



NATIONAL TOBACCO ADMINISTRATION

CITIZEN'S CHARTER
2024 (4th Edition)



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I. Mandate:

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 upon 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 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.

II. Vision:

In the medium term, the NTA shall have attained a resilient NTA resulting in progressive and empowered tobacco farmers and other industry stakeholders

III. Mission:

Provide excellent service to enrich the lives of Tobacco Farmers and other industry stakeholders through meaningful programs that improve productivity and promote global competitiveness.



IV. 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 AM to 5:30 PM.

We shall promptly and efficiently act on all your concerns within three (3) 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*



V. LIST OF SERVICES

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Central Office

External Services



1. APPLICATION AND ISSUANCE OF (1) AUTHORITY TO EXPORT; (2) AUTHORITY TO IMPORT; (3) AUTHORITY TO TRANSSHIP UNMANUFACTURED TOBACCO/ MANUFACTURED TOBACCO PRODUCTS AND OTHER TOBACCO-RELATED SUPPLIES, MATERIALS AND INGREDIENTS; AND (4) 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	<ol style="list-style-type: none"> 1. <i>Exporters,</i> 2. <i>Importers,</i> 3. <i>Transshippers, and</i> 4. <i>Manufacturers/Processors of Tobacco Products</i>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Application Form (NTA-RD-F-016 rev 01) (<i>1 original signed copy</i>) 2. Information Sheet of Applicant (NTA-RD-F-002 rev 02) (<i>1 original signed copy</i>) 3. Name/s of Company Officers, their designations and nationalities (NTA-RD-F-043-A rev 00) (<i>1 original signed copy</i>); 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 certified by authorized company officer); 4. 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 <i>certified by authorized company officer</i>); 5. Copy of latest Income Tax Return (ITR) and/or Audited Financial Statements (1 photocopy <i>certified by authorized company officer</i>); 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 	<p style="text-align: center;"><i>NTA Central Office (CO) – Regulation Department, 11th Floor, The Upper Class Tower, Quezon Ave cor. Scout Reyes St., Quezon City or downloadable from NTA website at www.nta.da.gov.ph</i></p> <p style="text-align: center;">From the Applicant</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>of payment of fees to the concerned agencies, if the permit/certificate has not been issued (1 photocopy certified by authorized company officer);</p> <p>7. Summary Report of Transshipment (NTA-RD-F-018-D rev 01), if transshipper (1 photocopy certified by authorized company officer);</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 certified by authorized company officer);</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 certified by authorized company officer); and</p> <p>10. One (1) photocopy certified by authorized company officer of preceding year's Authority to Import/Export/Transship/Accreditation Permit to Manufacture/Process Manufactured and Unmanufactured Tobacco (for Renewal only).</p>		<p>From the Applicant</p> <p>NTA CO – Regulation Department, 11th Floor, The Upper Class Tower, Quezon Ave cor. Scout Reyes St., Quezon City or downloadable from NTA website at www.nta.da.gov.ph</p> <p>From the Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (Regulation Dept- 11 th FI)	1.1 Receive application documents	None	2 minutes	Secretary I Regulation Dept (RD)
	1.2 Determine completeness of document & issue Charge Slip	None	5 minutes	TPRO II / III / Sr. TPRO RD
2. Pay fees (Finance Dept – 11 th FI)	2.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	Accountant II Finance Dept. (FD)
	2.2 Issue Official Receipt (OR)	None	3 minutes	Cashier FD
3. Photocopy OR (Administrative Dept – 11 th FI)	3.1 Receive photocopy & verify against original	None	2 minutes	TPRO II / III / Sr. TPRO RD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Validate and initial application	None	3 minutes	<i>Spvg. TPRO RD</i>
	3.3 Prepare Authority to Export/ Import/ Transship/ Manufacture	None	3 minutes	<i>TPRA II RD</i>
	3.4 Certify/ Verify and initial Authority/ Accreditation	None	3 minutes	<i>Chief TPRO and Dept. Mgr. III RD</i>
	3.5 Log out and transmit to Deputy Administrator for Operations (DAOp) Office	None	3 minutes	<i>Secretary I RD</i>
	3.6 Receive and log documents	None	2 minutes	<i>Priv. Secretary DAOp's Office</i>
	3.7 Initial Authority/ Accreditation	None	2 minutes	<i>DAOp DAOp's Office</i>
	3.8 Transmit to Administrator's Office (AO)	None	5 minutes	<i>Private Secretary DAOp's Office</i>
	3.9 Receive and log documents	None	2 minutes	<i>Private Secretary (AO)</i>
	3.10 Approve/ Sign Authority/ Accreditation	None	1 hour	<i>Administrator (AO)</i>
	3.11 Log out and transmit to the Regulation Department	None	3 minutes	<i>Private Secretary (AO)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive Authority (RD- 11 th FI)	4.1 Release Authority/ Accreditation to Applicant	None	2 minutes	Secretary / RD
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>	
<i>Authority to Import (For Importer)</i>	<i>16,200.00</i>
<i>Accreditation Fee (For Manufacturer/ Processor of Tobacco Products):</i>	
<i>Total sticks manufactured, per annum: (10,000,000,000 sticks)</i>	<i>36,000.00</i>



