initial Endorsement Letter	None	2 minutes	<i>DAOp</i> DAOp's Office
	3.7 Transmit to the Administrator's Office (AO)	None	5 minutes	<i>Priv. Secretary</i> DAOp's Office
	3.8 Receive and log documents	None	2 minutes	<i>Priv. Secretary</i> (AO)
	3.9 Approve and sign Endorsement Letter	None	1 hour	<i>Administrator</i> (AO)
	3.10 Log out and transmit to the RD	None	3 minutes	<i>Private Secretary</i> (AO)
4. Receive Endorsement Letter (RD – 4 th Fl)	4.1 Release Letter to Applicant	None	2 minutes	<i>Secretary I</i> RD
Total Processing Time:			0 day, 1 hr, 38 min	

5. ISSUANCE OF CERTIFICATE OF PRODUCT EFFICACY AND SUITABILITY

Service Description	The conduct of protocol research is a service requested by interested fertilizer/pesticide/suckercide companies to test the efficacy of their products for tobacco production, and eventual registration with the Fertilizer and Pesticide Authority (FPA), for inorganic inputs, or the Bureau of Agriculture and Fisheries Standards (BAFS), for organic inputs. Depending on the requirement of the applicant company, it can be completed for a period of three (3) months, for seedbed study, and at least ten (10) months for field study, within which the product will be tested for efficacy at the different stages of plant growth, to the physical and chemical evaluation of leaf samples.			
Office or Division	Farm Technology and Services Department			
Classification	Highly Technical Transaction			
Type of Transaction	G2B			
Who May Avail	Private fertilizer/pesticide/suckercide companies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter of Intent/Request (one original coy); 2. Sample of the Product for testing; 3. Product Brochure (1 copy) 			} From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Review and approval of Test Protocol for Experimental Use Permit				
1. Submit letter of intent/ request (Administrator's Office - 3 rd Fl)	1.1 Receive letter/request	None	10 minutes	<i>Priv. Secretary II</i> Administrator's Office (AO)
	1.2 Refer Letter of Intent to the Project Technical Review and Evaluation Committee (PTREC)	None	4 hours	<i>Administrator</i> (AO)

	1.3 Evaluate request, conduct meetings with client and package the proposal	None	2 days	<i>PTREC</i> Central Office
2. Attend presentation/ negotiation meeting (Central Office)	2.1 Conduct negotiation/ consultation meeting	None	4 hours	<i>PTREC</i> Central Office
3. Attend technical briefing (Central Office)	3.1. Conduct technical briefing	None	4 hours	<i>PTREC & Accredited Researcher</i> Central Office
4. Submit comments/ requests for revision (DAOp's Office – 3 rd FI)	4.1 Revise proposal, as needed, finalize proposal, budgetary requirements and Memorandum of Agreement (MOA)	None	2 days	<i>PTREC & Accredited Researcher</i> Central Office
	4.2 Approve final protocol proposal and budget	None	1 day	<i>Administrator</i> (AO)
5. Sign MOA (Admin. Office – 3 rd FI)	5.1 Sign MOA	None	2 hours	<i>Administrator</i> (AO)
	5.2 Formally constitute the Protocol Implementing Team (PIT)	None	1 hour	<i>Administrator</i> (AO)
6. Submit product sample (NTA CO / NTA Batac City)	6.1 Receive product sample	None	10 minutes	<i>PIT</i> (<i>BO/TLSD-IRD/FTSD</i>)* Batac City
7. Pay fees (90%) (Finance Dept – 4 th FI)	7.1 Issue Order of Payment	Refer to Table of Fees	2 minutes	<i>Accountant II</i> Accounting Division – Finance Dept (FD)

	7.2 Issue Official Receipt (OR)	None	5 minutes	<i>Cashier II</i> BCMD-FD
	7.3 Finalize Project Implementation Plan (PIP) and Cash Flows (CF)	None	1 day	<i>PIT (BO/FTSD)</i> NTA Branch Office concerned
	7.4 Approve final Project Implementation Plan (PIP) and Cash Flows (CF)	None	30 minutes	<i>Administrator (AO)</i>
8. Receive copy of MOA (PTREC – 4 th Fl)	8.1 Furnish copy of MOA, with final approved budget	None	5 minutes	<i>PTREC Secretariat</i> Central Office
Total Processing Time:			8 days, 0 hr, 2 min	

Note: Issuance of Certificate of Product Efficacy and Suitability qualified for Multi-Stage Processing

B. Agency Internal Process: Implement protocol activities for 3-8 months, depending on trial type, including preparation of Technical Report and review thereof.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. Issuance of Certificate of Product Efficacy and Suitability				
1. Attend initial presentation and discussion of results (Central Office)	1.1 Present Draft Technical Report to requesting party	None	4 hours	<i>PTREC & Accredited Researcher</i> Central Office
	1.2 Finalize Project Technical Report and prepare appropriate Certificate of Product Efficacy and Suitability	None	4 hours	<i>PTREC & Accredited Researcher</i> Central Office

	1.3 Approve Project Tech. Report and Cert. of Product Efficacy and Suitability	None	1 hour	<i>Administrator (AO)</i>
	1.4 Reproduce Report	None	1 day	<i>PTREC Central Office</i>
2. Pay remaining 10% balance and Certification fee (Finance Dept – 4 th Fl)	2.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Accountant II Acctng, FD</i>
	2.2 Issue Official Receipt	None	3 minutes	<i>Cashier II BCMD, FD</i>
3. Receive Project Technical Report (DAOp's Office – 3 rd Fl)	3.1 Release Project Technical Report, incl. Certificate of Product Efficacy and Suitability	None	30 minutes	<i>PTREC Central Office</i>
Total Processing Time:			1 day, 5 hr, 35 min	

Note: Issuance of Certificate of Product Efficacy and Suitability qualified for Multi-Stage Processing

* BO – Branch Office

*TLSID-IRD – Techno-Laboratory Services and Instrumentation Division-
Industrial Research Department*

FTSD – Farm Technology and Services Department

TABLE OF FEES

<p>Protocol & Certification Fee</p> <p>a. Product Trial for:</p> <ul style="list-style-type: none"> - Fertilizer - Plant growth enhancer - Biostimulant - Soil Conditioner - Insecticide - Suckercide - Curing Fuel - Curing System 	<p>a. Cost is computed based on actual requirement, dependent on trial type, to include:</p> <ul style="list-style-type: none"> - <i>Labor</i> - <i>Land rental</i> - <i>Supplies and Materials</i> - <i>Laboratory analysis fees</i> - <i>Honoraria of researchers/project team</i> - <i>Administrative fee (25% of MOOE)</i> - <i>Contingency (15% of Supplies and Materials*)</i>
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	<p><i>b. Certificate of Product Efficacy:</i></p> <ul style="list-style-type: none"> • PhP 3,000.00 (for new product) • PhP 1,500.00 (for renewal, every 2 years) <p>Terms of payment: 90% upon MOA signing 10% upon release of Final Report and Certification</p>
b. Tobacco Varietal Trial	<i>Standard costs set by the National Seed Industry Council (NSIC)</i>

Sample Computation

	Particulars	Amount (PhP)
Total Protocol Fee		250,000.00
1 st Payment	90% of total	225,000.00
2 nd Payment	10% of total	25,000.00

6. CONDUCT OF LABORATORY ANALYSIS and ISSUANCE OF RESULTS / REPORT OF ANALYSIS														
Service Description	The service is rendered to provide quality, correct and timely chemical analyses of tobacco, tobacco products, soil, water and other tobacco production inputs. The results obtained continuously support NTA research projects, diagnostic field investigation toward the production of quality tobacco and monitoring of tobacco products components in support to regulations, and meet the requirements and expectation of clients.													
Office or Division	Techno-Laboratory Services and Instrumentation Division - Industrial Research Department (TLSID-IRD)													
Classification	Highly Technical Transaction													
Type of Transaction	G2B; G2G; G2C													
Who May Avail	Cigarette Manufacturers Tobacco Traders Fertilizer Companies/Suppliers Local Government Units Private Individuals													
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE												
1. Letter of Intent/Request 2. Sample of the Product for testing, with the following weight requirement per sample: <table border="1" data-bbox="96 1065 591 1438"> <tbody> <tr> <td>Soil</td> <td>1 kg placed in sealed plastic bag and properly labelled</td> </tr> <tr> <td>Tobacco</td> <td>20-30 leaves/cured leaves</td> </tr> <tr> <td>Cigarettes</td> <td>200 sticks or 1 ream</td> </tr> <tr> <td>Other tobacco products</td> <td>10-15 grams</td> </tr> <tr> <td>Fertilizer</td> <td>500 grams placed in sealed plastic bag and properly labelled</td> </tr> <tr> <td>Water</td> <td>1L placed in sealed bottle and properly labelled</td> </tr> </tbody> </table>		Soil	1 kg placed in sealed plastic bag and properly labelled	Tobacco	20-30 leaves/cured leaves	Cigarettes	200 sticks or 1 ream	Other tobacco products	10-15 grams	Fertilizer	500 grams placed in sealed plastic bag and properly labelled	Water	1L placed in sealed bottle and properly labelled	} From the Applicant
Soil	1 kg placed in sealed plastic bag and properly labelled													
Tobacco	20-30 leaves/cured leaves													
Cigarettes	200 sticks or 1 ream													
Other tobacco products	10-15 grams													
Fertilizer	500 grams placed in sealed plastic bag and properly labelled													
Water	1L placed in sealed bottle and properly labelled													

