

NATIONAL PRINTING OFFICE

CITIZEN'S CHARTER

In compliance with the requirements of the Anti-Red Tape Act of 2007 (RA9485)

VISION

To be the premier Government Recognized Printer, modern and capable, manned by a dynamic group of people committed towards the satisfaction of the printing needs of the National and Local government, as well as Government Owned and Controlled Corporations.

MISSION

- Satisfaction of client's demands on security, timeliness, quality and rates.
- Deliver annual substantial returns on investment to the government coffers.
- Generate profits for its own sustainability in order to contribute to the Treasury.
- Support the information dissemination program of the Presidential Communications Operations Office (PCOO).

MANDATE

Pursuant to Executive Order No. 285 and Executive Order No. 378, the NPO shall have printing jurisdiction over the following:

1

Printing, binding and distribution of all Standard and Accountable Forms of National and Local governments, including Government Owned and Controlled Corporations.

2

Printing of Official Ballots.

3

Printing of public documents such as the Official Gazette of the Republic of the Philippines (OG), General Appropriations Act (GAA), Philippine Reports and development information materials of the Philippine Information Agency (PIA).

The office may also accept other government printing jobs, including government publications, aside from those enumerated above, but not in an exclusive basis.

Under Republic Act 9970, the NPO together with other recognized government printers, shall undertake the printing of Accountable Forms and Sensitive High Quality/Volume requirements of the government.

FEEDBACK AND REDRESS MECHANISM



Please let us know how we have served you by doing any of the following:

Accomplish our Customer/Client Satisfaction Survey available at the One-Stop-Shop.

Talk to our One-Stop-Shop Frontliner and the Head of the Agency.

We will acknowledge all complaints within two (2) days and final reply on the action taken will be communicated withing eight (8) days.

If you are not satisfied with our products/ services, your written/ verbal complaints shall be immediately attended by the OSS Frontliner or through the following orders:



ATTY. REVSEE A. ESCOBEDO

Director IV

*Office of the Director
3rd Floor, NPO Building, EDSA cor NIA
North Roa, Diliman, Quezon City
thedirector@npo.gov.ph*


ENGR. NEIL L. MACARAEG

Superintendent


*Office of the Superintendent
3rd Floor, NPO Building, EDSA cor NIA
North Roa, Diliman, Quezon City
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CERTIFICATE OF COMPLIANCE



REPUBLIC OF THE PHILIPPINES
PRESIDENTIAL COMMUNICATIONS OFFICE
NATIONAL PRINTING OFFICE



EDSA corner NIA North Road, Diliman, Quezon City records@npo.gov.ph facebook.com/OfficialNPO

Annex A
New COC Template

CERTIFICATE OF COMPLIANCE
Year: 2024

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ATTY. REVSEE A. ESCOBEDO**, Filipino, of legal age, **Director IV** of the **National Printing Office**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1) The **National Printing Office** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2023, 3rd Edition

2) The following required forms of posting of the Citizen's Charter are present:

☒ Citizen's Charter Information billboard
(in the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)

☒ Citizen's Charter Handbook
(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)

☒ Official website/Online Posting

3) The Citizen's Charter Information Billboard enumerates the following information:

a. External services;

b. Checklist of requirements for each type of application or request;

c. Name of the person responsible for each step;

d. Maximum processing time;

e. Fee/s to be paid, if necessary; and

f. Procedure for filing complaints and feedback.

4) The Citizen's Charter Handbook enumerates the following information:

a. Mandate, vision, mission, and service pledge of the agency;

b. Government services offered (External and Internal Services):

i. Comprehensive and uniform checklist of requirements for each type of application or request;

ii. Classification of service;

iii. Type of transaction;

iv. Who may avail;

v. Client steps and agency actions to obtain a particular service;

vi. Person responsible for each step;

vii. Processing time per step and total;

viii. Fee/s to be paid per step and total, if necessary.

c. Procedure for filing complaints and feedback;

d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and

e. List of Offices

One NPO, Our NPO, Yes we caN PO!!!

Office of the Director (02) 8925-2187 / 8925-2188 Administrative Division (02) 8925-2182 Production Planning and Control Division (02) 8925-2186 / 09178055618
Sales and Marketing Division CP No. 09178050356 / (02) 8925-2197 / (02) 8925-2190 Official Gazette Publication CP No. 09178284842

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline office to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

ATTY. REVSEE A. ESCOBEDO
Director IV
National Printing Office

SUBSCRIBE AND SWORN TO
BEFORE ME THIS 31 MAR 2025
AT MAKATI, PHILIPPINES.