2. APPLICATION AND ISSUANCE OF (1) EXPORT COMMODITY CLEARANCE; (2) IMPORT COMMODITY CLEARANCE; (3) 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	<ol style="list-style-type: none"> 1. Authorized Exporters, 2. Authorized Importers 3. Authorized Transshippers 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"> 1. Duly accomplished Export/Import/ Transshipment Commodity Clearance (NTA-RD-F-017/018/018-A/018-B/018-C/018-E rev 02) (1 original signed copy) 2. Request for Inspection (NTA-RD-F-025 A rev 02) (11 original signed copy photocopy); 3. Certificate of Inspection (NTA-RD-F-011-A rev 01) (1 photocopy certified by authorized company officer); 4. Certificate of Authenticity (NTA-RD-F-019 rev 01) (Optional, for ECC only) (1 photocopy certified by authorized company officer) 5. Commercial Invoice or Packing List or Bill of Lading or Export Declaration (1 photocopy certified by authorized company officer); 			<p>NTA CO – Regulation Department, 11th Floor, The Upper Class Tower, Quezon Ave cor. Scout Reyes St., Quezon City or downloadable from NTA website at www.nta.da.gov.ph</p> <p>From the Applicant</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (Regulation Dept – 11 th Fl)	1.1 Receive application documents	None	2 minutes	Secretary I Regulation Dept (RD)
	1.2 Determine completeness of documents and issue Charge Slip	None	5 minutes	TPRO I / III / Sr. TPRO RD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	None	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/trans-shipper 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</i> Location of commodities for inspection



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay fees (Finance Dept- 11 th FI)	3.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Financial Analyst/ Accountant II</i> Finance Dept. (FD)
	3.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier</i> FD
4. Photocopy OR (Administrative Dept – 11 th FI) and submit photocopy (RD-11 th FI)	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)	None	2 minutes	<i>TPRO II / 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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 Deputy Administrator for Operations (DAOp)'s Office	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 – 11 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	

Table of Fees

Type of Fee		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	1,200.00
	Out-bound	1,200.00
	Port-to-port	1,200.00
	Vessel-to-vessel	2,400.00
	Transshipment of tobacco leaf Within economic zones	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 tob., 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 tob, etc.	0.12/pc
	- Materials for Cigarette-making	3.00/net kg
	- Machine/spare parts	3.00/net kg



Type of Fee		Amount (PhP)
	- 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 & 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 A	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



3. INSPECTION OF IMPORT/EXPORT/TRANSSHIPMENT COMMODITIES				
Service Description	<p>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.</p> <p>The request for inspection shall be filed simultaneously upon application of commodity clearance.</p> <p>The request is valid until completion of inspection.</p>			
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"> 1. Request for Inspection (NTA-RD-F-025 A rev 02) (1 photocopy); 2. Certificate of Inspection (NTA-RD-F-011-A rev 01) (2 photocopies); 3. Certificate of Appearance (NTA-RD-F-025-D 			<p><i>NTA CO – Regulation Department, 11th Floor, The Upper Class Tower, Quezon Ave cor. Scout Reyes St., Quezon City or downloadable from NTA website at www.nta.da.gov.ph</i></p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Inspection (Regulation Dept – 11 th Floor)	1.1 Receive request for inspection (NTA-RD-F-025 A rev 02)	None	2 minutes	<i>Secretary I</i> Regulation Dept (RD)
	1.2 Designate Inspector	None	1 minute	<i>Dept. Manager (DM) III/Chief TPRO</i> RD
	1.3 Prepare Travel/Office Order	None	1 minute	<i>Secretary</i> RD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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>
2. Witness inspection of commodities by NTA Inspector (at importer/exporter/trans-shipper warehouse)	2.1 Inspect, verify and validate the commodity/ies at the inspection site, in the presence of the importer/exporter/transhipper and/or his/her representative and accomplish Certificate of Inspection (COI) (RD-F-011-A rev 01)	None	<p>4 hours (Ave. travel time)</p> <p>&</p> <p>15 minutes (Ave. inspection time)</p>	<p><i>Designated Inspector</i> Location of commodities for inspection</p>
Total Processing Time			0 Day, 4 Hrs, 22 Min	