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and fill out form on Request for Analytical Service Form (NTA-IRD-TLSID-4) (NTA Quality Assurance Laboratory Bldg [QALB] – Ground Fl)	1.1 Receive Letter Request and Request for Analytical Services Form	None	5 minutes	<i>Secretary I</i> NTA Quality Assurance Laboratory Bldg. (QALB)
	1.2 Endorse Letter Request/Form	None	15 minutes	<i>Dept. Manager III</i> IRD
	1.3 Approve Letter Request/Form	None	1 hour	<i>Administrator</i> Administrator's Office (AO)
	1.4 Receive approved Letter Request/Form	None	5 minutes	<i>Secretary I</i> Industrial Research Department (IRD)
	1.5 Endorse approved Letter Request/Form for appropriate action	None	30 minutes	<i>Dept. Manager III</i> IRD
2. Receive copy of approved Letter Request/Form (QALB – Ground Fl)	2.1 Release approved Letter Request/Form	None	5 minutes	<i>Secretary I</i> IRD
	2.2 Identify parameters required to be analyzed	None	1 hour	<i>Chief Sci. Res. Specialist</i> Technolab Services and Inst. Division (TLSID)
	2.3 Compute total laboratory fees and prepare Statement of Account (SOA)	None	1 hour	<i>Chief Sci. Res. Specialist</i> TLSID
3. Submit samples for	3.1 Receive samples	None	30 minutes	<i>Chemist IV</i> TLSID

analysis (QALB – Ground FI)	3.2 Assign laboratory codes to submitted samples	None	30 minutes	<i>Chemist IV</i> TLSID
	3.3 Forward samples to Soil and Water Laboratory – Batac for parameters specifically determined thereat	None	2 days	<i>Chemist IV</i> TLSID
	3.4 Sample preparation (drying/ grinding and conditioning)	None	1 day	<i>Chemist III/IV;</i> <i>Spvg SRS;</i> <i>Science Research Specialists III/</i> TLSID (Batac/QC)
	3.5 Conduct of chemical analysis	None	5 days	
	3.6 Process data	None	1 day	
	3.7 Prepare Report of Analysis	None	2 hours	
	3.8 Review data on Report of Analysis	None	30 minutes	<i>Chief SRS</i> TLSID
	3.9 Recommend Report of Analysis for approval	None	30 minutes	<i>Dept. Manager III</i> IRD
	3.10 Approve Report of Analysis	None	1 hour	<i>Administrator</i> (AO)
	4. Pay laboratory fees (Finance Dept – 4 th FI)	4.1 Issue Order of Payment	<i>Refer to Table of Fees Below</i>	2 minutes
4.2 Issue Official Receipt (OR)		None	5 minutes	<i>Cashier II</i> BCMD-FD
5. Photocopy OR (Admin Dept – 4 th FI) and submit photocopy	5.1 Receive photocopy of OR	None	7 minutes	<i>Chief SRS</i> 3/F NTA QALB

(QALB – Ground FI)				
6. Receive Report of Analysis	6.1 Release Report of Analysis	None	2 minutes	
Total Processing Time:			10 days, 1 hr, 42 min	

TABLE OF FEES

		Amount (PhP)
A.	Soil Analysis	
	Organic Matter	365.00
	Total Nitrogen	365.00
	Available Nitrogen	460.00
	Available Phosphorus	310.00
	Exchangeable Potassium	220.00
	Water-Soluble Chloride	220.00
	pH, potentiometric	100.00
B.	Fertilizer Analysis	
	Nitrogen	460.00
	Phosphorus	310.00
	Potassium	220.00
	Water-soluble Chloride	275.00
C.	Water Analysis	
	Chloride	275.00
	Electrical Conductivity	100.00
	pH	100.00
D.	Plant Tissue Analysis	
	Total Nitrogen	365.00
	Chloride	275.00
E.	Tobacco and Tobacco Products	
	Nicotine/Reducing Sugars	460.00
F.	Cigarettes	
	Carbon Monoxide and Total particulate matter	6,085.00
	Nicotine	7,850.00
	Tar	8,665.00

* All fees are subject to change without prior notice.

7. ISSUANCE OF OFFICIAL RECEIPT FOR COLLECTIONS				
Service Description	The service involves issuance of official receipts for collections, whether cash or check, paid directly to NTA by private or public individual or entity, in exchange for a service rendered, goods offered, or for other purposes.			
Office or Division	Budget and Cash Management Division – Finance Department			
Classification	Simple Transaction			
Type of Transaction	G2B; G2G; G2C			
Who May Avail	Brokers/Agents of Exporters/Importers/Transshippers Cigarette Manufacturers Tobacco Traders Fertilizer Companies/Suppliers Local Government Units Private and public Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Statement of Account, if applicable 2. For brokers/agents of tobacco companies: - Import/Export/Transshipment documents as basis for billing by the Regulation Department <i>Note: Billing process is included in the 'Issuance of xx' documents service process. (1 photocopy each)</i>			} From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for payment, or for brokers, present RD computation (Finance Dept – 4 th Fl)	1.1 Inquire on the nature of payment to be made;	None	2 minutes	<i>Bookkeeper/ Financial Analyst</i> Accounting Div. –Finance Dept (FD)
	1.2 Prepare and sign Order of Payment	None	5 minutes	<i>Bookkeeper/ Financial Analyst</i> Accounting Div. - FD

2. Pay (Finance Dept – 4 th Fl)	2.1 Receive Order of Payment and cash/check payment 2.2 Prepare and sign OR	Amount due indicated in Order of Payment	2 minutes	<i>Spvng Cashier/ Cashier II</i> Budget and Cash Mgt Division - FD
3. Receive OR (Finance Dept – 4 th Fl)	3.1 Issue Official Receipt	None	2 minutes	<i>Spvng Cashier/ Cashier II</i> Budget and Cash Mgt Division - FD
Total Processing Time:			0 day, 1 hr, 11 min	

8. PROCESSING AND PAYMENT OF CLAIMS TO CREDITORS				
Service Description	The service involves payment of money claims of various external creditors			
Office or Division	Budget and Cash Management Division – Finance Department			
Classification	Simple Transaction			
Type of Transaction	G2B; G2G; G2C			
Who May Avail	Suppliers/Contractors/Consultants Other external creditors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Statement of Account or billing statement 2. Supporting documents as proof of claim			} From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billing statement or statement of account or proof of claim (Finance Dept – 4 th Fl)	1.1 Prepare disbursement voucher and attach all supporting documents	None	15 minutes	Secretary/ Computer Operator Concerned unit
	1.2 Sign Box A of voucher	None	5 minutes	Department Manager Concerned unit
	1.3 Log out and transmit voucher to BCMD	None	5 minutes	Secretary/ Computer Operator Concerned unit
	1.4 Receive disbursement and check completeness of supporting documents	None	3 minutes	Cash Clerk III Budget and Cash Mgt Division (BCMD) - FD
	1.5 Process voucher, determine and initial as to funds availability	None	5 minutes	Budget Officer II/IV/V BCMD-FD

	1.6 Verify and sign funds availability	None	1 minute	<i>Dept Manager</i> FD
	1.7 Log out and transmit to Accounting Division	None	1 minute	<i>Cash Clerk III</i> BCMD-FD
	1.8 Determine completeness of documents, account charging, and process voucher	None	15 minutes	<i>Financial Analyst</i> Accounting Div. FD
	1.9 Verify, certify and sign on Box B	None	10 minutes	<i>Chief Accountant</i> Accounting Div. FD
	1.10 Log out and transmit to the Administrator's Office (AO)	None	2 minutes	<i>Bookkeeper</i> Accounting Div. FD
	1.11 Initial Box C of voucher	None	1 minute	<i>Dept Manager</i> FD
	1.12 Log out and transmit to Office of the Administrator	None	2 minutes	<i>Secretary</i> FD
	1.13 Receive voucher and log in	None	2 minutes	<i>Private Sec</i> AO
	1.14 Approve and sign: BURS- Box B; DV- Box C	None	5 minutes	<i>Administrator</i> AO
	1.15 Log out and transmit to the FD	None	1 minute	<i>Private Sec</i> AO
	1.16 Receive approved voucher	None	1 minute	<i>Secretary</i> FD
	1.17 Approve for check preparation	None	1 minute	<i>Dept Manager</i> FD
	1.18 Log out and transmit to BCMD	None	1 minute	<i>Secretary</i> FD

