



Department of Agriculture
NATIONAL TOBACCO ADMINISTRATION

Citizen's CHARTER



**CITIZEN'S CHARTER
2025 (1st 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 assist 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

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

III. Mission

By 2028, a resilient NTA resulting in progressive and empowered tobacco farmers and other industry stakeholders



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

	Page Number
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	1
2. Application and issuance of (1) export commodity clearance; (2) import commodity clearance; (3) transshipment commodity clearance	7
3. Procedures for Re-Application of Commodity Clearances	12
4. Inspection of Import/Export/Transshipment Commodities	17
5. Application and Issuance of Endorsement	20
6. Issuance of Certificate of Product Efficacy and Suitability	23
7. Provision of Public Information Assistance to External Clients	28
8. Coordination and Facilitation of Media Interviews with Agency Officials	30
9. Conduct of Laboratory Analysis and Issuance of Results/ Report of Analysis	31
10. Issuance of Invoice for Collections	35
11. Processing and Payment of Claims to Outside Creditors	37
12. Issuance of Employment Documents to Former Employees	40
Internal Services	
13. Processing and Payment of Claims of Employees	43
14. Issuance of Employment Documents to Active Employees	46
Branch Offices	
External Services	
15. Application and Issuance of License and Authority to Buy Tobacco	49
16. Application and Issuance of Permit and Authority to Purchase Leaf Tobacco	54
17. Application and Issuance of Permit and Authority to Redry Tobacco	58
18. Application and Issuance of Certificate of Authority to Purchase Leaf	61



19. Issuance and Release of Checks for Production Assistance	66 67
20. Provision of Information and Assistance to Farmers	
21. Processing and Payment of Claims of Branch Creditors	68
22. Issuance of Employment Documents to Former Employees	70
Internal Services	
23. Processing and Payment of Claims of Employees	72
24. Issuance of Employment Documents to Active Employees	74
Feedback and Complaints	75
List of Offices	78

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. Exporters, 2. Importers, 3. Transshippers, and 4. Manufacturers/Processors of Tobacco Products

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished Application Form (NTA-RD-F-016 rev 01) (1 original signed copy) 2. Information Sheet of Applicant (NTA-RD-F-002 rev 02) (1 original signed copy) 3. Name/s of Company Officers, their designations and nationalities (NTA-RD-F-043-A rev 00) (1 original signed copy); 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 certified by authorized company officer) 5. Copy of latest Income Tax Return (ITR) and/or Audited Financial Statements (1 photocopy certified by authorized company officer) 	<p style="text-align: center;">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</p> <p style="text-align: center;">From the Applicant</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>6. Bureau of Internal Revenue (BIR) Certificate of Registration</p> <p>7. Bureau of Internal Revenue (BIR) Permit to Operate (PTO) (If manufacturer) Bureau of Internal Revenue (BIR) Permit to Manufacture tobacco product brand/s (If manufacturer);</p> <p>8. Certified photocopy of latest Mayor's Permit issued by the Municipality/City where the business is located; or Certification as a Registered Locator for applicants operating within PEZA-registered or Freeport Zones, and/or proof of payment of fees to the concerned agencies, if the permit/certificate has not been issued (1 photocopy certified by authorized company officer);</p>	<p>From the Applicant</p>
<p>9. Summary Report of Transshipment (NTA-RD-F-018-D rev 01), if transshipper or Notarized Affidavit of No Transaction/Production (NTA-RD-F-052 rev 00; (for renewal only) (1 photocopy certified by authorized company officer);</p> <p>10. Summary Report of Production (NTA-RD-F-18-F rev 00) or Notarized Affidavit of No Transaction/Production; (NTA-RD-F-052 rev 00) (for renewal only);</p> <p>11. 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>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>12. 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>13. Photocopy of preceding year's Authority to Import/Export/Transship/Accreditation Permit to Manufacture/Process Manufactured and Unmanufactured Tobacco (Renewal).</p>	<p>From the Applicant</p>

**Note: NTA RD Forms should be printed on legal size paper (8.5" x 13"). Noncompliance with the required size of RD Form shall not be accepted.
All photocopies of documents should be certified by the responsible company officer.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form (Office of the Administrator (OAd) – 11 th Floor	1.1 Receive application, check supporting documents and assign Action Slip number and forward to the Administrator for approval of processing	None	5 minutes	Secretary/Staff OAd
	1.2 Approve application for processing	None	2 minutes	Administrator
	1.3 Forward application with supporting documents to RD	None	5 minutes	Secretary/Staff OAd
	1.4 Receive application with complete attachments from OAd Secretary/Staff and forward to Senior/ Supervising TPRO	None	2 minutes	RD Secretary
2. Attend meeting/ interview with the Administrator, OAd – 11 th Floor	2.1 If not in order: Advise client of deficiency/ies. If found in order: Set an appointment for face-to-face/ online meeting/ interview with the Administrator	None	1 hour	Assigned Processor Administrator
	2.2 Forward application with complete attachments to RD with action/ time slip	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive SOA from RD- Assigned Processor - 11th Floor	3.1 Process/ Evaluate application, in compliance with rules and regulations If not in order: Advise client of deficiency/ies If in order: Issue SOA to applicant indicating the processing, monitoring, inspection fees and photocopy. (If customer deposit, update Google drive indicating the fees to be charged on the application)	None	20 minutes	Assigned Processor and Chief TPRO RD
	3.2 Review and sign SOA	None	2 minutes	Chief TPRO
4. Pay fees to the Finance Dept. – 11 th Floor	4.1 Receive SOA from Assigned Processor	Refer to Table of Fees Below	5 minutes	Financial Analyst (FA) I & II, Sr. Bookkeeper Finance Dept. (FD)
	4.2 Pay the assessed amount to the Cashier			Applicant
	4.3 Issue Invoice	None	5 minutes	Cashier II FD
5. Receive original copy of approved Authority/ Accreditation	5.1 Prepare Authority to Export/ Import/ Transship/ Manufacture	None	5 minutes	Assigned Processor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Verify and initial Authority/ Accreditation	None	3 minutes	Supvg TPRO/ Chief TPRO
	5.3 Certify and initial Authority/ Accreditation	None	2 minutes	Department Manager (DM) III
	5.4 Log out and transmit to Deputy Administrator for Operations (DAOp) Office	None	3 minutes	Secretary I RD
	5.5 Receive and log in documents	None	2 minutes	Secretary DAOp Office
	5.6 Review and Initial Authority/ Accreditation	None	3 minutes	DAOp
	5.7 Transmit Authority/ Accreditation to OAd	None	3 minutes	Secretary DAOp Office
	5.8 Receive and log in documents	None	3 minutes	Secretary OAd
	5.9 Verify and approve/sign Authority/ Accreditation	None	1 hour	Administrator
	5.10 Release the approved Authority/ Accreditation to Applicant and forwards the documents and photocopy the approved Authority to RD	None	2 minutes	Secretary/Staff OAd

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.11 Receive and file the photocopy of the approved/ signed Authority including attached documents	None	3 minutes	Secretary I RD
Total Processing Time: 7 working days from date of payment of fees				