4. APPLICATION 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 (original); 2. One (1) photocopy of the original Articles of Incorporation; 3. One (1) photocopy of Amended Articles of Incorporation (for changes made in: <ul style="list-style-type: none"> a. Name b. Address c. Purpose d. Capitalization 			NTA CO – Regulation Department, 11 th Floor, The Upper Class Tower, Quezon Ave cor. Scout Reyes St., Quezon City or downloadable from NTA website at www.nta.da.gov.ph From the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (Regulation Dept- 11 th FI)	1.1 Receive application documents	None	2 minutes	<i>Secretary I</i> Regulation Dept (RD)
	1.2 Determine completeness of documents and issue Charge Slip	None	5 minutes	<i>Spvg TPRO/ Sr. TPRO</i> RD
2. Pay fees (Finance Dept- 11 th FI)	2.1 Issue Order of Payment	Processing Fee- PhP5,000	2 minutes	<i>Fin'l Analyst/ Accountant II</i> Finance Dept. (FD)
	2.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier</i> FD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Photocopy OR (Admin. Dept- 11 th FI) and submit photocopy (Regulation Dept – 11 th FI)	3.1 Receive photocopy and verify against original	None	2 minutes	<i>Spvg TPRO/ Sr. TPRO RD</i>
	3.2 Prepare Endorsement Letter (NTA-RD-F-040)	None	3 minutes	<i>Spvg TPRO/ Sr. TPRO RD</i>
	3.3 Certify/Verify and initial Endorsement Letter	None	3 minutes	<i>Chief TPRO and DM III RD</i>
	3.4 Log out and transmit to the Deputy Administrator for Operations (DAOp)'s Office	None	3 minutes	<i>Secretary RD</i>
	3.5 Receive and log documents	None	2 minutes	<i>Priv Secretary DAOp's Office</i>
	3.6 Initial Endorsement Letter	None	2 minutes	<i>DAOp DAOp's Office</i>
	3.7 Transmit to the Administrator's Office (AO)	None	5 minutes	<i>Priv. Secretary DAOp's Office</i>
	3.8 Receive and log documents	None	2 minutes	<i>Priv. Secretary (AO)</i>
	3.9 Approve and sign Endorsement Letter	None	1 hour	<i>Administrator (AO)</i>
	3.10 Log out and transmit to the RD	None	3 minutes	<i>Private Secretary (AO)</i>
4. Receive Endorsement Letter (RD- 11 th FI)	4.1 Release Letter to Applicant	None	2 minutes	<i>Secretary I RD</i>
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 to 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 Services Department			
Classification	Highly Technical Transaction			
Type of Transaction	G2B			
Who May Avail	Private fertilizer/pesticide/suckercide companies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent/Request (one original copy) 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 – 11 th 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, & packages the proposal	None	2 days	<i>PTREC</i> Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 – 11 th 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 (Adm. 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, Ilocos Norte)	6.1 Receive product sample	None	10 minutes	<i>PIT</i> (BO/TLSID-IRD/FTSD)* NTA CO / NTA Batac, Ilocos Norte
7. Pay fees (90%) (Finance Dept- 4 th FI)	7.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Accountant II</i> Accounting Div.- Finance Dept (FD)
	7.2 Issue Official Receipt (OR)	None	5 minutes	<i>Cashier II</i> BCMD-FD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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</i> AO
8. Receive copy of MOA (PTREC-4 th FI)	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 & Cert. of Product Efficacy and Suitability	None	1 hour	<i>Administrator</i> AO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Reproduce Report	None	1 day	<i>PTREC</i> Central Office
2. Pay remaining 10% balance & Certification fee (Finance Dept-4 th FI)	2.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Accountant II</i> Acctng, FD
	2.2 Issue Official Receipt	None	3 minutes	<i>Cashier II</i> BCMD, FD
3. Receive Project Technical Report (DAOP's Office-3 rd FI)	3.1 Release Project Technical Report, incl. Certificate of Product Efficacy & Suitability	None	30 minutes	<i>PTREC</i> Central Office
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 & Instrumentation Division-
Industrial Research Department