	1.19 Prepare check payment	None	2 minutes	<i>Spvng Cashier BCMD-FD</i>
	1.20 Review and initial on check	None	1 minute	<i>Budget Officer IV/V BCMD-FD</i>
	1.21 Transmit to Finance Manager	None	1 minute	<i>Cash Clerk BCMD-FD</i>
	1.22 Verify and sign check	None	2 minutes	<i>Dept Manager FD</i>
	1.23 Log out and transmit to AO	None	2 minutes	<i>Secretary FD</i>
	1.24 Receive and log voucher	None	2 minutes	<i>Private Sec AO</i>
	1.25 Approve/Sign check	None	5 minutes	<i>Administrator AO</i>
	1.26 Log out and transmit approved check	None	2 minutes	<i>Private Sec. AO</i>
	1.27 Receive approved check and log in Warrant of Checks	None	2 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD</i>
2. Receive check payment (Cashier Unit – Finance Dept – 4 th Fl)	2.1 Release check to claimant	None	3 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD</i>
3. Sign in Warrant of Checks log-book (Cashier Unit)	3.1 Request client to sign in warrant logbook	None	2 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD</i>
4. Issue OR to NTA (Cashier Unit)	4.1 Receive OR	None	1 minute	<i>Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD</i>
Total Processing Time			0 day, 1 hr, 41 min	

9. ISSUANCE OF EMPLOYMENT DOCUMENTS				
Service Description	The service involves processing of requests for issuance of employment documents like service record, employment certification, etc., to former NTA employees.			
Office or Division	Administrative Services Division - Administrative Department			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	Former NTA employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Documents Form (original)			Administrative Services Division- NTA Central Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up and submit Request for Documents Form (Administrative Dept – 4 th Fl)	1.1 Accept accomplished Request for Documents Form, log in and endorse to concerned staff	None	2 minutes	<i>HRMA</i> Administrative Services Division (ASD)
	1.2 Prepare document/s requested	None	5 minutes	<i>HRMA</i> ASD
	1.3 Review and initial prepared document	None	5 minutes	<i>HRMO IV</i> ASD
	1.4 Approve/Sign document: - Service Record - Certificate of Employment	None	3 minutes	<i>HRMO V</i> ASD, Administrative Dept

	- Certificate of Non-Pendency		10 minutes	<i>DM III</i> Administrative Dept
2. Receive requested document and sign Release Logbook (Administrative Dept – 4 th FI)	2.1 Log out and issue requested document	None	5 minutes	<i>HRMA</i> ASD
Total Processing Time			0 day, 1 hr, 30 min	

Central Office

Internal Services

10. PROCESSING AND PAYMENT OF CLAIMS OF EMPLOYEES				
Service Description	The service involves payment of money claims of active NTA employees.			
Office or Division	Budget and Cash Management Division – Finance Department			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	NTA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Disbursement voucher 2.Supporting documents as proof of claim			} From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement voucher with supporting documents (Finance Dept – 4 th Fl)	1.1 Receive disbursement and check completeness of supporting documents	None	3 minutes	Cash Clerk III Budget and Cash Mgt Division (BCMD) - FD
	1.2 Process voucher, determine and initial as to funds availability	None	5 minutes	Budget Officer III/IV/V BCMD-FD
	1.3 Verify and sign funds availability	None	1 minute	Dept Manager FD
	1.4 Log out and transmit to Accounting Division	None	1 minute	Cash Clerk III BCMD-FD

1.5 Determine completeness of documents, account charging and process voucher	None	15 minutes	<i>Financial Analyst</i> Accounting Div. – FD
1.6 Verify, certify, and sign on Box B	None	10 minutes	<i>Chief Accountant</i> Accounting Div. - FD
1.7 Log out and transmit to the Office of the Administrator	None	2 minutes	<i>Bookkeeper</i> Accounting Div. - FD
1.8 Initial Box C of voucher	None	1 minute	<i>Department Manager</i> FD
1.9 Log out and transmit to Administrator's Office	None	2 minutes	<i>Secretary</i> FD
1.10 Receive voucher and log in	None	2 minutes	<i>Private Sec</i> AO
1.11 Approve and sign: BURS - Box B DV- Box C	None	5 minutes	<i>Administrator</i> AO
1.12 Log out and transmit to the FD	None	1 minute	<i>Private Sec</i> AO
1.13 Receive approved voucher	None	1 minute	<i>Secretary</i> FD
1.14 Approve for check preparation	None	1 minute	<i>Dept Manager</i> FD
1.15 Log out and transmit to BCMD	None	1 minute	<i>Secretary</i> FD
1.16 Prepare check payment	None	2 minutes	<i>Spvng Cashier</i> BCMD-FD

	1.17 Review and initial on check	None	1 minute	<i>Budget Officer IV/V</i> BCMD-FD
	1.18 Transmit to Finance Manager	None	1 minute	<i>Cash Clerk</i> BCMD-FD
	1.19 Verify and sign check	None	2 minutes	<i>Dept Manager</i> FD
	1.20 Log out and transmit to AO	None	2 minutes	<i>Secretary</i> FD
	1.21 Receive and log voucher	None	2 minutes	<i>Private Sec</i> AO
	1.22 Approve/Sign check	None	5 minutes	<i>Administrator</i> AO
	1.23 Log out and transmit approved check	None	2 minutes	<i>Private Sec.</i> AO
	1.24 Receive approved check and log in Warrant of Checks	None	2 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier</i> BCMD-FD
2. Receive check payment and sign voucher	2.1 Release check to claimant	None	3 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier</i> BCMD-FD
3. Sign in Warrant of Checks logbook	3.1 Request client to sign in warrant logbook	None	2 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier</i> BCMD-FD
Total Processing Time:			0 day, 1 hr, 15 min	

11. ISSUANCE OF EMPLOYMENT DOCUMENTS OF EMPLOYEES				
Service Description	The service involves processing of requests for issuance of employment documents like service record, employment certification, etc., to active employees			
Office or Division	Administrative Services Division - Administrative Department			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	NTA employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Documents Form (1 original)			Administrative Services Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Request for Documents Form (Administrative Dept – 4 th Fl)	1.1 Accept accomplished Request for Documents Form, log in and endorse to concerned staff	None	2 minutes	HRMA Administrative Services Division (ASD)
	1.2 Prepare document/s requested	None	5 minutes	HRMA ASD
	1.3 Review and initial prepared document	None	5 minutes	HRMO IV ASD
	1.4 Approve/sign document: - Service Record - Certificate of Employment - Certificate of Non-Pendency	None	3 minutes 10 minutes	HRMO V ASD, Administrative Dept DM III Administrative Dept

2. Receive requested document and sign Release Logbook (Administrative Dept – 4 th Fl)	2.1 Log out and issue requested document	None	5 minutes	<i>HRMA</i> ASD
Total Processing Time:			0 day, 0 hr, 30 min	

Branch Offices

External Services

12. PROCESSING AND ISSUANCE OF LICENSE AND AUTHORITY TO BUY TOBACCO	
Service Description	The service involves the processing and issuance of License and Authority to a person/entity to engage in the purchasing of locally grown leaf tobacco. Each license and authority is specific to one (1) tobacco type only and does not authorize the licensee to purchase other tobacco type/s. <i>Otherwise, the licensee-applicant may apply for separate License and Authority to Buy that is applicable to other tobacco type/s the applicant may intend to buy.</i> It is valid for a period of one (1) tobacco trading season as specified in the license.
Office or Division	Branch Office - Operations Division
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Buying Station (BS) Operators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Application Form (NTA-RD-F-001 rev 02) (2 copies); 2. Information Sheet of Operator (NTA-RD-F-002 rev 02) (1 photocopy); 3. Designation Order from Principal Buyer/ Corporation (NTA-RD-F-003 rev 02), as the duly authorized operator of such BS, if BS is a corporation or operates under the corporate name of a principal buyer (1 photocopy); 4. One (1) photocopy of Articles of Incorporation/ By-Laws, if applicant is a corporation (For New Applicants only); 5. Clearance (NTA-RD-F-004 rev 01) from the Branch Office, as to where the BS is located, and as to the payment of Research and Regulation (R & R) fees and other obligations (original); 	<p>Branch Office (BO) or downloadable from NTA website</p> <p>From the Applicant</p> <p>BO or downloadable from NTA website</p>