DOC NO. 46
PAGE NO. 17
BOOK NO. V
SERIES OF 2020

ATTY. ROMEO S. SORFOT
Notary Public for Makati
Until December 31, 2025
Appointment No. M-032 (2024-2025)
PTR NO. 10073908 Jan. 02, 2024 Makati City
IBP No. 391330 - Jan. 03, 2024 Pasig
ACLE No. 7-0027570 date issued 4/3/23 / Roll No. 27932
B* Floor, GAP Bldg. 126 Amorsolo St., corner,
V.A. Rufino St., Legaspi Village, Makati City

PRICELIST

CITIZEN'S CHARTER

ARTICLE	DESCRIPTION	UNIT OF MEASURE	PRICE
ACCOUNTABLE FORMS			
A.F. 51-C	Official Receipt with RP Seal (Carbonless)	pad	₱ 100.00
A.F. 52	Certificate of Record of Transfer of Large Cattle	pad	₱ 205.00
A.F. 53	Certificate of Ownership of Large Cattle	pad	₱ 110.00
A.F. 54	Marriage License	pad	₱ 123.00
A.F. 55-C	Cash Tickets - P 1.00 (denomination)	pad	₱ 85.00
A.F. 55-D	Cash Tickets - P 2.00 (denomination)	pad	₱ 85.00
A.F. 55-E	Cash Tickets - P 5.00 (denomination)	pad	₱ 85.00
A.F. 55-F	Cash Tickets - P 10.00 (denomination)	pad	₱ 85.00
A.F. 56	Real Property Tax Receipts	pad	₱ 160.00
A.F. 57	Slaughter Permit & Fee Receipts	pad	₱ 90.00
A.F. 58	City/Mun. Burial Permit & Fee Receipt	pad	₱ 65.00

NON - ACCOUNTABLE FORMS

GENERAL FORMS			
General Form No. 6	Summary of Payroll	sht	₱ 0.65
General Form No. 9	Memorandum Receipt for Equipment	pad	₱ 71.00
General Form No. 9-A	Bill of Lading	pad	₱ 269.00
General Form No. 10-A	Invoice and Receipt for Transfer of Funds	sht	₱ 1.05
General Form No. 11	Invoice Receipt of Property	sht	₱ 0.85
General Form No. 33-A	Invoice & Receipt of Accountable Form	pad	₱ 67.00
General Form No. 50-A	Official Cash Book - Large	bk	₱ 550.00
General Form No. 51-A	Official Cash Book - Small	bk	₱ 230.00
General Form No. 55-A	Official Cash Book - Pocket Size	bk	₱ 150.00
General Form No. 57-A	Request for Bonding Officials & Employees	sht	₱ 0.85
General Form No. 58-A	Application for Bonding Officials & Employees	sht	₱ 0.85
General Form No. 71-A	Inventory Tag Card	pc	₱ 0.40
General Form No. 78-A	Signature & Handwriting Specimen Card	sht	₱ 1.00
General Form No. 103	Cash Book of Regular Accountable Officers	bk	₱ 420.00
General Form No. 104	Bank Cash Book	bk	₱ 430.00
General Form No. 105	Warrant Register	bk	₱ 375.00
General Form No. 106	Cash Receipts Record Rev. 2002	bk	₱ 284.00
General Form No. 107	Project Cost Sheet Rev. 1967	bk	₱ 1.45