FTSD - Farm Technology and Services Dept

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"> - Labor - Land rental - Supplies and Materials - Laboratory analysis fees - Honoraria of researchers/project team - Administrative fee (25% of MOOE) - Contingency (15% of Supplies and Materials*) <p>b. Certificate of Product Efficacy:</p> <ul style="list-style-type: none"> • PhP 3,000.00 (for new product) • PhP 1,500.00 (for renewal, every 2 yrs) <p>Terms of payment: 90% upon MOA signing 10% upon release of Final Report and Certification</p>
<p>b. Tobacco Varietal Trial</p>	<p>Standard costs set by the National Seed Industry Council (NSIC)</p>

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
	Certificate of Product Efficacy	3,000.00
	Total	28,000.00

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													
1. Letter of Intent/Request (original copy) 2. Sample of the Product for testing, with the following weight requirement per sample:	} From the Applicant												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">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> </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
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	FEE 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 Floor	1.1 Receive Letter request and Request for Analytical Services Form	None	5 minutes	Secretary I NTA Quality Assurance Laboratory Bldg. (QALB)
	1.2 Endorse Letter request/Form	None	15 minutes	Dept. Manager III QALB
	1.3 Approve Letter Request/form	None	1 hour	Administrator Administrator's Office (AO)
	1.4 Receive approved Letter request/Form	None	5 minutes	Secretary I Industrial Research Dept (IRD)
	1.5 Endorse approved Letter Request/Form for appropriate action	None	30 minutes	Dept. Manager III IRD
2. Receive copy of approved Letter Request/ Form (QALB – Ground FI)	2.1 Release approved Letter Request/ Form	None	5 minutes	Secretary I IRD
	2.2 Identify parameters required to be analyzed	None	1 hour	Chief Sci. Res. Specialist Technolab Services & Inst. Div (TLSID)
	2.3 Compute total laboratory fees and prepare Statement of Account (SOA)	None	1 hour	Chief Sci. Res. Specialist TLSID
3. Submit samples for analysis (QALB-Ground FI)	3.1 Receive samples	None	30 minutes	Chemist IV TLSID



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 – 11 th Fl, The Upper Class Tower, Quezon City)	4.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Sr. Bookkeeper</i> Accounting Div-Finance Dept (FD)
	4.2 Issue Official Receipt (OR)	None	5 minutes	<i>Cashier II</i> BCMD-FD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Photocopy OR (Admin Dept- 11 th Fl, The Upper Class Tower, Quezon City) and submit photocopy (QALB)	5.1 Receive photocopy of OR	None	7 minutes	Chief SRS TLSID
6. Receive Report of Analysis	6.1 Release Report of Analysis	None	2 minutes	
Total Processing Time:			10 days, 1 hr, 16 mins	

Table of Fees:

		<u>Amount (Php)</u>
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



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 (1 copy) 2. For brokers/agents of tobacco companies: - Import/Export/Transshipment documents as basis for billing by the Regulation Department Note: Billing process is included in the “Issuance of xx” documents service process. (1 photocopy each)			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- 11 th FI)	1.1 Inquires on the nature of payment to be made;	None	2 minutes	<i>Bookkeeper/ Financial Analyst</i> Accounting Div. - Finance Dept (FD)
	1.2 Prepares and signs Order of Payment	None	5 minutes	<i>Bookkeeper/ Financial Analyst</i> Accounting Div.
2. Pay (Finance Dept – 11 th FI)	2.1 Receive Order of Payment and cash/check payt	Amount due indicated in Order of Payment	2 minutes	<i>Spvng Cashier/ Cashier II</i> Budget and Cash Mgt Division - FD
	2.2 Prepare and sign OR			
3. Receive OR (Finance Dept- 11 th FI)	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, 0 Hr, 11 Min	