<p>6. Photocopy of audited financial statements and/or Income Tax Returns of the BS operator or the corporation, for the past two (2) preceding calendar/fiscal years (if New Applicant), or current/latest financial statement (if renewal);</p>	<p>From the Applicant</p>
<p>7. Duly notarized Purchase Commitment (NTA-RD-F-014 rev 02) and Financial Guarantee (NTA-RD-F-005 rev 03) with Performance Bond (original) if Buyer has no Marketing Agreement (MA);</p>	<p>Forms: BO Performance Bond: Applicant</p>
<p>8. List of Farmer-Cooperators (NTA-RD-F-006 rev 02) under its Marketing Agreement, including their personal circumstances (age, civil status, address), area and location of the parcel of land where their tobacco shall be grown, as well as their estimated production;</p>	<p>BO or downloadable from NTA website</p>
<p>9. Names and duly notarized Designation Letters of Field Canvassers and the specific area/s they intend to purchase tobacco from FCs contracted by their principal Buying Station;</p>	<p>From the Applicant</p>
<p>10. List of Wholesale Tobacco Dealers/s (NTA-RD-F-006-A rev 02) where the BS will sell/deliver its leaf tobacco acceptances;</p>	<p>BO or Downloadable from the NTA website</p>
<p>11. Vicinity/Location and floor plan of the BS, indicating its total area, location, and dimension of the different service areas (for New Applicant only) (1 photocopy);</p>	
<p>12. Photocopy of Mayor's Permit for the current year or proof of payment (OR) issued by the municipality/city where the buyer applied for a Mayor's Permit. If Applicant files in December, for the immediately ensuing trading year, the Mayor's Permit of the current year will suffice;</p>	<p>From the Applicant</p>
<p>13. Photocopy of Official Receipt for payment of registration fee for attendance to the Orientation Seminar on Tobacco Trading Rules and Regulations conducted by the NTA; and</p>	
<p>14. Photocopy of the preceding year's License and Authority to Buy Leaf Tobacco (NTA-RD-F-033) (For Renewal Only).</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (Operations Division – Branch Office [BO])	1.1 Receive application	None	2 minutes	<i>Svpg. TPRO</i> Branch Office (BO)
	1.2 Determine completeness of documents	None	5 minutes	
	1.3 Issue Charge Slip	None	2 minutes	
2. Pay fees (Cashier's Office – BO)	2.1 Issue Order of Payment	Refer to Table of Fees	2 minutes	<i>Accountant</i> BO
	2.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier</i> BO
3. Photocopy OR	3.1 Receive photocopy and verify against original	None	3 minutes	<i>Svpg. TPRO</i> BO
	3.2 Endorse application to the CO	None	5 minutes	<i>Manager</i> BO
	3.3 Transmit documents to the CO	None	1 day	<i>Computer Operator</i> BO
	3.4 Receive application documents	None	1 minute	<i>Secretary I</i> Central Office-Regulation Dept (CO-RD)
	3.5 Validate and initial application	None	5 minutes	<i>Svpg. TPRO</i> CO-RD
	3.6 Prepare/ Print License	None	3 minutes	<i>TPRA II</i> CO-RD
	3.7 Verify and Initial License	None	5 minutes	<i>Chief TPRO/ DM III</i> CO-RD
	3.8 Log out and transmit to the Deputy Administrator for	None	3 minutes	<i>Secretary I</i> CO-RD

	Operations (DAOp) Office			
	3.9 Receive and log documents	None	2 minutes	<i>Priv. Secretary</i> DAOp's Office
	3.10 Initial License	None	2 minutes	<i>DAOp</i> DAOp's Office
	3.11 Transmit to the Administrator's Office (AO)	None	5 minutes	<i>Private Secretary</i> DAOp's Office
	3.12 Receive and log	None	2 minutes	<i>Priv. Secretary</i> AO
	3.13 Sign License	None	1 hour	<i>Administrator</i> AO
	3.14 Receive photocopy and verify against original	None	3 minutes	<i>Spvg. TPRO</i> BO
	3.15 Log out and transmit to the RD	None	3 minutes	<i>Priv. Secretary</i> AO
	3.16 Transmit approved License to the Branch	None	1 day*	<i>TPRA II</i> CO-RD
4. Receive License (Operations Div. – BO)	4.1 Release License to Applicant	None	2 minutes	<i>Spvg. TPRO</i> BO
Total Processing Time:			2 days, 1 hr, 54 min	

* Average time applied for the conveyance/transport of the original License from the Central Office to the Branch Office.

TABLE OF FEES

Type of Fee	Tobacco Type	Volume Purchased/ Accepted (kg)	Amount (PhP)
License Fee	A. Virginia or Burley Leaf Tobacco	250,000 and below	9,500.00 *
		250,001 to 350,000	11,500.00
		350,001 to 450,000	13,500.00
		Above 450,000	15,500.00
	B. Native/Dark Leaf Tobacco	250,000 and below	3,000.00 *
		250,001 to 350,000	4,000.00
		350,001 to 450,000	4,500.00
		Above 450,00	5,500.00

* Covers new applicants

Sample computation:

	Particulars	Amount (PhP)
Virginia Trading Center	License Fee Volume of acceptance: 400,000 kg	13,500.00

13. PROCESSING AND ISSUANCE OF PERMIT AND AUTHORITY TO PURCHASE LEAF TOBACCO

Service Description	The service involves the processing and issuance of Permit and Authority to a person/entity who is/are Wholesale Tobacco Dealer/s (WTDs) authorized to purchase leaf tobacco from Buying Stations, contracting buyer firm, Field Canvassers, and Farmer Cooperators with which it has a marketing agreement. The permit/authority is valid only for one (1) cropping season.
Office or Division	Branch Office-Operations Division
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Wholesale Tobacco Dealers (WTDs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form (NTA-RD-F-001 rev 02) (2 copies);	Branch Office or downloadable from the NTA website Applicant
2. Duly notarized Certification of Financial Guarantee (NTA-RD-F-005 rev 03) with performance bond of duly licensed BSs that shall operate under its Purchase Commitment and the duly authorized signatories in all trading documents (1 photocopy);	From the Applicant
3. Purchase Commitment (NTA-RD-F-014 rev 02) with performance bond, to purchase not less than the volume of tobacco production of its contracted FCs under MOA (1 photocopy);	Form: RD/NTA website Performance Bond: Applicant
4. Photocopy of the Official Receipt for payment of Registration Fee for attendance to the annual orientation seminar on Tobacco Trading Rules and Regulations conducted by the NTA; and	From the Applicant
5. Photocopy of the preceding year's Permit and Authority to Purchase Tobacco (for Renewal application).	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (Operations Division – Branch Office [BO])	1.1 Receive application	None	2 minutes	<i>Spvg. TPRO</i> Branch Office (BO)
	1.2 Determine completeness of documents	None	5 minutes	
	1.3 Issue Charge Slip	None	2 minutes	<i>Spvg. TPRO</i> BO
2. Pay fees (Cashier's Office – BO)	2.1 Issue Order of Payment	<i>Refer to Table of Fees</i>	2 minutes	<i>Accountant</i> BO
	2.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier</i> BO
3. Photocopy OR	3.1 Receive photocopy and verify against original	None	3 minutes	<i>Spvg. TPRO</i> BO
	3.2 Endorse application to the Central Office (CO)	None	5 minutes	<i>Manager</i> BO
	3.3 Transmit documents to the CO	None	1 day	<i>Computer Operator</i> BO
	3.4 Receive application documents	None	1 minute	<i>Secretary I</i> Central Office-Regulation Dept (CO-RD)
	3.5 Validate and initial application	None	5 minutes	<i>Spvg. TPRO</i> CO-RD
	3.6 Prepare/Print Permit	None	3 minutes	<i>TPRA II</i> CO-RD
	3.7 Verify and initial Permit	None	5 minutes	<i>Chief TPRO/ DM III</i> CO-RD
	3.8 Log out and transmit to the Dep. Admin. for	None	3 minutes	<i>Secretary I</i> CO-RD

	Operations (DAOp) Office			
	3.9 Receive and log documents	None	2 minutes	<i>Priv. Secretary</i> DAOp's Office
	3.10 Initial Permit	None	2 minutes	<i>DAOp</i> DAOp's Office
	3.11 Transmit to the Administrator's Office (AO)	None	5 minutes	<i>Private Secretary</i> CO-DAOp
	3.12 Receive and log documents	None	2 minutes	<i>Priv. Secretary</i> AO
	3.13 Sign Permit	None	1 hour	<i>Administrator</i> AO
	3.14 Log out and transmit to the RD	None	3 minutes	<i>Priv. Secretary</i> AO
	3.15 Transmit approved Permit to the Branch	None	1 day*	<i>TPRA II</i> CO-RD
4. Receive Permit (Operations Division – BO)	4.1 Release Permit to Applicant	None	2 minutes	<i>Spgv. TPRO</i> BO
Total Processing Time:			2 days, 1 hr, 54 min	

* Average time applied for the conveyance/transport of the original Permit from the Central Office to the Branch Office

TABLE OF FEES

Type of Fee:	Tobacco Type	Amount (PhP) Per Province of Operation
Permit Fee	A. Virginia Tobacco	16,200.00
	B. Burley Tobacco	16,200.00
	C. Native Tobacco	16,200.00

14. PROCESSING AND ISSUANCE OF PERMIT AND AUTHORITY TO REDRY TOBACCO

Service Description	The service involves processing and issuance of Permit and Authority to a person/entity to redry leaf tobacco of buying stations/wholesale tobacco dealers. The permit/authority is only for purposes of redrying, threshing, packing, and processing leaf tobacco and shall not in any manner authorize the redrying plant (RP) to purchase leaf tobacco. The Permit and Authority is valid only for one (1) year.
Office or Division	Branch Office – Operations Division
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Redrying Plant (RP) Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Duly accomplished Application Form (NTA-RD-F-001 rev 02) (2 copies); One (1) photocopy of the Official Receipt of payment of registration fee for attendance to the annual Orientation Seminar on Trading Rules and Regulations conducted by the NTA; and One (1) photocopy of the preceding year's Permit and Authority to Redry Tobacco (for Renewal application). 	<p>Branch Office or downloadable from the NTA website Applicant</p> <p>From the Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (Operations Div. – Branch Office [BO])	1.1 Receive application	None	2 minutes	Svpg. TPRO Branch Office (BO)
	1.2 Determine completeness of documents	None	5 minutes	
	1.3 Issue Charge Slip	None	2 minutes	