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> Based on the number of sticks manufactured/processed, per annum:	
- Less than 1 Million sticks/pieces*	1,200.00
- >1M to 10M*	3,600.00
- >10M to 100M*	6,000.00
- >100M to 500M**	12,000.00
- >500M to 1 Billion**	24,000.00
- >1B to 10B**	30,500.00
- >10B to 30B**	36,000.00
- >30B to 50B**	48,000.00
- >50B and above**	60,000.00
* applicable to cigar and chewing tobacco manufacturers/small and medium scale enterprises.	
** applicable to new or renewal of accreditation of cigarette manufacturers.	
Sample computations:	
Authority to Import (For Importer)	16,200.00
Accreditation Fee (For Manufacturer/ Processor of Tobacco Products): Total sticks manufactured, per annum: (10,000,000,000 sticks)	36,000.00



2. 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 03) (2 original signed copies) 2. Request for Inspection (NTA-RD-F-025 A rev 03) (1 original signed copy photocopy) 3. Certificate of Inspection (NTA-RD-F-011-A rev 02) (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 with	1.1 Receive, verify completeness of supporting	None	5 minutes	Secretary /Staff OAd

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
supporting documents to the OAd – 11 th Floor	documents, and attach Action Slip number			
	1.2 Approve application for processing	None	30 minutes	Administrator
	1.3 Forward application with complete attachment to RD with action/time slip	None	5 minutes	Secretary /Staff OAd
2. Receive SOA from Assigned Processor – RD 11 th Floor	2.1 Receive application documents	None	2 minutes	Secretary I RD
	2.2 Process/ Evaluate commodity clearance application If in order: Issue SOA) and furnish a copy of the same to the applicant If not in order: Advise client of the deficiency	None	5 minutes	Assigned Processor
	2.3 Review and sign SOA	None	3 minutes	Supervising TPRO/Chief TPRO
3. Pay fees to Finance Dept (FD) - 11 th Floor	3.1 Issue Order of Payment	Refer to Table of Fees Below	5 minutes	FA I & II, Sr. Bookkeeper FD
	3.2 Issue Invoice	None	3 minutes	Cashier II FD
4. Receive and photocopy Invoice and submit	4.1 Receive photocopy and indicate Invoice No. on the	None	3 minutes	Assigned Processor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
photocopy to RD -11 th Floor	ECC/ ICC/TCC (RD-F-017/018/018-A/018-B/018-C/018 rev 03)			
	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	Assigned Processor
	4.3 Validate RD Form Nos. 017/018/018-A/018-B/018-C/018 rev 03	None	2 minutes	Spvg./Chief TPRO
	4.4 Verify and sign/initial RD Forms Nos. 017/018/018-A/018-B/018-C/018 rev 03 and 021/021-A/021-B/021-C/021-D/021-E	None	2 minutes	Chief TPRO
Total Processing Time:		7 calendar days from date of payment of fees		

Table of Fees:

Type of Fee		Amount (PhP)
I. Processing fee of Commodity Clearance, per application	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.1 Categories:	
A. Export	A.1.1 Exporters which are local legitimate manufacturers (outside or within economic/freeport zone) and are buying locally grown leaf tobacco	
	- Cigarettes, Cigars, Other Manufactured Tobacco, Tobacco-Related, Materials, Machines, Spare parts, Ingredients, etc.	0.00 (in lieu of CEF)
	- Unmanufactured Tobacco, Partially processed leaf, cutrags, cutfillers, dust, scrap, homogenized and expanded tobacco, etc.	0.00 (in lieu of CEF)
	A.1.2 Exporters (manufacturers or non-manufacturers) not buying locally grown leaf tobacco	
	- Cigarettes	12.00/case
	- Cigars	0.12/pc
	- Packaging Materials and Papers for Cigarette-making	0.10/net kg
	- Snuff/cheroot/chewing tobacco, etc.	0.12/pc
	- Pipe tobacco	0.12/pouch
	- Machine/spare parts	0.10/net kg
	- Flavorings	0.10/net kg
	- Unmanufactured tobacco, partially processed leaf, cutrags, cutfillers, dust, scrap, homogenized and expanded tobacco, etc.	0.12/net kg
	A.1.3 Exporters – other manufacturer or non-manufacturer which are PEZA Registered and Freeport Zone Locators	
	- Cigarettes	12.00/case
	- Cigars	0.12/pc
	- Packaging Materials and Papers for Cigarette-making	0.10/net kg
	- Snus/snuff/cheroot/chewing tobacco, etc.	0.003/pc
	- Pipe tobacco	0.10/pouch
	- Machine/spare parts	0.10/net kg
	- Flavorings	0.10/net kg
	- Unmanufactured tobacco, partially processed leaf, cutrags, cutfillers, dust, scrap, homogenized and expanded tobacco, etc.	0.12/net kg



	A.1.4 Exporters – Manufacturers of Tobacco-Related Paper Products and Packaging for the Manufacture of tobacco products, excluding papers products for general purposes.	0.10/net kg
B. Import	B.1 Categories:	
	B.1.1 Importers which are local legitimate manufacturers and are buying locally grown leaf tobacco	
	- Cigarettes	12.00/case
	- Cigars	0.24/pc
	- Snus/snuff/chewing/cheroot	
	- Tobacco-Related, Materials, Machines, Spare parts, Ingredients, etc.	0.00 (in lieu of CEF)
	- Unmanufactured Tobacco, Partially processed leaf, cutrags, cutfillers, dust, scrap, homogenized and expanded tobacco, etc.	0.00 (in lieu of CEF)
	B.1.2 Importers (manufacturer or non-manufacturer) not buying Locally Grown Leaf Tobacco	
	- Cigarettes:	30.00/case
	- Cigars	0.24/pc
	- Snuff/cheroots/chewing tobacco, etc.	0.24/pc
	- Pipe tobacco	0.24/pouch
	- Packaging Materials for Cigarette-making	3.00/net kg
- Machine/spare parts	3.00/net kg	
- Snus	0.003/pc	
- Semi-processed (PEZA-registered Locators)	0.60/net kg	
C. Transshipment:	C.1 Inbound/Import and Out-Bound/Export within/between economic zone:	
	- Cigarettes	6.00/case
	- Raw tobacco	