8. PROCESSING AND PAYMENT OF CLAIMS TO OUTSIDE 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	<ul style="list-style-type: none"> - Suppliers/Contractors/Consultants - Other external creditors 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Statement of Account or billing statement (original) 2. Supporting documents as proof of claim (1 photocopy)			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- 11 th FI)	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 & initial as to funds availability	None	5 minutes	Budget Officer II/IV/V BCMD-FD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Verify and sign funds availability	None	1 minute	<i>Department 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' 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 Off of the Admin.	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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.17 Approve for check preparation	None	1 minute	<i>Dept Manager III</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</i> BCMD-FD
	1.20 Review and initial on check	None	1 minute	<i>Budget Officer IV/V</i> BCMD-FD
	1.21 Transmit to Finance Manager	None	1 minute	<i>Cash Clerk</i> BCMD-FD
	1.22 Verify and sign check	None	2 minutes	<i>Dept Manager III</i> FD
	1.23 Log out and transmit to AO	None	2 minutes	<i>Secretary</i> FD
	1.24 Receive and log voucher	None	2 minutes	<i>Private Sec</i> AO
	1.25 Approve/Sign check	None	5 minutes	<i>Administrator</i> AO
	1.26 Log out and transmit approved check	None	2 minutes	<i>Private Sec.</i> AO
	1.27 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 (Cashier unit - Finance Dept- 11 th FI)	2.1 Release check to claimant	None	3 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier</i> BCMD-FD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign in Warrant of Checks logbook (Cashier unit)	3.1 Request client to sign in warrant logbook	None	2 minutes	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
4. Issue OR to NTA (Cashier Unit)	4.1 Receive OR	None	1 min	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
Total processing time			0 Day, 1 Hr, 41 Min	



9. ISSUANCE OF EMPLOYMENT DOCUMENTS TO FORMER 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 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)			NTA CO – Administrative Services Division, 11 th Floor, The Upper Class Tower, Quezon Ave cor. Scout Reyes St., Quezon City	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit Request for Documents Form (Administrative Dept-11 th FI)	1.1 Accept accomplished Request for Documents Form, log in and indorse 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 & 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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive requested document and sign Release Logbook (Administrative Dept-11 th FI)	2.1 Log-out and issue requested document	None	5 minutes	HRMA ASD
Total processing time			0 Day, 0 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 (<i>COA Circular 2023-004 dated June 14, 2023</i>) (<i>Finance Dept – 11th FI</i>)	1.1 Receive disbursement and check completeness of supporting documents	None	3 minutes	<i>Cash Clerk III</i> Budget and Cash Mgt Division (BCMD) - FD
	1.2 Process voucher, determine & initial as to funds availability	None	5 minutes	<i>Budget Officer III/IV/V</i> BCMD-FD
	1.3 Verify and sign funds availability	None	1 minute	<i>Department Manager</i> FD
	1.4 Log out and transmit to Accounting Division	None	1 minute	<i>Cash Clerk III</i> BCMD-FD
	1.5 Determine completeness of documents, account charging and process voucher	None	15 minutes	<i>Financial Analyst</i> Accounting Div. – FD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 Administrator's Office (AO)	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 AO	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 III</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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.18 Transmit to Finance Manager	None	1 minute	<i>Cash Clerk BCMD-FD</i>
	1.19 Verify and sign check	None	2 minutes	<i>Dept Manager III FD</i>
	1.20 Log out and transmit to AO	None	2 minutes	<i>Secretary FD</i>
	1.21 Receive and log voucher	None	2 minutes	<i>Private Sec AO</i>
	1.22 Approve/Sign check	None	5 minutes	<i>Administrator AO</i>
	1.23 Log out and transmit approved check	None	2 minutes	<i>Private Sec. AO</i>
	1.24 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 and sign voucher	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 logbook	3.1 Request client to sign in warrant logbook	None	2 minutes	<i>Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD</i>
Total processing time			0 Day, 1 Hr, 15 Min	

11. ISSUANCE OF EMPLOYMENT DOCUMENTS TO ACTIVE 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-11 th FI)	1.1 Accept accomplished Request for Documents Form, log in and indorse 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 & 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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive requested document and sign Release Logbook (Administrative Dept-11 th FI)	2.1 Log-out and issue requested document	None	5 minutes	HRMA ASD
Total processing time			0 Day, 0 Hr, 30 Min	



Branch Offices

External Services



12. APPLICATION 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 <i>buying</i> 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 leaf tobacco.</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) <i>Managers/Operators</i>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly accomplished Application Form (NTA-RD-F-001 rev 02) (2 copies)	Branch Office (BO) or downloadable from NTA website
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 monetary obligations (original);	BO or downloadable from NTA website
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 year (if New Applicant), or current/latest financial statement (if renewal);	From the Applicant
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);	Forms: BO Performance Bond: Applicant
8. List of Farmer-Cooperators (NTA-RD-F-006 rev 02) under its MA, including their personal circumstances (age, civil status, address), area and location of the parcel of land where	BO or downloadable from NTA website