2. Pay fees (Cashier's Office – BO)	2.1 Issue Order of Payment	<i>Permit fee:</i> P16,000 per province or location	2 minutes	<i>Accountant</i> BO
	2.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier</i> BO
3. Photocopy OR	3.1 Receive photo- copy and verify against original	None	3 minutes	<i>Spgv. TPRO</i> BO
	3.2 Endorse application to the Central Office (CO)	None	5 minutes	<i>Branch Manager</i> BO
	3.3 Transmit documents to the CO	None	1 day	<i>Computer Operator</i> BO
	3.4 Receive application documents	None	1 minute	<i>Secretary I</i> Central Office- Regulation Dept (CO-RD)
	3.5 Validate and initial application	None	2 minutes	<i>Spgv. TPRO</i> CO-RD
	3.6 Prepare/Print Permit	None	3 minutes	<i>TPRA II</i> CO-RD
	3.7 Verify and initial Permit	None	2 minutes	<i>Chief TPRO/ DM III</i> CO-RD
	3.8 Log out and transmit to the Deputy Administrator for Operations (DAOp) Office	None	2 minutes	<i>Secretary I</i> CO-RD
	3.9 Receive and log documents	None	2 minutes	<i>Private Secretary</i> DAOp's Office
	3.10 Initial Permit	None	2 minutes	<i>DAOp</i>

				DAOp's Office
	3.11 Transmit to the Administrator's Office (AO)	None	3 minutes	<i>Private Secretary</i> DAOp's Office
	3.12 Receive and log document/s	None	2 minutes	<i>Private Secretary</i> AO
	3.13 Sign Permit	None	1 hour	<i>Administrator</i> AO
	3.14 Log out and transmit to the RD	None	2 minutes	<i>Private Secretary</i> AO
	3.15 Transmit approved Permit to the BO	None	1 day *	<i>TPRA II</i> CO-RD
4. Receive Permit (Operations Division – BO)	4.1 Release Permit to Applicant	None	2 minutes	<i>Svpg. TPRO</i> BO
Total Processing Time			2 days, 1 hr, 44 min	

* Average time applied for the conveyance/transport of the original Permit from the Central Office to the Branch Office

15. ISSUANCE OF CERTIFICATE OF AUTHORITY TO PURCHASE LEAF	
Service Description	The service involves processing of application of Field Canvassers/"viajeros" for the issuance of Certificate of Authority to purchase leaf tobacco. The Certificate is valid for one (1) trading season and is effective only within the NTA BO where the application was filed.
Office or Division	Branch Office – Operations Division
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Field Canvassers and <i>Viajeros</i>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. <u>For Field Canvassers</u>	
1. Duly accomplished Application Form (NTA-RD-F-013 rev 01) (2 copies);	Branch Office (BO) or downloadable from NTA website
2. Clearance from the Branch Office (NTA-RD-F-004 rev 01), as to payment of Research and Regulation (R & R) fees, in case applicant has no Buying Station (BS)/Trading Center (TC) affiliation (For Renewal) (original);	
3. List of contracted tobacco farmer-cooperators (NTA-RD-F-006 rev02) under Marketing Agreement (NTA-RD-F-007 rev 02) (original);	
4. Duly notarized Special Authority (NTA-RD-F-008 rev 02) issued by the contracting Buying Station/ Trading Center, if any, or Designation Letters of Field Canvassers and the specific area/s they intend to purchase tobacco from farmer-cooperators contracted by the principal Buying Station (original);	Form: Branch Office (BO) or downloadable from NTA website Designation Letter: Applicant
5. One (1) photocopy of NTA Official Receipt (OR) for payment of registration fee for attendance to the annual orientation seminar on Tobacco Trading Rules and Regulations conducted by the NTA;	From the Applicant

<p>6. One (1) photocopy of Certificate of Attendance to Orientation Seminar on TRR conducted by NTA;</p> <p>7. One (1) photocopy of Official Receipts (ORs) indicating the full payment of the required fee for Certificate of Authority (COA) and Certificate/s of Purchase (COP), respectively;</p> <p>8. Copies of used Certificates of Purchase (COPs) of the preceding trading season (For Renewal); and</p> <p>9. One (1) photocopy of preceding year's Certificate of Authority (COA)/ID (NTA-RD-F-034-A) to buy leaf tobacco (For Renewal).</p> <p>B. <u>For Viajeros</u></p> <p>1. Duly accomplished Application Form (NTA-RD-F-013 rev 01) (2 copies);</p> <p>2. One (1) photocopy of Official Receipt (OR) indicating the full payment of the required fee for Certificate of Authority to purchase leaf tobacco;</p> <p>3. Clearance (NTA-RD-F-004 rev 01) from the NTA authorized TPROs deployed in their respective provinces/municipalities concerned, as to payment of R&R fees (For Renewal) (original); and</p> <p>4. Photocopy of preceding year's Certificate of Authority (COA)/ID (NTA-RD-F-034-A) to buy leaf tobacco (For Renewal).</p>	<p>From the Applicant</p> <p>BO or downloadable from NTA website</p> <p>BO or downloadable from NTA website</p> <p>From the Applicant</p> <p>BO or downloadable fr. NTA website</p> <p>From the Applicant</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (Operations Div – Branch Office [BO]/ Outreach Office)	1.1 Receive application	None	2 minutes	<i>Spvg. TPRO / NTA- Authorized TPRO BO/Outreach Office (OO)</i>
	1.2 Determine completeness of documents	None	5 minutes	
	1.3 Issue Charge Slip	None	2 minutes	
2. Pay fees (Cashier's Office –	2.1 Issue Order of Payment	<i>Refer to Table of Fees*</i>	2 minutes	<i>Accountant/ NTA- Authorized</i>

BO/Outreach Office)				<i>TPRO - BO/00</i>
	2.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier/ NTA-Authorized TPRO - BO/00</i>
3. Photocopy OR	3.1 Receive photocopy and verify against original	None	3 minutes	<i>Spvg. TPRO/ NTA-Authorized TPRO - BO/00</i>
	3.2 Endorse application to the Central Office (CO)	None	5 minutes	<i>Branch Manager/ NTA-Authorized TPRO - BO/00</i>
	3.3 Transmit documents to the CO	None	1 day	<i>Computer Operator/ NTA-Authorized TPRO - BO/00</i>
	3.4 Receive application documents	None	2 minutes	<i>Secretary I Regulation Dept (RD)</i>
	3.5 Validate and initial application	None	3 minutes	<i>Spvg. TPRO RD</i>
	3.6 Prepare/ Print COA	None	3 minutes	<i>TPRA II RD</i>
	3.7 Verify and initial COA	None	5 minutes	<i>Chief TPRO/ DM III - RD</i>
	3.8 Log out and transmit to the DAOp's Office	None	3 minutes	<i>Secretary I RD</i>
	3.9 Receive and log documents	None	2 minutes	<i>Private Secretary DAOp's Off.</i>
	3.10 Initial COA	None	2 minutes	<i>DAOp DAOp's Off.</i>
	3.11 Transmit to the Administrator's Office (AO)	None	5 minutes	<i>Private Secretary DAOp's Off.</i>
	3.12 Receive and log documents	None	2 minutes	<i>Private Secretary AO</i>

	3.13 Sign COA	None	1 hour	<i>Administrator AO</i>
	3.14 Log out and transmit to the RD	None	3 minutes	<i>Private Secretary AO</i>
	3.15 Transmit approved COA to the Branch/Out-reach office	None	1 day*	<i>TPRA II RD</i>
4. Receive License	4.1 Release COA to Applicant	None	2 minutes	<i>Svpg. TPRO/ NTA-Authorized TPRO - BO/OO</i>
Total Processing Time			2 days, 1 hr, 53 min	

* Average time applied for the conveyance/transport of the original Permit from the Central Office to the Branch Office

TABLE OF FEES

Type of fee	Volume of Acceptances (kg)	Amount ^{a/} (PhP)
A. LICENSE FEES	2,000 & below	1,500.00 ^{b/}
	2,001 - 20,000	2,900.00
	20,001 – 40,000	4,300.00
	40,001 – 100,000	6,500.00
	100,001 – 250,000	8,000.00
	<i>a/ per Branch Office of coverage b/ applicable to new applicants</i>	
B. CERTIFICATE OF PURCHASE (COP)	300.00/ booklet	

Sample computation:

	Particulars	Amount (PhP)
Field canvasser A	License fee per area of operation: La Union: @ 120,000/kg	8,000.00
	Ilocos Sur: @ 55,000/kg	6,500.00
	Certificate of Purchase 5 booklets x P300.00/booklet	1,500.00
Total Fees		15,500.00