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. PROCEDURES FOR RE-APPLICATION OF 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. Letter of Request of re-application supported by original and duplicated copies of previously approved commodity clearance subject for cancellation/re-application 2. New application of Export/Import/ Transshipment Commodity Clearance (NTA-RD-F-017/018/018-A/018-B/018-C/018-E rev 03) (2 original signed copy) 3. Request for Inspection (NTA-RD-F-025 A rev 03) (1 original signed copy photocopy) 4. Certificate of Inspection (NTA-RD-F-011-A rev 02) (1 photocopy certified by authorized company officer) 5. Certificate of Authenticity (NTA-RD-F-019 rev 01) (Optional, for ECC only) (1 photocopy certified by authorized company officer) 6. Commercial Invoice or Packing List or Bill of Lading or Export Declaration (1 photocopy certified by authorized company officer) 	<p style="text-align: center;">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 style="text-align: center;">From the Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request of re-application supported by original and duplicated copies of previously approved commodity clearance subject for cancellation/ re-application and new application for commodity clearance to OAd – 11 th Floor	1.1 Receive letter request of re-application and verify completeness of supporting documents, and attach Action Slip number	None	5 minutes	Secretary/Staff OAd
	1.2 Approve application for processing	None	1 hour	Administrator
	1.3 Forward application with complete attachments to RD with action/ time slip	None	5 minutes	Secretary/Staff OAd
2. Receive SOA from Assigned Processor - RD – 11 th Floor	2.1 Receive application documents	None	2 minutes	Secretary I RD
	2.2 Process/ evaluate commodity clearance application and issue Statement of Account (SOA) and furnish copy of the same to the applicant	None	5 minutes	Assigned Processor
	2.3 Prepare Notice of Deficiency/ Overpayment, for the Issues Order of Payment	None	10 minutes	Assigned Processor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Review and initial Notice of Deficiency/Over payment and forward to DM III for signature	None	5 minutes	Chief TPRO/ Supvg. TPRO
	2.5 Sign Notice of Deficiency/ Overpayment and forward to Notice of Deficiency/ Overpayment to RD Processor	None	5 minutes	DM III Chief TPRO
	2.6 Furnish copy of Notice of Deficiency/ Overpayment to client and FD and create Google sheet for overpayment to be treated as customer deposit	None	10 minutes	Assigned Processor
3. Pay fees to Finance Dept.- 11 th Floor	3.1 Issue Order of Payment	None	3 minutes	FA I & II / Sr. Bookkeeper FD
	3.2 Issue Invoice	None	5 minutes	Cashier II FD
4. Receive and photocopy Invoice and submit photocopy to RD, 11 th Floor	4.1 Receive photocopy and indicate Invoice No. on the ECC/ICC /TCC (RD-F-017/ 018/018-A/018-B/018-C rev 03)	None	3 minutes	Assigned Processor
	4.2 Prepare and sign Summary of ECC/ICC/ TCC Issuances	None	3 minutes	Assigned Processor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(RD-F-021/021-A/021-B/021-C/021-D/021-E)			
	4.3 Validate RD Form Nos. 017/018/018-A/018-B/018-C/018 rev 03)	None	2 minutes	Spvg./Chief TPRO
	4.4 Certify and sign/initial RD Forms Nos. 017/018/018-A/018-B/018-C/018 rev 03 & 021/021-A/021-B/021-C/021-D/021-E	None	2 minutes	Chief TPRO
	4.5 Certify and sign RD Form Nos. 017/018/018-A/018-B/018-C/018 rev 03 and 021/021-A/021-B/021-C/021-D/021-E	None	3 minutes	DM III
	4.6 Log out and transmit to the DAOp's Office	None	3 minutes	Secretary I RD
	4.7 Log out and transmit to the DAOp's Office	None	3 minutes	Secretary DAOp Office
	4.8 Validate and initial RD Form Nos. 017/018/018-A/018-B/018-C/018 rev 03	None	3 minutes	DAOp
	4.9 Log out and transmit RD Form Nos. 017/018/018-	None	3 minutes	Secretary DAOp Office

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	A/018-B/018-C/018 rev 03 to the OAd			
	4.10 Receive document for the Administrator's signature	None	3 minutes	Secretary OAd
	4.11 Sign RD Form Nos. 017/018/018-A/018-B/018-C/018 rev 03	None	1 hour	Administrator
5. Receive approved commodity Clearance from OAd - 11th Floor	5.1 Release the approved/ signed commodity clearance to applicant and forward the duplicate copy with supporting documents to RD	None	3 minutes	Secretary OAd
6. Receive approved ECC/ICC/ TCC (RD – 11 th Floor)	6.1 Receive and file duplicate copy of approved Commodity Clearance	None	2 minutes	Secretary I RD
	6.2 File copy together with attachments	None	2 minutes	TPRA II
Total Processing Time: Complex transaction but not exceeding seven [7] days				

4. 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	
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			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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Inspection (RD – 11th Floor)	1.1 Receive and check Request for Inspection (RFI) (NTA-RD-F-025 A rev 03) with specific date of inspection and forwards to the Administrator	None	3 minutes	Secretary/Staff OAd
	1.2 Approve RFI for inspection	None	1 hour	Administrator
	1.3 Forward RFI to RD	None	3 minutes	Secretary/Staff OAd



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receive approved RFI	None	2 minutes	Secretary I RD
	1.5 Designate NTA Inspector from RD and OAd Staff	None	15 minutes	Chief TPRO/ Supvg. TPRO
	1.6 Prepare and forward Office/ Special Order (SO), Request for Transportation, Authority to Inspect for initial/signature of the CTPRO/ DM/ DAOP/ Administrator	None	20 minutes	Designated Inspector
	1.7 Initial 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	3 minutes 5 minutes	DM III Chief TPRO DAOp or Administrator
	1.8 Forward approved Office/SO and Request for Transportation to the Administrative Department for reservation of service vehicle and designation	None	5 minutes	Administrative Dep't - GSPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of official driver and numbering of Office/ Special Order			
2. Witness inspection of commodities by NTA Inspector and sign Certificate of Inspection (at importer/ exporter/ transshipper warehouse)	2.1 Inspect, verify and validate the commodity/ies at the inspection site, in the presence of the importer/ exporter/transshipper and/or his/her representative and accomplish Certificate of Inspection (COI) (RD-F-011-A rev 01)	None	4 hours (Ave. travel time) & 15 minutes (Ave. inspection time)	Designated Inspector
Total Processing Time:				4 hr, 22 min

5. 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: 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 accomplished application RD Form No. F-039, with supporting documents (OAd - 11th Floor)	1.1 Receive, check application with supporting documents, and assign Action Slip number.	None	5 minutes	Secretary / Staff OAd
	1.2 Approve application for processing	None	1 hour	Administrator
2. Receive SOA from Assigned Processor	2.1 Receive application with supporting	None	2 minutes	Secretary I RD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(RD -11th Floor)	documents			
	2.2 Determine completeness of documents and issue Statement of Account (SOA) and furnish the same to the applicant	None	5 minutes	Assigned Processor
3. Pay fees (Finance Dept- 11 th Floor)	3.1 Issue Order of Payment	Processing Fee- PhP5,000	5 minutes	FA I & II / Sr. Bookkeeper FD
	3.2 Issue Invoice	None	5 minutes	Cashier II FD
4. Receive and photocopy Invoice (Admin. Dept. – 11th Floor) and submit photocopy to Assigned Processor (RD – 11th Floor)	4.1 Receive photocopy and verify against original	None	4 minutes	Spvg TPRO/ Sr. TPRO
	4.2 Prepare Endorsement Letter (NTA-RD-F-040)	None	10 minutes	Spvg TPRO/ Sr. TPRO
	4.3 Initial Endorsement Letter	None	2 minutes	Chief TPRO DM III
	4.4 Log out and transmit to the DAOp Office	None	3 minutes	Secretary I RD
	4.5 Receive and log in documents	None	2 minutes	Secretary DAOp Office
	4.6 Initial Endorsement Letter	None	2 minutes	DAOp
	4.7 Transmit Endorsement Letter to OAd	None	4 minutes	Secretary DAOp's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.8 Receive and log in documents	None	2 minutes	Secretary OAd
	4.9 Approve and sign Endorsement Letter	None	1 hour	Administrator
5. Receive approved Endorsement Letter (OAd-11th Floor)	5.1 Release approved Endorsement Letter to applicant and furnish duplicate copy to RD	None	2 minutes	Secretary OAd
	5.2 Receive and file photocopy of approved Letter of Endorsement	None	2 minutes	Secretary I RD
Total Processing Time: Not exceeding seven [7] calendar days from date of payment				