MUNICIPAL FORMS

Municipal Form No. 20-A	Municipal Treasurer's Account Book	bk	₱ 454.00
Municipal Form No. 25	Register of Marriage	bk	₱ 460.00
Municipal Form No. 26-1	Register of Birth	bk	₱ 490.00
Municipal Form No. 27	Register of Death	bk	₱ 490.00
Municipal Form No. 63	Director's Minute Book	bk	₱ 372.50
Municipal Form No. 67	Sworn Statement Advice Parent Ask	sht	₱ 0.80
Municipal Form No. 68	Advice of Intended Marriage	sht	₱ 0.80
Municipal Form No. 90	Application for Marriage License Rev. 2007	pad	₱ 296.00
Municipal Form No. 91	ID Certificate of Marriage License	sht	₱ 0.85
Municipal Form No. 92	Consent of Marriage of a person underage	sht	₱ 0.80
Municipal Form No. 94	Notice of Re-Application	sht	₱ 0.80
Municipal Form No. 97-Muslim	Muslim Marriage Attachment	pad	₱ 184.00
Municipal Form No. 97	Certificate of Marriage Rev. 2016	pad	₱ 240.00
Municipal Form No. 100	Register of Application of Marriage License	bk	₱ 860.00
Municipal Form No. 101 (OCRG)	Certificate of Live Birth Rev. August 2021	pad	₱ 200.00
OCRG Form No. 102	Certificate of Divorce	pad	₱ 211.00
OCRG Form No. 104	Certificate of Conversion to Islam	pad	₱ 211.00
Municipal Form No. 102-Muslim	Muslim Birth Attachment Rev. Jan. 2007	pad	₱ 184.00
Municipal Form No. 102	Certificate of Live Birth Rev. 2016	pad	₱ 240.00
Municipal Form No. 103-Muslim	Certificate of Death Attachment Rev. 2016	pad	₱ 184.00
Municipal Form No. 103	Certificate of Death Rev. 2016	pad	₱ 240.00
Municipal Form No. 103-A	Certificate of Fetal Death Rev. Jan. 2007	pad	₱ 240.00
Municipal Form No. 109	Register of Founding	bk	₱ 490.00
Municipal Form No. 110	Register of Court Decree/Order	bk	₱ 470.00
Municipal Form No. 111	Register of Legal Instrument	bk	₱ 472.00

PROVINCIAL FORMS

Provincial Form No. 10-A	Abstract of Real Property Tax Receipts	sht	₱ 2.95
Provincial Form No. 13	List of Taxpayers	sht	₱ 1.65
Provincial Form No. 32-A	Prov'l. Treasurer's Record Book of Pre-Audited Vouchers Adopted Oct. 1939	bk.	₱ 1,132.00
Provincial Form No.32-A1	Prov'l. Auditor's Record Book of Pre-Audited Vouchers Adopted Oct. 1939	bk	₱ 1,132.00
Provincial Form No. 34	Provincial Prison Diary	bk	₱ 928.85
Provincial Form No. 38-A	Provincial/Municipal Payroll	sht	₱ 2.75
Provincial Form No. 41	Real Property Tax Record Rev. 1975	sht	₱ 1.55
Provincial Form No. 41-A	Real Property Tax Registry Rev. 1973	sht	₱ 4.70
Provincial Form No. 55-A	Account Current of Accountable Forms	bk	₱ 122.00
Provincial Form No. 58	Cover for Declaration of Real Property	pc	₱ 135.00
Provincial Form No. 58-A	Bolts & Nuts for Real Property Forms	pc	₱ 18.00
Provincial Form No. 60-A	Summary of Collection	sht	₱ 5.30
Provincial Form No. 85-A	Official Cash Book	bk	₱ 1,329.50
Provincial Form No. 109-A	Ledger Sheet	sht.	₱ 1.60
Provincial Form No. 124-A	Guide Cards	sht.	₱ 1.60
Provincial Form No. 130-A	Report of General Collections	pad	₱ 460.00
Provincial Form No. 144	Real Property Tax Acct. Req.	sht.	₱ 4.50
Provincial Form No. 146-A	Accession Book	bk	₱ 257.00
Provincial Form No. 148	School Library	sht.	₱ 0.75
Provincial Form No. 150	Catalogue Card Punched and Printed	sht.	₱ 0.50
Provincial Form No. 185	Time Card of Bundy Clock	sht.	₱ 1.25

CIVIL SERVICE FORMS

C. S. F. No. 6	Application for Leave	sht	₱ 0.85
C. S. F. No. 48	Daily Time Record	sht	₱ 0.35
C. S. F. No. 67	Service Record Rev. 1987	sht	₱ 1.00
C. S. F. No. 212	Personal Data Sheet	pad	₱ 252.50
E. L. C.	Employees Leave Card	sht	₱ 3.50

HOSPITAL FORMS

Hospital Form No. 1	Statement of Daily Market Purchase	pad	₱ 67.50
Hospital Form No. 2	In Patient Record	sht	₱ 1.40
Hospital Form No. 4	Outside Patient Record Form	sht	₱ 4.75
Hospital Form No. 5	Record of Admission	bk	₱ 525.00
Hospital Form No. 8	Record of Person Subsisted	bk	₱ 515.00
Hospital Form No. 10	Pharmacist's Record of Issues	bk	₱ 584.00
Hospital Form No. 12	Record of Services Outside Patients	bk	₱ 713.50
Hospital Form No. 16	Record of Hospital Collections	pad	₱ 328.50
Hospital Form No. 20	Temperature Record	sht	₱ 0.80
Hospital Form No. 30	Patient's Ledger card	sht	₱ 1.40