16. PROCESSING AND PAYMENT OF CLAIMS TO BRANCH CREDITORS				
Service Description	The service involves payment of money claims of various external creditors of the Branch Office			
Office or Division	Administrative Unit – Branch Office			
Classification	Simple Transaction			
Type of Transaction	G2B; G2G; G2C			
Who May Avail	Suppliers/Contractors/Consultants Other external creditors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Statement of Account or billing statement (original copy) 2. Supporting documents as proof of claim (1 photocopy each)			} From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billing statement or statement of account or proof of claim (Administrative – Branch Office [BO])	1.1 Prepare disbursement voucher & attach all supporting documents	None	15 minutes	Computer Operator BO
	1.2 Sign Box A of voucher	None	5 minutes	Administrative Officer, BO
	1.3 Log out and transmit voucher to Accountant	None	3 minutes	Computer Operator BO
	1.4 Determine completeness of documents, account charging, and process voucher; sign on Box B	None	15 minutes	Accountant BO
	1.5 Transmit to the Office of the Branch Manager	None	2 minutes	

	1.6 Receive and log in	None	2 minutes	<i>Secretary, BO</i>
	1.7 Approve and sign: BURS- Box B DV- Box C	None	5 minutes	<i>Branch Manager</i>
	1.8 Log out and transmit to the Cashier	None	2 minutes	<i>Secretary BO</i>
	1.9 Receive approved voucher and prepare check	None	5 minutes	<i>Cashier BO</i>
	1.10 Transmit to Branch Manager	None	2 minutes	<i>Cashier BO</i>
	1.11 Verify and sign check	None	5 minutes	<i>Branch Manager BO</i>
	1.12 Log out and transmit to Cashiering unit	None	2 minutes	<i>Secretary BO</i>
	1.13 Receive approved check and log in Warrant of Checks	None	5 minutes	<i>Cashier BO</i>
2. Receive check payment (Cashier's Office – BO)	2.1 Release check to claimant	None	3 minutes	<i>Cashier BO</i>
3. Sign in Warrant of Checks logbook (Cashier's Office – BO)	3.1 Request client to sign in warrant logbook	None	2 minutes	<i>Cashier BO</i>
4. Issue OR to NTA (Cashier's Office – BO)	4.1 Receive OR	None	2 minutes	<i>Cashier BO</i>
Total Processing Time			0 Day, 1 hr ,15 min	

17. ISSUANCE OF EMPLOYMENT DOCUMENTS OF EMPLOYEES				
Service Description	The service involves processing of requests for issuance of employment documents like service record, employment certification, etc., to former NTA employees			
Office or Division	Administrative Unit – Branch Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	Former NTA employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Documents Form (1 original copy)			Administrative unit – Branch Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up and submit Request for Documents Form (Administrative – Branch Office [BO])	1.1 Accept accomplished Request for Documents Form, log in and endorse to concerned staff	None	5 minutes	<i>Administrative Officer</i> BO
	1.2 Prepare document/s requested	None	10 minutes	<i>Computer Operator</i> BO
	1.3 Review and initial prepared document	None	5 minutes	<i>Administrative Officer</i> BO
	1.4 Approve/sign document: - Service Record - Certificate of Employment	None	5 minutes	<i>Branch Manager</i> BO

2. Receive requested document and sign Release Logbook (Administrative – BO)	2.1 Log out and issue requested document	None	5 minutes	<i>Administrative Officer</i> BO
Total Processing Time			0 day, 0 hr, 30 min	

Branch Offices

Internal Services

18. PROCESSING AND PAYMENT OF CLAIMS OF EMPLOYEES				
Service Description	The service involves payment of money claims of active NTA employees			
Office or Division	Administrative Unit – Branch Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	NTA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement voucher (1 duplicate) 2. Supporting documents as proof of claim (1 photocopy each)			} From the Employee-Payee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement voucher with supporting documents (Administrative – Branch Office [BO])	1.1 Receive disbursement and check completeness of supporting documents; and transmit to concerned official for approval of claim	None	3 minutes	<i>Computer Operator</i> Administrative-BO
	1.2 Sign Box A of disbursement voucher (depending on nature of claim)	None	5 minutes	<i>Administrative Officer/ Chief Ag</i> BO
	1.3 Process voucher: Determine completeness of	None	15 minutes	<i>Accountant</i> BO

	documents, account charging and sign Box B			
	1.4 Log out and transmit to Office of the BM	None	2 minutes	<i>Computer Operator Administrative- BO</i>
	1.5 Receive voucher and log	None	2 minutes	<i>Secretary BO</i>
	1.6 Approve and sign: BURS- Box B DV- Box C	None	5 minutes	<i>Branch Manager BO</i>
	1.7 Log out and transmit to cashiering unit	None	2 minutes	<i>Secretary BO</i>
	1.8 Receive approved voucher	None	1 minute	<i>Cashier BO</i>
	1.9 Prepare and sign check	None	10 minutes	<i>Cashier BO</i>
	1.10 Transmit to Branch Manager	None	2 minutes	<i>Cashier BO</i>
	1.11 Receive and log check for approval	None	2 minutes	<i>Secretary BO</i>
	1.12 Approve/Sign check	None	5 minutes	<i>Branch Manager</i>
	1.13 Log out and transmit approved check	None	2 minutes	<i>Secretary BO</i>
	1.14 Receive ap- proved check and log in Warrant of Checks	None	2 minutes	<i>Cashier BO</i>
2. Receive check pay- ment and sign voucher	2.1 Release check to claimant	None	3 minutes	<i>Cashier BO</i>

(Cashier's Office – BO)				
3. Sign in Warrant of Checks logbook (Cashier's Office – BO)	3.1 Request client to sign in warrant logbook	None	3 minutes	<i>Cashier</i> BO
Total Processing Time			0 day, 1 hr, 4 min	

19. ISSUANCE OF EMPLOYMENT DOCUMENTS OF EMPLOYEES				
Service Description	The service involves processing of requests for issuance of employment documents like service record, employment certification, etc., of active NTA employees			
Office or Division	Administrative Unit – Branch Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	Active NTA employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Documents Form (original)			Administrative unit – Branch Off.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Request for Documents Form (Administrative – Branch Office [BO])	1.1 Accept accomplished Request for Documents Form, log in and endorse to concerned staff	None	5 minutes	<i>Administrative Officer</i> BO
	1.2 Prepare document/s requested	None	10 minutes	<i>Computer Operator</i> BO
	1.3 Review and initial prepared document	None	5 minutes	<i>Administrative Officer</i> BO
	1.4 Approve/Sign document - Service Record; Certificate of Employment	None	5 minutes	<i>Branch Manager</i> BO
2. Receive requested document and sign Release Logbook (Administrative – BO)	2.1 Log out and issue requested document	None	5 minutes	<i>Administrative Officer</i> BO
Total Processing Time			0 day, 0 hr, 30 min	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANICS

<p>How to send a feedback</p>	<p><i>Front Desk and Drop Box</i></p> <p>Customers are asked to accomplish a Feedback Form available in the department offering frontline services at the Central Office (Regulation, Finance and Administrative) and all Branch Offices.</p> <p>The Guard on duty gives the Form to the customer upon registration in the logbook and ensures that the form is filled out, signed by the customer, and dropped in the box before he/she leaves the office.</p>
<p>How feedback is processed</p>	<ol style="list-style-type: none"> 1. The Feedback Officer collects the forms from the drop box at the end of the day and reviews and records all feedbacks. 2. If the feedback is a complaint, the Feedback Officer endorses the complaint to the unit head or department/branch manager concerned. 3. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry/investigation, and writes response to the customer.
<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1. Complaints are received from customers/clients who are asked to accomplish the Feedback Form available in the three departments offering frontline services at the Central Office (Regulation, Finance and Administrative) and the Branch Offices. 2. Call: Administrative Department: (02) 83723188 Email: mis@nta.da.gov.ph Website: www.nta.da.gov.ph Facebook page: National Tobacco Administration 3. 8888 Complaints Hotline. Complaints pertaining to the Agency is lodged in the Hotline already uploaded at the DA Official Website, and the DA transmits the complaint to the agency for action within 72 hours.

How complaints are processed

Frontline Service

1. Where a complaint is lodged at the desk, the Frontline officer gives his/her response, consistent with the policy of complaint resolution at the first point of contact.
2. If not, or the complaint remains unresolved at the frontline, he/she refers the customer to a more senior staff or the Department/Branch Manager.
3. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, and gives his/her response personally to the customer or through the Frontline officer.

Call/SMS/Mail/E-mail/Social Media/Website

1. The complaint recipient of each unit/department/branch receives the complaint:
 - a. if it is a call from landline or mobile phone, or an SMS, writes the message/s in assigned feedback/ complaint form.
 - b. if from email, or message through social media or official website, secures a printed copy.
2. The complaint recipient submits the same to the Complaint Officer.
3. The Complaint Officer conducts inquiry/investigation and gives response/resolution at the first point of contact.
4. If not resolved at first point of contact, the Complaint Officer refers the complaint to concerned Department/Branch Manager.
5. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, and gives his response personally to the customer or through the Frontline officer.

8888 Complaints Hotline

1. The Secretary of the Office of the Administrator receives the e-mail and sends them to the Complaint Officer.
2. The Complaint Officer conducts inquiry/investigation, gives response/resolution and sends a copy of the response to the hotline right away, or to the complainant if contact number is provided.
3. If the complaint requires action by concerned department, the Complaint Officer transmits the e-mail to the concerned unit/department/branch and works as coordinator for arranging inquiry/investigation, when necessary.
4. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, writes a response to the 8888 Hotline center, and submits the same to the Complaint officer for transmittal to the Hotline or directly to the complainant if contact number is provided.