6. 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 (OAd – 11th Floor)	1.1 Receive letter/request	None	10 minutes	Secretary OAd
	1.2 Refer Letter of Intent to the Protocol Research Review Committee (PRRC)	None	4 hours	Administrator
	1.3 Evaluate request, conduct meetings with client, and package the proposal	None	2 days	PRRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend presentation/ negotiation meeting (CO, 11th Floor)	2.1 Conduct negotiation/ consultation meeting	None	4 hours	PRRC
3. Attend technical briefing (CO, 11th Floor)	3.1 Conduct technical briefing	None	4 hours	PRRC & Accredited Researcher CO
4. Submit comments/ requests for revision (DAOp Office – 11th Floor)	4.1 Revise proposal, as needed, finalize proposal, budgetary requirements and Memorandum of Agreement (MOA)	None	2 days	PRRC & Accredited Researcher CO
	4.2 Approve final protocol proposal and budget	None	1 day	Administrator
5. Sign MOA (OAd – 11th Floor)	5.1 Sign MOA	None	2 hours	Administrator
	5.2 Formally constitute the Protocol Implementing Team (PIT)	None	1 hour	Administrator
6. Submit product sample (NTA CO / NTA Batac City)	6.1 Receive product sample	None	10 minutes	PIT (BO/TLSID-IRD/FTSD)* NTA CO / NTA Batac City
7. Pay fees (90%) (Finance Dept [FD] -11th Floor)	7.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	FA I & II / Bookkeeper FD
	7.2 Issue Invoice	None	5 minutes	Cashier II 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	PIT (BO/FTSD) NTA BO concerned
	7.4 Approve final PIP and CF	None	30 minutes	Administrator
8. Receive copy of MOA (CO, 11th Floor)	8.1 Furnish copy of MOA, with final approved budget	None	5 minutes	PRRC Secretariat
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 (CO, 11th Floor)	1.1 Present Draft Technical Report to requesting party	None	4 hours	PRRC & Accredited Researcher CO
	1.2 Finalize Project Technical Report and prepare appropriate Certificate of Product Efficacy and Suitability	None	4 hours	PRRC & Accredited Researcher CO
	1.3 Approve Project Technical Report and Certificate of Product Efficacy and Suitability	None	1 hour	Administrator



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Reproduce report	None	1 day	PRRC
2. Pay remaining 10% balance and Certification fee (FD -11th Floor)	2.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	Financial Analyst I & II / Bookkeeper FD
	2.2 Issue Official Receipt	None	3 minutes	Cashier II FD
3. Receive Project Technical Report (DAOp Office – 3rd Floor)	3.1 Release Project Technical Report, including Certificate of Product Efficacy and Suitability	None	30 minutes	PRRC
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) - Contingeny (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

7. PROVISION OF PUBLIC INFORMATION ASSISTANCE TO EXTERNAL CLIENTS				
Service Description	The service involves external clients seeking information assistance including Freedom of Information (FOI) request on tobacco industry updates, programs and activities.			
Office or Division	Public Relations Office – Office of the Administrator			
Classification	Simple Transaction			
Type of Transaction	G2C G2B G2G			
Who May Avail	Students, researchers, journalists, tobacco stakeholders, and general public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card (Valid IDs)			From the Applicants (students, researchers, journalists, tobacco stakeholders, and general public)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill out Public Assistance Form (<i>for walk-in</i> PR Office – OAd 11 th Floor)	1.1 Receive and evaluate the filled-out public assistance form. If the request is under the Freedom of Information (FOI), a request form shall be given to walk - in client for filling out. Online client is advised to lodge request online using the downloadable forms in the NTA website/FOI portal	None	1 minute	Officers of the Day Guard on Duty FOI Receiving Officer (FRO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Review and evaluate the contents of the submitted FOI request form.</p> <p>If the document is not complete, advise the client to complete the requirements.</p>			
	<p>1.3 Forward the request to the concerned head of unit/ department for action within information of prescribed timeline. The timeline of the response will depend on the complexity of the request.</p> <p>(3 working days for simple, 7 days for complex transaction, and 10 days for highly technical)</p> <p>If more than 3 days, client must be informed on the stated periods to take on his request.</p>	None	10 minutes	FRO
2. Receive the approved response of the request	2.1 Upon approval by the administrator, the detailed response shall be forwarded to the client.	None	10 minutes	FRO
Total processing time:			0 day, 0 hr, 31 min	

8. COORDINATION AND FACILITATION OF MEDIA INTERVIEWS WITH AGENCY OFFICIALS				
Service Description	The service involves in the coordination and facilitation of request on media interviews of the NTA officials with local, national and international media organizations.			
Office or Division	Public Relations Office – Office of the Administrator			
Classification	Complex Transaction			
Type of Transaction	G2C			
Who May Avail	Local, national and international media outfits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official letter or e-mail, and list of questionnaires			Respective media organizations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through a letter or e-mail (for local, national and international Media organizations)	1.1 Receive and document request for interview	None	1 minute	Public Relations Officer V Public Relations Officer III
	1.2 Forward request to the concerned NTA official for clearance and schedule	None	5 minutes	
	1.3 Request list of possible questions for the interview	None	10 minutes	
2. Submit list of questions for the interview	2.1 Preparation of talk points for clearance and approval by the top NTA officials	None	2 hours	
3. Receive approved letter request	3.1 Send the approved letter request of interview	None	5 minutes	
Total processing time:			Complex transaction but not exceeding (7) days	

9. CONDUCT OF LABORATORY ANALYSIS AND ISSUANCE OF RESULTS/REPORT OF ANALYSIS																
Service Description	The service is rendered to provide quality, correct and timely chemical analyses of tobacco, tobacco products, soil, water and other tobacco production inputs. The results obtained continuously support NTA research projects, diagnostic field investigation toward the production of quality tobacco and monitoring of tobacco products components in support to regulations, and meet the requirements and expectation of clients.															
Office or Division	Techno-laboratory Services and Instrumentation Division-Industrial Research Department (TLSID-IRD)															
Classification	Highly Technical Transaction															
Type of Transaction	G2B; G2G; G2C															
Who May Avail	Cigarette Manufacturers Tobacco Traders Fertilizer Companies/Suppliers Local Government Units Private Individuals															
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE													
1. Letter of Intent/Request (original copy) 2. Sample of the Product for testing, with the following weight requirement per sample: <table border="1" style="width: 100%; margin-top: 10px;"> <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	} From the Applicant	
Soil	1 kg placed in sealed plastic bag and properly labelled															
Tobacco	20-30 leaves/cured leaves															
Cigarettes	200 sticks or 1 ream															
Other tobacco products	10-15 grams															
Fertilizer	500 grams placed in sealed plastic bag and properly labelled															
Water	1L placed in sealed bottle and properly labelled															
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE												
1. Submit letter request and fill out form on Request for Analytical Service Form	1.1 Receive Letter request and Request for Analytical Services Form	None	5 minutes	Secretary I Quality Assurance Laboratory Bldg. (QALB)												