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>their tobacco shall be grown, as well as their estimated production</p> <p>3. 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>4. List of <i>Wholesale Tobacco Dealer/s</i> (NTA-RD-F-006-A rev 02) where the BS will sell/deliver its leaf tobacco acceptances;</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>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>			<p>From the Applicant</p> <p>BO or downloadable from the NTA website</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	Spvg. 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	Refer to Table of Fees Below	2 minutes	Accountant BO
	2.2 Issue Official Receipt (OR)	None	2 minutes	Cashier BO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Photocopy OR	3.1 Receive photocopy & verify against original	None	3 minutes	<i>Spvg. TPRO</i> BO
	3.2 Indorse 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>Spvg. 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/</i> <i>DM III</i> CO-RD
	3.8 Log out and transmit to Deputy Administrator for Operations (DAOp) Office	None	3 minutes	<i>Secretary I</i> CO-RD
	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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.14 Log out and transmit to the RD	None	3 minutes	<i>Priv. Secretary</i> AO
	3.15 Transmit approved License to the Branch	None	1 day *	<i>TPRA II</i> RD
4. Receive License (Operations Div.-BO)	4.1 Release License to Applicant	None	2 minutes	<i>Spvg. TPRO</i> BO
Total Processing Time:			2Days, 1Hr, 54Min	

* 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. APPLICATION 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 firms/Field Canvassers/ Farmer Cooperators with which it has a marketing agreement. Each Permit and authority is specific to one (1) tobacco type and province only and does not authorize the licensee to purchase other tobacco type/s. 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
<ol style="list-style-type: none"> 1. Duly accomplished Application Form (NTA-RD-F-001 rev 02) (2 copies) 2. Duly notarized Certificate 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) 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) 4. One (1) 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 5. One (1) photocopy of the preceding year's Permit and Authority to Purchase Tobacco (For Renewal application). 	<p>Branch Office or downloadable from the NTA website</p> <p>From the Applicant</p> <p>Form: RD/NTA website Performance Bond: Applicant</p> <p>From the Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application (Operations Div-Branch Office (BO))	1.1 Receive application	None	2 minutes	Spvg. TPRO Branch Office (BO)
	1.2 Determine completeness of documents	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	Refer to Table of Fees Below	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 & verify against original	None	3 minutes	<i>Spvg. TPRO</i> BO
	3.2 Indorse 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 Dep. Admin. for Operations (DAOp) Office	None	3 minutes	<i>Secretary I</i> CO-RD
	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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.11 Transmit to the Administrator's Office (AO)	None	5 minutes	<i>Private Secretary</i> DAOp's Office
	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> RD
4. Receive Permit (Operations Div. - BO)	4.1 Release Permit to Applicant	None	2 minutes	<i>Spvg. TPRO</i> BO
Total Processing Time:			2 Days, 1 Hr, 54 Mins	

* 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) <i>Per Province of Operation</i>
Permit Fee	A. Virginia Tobacco	16,200.00
	B. Burley Tobacco	16,200.00
	C. Native Tobacco	16,200.00

14. APPLICATION AND ISSUANCE OF PERMIT AND AUTHORITY TO REDRY TOBACCO				
Service Description	<p>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.</p> <p>The Permit and Authority is valid only for one (1) year.</p>			
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	
1. Duly accomplished Application Form (NTA-RD-F-001 rev 02) (2 copies) 2. 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 3. One (1) photocopy of the preceding year's Permit and Authority to Redry Tobacco (For Renewal application)			Branch Office or downloadable from the NTA website From the Applicant	
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	Permit fee: P16,000.00 per province or location	2 minutes	Accountant BO
	2.2 Issue Official Receipt (OR)	None	2 minutes	Cashier BO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Photocopy OR	3.1 Receive photocopy & verify against original	None	3 minutes	<i>Spvg. TPRO</i> BO
	3.2 Indorse 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>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	2 minutes	<i>Chief TPRO/ DM III</i> CO-RD
	3.8 Log out and transmit to the Deputy Administrator for Operations (DAOp)'s 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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.12 Receive and None 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
2. Receive Permit (Operations Div-BO)	4.1 Release Permit to Applicant	None	2 minutes	<i>Spvg. TPRO</i> BO
Total Processing Time:			2 Days, 1 Hr, 44 Mins	