	<p>5. If inquiry cannot be finalized within a day, an interim response shall be given, thru the Complaint Officer, to the hotline center/costumer stating the reason for delay. Where legal/expert opinion deems necessary, due consultation should be made with legal counsel/concerned authorities.</p> <p>6. Upon receipt of the response, the Complaint Officer submits the same to the NTA Public Assistance Center for review and at the earliest opportunity replies the email with the attached action/reply.</p>
<p>Contact information of:</p> <ul style="list-style-type: none"> - Anti-Red Tape Authority - Philippine Complaints Center - Contact Center ng Bayan-Civil Service Commission 	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC : 8888</p> <p>CCB : • Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph • Facebook page: www.facebook.com/contactcenterngbayan</p>

ANNEXES

Annex A

THE CONSOLIDATION OF ALL TOBACCO AGENCIES AND THE CREATION OF THE NATIONAL TOBACCO ADMINISTRATION, PRESCRIBING ITS CHARTER AND FOR OTHER PURPOSES

WHEREAS, under Executive Order No. 116, the various tobacco agencies have been consolidated with the creation of the National Tobacco Administration to promote efficiency, economy and effectiveness in government;

NOW, THEREFORE, I, CORAZON C. AQUINO, President of the Republic of the Philippines, by virtue of the powers vested in me by the Constitution, do hereby order:

Section 1. Declaration of Policy. It is hereby declared to be the policy of the government to promote the development of the tobacco industry and to improve the quality of life of all those who depend upon the industry as a source of livelihood, especially the tobacco farmers.

Section 2. Purposes and Objectives. The National Tobacco Administration hereinafter referred to as NTA, shall have the following purposes and objectives:

- a. To improve the economic and living conditions and raise the quality of life of the tobacco farmers including those who depend upon the industry for their livelihood;
- b. To promote the balanced and integrated growth and development of the tobacco industry to help make agriculture a solid basis for industrialization.

Section 3. Powers and Functions of the NTA.

- A. General Powers. The NTA shall have the following general powers:
 1. To administer and regulate the tobacco industry in the Philippines;
 2. To incur any obligation or enter into contract with any person, natural or juridical, domestic or foreign, essential to the proper administration of its affairs and the accomplishment of its purposes and objectives;
 3. To own, purchase, lease, mortgage, encumber or otherwise dispose of real and personal property as the attainment of its purposes and objectives may reasonably permit.
- B. Specific Powers. The NTA shall have the following specific powers and functions:
 1. To promulgate and enforce rules and regulations on the production, standardization, classification, grading and trading of tobacco and tobacco products as may be necessary to attain its purposes and objectives and to pursue the policy of government on tobacco.

2. To conduct agricultural and industrial research and to establish, operate and maintain experimental stations;
3. To accept and receive financial and other support from private and other sources for the development and promotion of the Philippine tobacco industry;
4. To provide incentives and other financial assistance to tobacco growers and association thereof, directly or in conjunction with accredited financial institutions;
5. Impose administrative sanctions for violation of the rules and regulations issued by the NTA.

Section 4. Governing Body of the NTA. The NTA shall be governed by a Board of Directors composed of:

- a. The Secretary of Agriculture, as ex-officio Chairman;
- b. The NTA Administrator, who shall be the Vice-Chairman;
- c. A Senior Official of the Department of Agriculture, duly designated by the Secretary of Agriculture, as ex-officio member; and
- d. Six (6) other members who shall be appointed by the President of the Philippines upon recommendation of the Chairman; Provided, That, one (1) shall come from the tobacco manufacturing sector, one (1) from the tobacco traders/exporters sector, three (3) from the tobacco farmers sector and one (1) from the Academic Community.

Section 5. Term of Office of Members of the Board of Directors. Unless sooner removed for cause, the Members of the Board of Directors shall hold office for a period of two (2) years from the date of their respective appointments, without reappointment; Provided, that any member appointed to a vacancy shall serve only for the unexpired term of the member whom he succeeds.

Section 6. Powers and Functions of the Board. The Board of Directors shall act as the policy-making body of the NTA to formulate policies, promulgate regulations and prescribed rules in the exercise of its specific powers and those which are necessary, implied, incidental or conducive to the attainment of the Agency's purposes and objectives.

Section 7. Meetings of the Board. The Board shall convene in a regular meeting once a month and shall hold special meetings as frequently as necessary. The presence of at least five (5) members of the Board shall constitute a quorum and the vote of a majority of those present shall be sufficient to transact business during any meeting; Provided, That the Chairman or the Administrator/Vice-Chairman, when acting as Chairman, shall not vote except in case of a tie.

The Chairman and members of the Board shall be entitled to per diems and other allowable emoluments as may be fixed by the Board for every meeting actually attended subject to existing laws, rules and regulations; Provided, That the Administrator shall receive only the remuneration and allowances which shall be provided by the Board for the Administrator, subject to existing compensation rules and regulations.

Section 8. Administrator and Deputy Administrators. The Administrator who shall be appointed by the President of the Philippines upon recommendation of the Secretary of Agriculture, shall be the Chief Executive Officer of the NTA. He shall be assisted by at least two (2) Deputy Administrators who shall be appointed by the President upon the recommendation of the NTA Administrator.

The Administrator shall have the power to:

1. Submit policy recommendations and proposed measures necessary to carry out the purposes, objectives and functions of the NTA for the consideration of the Board;
2. Recommend to the Board, for approval, an organizational structure, staffing pattern, salary structure, and plantilla of personnel of the NTA, in accordance with existing laws, rules and regulations;
3. Execute, administer and implement policies and measures approved by the Board;
4. Submit to the Board, in line with the national budget cycle, an annual budget and such supplemental budget as may be necessary for its consideration and approval;
5. Represent the NTA in all its dealings with other persons, entities, agencies, and institutions, whether public or private, domestic or foreign, subject to the limitations and conditions herein provided;
6. Appoint, subject to the confirmation of the Board, and discipline or remove for cause in accordance with the Civil Service Law, rules and regulations, the officers and personnel of the NTA;
7. Perform such other duties which are purely managerial or routinary in nature and those which may be assigned to him by the Board or by other competent authority;

The Deputy Administrator shall have the following powers and functions:

1. Assist the Administrator in assuming the responsibilities and in the exercise of his powers and functions;
2. Discharge such other responsibilities and functions as may be required by the Administrator or the Board

Section 9. Funding Sources. The NTA shall be funded by combining the individually approved 1987 appropriations of the merged tobacco agencies. Thereafter, its budget shall be incorporated in the General Appropriations Act.

In addition, it is hereby ordered that the funds held by the Philippine Tobacco Board, the Philippine Virginia Tobacco Board, The Philippine Tobacco Administration, The Philippine Virginia Tobacco Administration, The Virginia Tobacco Fuelwood Corporation and the Philippine Tobacco Research and Training Center, including but not limited to return on investments, revenue from operations, and other sources, shall accrue and be turned over to the NTA to form part of its Funds.

Section 10. Applicability of Civil Service Law, Rules and Regulations. The NTA shall be subject to the Civil Service Laws, rules and regulations on all matters regarding personnel administration and management.

Section 11. Audit of NTA. The NTA shall be under the auditing jurisdiction of the Commission on Audit (COA) and for this purpose, the Chairman of the COA may assign a Resident Auditor to the NTA and such other personnel as may be necessary to assist the said Auditor in the performance of his duties. The NTA shall include in its budget the cost of audit as provided by the provisions of applicable laws.

Section 12. Transitory Provisions.

- a. The incumbent officials and employees from the rank of department manager and below shall continue to exercise their respective functions, duties and responsibilities, with the corresponding benefits and privileges unless and until otherwise ordered by the Board.
- b. The Civil Service Law, rules and regulations are hereby adopted in the selection and appointment of officials and personnel of the NTA; Provided, That personnel of the consolidated tobacco agencies shall enjoy preference, all things being equal, in appointment to appropriate positions in the NTA.
- c. The new position structures and staffing patterns of the Authority shall be approved and prescribed by the Board within ninety (90) days from the approval of this Executive Order and the authorized positions created thereunder shall be filled with regular appointments by the Board or by the President, as the case may be. Those incumbents whose positions are not included in the new position structure and staffing pattern or who are not reappointed shall be deemed separated from the service. Those separated from the service shall receive the retirement benefits to which they may be entitled under existing laws, rules and regulations. Otherwise, they shall be paid the equivalent of one-month salary of every year of service, or fraction thereof, computed on the basis of the highest salary received, but in no case shall such payment exceed the equivalent of 12 months salary.

Section 13. Repealing Clause. The provisions of the respective charters of the consolidated tobacco agencies, other laws, decrees, executive orders, administrative orders, letters of instructions and rules and regulations inconsistent herewith are hereby repealed or modified accordingly.

Section 14. Effectivity. This Executive Order shall take effect immediately upon its approval.

Done in the City of Manila, Philippines, this 24th day of July, in the Year of Our Lord, Nineteen Hundred and Eighty Seven.