OTHER FORMS

Cover	Loose Leaf Cover (Letter Size)	pc.	₱ 99.00
Cover	Loose Leaf Cover (Legal Size)	pc.	₱ 99.00
AFP- JAGO	Morning Report	pad	₱ 123.00
AFP No. 63 A	Report of Medical Examination	sht.	₱ 0.85
R A F	Record of Accountable Form	bk	₱ 1,100.00
RPA Form No. 1- White	Declaration of Real Property- White	sht.	₱ 1.05
RPA Form No. 1- Blue	Declaration of Real Property- Blue	sht.	₱ 1.05
RPA Form No. 1- Yellow	Declaration of Real Property- Yellow	sht.	₱ 1.05
RPA Form No. 1	Declaration of Real Property- Front Print	sht.	₱ 1.05
RPA Form No. 1-A	Real Property Field Appraisal & Assessment Sheet - Land, Plant & Trees	sht.	₱ 1.05
RPA Form No. 1-B	Real Prop. Field Appraisal & Asses. Sheet - Building	sht.	₱ 1.05
RPA Form No. 1-C	Real Prop. Field Appraisal & Asses. Sheet- Machinery	sht.	₱ 1.05
RPA Form No. 3	Assessment Roll	sht.	₱ 1.00
RPA Form No. 5	Ownership Record Form	sht.	₱ 1.00
RPA Form No. 5-A	Real Property Ownership Card	pc.	₱ 1.65
Police Blotter	Police Blotter	bk.	₱ 2,100.00
Judicial 43	Court Civil Docket	bk.	₱ 1,715.00
Judicial 44	Court Criminal Docket	bk.	₱ 1,715.00

PRICELIST

ACCOUNTING FORMS (NGA)				
Appendix 1	General Journal Rev. 2016	sht	₱	1.10
Appendix 2	Cash Receipt Journal Rev. 2016	sht	₱	1.85
Appendix 4	Check Disbursement Journal Rev. 2016	sht	₱	1.85
Appendix 5	General Ledger Rev. 2016	sht	₱	2.10
Appendix 6	Subsidiary Ledger Rev. 2016	sht	₱	3.00
Appendix 9-A	Registry of Allotment, Obligations and Disbursements (Personnel Services) Rev. 2016	sht	₱	1.05
Appendix 9-D	Registry of Allotment, Obligations and Disbursements (Capital Outlay) Rev. 2016	sht	₱	1.05
Appendix 14	Budget Utilization Request and Status	pc.	₱	1.25
Appendix 26	Report of Collection & Deposit Rev. 2016	sht	₱	1.95
Appendix 29	Cash Receipts Record Rev. 2016	sht	₱	1.30
Appendix 32	Disbursement Voucher Rev. 2016	pad	₱	88.00
Appendix 33	General Payroll Rev. March 2016	sht	₱	2.30
Appendix 34	Checks and Advices to Debit Account Disbursement Record	sht.	₱	2.50
Appendix 35	Report of Check Issued Rev. 2016	sht	₱	1.75
Appendix 38	Index of Payment Rev. 2016	sht	₱	1.65
Appendix 45	General Payroll Rev. Sept. 2002	sht	₱	2.30
Appendix 46	Reimbursement Expense Receipt Rev. 2016	pad	₱	32.25
Appendix 48	Petty Cash Voucher Rev. 2016	sht	₱	1.05
Appendix 57	Supplies Ledger Card	sht	₱	2.80
Appendix 58	Stock Card Rev. 2016	pc	₱	3.50
Appendix 60	Purchase Request Rev. 2016	sht	₱	0.90
Appendix 62	Inspection & Acceptance Report	sht	₱	0.85
Appendix 63	Requisition and Issue Slip Rev. 2016	pad	₱	147.65
Appendix 64	Report of Supplies & Materials Issued	sht	₱	5.00
Appendix 65	Waste Materials Report Rev. 2016	sht	₱	1.05
Appendix 66	Report on the Physical Count of Inventories Rev. 2016	sht	₱	1.20
Appendix 67	Report of Accountability for Accountable Forms Rev. 2016	sht	₱	1.50
Appendix 69	Property Card Rev. 2016	sht	₱	2.45
Appendix 70	Property, Plant & Equipment Ledger Card Rev. 2016	sht	₱	3.35
Appendix 73	Report on the Physical Count of Property, Plant and Equipment Rev. 2016	sht	₱	2.00
Appendix 74	Inventory & Inspection Report of Unserviceable Property	sht	₱	1.25