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



15. APPLICATION AND 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/province/district (If no NTA BO in the said province) where the application was filed.
Office or Division	Branch Office – Operations Division / NTA Field Office (For "Viajeros" in Visayas/Mindanao)-Authorized TPROs
Classification	Complex Transaction
Type of Transaction	G2B
Who May Avail	Field Canvassers & "Viajeros"
CHECKLIST OF REQUIREMENTS	
A. For Field Canvassers	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Application Form (NTA-RD-F-013 rev 01) (2 copies) 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) affiliation (For Renewal) (original); 3. List of contracted tobacco farmer-cooperators (NTA-RD-F-006 rev 02) 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, 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); 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; 6. One (1) photocopy of Certificate of Attendance to Orientation Seminar on TRR conducted by NTA; 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; 8. Copies of used Certificates of Purchase (COPs) of the preceding trading season (For Renewal); and 	<p style="text-align: center;">Branch Office (BO) or downloadable from NTA website</p> <p style="text-align: center;">Form: Branch Office (BO) or downloadable from NTA website</p> <p style="text-align: center;">Designation Letter: From the Applicant</p> <p style="text-align: center;">From the Applicant</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. One (1) photocopy of preceding year's Certificate of Authority (COA)/ID (NTA-RD-F-034-A) to purchase leaf tobacco (For Renewal). B. For "Viajeros" 1. Duly accomplished Application Form (NTA-RD-F-013 rev 01) (2 copies) 2. One (1) photocopy of Official Receipt (OR) indicating the full payment of the required fee for Certificate of Authority to purchase leaf tobacco; 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 4. One (1) photocopy of preceding year's Certificate of Authority (COA)/ID (NTA-RD-F-034-A) to purchase leaf tobacco (For Renewal).		BO or downloadable fr. NTA website BO or downloadable fr. NTA website From the Applicant BO or downloadable fr. NTA website From the Applicant		
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</i>
	1.2 Determine completeness of documents	None	5 minutes	
	1.3 Issue Charge Slip	None	2 minutes	<i>Spvg. TPRO/ NTA-Authorized TPRO</i> BO/OO
2. Pay fees (Cashier's Office – BO/ Outreach Office)	2.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	<i>Accountant/ NTA-Authorized TPRO</i> BO/OO
	2.2 Issue Official Receipt (OR)	None	2 minutes	<i>Cashier/ NTA-Authorized TPRO</i> BO/OO
3. Photocopy OR	3.1 Receive photocopy & verify against original	None	3 minutes	<i>Spvg. TPRO/ NTA-Authorized TPRO</i> BO/OO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Indorse application to the Central Office (CO)	None	5 minutes	<i>Branch Manager/ NTA-Authorized TPRO BO/OO</i>
	3.3 Transmit documents to the CO	None	1 day	<i>Computer Operator/ NTA-Authorized TPRO BO/OO</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>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.14 Log out and transmit to the RD	None	3 minutes	Private Secretary AO
	3.15 Transmit approved COA to the Branch/Outreach office	None	1 day ^{c/}	TPRA II RD
4. Receive License (Operations Div-BO/ Outreach Office)	4.1 Release COA to Applicant	None	2 minutes	Spvg. TPRO/ NTA-Authorized TPRO BO/OO
Total Processing Time:			2 Days, 1 Hr, 53 Mins	

^{c/} 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
	^{a/} per Branch Office of coverage ^{b/} applicable to new applicants	
B. CERTIFICATE OF PURCHASE (COP)		300.00/ booklet

Sample computation:

	Particulars	Amount (PhP)
Field canvasser A	License fee per area of operation: La Union: @120,000kg	8,000.00
	Ilocos Sur: @ 55,000kg	6,500.00
	Certificate of Purchase 5 booklets x P300.00/booklet	1,500.00
	Total Fees	74,500.00

16. PROCESSING AND PAYMENT OF CLAIMS OF 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	<ul style="list-style-type: none"> - 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 and 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	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Receive and log in	None	2 minutes	Secretary BO
	1.7 Approve and sign: BURS- Box B DV- Box C	None	5 minutes	Branch Manager OAd
	1.8 Log out and transmit to the Cashier	None	2 minute	Secretary BO
	1.9 Receive approved voucher and prepare check	None	5 minutes	Cashier BO
	1.10 Transmit to Branch Manager	None	2 minute	
	1.11 Verify and sign check	None	5 minutes	Branch Manager BO
	1.12 Log out and transmit to Cashiering unit	None	2 minutes	Secretary BO
	1.13 Receive approved check and log in Warrant of Checks	None	5 minutes	Cashier BO
2. Receive check payment (Cashier's Office -BO)	2.1 Release check to claimant	None	3 minutes	Cashier BO
3. Sign in Warrant of Checks logbook (Cashier's Office-BO)	3.1 Request client to sign in warrant logbook	None	2 minutes	Cashier BO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Issue OR to NTA (Cashier's Office-BO)	4.1 Receive OR	None	2 min	Cashier BO
Total processing time			0 Day, 1 Hr, 15 Mins	