By the President:

(SGD.) **JOKER P. ARROYO**
Executive Secretary

Annex B DIRECTORY OF OFFICIALS

OFFICE OF THE GOVERNING BOARD		
WILLIAM D. DAR	Chairman	
ROBERT VICTOR G. SEARES, JR.	Vice-Chairman	(02) 8374-3987 (02) 8374-2505
RODOLFO F. SALANGA	Member	(02) 8371-8259 (02) 8376-4037
TEOFILO R. QUINTAL	Member	
WILFREDO C. MARTINEZ	Member	
NESTOR C. CASELA	Member	
DANILO C. TRONGCO	Member	
WILSON R. VICTORIO	Member	
Atty. ROBERT A. AMBROS	Acting Board Secretary	(02) 8371-8231
OFFICE OF THE ADMINISTRATOR		
ROBERT VICTOR G. SEARES JR	Administrator / Chief Executive Officer	(02) 8374-3987 Fax: 8374-2025
Atty. JUN FRED V. PARADO	Attorney V	(02) 8374-3987
NEYO E. VALDEZ	Public Relations Officer V	(02) 8372-3185
OFFICE OF THE DEPUTY ADMINISTRATORS		
BENEDICTO M. SAVELLANO	Deputy Administrator for Support Services	(02) 83718259
ROBERTO R. BONOAN, Ph.D	OIC, Office of the Deputy Administrator for Operations	(02) 8372-6055
INTERNAL AUDIT SERVICE		
DINAH E. PICHAY	Department Manager III	(02) 8373-2093

CORPORATE PLANNING DEPARTMENT		
FORTUNA C. BENOSA	Department Manager III	(02) 8372-3185
PRISCILLA S. ESGUERRA	Information Technology Officer III, MIS Division	(02) 8372-3182 (02) 8372-3184
	Planning, Programming and Evaluation Division	(02) 8372-3185

FARM TECHNOLOGY & SERVICES DEPARTMENT		
IMELDA N. RIÑEN	Department Manager III	(077) 792-3086 (077) 792-3381
NELLY U. CASTRO	Chief Tobacco Production and Regulation Officer (TPRO) Production Support Services Division	(077) 792-3086
FELISA R. AURELLANO	Officer-in-Charge Farm Technology Development Division	(077) 792-3086

INDUSTRIAL RESEARCH DEPARTMENT		
ROBERTO R. BONOAN, Ph.D	Department Manager III	(02) 8373-2097
JULIE L. MERCADO	Officer-in-Charge Product Development Division	(077) 8792-4505
MYRNA O. LOZANO	Chief Science Research Specialist (SRS) Techno. Lab. Services and Instrumentation Division	(02) 8372-3194
LINA A. CERA	Chief SRS Quality Assurance Division	(02) 8372-3194
	Market Research and Development Division	(02) 8373-2098

REGULATION DEPARTMENT		
Atty. ROBERT A. AMBROS	Department Manager III	(02) 8372-3186
ALEX L. BORJE	Chief TPRO Tobacco Leaf Reg. Division	(02) 8372-3178
ELEANOR A. RAPANUT	Chief TPRO Tobacco Products Regulation Division	(02) 8372-3178

ADMINISTRATIVE DEPARTMENT		
PERLA C. MANZON	Officer-in-Charge	(02) 8373-2092
PERLA C. MANZON	Human Resource Management Officer V, Administrative Services Division	(02) 8372-31-88
ZENAIDA T. ARROJO	Supply Officer V General Services and Procurement Division	(02) 8372-3193
FINANCE DEPARTMENT		
MA. TERESA B. LAUDENCIA	Department Manager III	(02) 8372-3183
MILAGROS C. TIU	Chief Accountant Accounting Division	(02) 8373-2096
REYNALDO R. AQUINO	Budget Officer V Budget and Cash Management Division	(02) 8373-2090
ILOCOS NORTE BRANCH OFFICE		
LUZVIMINDA U. PADAYAO	Officer-in-Charge Office of the Branch Manager	(077) 792-3111 Fax: (077) 792-2616
DIVINA D. PAGDILAO	OIC, Operations Division	(077) 792-3111
ILOCOS SUR - CANDON BRANCH OFFICE		
CESARIO G. SAMBRANA	Officer-in-Charge Office of the Branch Manager	(077) 742-5604 Fax: (077) 742-6170
ADONIS D. LAZO	OIC, Operations Division	(077) 742-6170
ILOCOS SUR – VIGAN BRANCH OFFICE		
MINERVA P. MIZAL	Department Manager III	(077) 722-5760 Fax: (077) 722-2027
DIOSDADO L. MADULI	OIC, Operations Division	(077) 722-2027

ABRA BRANCH OFFICE		
MINERVA P. MIZAL	Officer-in-Charge Office of the Branch Manager	(074) 752-8474
JOSE A. TACLAS JR.	OIC, Operations Division	(074) 752-8474
LA UNION BRANCH OFFICE		
GIOVANNI B. PALABAY, Ph.D	Department Manager III	(072) 607-9290 Fax: (072) 242-1395
EMMABETH B. FANTASTICO	Chief Agriculturist	(072) 607-9289
PANGASINAN BRANCH OFFICE		
CESARIO G. SAMBRANA	Department Manager III	(075) 564-3218 Fax: (075) 564-3219
ROGER T. MADRIAGA	Chief Agriculturist	(075) 564-3219
ISABELA BRANCH OFFICE		
CORAZON R. RIAZONDA, Ph.D	Officer-in-Charge Office of the Branch Manager	(078) 624-2117 Fax: (078) 622-3572
JOEFREY T. BAUTISTA	Chief Agriculturist	(078) 622-3572
CAGAYAN BRANCH OFFICE		
CORAZON R. RIAZONDA, Ph.D	Department Manager III	(078) 304-0576
GILBERT A. TAGUIAM	Chief Agriculturist	(078) 304-0576
PROJECT MANAGEMENT OFFICE		
HERMOGENES A. GALVEZ	Project Manager I, Tobacco Dust Processing Plant	(072) 603-0837
FELICISIMO T. LAZO	Acting Operations Manager, NTA Kadiwa ni Ani at Kita	0917-9575953

Annex C FEEDBACK FORM (DROP BOX)

HOW WOULD YOU RATE NTA SERVICE?

Date: _____ Time: _____

Name(optional): _____

Phone(optional): _____

Address(optional): _____

Email(optional): _____

Customer Type (Please tick)

- | | |
|---|--|
| <input type="checkbox"/> Researcher | <input type="checkbox"/> Business/Private Sector |
| <input type="checkbox"/> Student | <input type="checkbox"/> Policymaker |
| <input type="checkbox"/> Farmer | <input type="checkbox"/> Government Employee |
| <input type="checkbox"/> Others (Pls. specify): _____ | |

Purpose or Service Availed: _____

Name of Attending Staff: _____

Department/Division: _____

CRITERIA	RATING				
	E	VS	S	F	P
Quality of service					
Prompt Service					
Attending Personnel's Qualities (Attentive, courteous, efficient, competent, resourceful)					
How well did you meet your expectations?					

Where: E – Excellent, VS-Very Satisfactory, S-Satisfactory, F-Fair, P-Poor

Please suggest on what we can do to further improve our service?

General comment/complaints: _____

Signature of respondent(optional): _____

*Thank you for taking time to complete the survey.
Your feedback is highly appreciated.*

REVIEW BOARD

ROBERT VICTOR G. SEARES, JR.
Administrator

BENEDICTO M. SAVELLANO
Deputy Administrator for Support Services

ROBERTO R. BONOAN, Ph.D.
OIC, Office of the Deputy Administrator for Operations
Manager, Industrial Research Department

DINAH E. PICHAY
Manager, Internal Audit Service

MA. TERESA B. LAUDENCIA
Manager, Finance Department

Atty. ROHBERT A. AMBROS
Manager, Regulation Department

FORTUNA C. BENOSA
Manager, Corporate Planning Department

PERLA C. MANZON
OIC, Administrative Department

NTA Hymn

NTA: Mga Ginintuan Mong Adhikain, Aming Sama-samang Abutin

Koro:

Ang Pambansang Pangasiwaan ng Tabako
Alay ay kaunlara't kasaganaan
sa bawat Filipino
Sa lilim mo kami'y maglilingkod
nang tapat at totoo
Mga ginintuan mong adhikain, Oh, NTA!
Aming sama-samang aabutin.

I.

Kapakanan ng mga magsasaka
Kaayusan ng kalakalan sa industriya
Aming buong pusong iingatan
Buong buhay naming babantayan.

II.

Pagpapabuti ng kalidad ng produkto
Pagtuklas sa ibang gamit ng tabako
Pangangalaga sa kalikasan
Tungkuling aming gagampanan
(Koro)

III.

Sa paggamit ng makabagong teknolohiya
At mabisang paraan ng pagsasaka
Dulot ay aning masagana
Pag-asenso'y abot-kamay na (Koro)

Coda:

Ang Pambansang Pangasiwaan ng Tabako
Alay ay kaunlara't kasaganaan sa bawat Pilipino
Sa lilim mo kami'y maglilingkod
nang tapat at totoo
Mga ginintuan mong adhikain,
Oh NTA!... NTA!
Aming sama-samang aabutin.



Department of Agriculture
NATIONAL TOBACCO ADMINISTRATION
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