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(NTA-IRD-TLSID-4) QALB- Ground Floor	1.2 Endorse Letter request/Form	None	15 minutes	Dept. Manager III
	1.3 Approve Letter request/Form	None	1 hour	Administrator
	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
2. Receive copy of approved Letter Request/Form (QALB – Ground Floor)	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 Floor)	3.1 Receive samples	None	30 minutes	Chemist IV TLSID
	3.2 Assign laboratory codes to submitted samples	None	30 minutes	Chemist IV TLSID
	3.3 Forward samples to Soil and Water Laboratory – Batac for parameters specifically determined thereat	None	2 days	Chemist IV TLSID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Prepare sample (drying/ grinding and conditioning)	None	1 day	Chemist III/IV; Spvg SRS; Science Research Specialists III/ TLSID (Batac/QC)
	3.5 Conduct 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	Chief SRS TLSID
	3.9 Recommend Report of Analysis for approval	None	30 minutes	Dept. Manager III
	3.10 Approve Report of Analysis	None	1 hour	Administrator
4. Pay laboratory fees (Finance Dept – 11 th Floor, The Upper Class Tower, Quezon City)	4.1 Issue Order of Payment	Refer to Table of Fees Below	2 minutes	FA I & II, Sr. Bookkeeper Finance Dept (FD)
	4.2 Issue Invoice	None	5 minutes	Cashier II FD
5. Photocopy Invoice (Admin Dept-11 th Floor, The Upper Class Tower, Quezon City) and submit photocopy (QALB)	5.1 Receive photocopy of Invoice	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 min	

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

10. ISSUANCE OF INVOICE FOR COLLECTIONS				
Service Description	The service involves issuance of official receipts for collections, whether cash online- deposits 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 Floor)	1.1 Inquire on the nature of payment to be made;	None	2 minutes	Bookkeeper/ Financial Analyst Accounting Division (AD) - FD
	1.2 Prepare and sign Order of Payment	None	5 minutes	FA I & II, Sr. Bookkeeper AD-FD
2. Pay (FD – 11 th Floor)	2.1 Receive Order of Payment and cash/check payment 2.2 Prepare and sign Invoice	Amount due indicated in Order of Payment	3 minutes	Spvng Cashier/ Cashier II Budget and Cash Mgt Division (BCMD) - FD



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Issue Invoice or duplicate of online deposit slip	None	1 minute	Department Manager FD
3. Receive Invoice (FD - 11 th Floor)				
Total processing time			0 day, 0 hr, 10 min	



11. 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 (GSPD -11 th Floor)	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	2 minutes	Cash Clerk III Budget and Cash Mgt Division (BCMD) - FD
	1.5 Attach Routing Slip (NTA-FD-BCMD Form No. 001 Rev. 02) and number	None	5 minutes	Budget Officer II/IV/V BCMD-FD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	DV-ORS and all attachments then forward to BO V for funds availability	None	3 minutes	Cash Clerk III BCMD-FD
	1.6 Verify and sign funds availability	None	2 minutes	Budget Officer V FD
	1.7 Log out and transmit to Accounting Division	None	1 minute	Cash Clerk III BCMD-FD
	1.8 Determine completeness of documents, and process voucher	None	10 minutes	FA I & II, Sr. Bookkeeper AD - FD
	1.9 Verify, certify and sign on Box C of DV	None	5 minutes	Chief Accountant Accounting Div. - FD
	1.10 Review DV and sign ORS-Box B	None	2 minutes	Department Manager FD
	1.11 Forward voucher to BCMD for check preparation	None	1 minute	Secretary FD
	1.12 Prepare check	None	2 minutes	Cashier II, Spvng Cashier BCMD-FD
	1.13 Review and initial on the check duplicate	None	1 minute	Budget Officer V FD
	1.14 Transmit to Finance Manager	None	1 minute	Cash Clerk III BCMD-FD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.15 Verify and sign check	None	2 minutes	Department Manager FD
	1.16 Log out and transmit to OAd	None	2 minutes	Secretary FD
	1.17 Receive and log voucher	None	2 minutes	Secretary OAd
	1.18 Approve/Sign check	None	5 minutes	Administrator
	1.19 Log out and transmit approved check	None	2 minutes	Secretary OAd
	1.20 Receive approved check and log in Warrant of Checks	None	2 minutes	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
2. Receive check payment (Cashier Unit - FD - 11 th Floor)	2.1 Release check to claimant	None	1 minute	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
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 Service/Sales/ Invoice to NTA (Cashier Unit)	4.1 Receive Service/Sales/ Invoice	None	1 min	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
Total processing time			0 day, 1 hr, 13 min	



12. 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 [AD] -11 th Floor)	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 and initial prepared document	None	5 minutes	HRMO IV ASD
	1.4 Approve/sign document: - Service Record - Certificate of Employment - Certificate of Non-Pendency	None	3 minutes 10 minutes	HRMO V ASD Department Manager (DM) III AD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive requested document and sign Release Logbook (AD - 11 th Floor)	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

13. 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>) (Finance Dept [FD] – 11 th Floor)	1.1 Receive disbursement and check completeness of supporting documents	None	3 minutes	Cash Clerk III Budget and Cash Mgt Division (BCMD) - FD
	1.2 Process voucher, determine and initial as to funds availability	None	5 minutes	Budget Officer II/IV/V BCMD-FD
	1.3 Verify and sign funds availability	None	1 minute	Department Manager FD
	1.4 Log out and transmit to Accounting Division	None	1 minute	Cash Clerk III BCMD-FD
	1.5 Determine completeness of documents, account charging and process voucher	None	15 minutes	FA I & II, Sr. Bookkeeper AD – 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	Chief Accountant Accounting Div. - FD
	1.7 Log out and transmit to OAd	None	2 minutes	Bookkeeper Accounting Div. - FD
	1.8 Initial Box C of voucher	None	1 minute	Department Manager FD
	1.9 Log out and transmit to OAd	None	2 minutes	Secretary FD
	1.10 Receive voucher and log in	None	2 minutes	Secretary OAd
	1.11 Approve and sign: BURS- Box B DV- Box C	None	5 minutes	Administrator
	1.12 Log out and transmit to the FD	None	1 minute	Secretary OAd
	1.13 Receive approved voucher	None	1 minute	Secretary FD
	1.14 Approve for check preparation	None	1 minute	Department Manager FD
	1.15 Log out and transmit to BCMD	None	1 minute	Secretary FD
	1.16 Prepare check	None	2 minutes	Cashier II, Spvng Cashier BCMD-FD
	1.17 Review and initial on check	None	1 minute	Budget Officer IV/V BCMD-FD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.18 Transmit to Finance Manager	None	1 minute	Cash Clerk BCMD-FD
	1.19 Verify and sign check	None	2 minutes	Department Manager FD
	1.20 Log out and transmit to AO	None	2 minutes	Secretary FD
	1.21 Receive and log voucher	None	2 minutes	Secretary OAd
	1.22 Approve/Sign check	None	5 minutes	Administrator
	1.23 Log out and transmit approved check	None	2 minutes	Secretary OAd
	1.24 Receive approved check and log in Warrant of Checks	None	2 minutes	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
2. Receive check payment and sign voucher	2.1 Release check to claimant	None	3 minutes	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
3. Sign in Warrant of Checks logbook	3.1 Request client to sign in warrant logbook	None	2 minutes	Cash Clerk III/Cashier II/ Spvng Cashier BCMD-FD
Total processing time:			0 day, 1 hr, 15 min	