17. ISSUANCE OF EMPLOYMENT DOCUMENTS TO FORMER EMPLOYEES				
Service Description	The service involves processing of requests for issuance of employment documents like service record, employment certification, etc. to former NTA Branch 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 copy original)			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 indorse 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 & 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 (one 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 documents, account charging and sign Box B	None	15 minutes	<i>Accountant</i> BO
	1.4 Log out and transmit to Office of the BM	None	2 minute	<i>Computer Operator</i> Administrative-BO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Receive voucher and log	None	2 minutes	Secretary BO
	1.6 Approve and sign: BURS- Box B DV- Box C	None	5 minutes	Branch Manager BO
	1.7 Log out and transmit to cashiering unit	None	2 minute	Secretary BO
	1.8 Receive approved voucher	None	1 minute	Cashier BO
	1.9 Prepare and sign check	None	10 minutes	Cashier BO
	1.10 Transmit to Branch Manager	None	2 minute	
	1.11 Receive and log check for approval	None	2 minutes	Secretary BO
	1.12 Approve/Sign check	None	5 minutes	Branch Manager
	1.13 Log out and transmit approved check	None	2 minutes	Secretary BO
	1.14 Receive approved check and log in Warrant of Checks	None	2 minutes	Cashier BO
2. Receive check payment and sign voucher (Cashier's Office- BO)	2.1 Release check to claimant	None	3 minutes	Cashier BO
3. Sign in Warrant of Checks logbook (Cashier's Office-BO)	3.1 Request client to sign in warrant logbook	None	3 minutes	
Total processing time			0 Day, 1 Hr, 4 Min	

19. ISSUANCE OF EMPLOYMENT DOCUMENTS TO ACTIVE EMPLOYEES				
Service Description	The service involves processing of requests for issuance of employment documents like service record, employment certification, etc. of active NTA Branch 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 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 indorse 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 & 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	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANICS	
How to send a feedback	<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 at 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 up, signed by the customer, and dropped in the box before he/she leaves the office.</p>
How feedback is processed	<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, 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.
How to file a complaint	<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 at 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

<p>How complaints are processed</p>	<p>Frontline Service</p> <ol style="list-style-type: none"> 1. Where a complaint is lodged at the desk, gives his 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, 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 response personally to the customer or through the Frontline officer. <p>Call/SMS/Mail/E-mail/Social Media/Website</p> <ol style="list-style-type: none"> 1. The complaint recipient of each unit/department/branch receives the complaint: <ol style="list-style-type: none"> 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, secure 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. <p>8888 Complaints Hotline</p> <ol style="list-style-type: none"> 1. The Secretary of the Office of the Administrator receives the email and sends them to the Complaint Office.
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	<ol style="list-style-type: none"> 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. 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>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) : (02) 8478-5093</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>



VII. LIST OF OFFICES

Office	Address	Contact Information
Central Office	<i>11th Floor, The Upper Class Tower, Quezon Ave. cor. Scout Reyes St., Quezon City</i>	(02) 8374-3987 (02) 8372-3188
Branch Offices:		
NTA Abra	Washington St, Zone 6 Bangued, Abra	(074) 752 -7425
NTA Ilocos Norte	Batac-Paoay Road Brgy Tabug, Batac City	(077) 792-3111
NTA Ilocos Sur– Candon	City Hall Compound Candon City, Ilocos Sur	(077) 742-5604
NTA Ilocos Sur -Vigan	Zone 5, Bantay, Ilocos Sur	(077) 722-5790
NTA La Union	National Highway, Payocpoc Bauang, La Union	(072) 607-9290
NTA Pangasinan	<i>Poblacion Zone 1, Villasis,</i> Pangasinan	(075) 569-5446
NTA Cagayan	Bagay Road, San Gabriel Tuguegarao City, Cagayan	(078) 304-0576
NTA Isabela	Brgy. Osmena Ilagan, Isabela	(078) 624-2117