ACCOUNTING FORMS (LGU)				
Annex 1	General Journal	sht	₱	1.30
Annex 2	Cash Receipt Journal-LGU	sht	₱	1.85
Annex 3	Check Disbursement Journal-LGU Rev. 2002	sht	₱	1.95
Annex 4	Cash Disbursement Journal- LGU	sht	₱	1.95
Annex 5	General Ledger- LGU Rev. 2002	sht	₱	1.65
Annex 6	Subsidiary Ledger- LGU Rev. 2002	sht	₱	3.00
Annex 7	Supplies Ledger Card Rev. 2002	sht	₱	3.50
Annex 8	Work,Other Animals & Breeding Stock Ledger Card	sht	₱	3.75
Annex 9	Property, Plant, Equipt. Ledger Card Rev. 2002	sht	₱	3.50
Annex 11	Real Property Ledger Card	sht	₱	3.50
Annex 12	Construction in Progress Ledger- App. 10 (Local)	sht	₱	3.50
Annex 15	Registry of Appropriation, Allotment & Obligation (Personal Services)	sht	₱	1.70
Annex 17	Registry of Public Infrastructure	sht	₱	0.95
Annex 22	Allotment of Obligation Slip	sht	₱	0.95
Annex 23	Journal Entry Voucher- LGU	sht	₱	1.50
Annex 26	General Payroll Rev. 2002	sht	₱	2.30
Annex 27	Daily Wage Payroll Rev. 2002	sht	₱	1.10
Annex 29	Purchase Order- LGU Rev. Sept. 2002	pad	₱	210.00
Annex 30	Purchase Request- LGU Rev. 2002	sht	₱	1.80
Annex 33	Requisition & Issue Slip- LGU	pad	₱	85.00
Annex 34	Acknowledgement Receipt for Equipment	sht	₱	1.05
Annex 36	Stock Card- LGU Rev. 2002	sht	₱	3.50
Annex 37	Property Card Rev. 2002	sht	₱	3.00
Annex 39	Check Register- LGU	bk	₱	170.00
Annex 41	Report of Collections & Deposits	sht	₱	2.55
Annex 42	Report of Accountability for Accountable Forms (LGU) Sept. 2002	sht	₱	1.05
Annex 43	Consol. Report of Acctlty. for Acctble Forms	sht	₱	1.05
Annex 44	Abstract of Real Property Tax Collection	sht	₱	1.00
Annex 45	Liquidation Report	sht	₱	1.05
Annex 46	Report of Disbursement	sht	₱	1.05
Annex 47	Report of Check Issued	sht	₱	1.75

ACCOUNTING FORMS (OTHERS)				
Acctg. Form No. 71	Journal Voucher (Pre-numbered) Rev. 1992	pad	₱	75.00
Acctg. Form No. 81	Index of Payments to Employees Rev. 1992	sht	₱	2.25
Acctg. Form No. 121	Daily Statement of Collections & Acctble Forms Rev. 1992	pad	₱	150.00
Acctg. Form No. 122	Report of Collection by Liquidating Officer Rev. 1992	sht	₱	0.85
Acctg. Form No. 123	Cashier/Treasurer Report of Daily Coll. & Dep.	sht	₱	0.85
Acctg. Form no. 131	Cash Book- LGU (Cash in Treasury)	bk	₱	287.50
Acctg. Form no. 131-A	Cash Book- LGU (Cash in Bank)	bk	₱	287.50
Acctg. Form no. 131-B	Cash Book- LGU (Cash Advances)	bk	₱	287.50
Acctg. Form No. 136	Property, Plant & Equipt. Ledger Card (Spec. Item) Rev. 2002	sht	₱	3.35
LGU Form No. 5	Purchase Request Rev. 2002	sht	₱	0.90
LGU Form No. 6	Purchase Order	pad	₱	128.00
OFFICIAL GAZETTE				
VOLUME 72 ISSUE NO. 1-52			₱	187.50
VOLUME 73 ISSUE NO. 1-52			₱	187.50
VOLUME 74 ISSUE NO. 1-52			₱	187.50
VOLUME 75 ISSUE NO. 1-52			₱	187.50
VOLUME 76 ISSUE NO. 1-52			₱	187.50
VOLUME 77 ISSUE NO. 1-52			₱	187.50
VOLUME 78 ISSUE NO. 1-52			₱	187.50
VOLUME 79 ISSUE NO. 4,35			₱	187.50
VOLUME 81 ISSUE NO. 1-52			₱	187.50
VOLUME 82 ISSUE NO. 1-52			₱	187.50
VOLUME 83 ISSUE NO. 1-52			₱	187.50
VOLUME 84 ISSUE NO. 1-52			₱	187.50
VOLUME 87 ISSUE NO. 1-52			₱	187.50
VOLUME 88 ISSUE NO. 1-52			₱	187.50
VOLUME 89 ISSUE NO. 1-52			₱	187.50
VOLUME 92 ISSUE NO. 19			₱	187.50