14. 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 Floor)	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 Floor)	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

15. 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 buying of locally grown leaf tobacco. Each license and authority is specific to one tobacco type only and does not authorize the licensee to purchase other tobacco type/s. 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. It is valid for a period of one 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 03) (2 copies)	Branch Office (BO) or downloadable from NTA website From the Applicant
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 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	Forms: BO Performance Bond: Applicant



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bond (original), If Buyer has no Marketing Agreement (MA) 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 their tobacco shall be grown, as well as their estimated production 9. Names and duly notarized Designation Letters of Field Canvassers and the specific area/s they intend to purchase tobacco from FCs contracted by their principal Buying Station 10. List of Wholesale Tobacco Dealer/s (NTA-RD-F-006-A rev 02) where the BS will sell/deliver its leaf tobacco acceptances 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) 12. Photocopy of Mayor's Permit for the current year or proof of payment (Invoice) 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 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 14. Photocopy of the preceding year's License and Authority to Buy Leaf Tobacco (NTA-RD-F-003) (For Renewal Only)			BO or downloadable from NTA website From the Applicant BO 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 and process application	None	10 minutes	Spvg. TPRO BO
	1.2 Forward the application with complete supporting documents to RD for validation	None	1 day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receive application and forward the same to RD processors	None	4 hours	NTA CO Records
	1.4 Receive application and forward the same to RD processors	None	5 minutes	Secretary I/ Assigned Processors RD
	1.5 Validate application for further review and notify BO Cashier that the application is complete	None	5 minutes	Assigned Processors RD
2. Pay fees (BO Cashier – 11th Floor)	2.1 Issue SOA, receive payment from applicant and issue OR Immediately provide a scanned copy of the Invoice through e-mail to the RD Assigned Processor	None	5 minutes	TPRO RD
	2.2 Prepare/Print License and endorse to Chief TPRO/DM III for their initials	None	10 minutes	Assigned Processor RD
	2.3 Initial License and endorse to Chief TPRO/DM III for their initials	None	5 minutes	Chief TPRO/ DM III RD
	2.4 Log out and transmit to DAOp office	None	2 minutes	Secretary I RD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Receive and log documents	None	2 minutes	Secretary DAOp Office
	2.6 Initial License	None	2 minutes	DAOp
	2.7 Transmit to OAd	None	2 minutes	Secretary DAOp Office
	2.8 Receive and log	None	2 minutes	Secretary OAd
	2.9 Sign License	None	2 minutes	Administrator
	2.10 Log out and transmit to RD	None	2 minutes	Secretary OAd
	2.11 Photocopy approved License/Permit and prepare transmittal letter to the concerned BO and forward the same to NTA Records	None	5 minutes	<i>Regulation Department</i>
	2.12 Transmit approved License to the Branch	None	1 day*	TPRA II RD
3. Receive License (Operations Div.-BO)	3.1 Release License to Applicant	None	5 minutes	Spvg. TPRO BO
Total Processing Time:			2 days, 5 hr, 4 min	

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



Table of Fees:

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

* *Covers new applicants*

Sample computation:

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



16. 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 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 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 03) (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 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)	1.1 Receive and process application	None	10 minutes	Spvg. TPRO Branch Office (BO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Div-Branch Office (BO)	1.2 Forward the application with complete supporting documents to RD for validation	None	1 day	Spvg. TPRO BO
	1.3 Receive application from BO and forward to RD	None	4 hours	NTA CO Records / Spvg. TPRO BO
	1.4 Receive application and forward the same to RD processors	None	5 minutes	Secretary I / Assigned Processors RD
	1.5 Validate application for further review and notify BO Cashier that the application is complete	None	5 minutes	Assigned Processors RD
2. Pay fees (BO Cashier – 11th Floor)	2.1 Issue SOA, receive payment from applicant, and issue Invoice Immediately provide a scanned copy of the Invoice through e-mail to the RD Assigned Processor	None	5 minutes	Branch Cashier TPRO
	2.2 Prepare/Print Permit and endorse to Chief TPRO/DM III for their initials	None	10 minutes	Assigned Processors RD
	2.3 Initial license and endorse to	None	5 minutes	Chief TPRO/ DM III RD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chief TPRO/DM III for their initials			
	2.4 Log out and transmit to DAOp Office	None	2 minutes	Secretary I RD
	2.5 Receive and log documents	None	2 minutes	Secretary DAOp Office
	2.6 Initial Permit	None	2 minutes	DAOp
	2.7 Transmit to the OAd	None	2 minutes	Secretary DAOp Office
	2.8 Receive and log documents	None	2 minutes	Secretary OAd
	2.9 Sign Permit	None	2 minutes	Administrator
	2.10 Log out and transmit to RD	None	2 minutes	Secretary OAd
	2.11 Photocopy approved License/Permit and prepare transmittal letter to the concerned BO and forward the same to NTA Records	None	5 minutes	Regulation Department
	2.12 Transmit approved Permit to the Branch	None	1 day*	NTA Records
4. Receive Permit (Operations Div. - BO)	4.1 Release Permit to Applicant	None	5 minutes	Spvg. TPRO BO
Total Processing Time:			2 days, 1 hr, 54 min	

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



Table of Fees:

Type of Fee:	Tobacco Type	Amount (PhP) <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

17. APPLICATION AND ISSUANCE OF PERMIT AND AUTHORITY TO REDRY TOBACCO				
Service Description	The service involves processing and issuance of Permit and Authority to a person/entity to redry leaf tobacco of Buying Stations/Wholesale Tobacco Dealers. The permit/authority is only for purposes of redrying, threshing, packing and processing leaf tobacco and shall not in any manner authorize the redrying plant (RP) to purchase leaf tobacco. The Permit and Authority is valid only for one year.			
Office or Division	Branch Office – Operations Division			
Classification	Complex Transaction			
Type of Transaction	G2B			
Who May Avail	Redrying Plant (RP) Operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (NTA-RD-F-001 rev 03) (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.- BO)	1.1 Receive and process application	None	10 minutes	Spvg. TPRO BO
	1.2 Forward the application with complete supporting documents to RD for validation	None	1 day	
	1.3 Receive application from BO and forward to RD	None	4 hours	NTA CO Records
	1.4 Receive application and forward the same	None	5 minutes	Secretary I/ Processors RD

