

**ADMINISTRATIVE AND FINANCE SERVICE
EXTERNAL SERVICES**

1.COLLECTION OF FEES AND ISSUANCE OF OFFICIAL RECEIPT (OR) VIA OVER-THE-COUNTER

This process covers the collection of FDA application fees and other charges. It also involves the corresponding issuance of Official Receipts via the FDA Cashier over-the-counter.

Center/Office/Division	:	Administrative and Finance Service/General Services Division/Cashier Section
Classification	:	Simple
Type of Transaction	:	Government to Businesses (G2B); Government to Government (G2G)
Who May Avail	:	Internal and External Client
Fees to be paid	:	AO (Administrative Order) 50 s. 2001

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) copies of printed Doctrack Slip (DTN); or one (1) original copy plus one (1) photocopy of issued Assessment Slip; or two (2) copies of emailed Assessment slip (for Batch Notification applications) Emailed payment schedule confirmation (in print or in electronic form) Amount to Pay based on AO 50 s. 2001	FDA Doctrack System https://doctrack.fda.gov.ph/ Email from the FDAC/Centers.

CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits/presents the emailed schedule and the copies of the DTN or Assessment Slip to the FDA Cashier	1.1 Receives and verifies the details of the emailed schedule vis-à-vis the presented DTN/Assessment Slip in the FDA Doctrack System	None	3 minutes	Client and Special Collecting Officer (SCO)
	1.2 Encodes the details of application and payment in the OR system .	None	5 minutes	SCO

Pays the corresponding fee in cash or manager's check or a combination of cash and manager's check	2.1 Receives the Payment from the client. Counts* the amount of cash and verifies the authenticity* of the bills received; and/or verifies the check payment details* including the Payee name, amount in figures and words and the date of the check vs. the amount stated in the DTN/Assessment Slip (*done twice)	AO 50 s. 2001	5 minutes	SCO
	2.2 Prints the pre-numbered Official Receipt (OR) and affixes the signature on the side of the name and e-signature of the Collecting Officer	None	3 minutes	SCO
	2.3 Posts payment details including the OR number in the DTN	None	5 minutes	SCO
	2.4 Stamps with "PAID" and affixes signature and date on the DTN/Assessment Slip	None	2 minutes	SCO
Receives and checks the details encoded in the Official Receipt	3. Releases the Original OR and the stamped and signed DTN/Assessment Slip to the client.	None	2 minutes	Client and SCO
TOTAL:		None	25 minutes	

2.HIRING PROCESS FOR PLANTILLA POSITION (PER VACANT POSITION)

This procedure covers the end-to-end process in filling-up each vacant plantilla position existing in this Office and aims to provide equal opportunities for employment to all applicants to be selected on the basis of merit and fitness in accordance with the existing internal and Civil Service Commission (CSC) rules and regulations to perform the duties and responsibilities the vacant position will be undertaking.

Center/Office/Division	:	Administrative and Finance Service – Human Resource Development Division
Classification	:	Highly technical
Type of Transaction	:	Government to Citizen
Who May Avail	:	All interested and qualified applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Publication	
Notice of Vacancy/ Request for Publication of Vacant Positions (CS Form no. 9)	www.fda.gov.ph/about/careers and www.csc.gov.ph/career
Application Documentary Requirements	
Application Letter with specific Item Number and Position applied for	Provided by applicant
Four (4) set of Notarized Personal Data Sheet (CS Form 212 Rev. 2017) with attached Work Experience Sheet	Provided by applicant www.csc.gov.ph/
Any Proof of eligibility (Report of Rating/License/Certificate of Eligibility/Eligibility Card (photocopy, scanned copy, or site/screen capture of the eligibility using the Civil Service Eligibility Verification System [CSEVS], Professional Regulation Commission’s [PRC]’s Licensure Examination and Registration Information System [LERIS], or Supreme Court of the Philippines [SC] Lawyer’s List or other sites as may be applicable	Provided by applicant https://online.prc.gov.ph/verification https://csevs.csc.gov.ph/user/eligibility
Copy of Valid NBI Clearance	Provided by applicant
Photocopy of Diploma in any relevant Bachelor’s Degree/Masters of Law/Bachelors Degree of Law and Transcript of Records (TOR)	Provided by applicant
Certificates of Trainings Attended	Provided by applicant