VOLUME 93 ISSUE NO. 43	₱	187.50
VOLUME 94 ISSUE NO.5,30,32,36,37,50,52	₱	187.50
VOLUME 96 ISSUE NO.3,24,43-52	₱	187.50
VOLUME 97 ISSUE NO.1-52	₱	187.50
VOLUME 98 ISSUE NO.3,24,43-52	₱	187.50
VOLUME 99 ISSUE NO.3,24,43-52	₱	187.50
VOLUME 100 ISSUE NO.1-52	₱	187.50
VOLUME 101 ISSUE NO.1-52	₱	187.50
VOLUME 102 ISSUE NO.1-52	₱	187.50
VOLUME 103 ISSUE NO.1-52	₱	187.50
VOLUME 104 ISSUE NO.1-52	₱	187.50
VOLUME 105 ISSUE NO.1-52	₱	187.50
VOLUME 106 ISSUE NO.1-52	₱	187.50
VOLUME 107 ISSUE NO.1-52	₱	187.50

VOLUME 108 ISSUE NO.1-52	₱	187.50
VOLUME 109 ISSUE NO.1-52	₱	187.50
VOLUME 110 ISSUE NO.1-52	₱	187.50
VOLUME 111 ISSUE NO.1-52	₱	187.50
VOLUME 112 ISSUE NO.1-52	₱	187.50
VOLUME 113 ISSUE NO.1-52	₱	187.50
VOLUME 114 ISSUE NO.1-52	₱	187.50
VOLUME 115 ISSUE NO.1-52	₱	187.50
VOLUME 116 ISSUE NO.1-52	₱	187.50
VOLUME 117 ISSUE NO.1-52	₱	187.50
VOLUME 118 ISSUE NO.1-52	₱	187.50
VOLUME 119 ISSUE NO.1-52	₱	187.50
VOLUME 120 ISSUE NO.1-52	₱	150.00
ADMIN CODE of 1987 E.O. No. 292	₱	217.00
IRR LOCAL GOVERNMENT CODE	₱	217.00

PROCEDURE IN REQUESTING FOR PRINTING OF PERSONALIZED FORMS AND PUBLICATION IN THE OFFICIAL GAZETTE

	CLIENT (WALK-IN)	SERVICE PROVIDER	RESPONSE TIME	PERSON IN CHARGE	FEES	FORMS
1	<p>A. New Client</p> <p>a. Approaches PPCD personnel inquires the process in printing of personalized forms</p> <p>b. Issues Certificate of Appearance (only upon the request of client)</p> <p>B. For New and Re-print</p> <p>c. Submits requirements</p> <p>d. Client sends funded Purchase Order</p> <p>e. Payment of the requested forms based on the amount specified on the P.O.</p>	<p>a. Greets the Client. Explains the process and requirements to submit</p> <p>b. Assists the Client to have the document's received by the Records Section</p> <p>c. Wait for the request to be routed by the Division Chief to Cost Estimate Section for costing and prepares quotation letter to be sent to the Client.</p> <p>d. Receives P.O. routed by the Division Chief to Cost Estimate Section for verification if the quantity and cost matches with the one indicated in the quotation letter; forward P.O. to Order Writer Section</p> <p>e. Directs the Client to the Order of Payment</p>	<p>10-20 minutes</p> <p>5-10 minutes</p> <p>3-5 days</p> <p>5 mins</p> <p>1-2 days</p>	<p>PPCD Estimator</p> <p>PPCD Personnel</p>	<p>None</p> <p>Cost may vary depending on the specifications</p> <p>None</p> <p>Actual amount specified on the PO</p>	<p>Certificate of Appearance</p> <p>Request for Quotation (RFQ) or Purchase Request with copy of the sample/s</p> <p>1. Cost EstimateForm - (for Estimate Section use only) 2. Quotation Letter & Payment Scheme letter - for the client</p> <p>Purchase Order</p> <p>1. Order of Payment 2. Official Receipt 3. Certificate of Appearance</p>
2	C. Different Government Agencies	—	5-15 mins.	Cost Estimator	—	Personalized Forms
3	D. Departments/ Bureau/ Offices Naturalization Reconstitution	Publication in the Official Gazette	5-15 mins.	Cost Estimator - Official Gazette	Publication Charges	Official Gazette