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to RD assigned processors			
	1.5 Validate application for further review and notify BO Cashier that the application is complete	None	5 minutes	Assigned Processor RD
2. Pay fees (BO Cashier – 11th Floor)	2.1 Issue SOA, receive payment from applicant and issues Invoice Immediately provide a scanned copy of the Invoice through e-mail to the RD Assigned Processor	None	5 minutes	TPRO RD
	2.2 Prepare/Print permit and endorse to Chief TPRO/DM III for their initials	None	10 minutes	Assigned Processor RD
	2.3 Initial license and endorse to Chief TPRO/DM III for their initials	None	5 minutes	Chief TPRO/DM III RD
	2.4 Log out and transmit to the DAOp Office	None	2 minutes	Secretary I RD
	2.5 Receive and log documents	None	2 minutes	Secretary DAOp Office
	2.6 Initial Permit	None	2 minutes	DAOp
	2.7 Transmit to OAd	None	2 minutes	Secretary DAOp Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Log out and transmit to RD	None	2 minutes	Secretary OAd
	2.9 Photocopy approved license/ permit and prepare transmittal letter to the concerned BO and forward the same to NTA Records	None	5 minutes	<i>Regulation Department</i>
	2.10 Transmit approved permit to the BO	None	1 day*	NTA CO Records
3. Receive Permit (Operations Div-BO)	4.1 Release COA to Applicant	None	5 minutes	Spvg. TPRO/ NTA-Authorized TPRO BO/OO
Total Processing Time:			2 days, 5 hr, 4 min	

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

Table of Fees:

Type of Fee:	Tobacco Type	Amount (PhP) <i>Per Province of Operation</i>
Permit Fee	All Types	16,200.00



18. 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	
WHERE TO SECURE	
A. For Field Canvassers	
1. Duly accomplished Application Form (NTA-RD-F-013 rev 01) (2 copies)	Branch Office (BO) or downloadable from NTA website
2. Clearance from the Branch Office (NTA-RD-F-004 rev 01), as to payment of Research and Regulation (R & R) fees, in case applicant has no Buying Station (BS) affiliation (For Renewal) (original)	
3. List of contracted tobacco farmer-cooperators (NTA-RD-F-006 rev 04) 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)	Form: Branch Office (BO) or downloadable from NTA website Designation Letter: From the Applicant
5. One (1) photocopy of NTA Official Receipt (OR) for payment of registration fee for attendance to the annual orientation seminar on Tobacco Trading Rules and Regulations conducted by the NTA	From the Applicant
6. One (1) photocopy of Certificate of Attendance to Orientation Seminar on TRR conducted by NTA	

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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 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 02) (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).			From the Applicant 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- BO/Outreach Office)	1.1 Receive and process application	None	10 minutes	Spvg. TPRO / NTA-Authorized TPRO BO/Outreach Office (OO)
	1.2 Forward the application with complete supporting documents to RD for validation	None	1 day	
	1.3 Receive application from BO and forward to RD	None	4 hours	NTA CO Records
	1.4 Receive application and forward the same to RD	None	5 minutes	Secretary I RD RD Processors

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	same to RD processors			
	1.5 Validate application for further review and notify BO Cashier that the application is complete	None	5 minutes	Assigned Processors RD
2. Pay fees (BO Cashier – 11th Floor)	2.1 Issue SOA, receives payment from applicant and issue Invoice Immediately provide a scanned copy of the Invoice through e-mail to the RD Assigned Processor	None	5 minutes	Branch Cashier TPRO
	2.2 Prepare/Print COA and endorse to Chief TPRO/DM III for their initials	None	10 minutes	Assigned Processor RD
	2.3. Initial License and endorse to Chief TPRO/DM III for their initials	None	5 minutes	Chief TPRO/DM III RD
	2.4 Log out and transmit to the DAOp Office	None	2 minutes	Secretary I RD
	2.5 Receive and log documents	None	2 minutes	Secretary DAOp Off.
	2.6 Initial COA	None	2 minutes	DAOp
	2.7 Transmit to the OAd	None	2 minutes	Secretary DAOp's Off.



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Receive and log documents	None	2 minutes	Secretary OAd
	2.9 Sign COA	None	2 minutes	Administrator
	2.10 Log out and transmit to RD	None	2 minutes	Secretary OAd
	2.11 Photocopy approved License/Permit and prepare transmittal letter to the concerned BO and forwards the same to NTA Records	None	5 minutes	<i>Regulation Department</i>
	2.12 Transmit approved COA to the Branch/ Outreach office	None	1 day*	TPRA II RD
	2.13 Log out and transmit to RD	None	2 minutes	Secretary OAd
3. Receive License (Operations Div-BO/ Outreach Office)	3.1 Release COA to Applicant	None	5 minutes	Spvg. TPRO/ NTA-Authorized TPRO BO/OO
Total Processing Time:			2 days, 5 hr, 54 min	

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

Table of Fees:

Type of fee:	Volume of Acceptances (kg)	Amount ^{a/} (PhP)
A. LICENSE FEES Vis-Main	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
		500.00
	<i>a/ per Branch Office of coverage</i> <i>b/ applicable to new applicants</i>	
B. CERTIFICATE OF PURCHASE (COP)	300.00/ booklet	

Sample computation:

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

19. ISSUANCE AND RELEASE OF CHECKS FOR PRODUCTION ASSISTANCE				
Service Description	The service involves issuance of checks for production assistance to farmers			
Office or Division	Administrative Unit – Branch Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	Tobacco farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card (valid IDs)			From the Client (Farmer)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of purpose (Branch Office)	1.1 Validate client's ID after signing in the logbook	None	1 minute	Officers of the Day / Guard on duty
	1.2 Check name for farmer in the master list of beneficiaries	None	1 minute	Cash Clerk
	1.3 Endorse to Cashier for release	None	2 minutes	Cash Clerk
2. Receive check and sign vouchers (Cashier's Office -BO)	2.1 Release check	None	2 minutes	Cashier
	2.2 Request client to sign vouchers, cash invoice voucher	None	2 minutes	Cashier
	2.3 Documentation with the beneficiaries	None	2 minutes	Admin Aide
3. Sign in Cashier's logbook	3.1 Requests client to sign Cashier's logbook	None	1 minute	Cashier / Cash Clerk
Total Processing Time			0 day, 0 hr, 11 min	

20. PROVISION OF INFORMATION AND ASSISTANCE TO FARMERS				
Service Description	The service involves farmers assistance on the required information on agency projects and activities			
Office or Division	Administrative Unit / Operations – Branch Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who May Avail	Tobacco farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card (valid IDs)			From the Client (Farmer)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of purpose	1.1 Validate client's ID after signing in the logbook	None	1 minute	Officers of the Day / Guard on duty
2. Inform purpose of visit or what assistance being asked	2.1 Endorse to concerned officer / unit	None	3 minutes	Branch Secretary
	2.2 Conference meeting	None	10 minutes	Branch Manager / Head of Operations
3. Sign in Cashier's logbook	3.1 Request client to sign feedback for	None	1 minute	Cashier / Cash Clerk
Total Processing Time:			0 day, 0 hr, 15 min	

21. 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
	1.2 Sign Box A of voucher	None	5 minutes	Administrative Officer V
	1.3 Log out and transmit voucher to Accountant	None	3 minutes	Computer Operator
	1.4 Determine completeness of documents, account charging, and process voucher; sign on Box B	None	15 minutes	Accountant
	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
	1.7 Approve and sign: BURS- Box B DV- Box C	None	5 minutes	Branch Manager
	1.8 Log out and transmit to the Cashier	None	2 minute	Secretary
	1.9 Receive approved voucher and prepare check	None	5 minutes	Cashier
	1.10 Transmit to Branch Manager	None	2 minutes	
	1.11 Verify and sign check	None	5 minutes	Branch Manager
	1.12 Log out and transmit to Cashier	None	2 minutes	Secretary
	1.13 Receive approved check and log in Warrant of Checks	None	5 minutes	Cashier
2. Receive check payment (Cashier's Office -BO)	2.1 Release check to claimant	None	3 minutes	Cashier
3. Sign in Warrant of Checks logbook	3.1 Request client to sign in warrant logbook	None	2 minutes	Cashier
4. Issue Invoice to NTA	4.1 Receive Invoice	None	2 minutes	Cashier
Total processing time:			0 day, 1 hr, 15 min	