Latest Performance Rating (IPCR) available (applicable for government employees only) for those applying for promotion	Provided by applicant/AFS-HRDD
Latest appointment/Service Record/COE (applicable for government employees only)	Provided by applicant/AFS-HRDD
On-boarding Requirements	
. Employment requirements (please refer to the templated Congratulatory Letter for Original/Promotional appointees for complete list of requirements)	Provided by proposed appointee
. Oath of Office form (CS Form No. 32 revised 2018)	Provided by AFS-HRDD
. Appointment Paper (CS Form No. 33-B revised 2018)	Provided by AFS-HRDD
. Certificate of Assumption to Duty (CS Form No. 4 revised 2018)	Provided by AFS-HRDD
. Position Description Form (DBM-CSC Form No. 1 revised version No. 1, s. 2017)	Provided by AFS-HRDD

INTERNAL CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits job application with complete documentary requirements	Receives incoming applications and check completeness of requirements submitted	None	10 minutes	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Reviews submitted documents of applicants and prepares applicant profiles detailing the qualification requirements of the position alongside a concise summary of each applicant's personal information and qualifications to serve as guide in the initial assessment process.	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Requests for schedule of HRMSPB for the initial deliberations	None	15 working days (*Approval of requests depends on the availability of HRMPSB.	AFS/HRDD/Administrative Officer IV

			Quorum must be established for a meeting to commence)	
	Presents to Human Resource Merit Promotion and Selection Board (HRMPSB) applicants applied for vacancies	None	1 working day	AFS/HRDD/Administrative Officer II/IV
	Notifies applicants on the status of their application (Qualified applicants will proceed to take the qualifying examinations)	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II
2. Attends and take qualifying examinations	2.1. Facilitates conduct of qualifying examinations	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Checking of General Aptitude Exam	None	1 working day	
	Endorses to center/office for checking of Technical Exams	None	15 working days	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Notifies applicants on the result of their examination	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Requests for schedule of HRMSPB for the panel interview	None	15 working days (*Approval of requests depends on the availability of HRMPSB. Quorum must be established for a meeting to commence)	AFS/HRDD/Administrative Officer IV

3. Attends panel interview	3.1. Facilitates conduct of panel interview and assist HRMPSB	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Conducts Character Investigation	None	7 working days	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Receives accomplished Character Investigation	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II
	Requests for schedule of HRMSPB for the final deliberations	None	15 working days (*Approval of requests depends on the availability of HRMPSB. Quorum must be established for a meeting to commence)	AFS/HRDD/Administrative Officer IV
	Prepares Comparative Assessment Result (CAR) and Board Resolution for presentation to the HRMPSB for final deliberation	None	1 working day	AFS/HRDD/Administrative Assistant II/Administrative Officer II and IV
	Submits CAR and HRMPSB Board Resolution to the Appointing Authority for appropriate action	None	30 working days	Chief Administrative Officer
	Sends result of application	None	1 working day	AFS/HRDD/Administrative Officer IV
4. Submission of employment requirements of proposed appointee	4.1. Checks the correctness and completeness of employment requirements submitted	None	1 working day	AFS/HRDD/Administrative Officer IV

	by proposed appointee			
	4.2. Prepares appointment papers and other supporting documents	None	1 working day	AFS/HRDD/Administrative Officer IV
	4.3. Submits the Appointment Papers and other supporting documents to the Appointing Authority	None	30 working days	AFS/HRDD/Administrative Officer IV
5. Assumption of appointee	5. Endorses appointee to respective Centers/Office	None	1 working day	AFS/HRDD/Administrative Officer IV
TOTAL:		None	140 working days and 10 minutes (*Processing of vacant plantilla position are valid up to 9 months reckoned from the date of posting/publication)	

Notes/References:

1. Omnibus Rules on Appointment and Other Human Resources Actions (ORAOHRA) 2017 and CSC MC No. 14, s. 2018 entitled 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised July 2018
2. FDA Order 2018-015 Revised Recruitment, Selection and Promotion Guidelines Governing First and Second Level Positions at the Food and Drug Administration (FDA)
3. FDA Order 2018-137 Merit Selection Plan (MSP) for the First and Second Level Positions of the Food and Drug Administration

3.ISSUANCE OF CERTIFICATIONS (For Separated Employees)

This process covers the issuance of various certifications: Certificate of Employment, Service Record, Certificate of Last Salary, Certification of Availment/Non-Availment or entitlement for Benefit/incentive, Certificate of Transfer and Certificate of Leave Credits to separated employees of the agency. These certifications are requested to facilitate their personal transactions with other government entities.