PROCUREMENT OF ACCOUNTABLE AND NON-ACCOUNTABLE FORMS

	CLIENT (WALK-IN)	SERVICE PROVIDER	RESPONSE TIME	PERSON IN CHARGE	FEES	FORMS
1	Secure a queue number and wait for the number to be called	Provide queue number	—	Sales Personnel	—	—
2	Approach the Sales Personnel at Window 5, input the information details in the Customer's Logbook and submit the Approved Requisition Papers. If procurement will be made by a representative, present representative's ID and authorization letter.	2.1 Greet the client. Check the completeness of the documents submitted and provide Citizen/Client Satisfaction Survey Form. 2.2 Coordinate with the Stock Section the availability of the goods requested. 2.3 Sign the Purchase Order conforme portion. 2.4 Prepare Sales Invoice *Issues Certificate of Appearance (CA) upon the request of the Client and request them to sign in the logbook upon receipt of CA 2.5 A) Prepare Stock Form and issue goods from the warehouse B) Prepare Order of Payment (OP) 2.6 Show the procured goods to the requisitioner to let them check the correctness of its quality and quantity 2.7 Pack and label the goods procured	*Refer to the estimated processing/ response time	Sales Personnel Sales Personnel SMD Chief/Asst. Chief/ Sales Supervisor Sales Supervisor Stock Personnel Financial Management Personnel Delivery Personnel	—	Citizen/Client Satisfaction Survey Form Purchase Order Sales Invoice *Certificate of Appearance Stock Form Order of Payment Form SMD Quality Assurance Checklist of Packing of Goods
3	Proceed to the Cashier (Window 7) and pay the corresponding amount in the Sales Invoice	Receive Payment based on the amount indicated in the OP vis-a-vis check amount (for check payment mode) and issue signed Official Receipt. Inform the client for the release of procured goods at the Releasing Area (Window 6)	*Refer to the estimated processing/ response time	Cashier Personnel	Refer to NPO pricelist	Official Receipt
4	4.1 Proceed to Releasing Area (Window 6) once the name of agency is called and receive Delivery Receipt, Sales Invoice, Official Receipt, and other documents together with the procured goods. 4.2 Accomplish the Customer Satisfaction Survey Form and drop in the designated dropbox.	4.1 Double check if all sale documents are complete, correct, and signed accordingly before releasing. All correction must be done before releasing. 4.2 Prepare and issue Delivery Receipt to the requisitioner. 4.3 Release the properly packed goods to the requisitioner. Remind client to accomplish and drop the Citizen/Client Satisfaction Survey Form in the designated box and thank the client for transacting business with National Printing Office.	*Refer to the estimated processing/ response time	Delivery Personnel	—	Delivery Receipt Filled-out Citizen/Client Satisfaction Survey Form

* Notes:

- Estimated processing/response time (1-2 hours)
- Processing time may vary depending on the quantity and volume of transactions.