Center/Office/Division	:	Administrative and Finance Service - Human Resource Development Division (HRDD)
Classification	:	Simple to Complex
Type of Transaction	:	Government-to-Citizen
Who May Avail	:	All FDA resigned/retired/transferred COS/plantilla employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submission of Online Request through MS Forms or QR code (for service record and COE) For other certifications: Call or email the HRDD to request the needed certification	https://forms.office.com/r/NVXw9wnbpN or scan the QR code posted at the HRDD window 
Clearance Form (cleared)	Provided by the HRDD

INTERNAL CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes the online request form or sends request to HRDD	Receives request from online form or email/call	None	2 minutes	AFS/HRDD/Admin. Aide VI
Waits for the processing of the requested certificate/s	2.1. Retrieves employee's available data	None	2019-present – 2 minutes 2008-2018 – 1 day	AFS/HRDD/Admin. Aide VI

			1990-2007 – 3 days 1980-1990 – 5 days *Time for data retrieval varies depending on year of employee's available data	
	2.2. Prepares the requested certificate/s	None	5 minutes	AFS/HRDD/ Admin. Aide VI
	2.3. Reviews the certificate/s	None	2 minutes	AFS/HRDD/ Admin. Aide VI
	2.4. Submits the certificate/s to the authorized signatory	None	1 minutes	AFS/HRDD/ Admin. Aide VI
	2.5. Signs the certificate/s	None	2 minutes	AFS/HRDD/Chief Administrative Officer
	2.6. Informs respective employee for the availability of requested certificate/s	None	2 minutes	AFS/HRDD/ Admin. Aide VI
Claims the requested certificate/s	3.1 Releases the certificate/s (Through email (electronic copy) or hard copy)	None	1 minutes	AFS/HRDD/ Admin. Aide VI
	TOTAL:	None	5 working days and 15 minutes	

4.ISSUANCE OF OFFICIAL RECEIPT FOR ONLINE COLLECTION CHANNELS

This process refers to the issuance of Official Receipts from FDA's Online Collection Channels, requested by FDA clients through email.

Center/Office/Division	:	Administrative and Finance Service/General Services Division/Cashier Section
Classification	:	Complex
Type of Transaction	:	Government to Businesses (G2B); Government to Government (G2G)
Who May Avail	:	External Client
Fees to be paid	:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Emailed schedule of pick-up of OR from cashier@fda.gov.ph (either in electronic form or printed copy)	Refer to FDA Advisory 2021-1686

CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for schedule of OR release via email.	Verifies the availability of the OR requested in the FDA Cashier's collection reports.	None	10 minutes	Client and Cashier Staff
	Emails the client on the date and time of schedule of OR pick up. (If OR is still unavailable, emails client on the details on the non-availability of the OR requested.)	None	10 minutes	Cashier Staff
	Encodes in the OR Releasing database the scheduled date time and the list of OR requested for pick-up in reference to the Monthly Collection Report*	None	15 minutes	Cashier Staff
	Prepares the original copy of the OR and encoding in the OR receiving copy/file of the FDA Cashier.	None	6 working days	Cashier Staff

Presents proof of authorization or identification to the Cashier Staff.	Checks the proof of authorization/ID of the client	None	5 minutes	Client and Cashier Staff
Verifies the accuracy of information stated in the Official Receipt received and signs the FDA Cashier's OR receiving copy/file.	Releases the OR to the client	None	2 minutes	Client and Cashier Staff
	*Bulk Transactions			
	TOTAL:	None	6 Working Days and 42 minutes	

5. POSTING OF PAYMENT FOR ONLINE COLLECTION CHANNELS

This involves the process of posting of application payments received through the different FDA Collection Channels other than Over-the-Counter collections.

Center/Office/Division	:	Administrative and Finance Service/General Services Division/Cashier Section
Classification	:	Simple
Type of Transaction	:	Government to Businesses (G2B); Government to Government (G2G)
Who May Avail	:	External Client
Fees to be paid	:	None

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Collection Report from the different Online Collection Channels	LBP (Land Bank of the Philippines) Oncoll via LBP Oncoll weAccess website. LBP LinkBiz via LBP Link.Biz Merchant Porrtal website. DBP BancNet via DBP BancNet Merchant Facility website.

CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays prescribed fees and decks application to the "Payment" task	1.1. Receives and downloads the daily collection report (online) Note: Receipt of Collection Report is coming from different banks, the following day after payment	None	1 working day and 3 minutes	Cashier Staff
	Converts and verifies the downloaded collection report. (via Report Conversion tool, except for LBP Link.Biz Portal)	None	30 minutes	Cashier Staff
Waits for payment to be posted	Acts** on the details of collected payments in the collection report LBP Oncoll Payments	None	5 working days	Cashier Staff

	LBP Link.Biz Portal Bills Payment DBP BancNet Bills **Bulk Transactions (Acts by posting qualified payment in the corresponding FDA Portals and endorsement of unqualified payments to corresponding offices)			
TOTAL:	None	6 working days and 33 minutes		