PROCEDURE ON HOW TO AVAIL OFFICIAL GAZETTE CERTIFICATE OF PUBLICATION

	CLIENT (WALK-IN)	SERVICE PROVIDER	RESPONSE TIME	PERSON IN CHARGE	FEES	FORMS
1	a. Approaches Official Gazette (OG) Publication Personnel b. Presents the Official Receipt and the Request for Publication — Acknowledgement Portion Stub	a. Greets the Client b. Checks the presented documents and verifies in the logbook the date of Publication c. Prepares the Certificate of Publication * Proofreads and checks the Certificate of Publication against the published in the OG Book d. Checks and signs the prepared Certificate of Publication e. Forwards the signed Certificate of Publication to the Records Section for Release	15 minutes - Current Issue of OG 30 mins - for Back Issue of OG 1 hr - for Other Government Issuance	OG Publication Personnel OG Publication Personnel OG Publication Personnel OG Publication Personnel Composing Supervisor Composing Division Chief OG Publication Personnel	—	Certificate of Publication
2	a. Goes to the Order of Payment Section and presents the slip b. Receives the Order of Payment Form	a. Gets the Slip of Paper b. Issues Order of Payment and directs the requisitioner to the Cashier for payment	5 minutes	Order of Payment Personnel		Order of Payment Form
3	a. Goes to the Cashier to pay the corresponding amount b. Pay the amount c. Receives the Official Receipt	a. Gets the Order of Payment b. Receives Payment c. Issues signed Official Receipt and direct the Client to OG Publication Section	5 minutes	Cashier Personnel	• Certificate of Publication (True Copy) - Php 75.00 • Certification (Publication or non-Publication) - Php 100.00	Official Receipt
4	a. Signs in the Logbook upon receipt of Certificate of Publication b. Accomplishes the Customer Satisfaction Survey Form and drops in the designated dropbox.	a. Release the Certificate of Publication to the Client b. Reminds client to accomplish and drop the Customer Satisfaction Survey Form in the designated box and thank the client for transacting business with National Printing Office	1 minute	OG Publication Personnel	—	Customer Satisfaction Survey Form

PROCUREMENT OF OFFICIAL GAZETTE BOOKS AND OTHER PUBLIC DOCUMENTS

	CLIENT (WALK-IN)	SERVICE PROVIDER	RESPONSE TIME	PERSON IN CHARGE	FEES	FORMS
1	Secure a queue number and wait for the number to be called	Provide queue number	—	Sales Personnel	—	—
2	<p>Approach the Sales Personnel at Window 4, input the information details in the Customer's Logbook and submit the Certificate of Publication with the Official Receipt and ID of the authorized representative</p> <p>Proceed to Cashier (Window 7) and pay the corresponding amount in the Sales invoice</p>	<p>2.1 Greet the client. Check the completeness of the documents submitted and provide Citizen/Client Satisfaction Survey Form.</p> <p>A) Prepare Sales Form</p> <p>B) Prepare Order of Payment (OP)</p> <p>2.2 Receive Payment based on the amount indicated in the OP vis-a-vis check amount (for check payment mode) and issue signed Official Receipt. Inform the client for the release of procured goods at the Releasing Area (Window 6)</p> <p>2.3 Prepare Sales Invoice, Delivery Receipt and Stock Form duly signed.</p> <p>2.4 Coordinate with the O. G. Warehouse for the availability of books requested</p> <p>A) Pack and label the goods procured</p>	*Refer to the estimated processing/ response time	<p>Sales Personnel</p> <p>Sales Personnel</p> <p>Financial Management Personnel</p> <p>Cashier Personnel</p> <p>Asst. Chief/ Sales Supervisor/ Sales Personnel</p> <p>O. G. Sale/ Warehouse Personnel</p>	<p>—</p> <p>Refer to O. G. Pricelist</p> <p>—</p>	<p>Citizen/Client Satisfaction Survey Form</p> <p>Sales order Form</p> <p>Order of Payment form</p> <p>Official Receipt</p> <p>Sales Invoice, Delivery Receipt and Stock Form</p> <p>Stock Form</p>
3	<p>Proceed to Releasing Area (Window 6) once the name of agency is called and receive Delivery Receipt, Sales Invoice, Official Receipt, and other documents together with the procured books.</p> <p>Accomplish the Customer Satisfaction Survey Form</p>	<p>3.1 Issuance of signed Sales Invoice, Delivery Receipt and release of the properly packed books to the Client/s</p> <p>3.2 Remind client to accomplish and drop the Citizen/ Client Satisfaction Survey Form in the designated box and thank the client for transacting business with National Printing Office</p> <p>Issue Certificate of Appearance (CA) upon the request of the Client and request them to sign in the logbook upon receipt of CA</p>	*Refer to the estimated processing/ response time	<p>O. G. Sale/ Warehouse Personnel</p> <p>O. G. Sale/ Warehouse Personnel</p> <p>O. G. Sale/ Warehouse Personnel</p>	—	<p>Sales Invoice, Delivery Receipt and Stock Form</p> <p>Filled-out Citizen/Client Satisfaction Survey Form</p> <p>Certificater of Appearance</p>

* Notes:

- Estimated processing/response time (1-2 hours)
- Processing time may vary depending on the quantity and volume of transactions.