22. 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	Administrative Officer V
	1.2 Prepare document/s requested	None	10 minutes	Computer Operator
	1.3 Review and initial prepared document	None	5 minutes	Administrative Officer V
	1.4 Approve/sign document: - Service Record - Certificate of Employment	None	5 minutes	Branch Manager
2. Receive requested document and sign Release Logbook (Administrative -BO)	2.1 Log out and issue requested document	None	5 minutes	Administrative Officer V
Total processing time:			0 day, 0 hr, 30 min	



Branch Offices

Internal Services

23. 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	Computer Operator
	1.2 Sign Box A of disbursement voucher (depending on nature of claim)	None	5 minutes	Administrative Officer V/ Chief Agriculturist
	1.3 Process voucher: Determine completeness of documents, account charging and sign Box B	None	15 minutes	Accountant
	1.4 Log out and transmit to Office of the BM	None	2 minute	Computer Operator

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



24. 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	Administrative Officer V
	1.2 Prepare document/s requested	None	10 minutes	Computer Operator
	1.3 Review & initial prepared document	None	5 minutes	Administrative Officer V
	1.4 Approve/sign document: - Service Record - Certificate of Employment	None	5 minutes	Branch Manager
2. Receive requested document and sign Release Logbook (BO)	2.1 Log out and issue requested document	None	5 minutes	Administrative Officer V
Total processing time:			0 day, 0 hr, 30 min	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANICS	
How to send a feedback	<p>Front Desk and Drop Box</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
How complaints are processed	<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

	<p>2. If not or the complaint remains unresolved at the frontline, refers the customer to a more senior staff or the Department/Branch Manager.</p> <p>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> <p>Call/SMS/Mail/E-mail/Social Media/Website</p> <p>1. The complaint recipient of each unit/ department/ branch receives the complaint:</p> <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 <p>2. The complaint recipient submits the same to the Complaint Officer.</p> <p>3. The Complaint Officer conducts inquiry/ investigation and gives response/resolution at the first point of contact.</p> <p>4. If not resolved at first point of contact, the Complaint Officer refers the complaint to concerned Department/Branch Manager.</p> <p>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> <p>8888 Complaints Hotline</p> <p>1. The Secretary of the Office of the Administrator receives the email and sends them to the Complaint Office.</p> <p>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.</p>
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	<p>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.</p> <p>4. The Unit Head/Department or Branch Manager reviews the complaint, conducts inquiry and investigation, writes a response to the 8888 Hotline center, and submits the same to the Complaint officer for transmittal to the Hotline or directly to the complainant if contact number is provided.</p> <p>5. If inquiry cannot be finalized within a day, an interim response shall be given, thru the Complaint Officer, to the hotline center/costumer stating the reason for delay. Where legal/expert opinion deems necessary, due consultation should be made with legal counsel/concerned authorities.</p> <p>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	11 th Floor, The Upper Class Tower, Quezon Ave. cor. Scout Reyes St., Quezon City	(02) 8374-3987 (02) 8372-3188
Batac City Office Farm Technology and Services Department Industrial Research – Product Development Division	NTA-PhilRice Bldg. Batac-Paoay Road Brgy Tabug, Batac City	
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	Poblacion Zone 1, Villasis, 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



VIII. DIRECTORY OF OFFICIALS

OFFICE OF THE GOVERNING BOARD		
FRANCISCO TIU LAUREL JR.	Chairman	
BELINDA S. SANCHEZ	Vice-Chairman	(02) 8374-3987
JESSIE PAT M. SERNA	Member	(02) 8376-4037
LUZVIMINDA U. PADAYAO	Member	
Engr. REY A. ELAYDO	Member	
GERRY VIRGILIO V. GUZMAN	Member	
WILLORD L. REYES	Member	
Atty. GORGONIO G. OBUSAN JR.	Board Secretary	(02) 8374-2505
OFFICE OF THE ADMINISTRATOR		
BELINDA S. SANCHEZ	Administrator / Chief Executive Officer	(02) 8371-8231
Atty. GORGONIO G. OBUSAN JR.	Acting Attorney V	(02) 8374-2505
FREDDIE G. LAZARO	Public Relations Officer V	(02) 8371-8279
OFFICE OF THE DEPUTY ADMINISTRATORS		
BENEDICTO M. SAVELLANO	Deputy Administrator for Support Services	(02) 8371-8259
NESTOR C. CASELA	Deputy Administrator for Operations	(02) 8532-1009
INTERNAL AUDIT DEPARTMENT		
DINAH E. PICHAY	Department Manager III	(02) 8535-9004
RESTY C. CAMBE	Internal Auditor V, Operations Audit Division	(02) 8373-2093
ROCHELLE C. DE PERALTA	Internal Auditor III, OIC Management Audit Div.	
CORPORATE PLANNING DEPARTMENT		
FORTUNA C. BENOSA	Department Manager III	(02) 8372-3185
ARNOLD B. MELOSANTOS	Computer Programmer II, OIC Management Information System Division	(02) 8372-6056
NEYO E. VALDEZ	Division Chief III, Planning, Programming and Evaluation Division	(02) 8372-3185
FARM TECHNOLOGY & SERVICES DEPARTMENT		
Engr. JUANITO M. MALOOM	Department Manager III	(077) 792-3381
EVANGELINE C. CABIGAN	Chief Science Research Specialist (SRS), Farm Technology Development Division	(077) 792-3086
	Production Support Services Division	
INDUSTRIAL RESEARCH DEPARTMENT		
MYRNA O. LOZANO	Department Manager III	(02) 8373-2097
DINA B. DE LA REYNA	Chief SRS, Quality Assurance Division	(02) 8372-3194
RENNYROLL EDEN B. GLINDO	Chemist IV, OIC Techno Lab. Services and Instrumentation Division	(02) 8372-3194
LEONORA P. NUDO	Supervising SRS, OIC Product Dev't Division	(077) 8792-4505
Engr. RENZO VIEN C. REAS	SRS II, OIC Market Research and Dev't Division	(02) 8373-2098
REGULATION DEPARTMENT		
Atty. ROHBERT A. AMBROS	Department Manager III	(02) 8532-1009
PRIMITIVO M. ABALOS JR.	Supervising Tobacco Production and Regulation Office (TPRO) III, OIC Tobacco Leaf Reg. Division	(02) 8372-3178
ELEANOR A. RAPANUT	Chief TPRO, Tobacco Products Reg. Division	



ADMINISTRATIVE DEPARTMENT		
ZENAIDA T. ARROJO	Department Manager III	(02) 8373-2092
	Administrative Services Division	(02) 8372-3188
Engr. ABRAHAM D. DELA PEÑA	Supply Officer IV, OIC General Services and Procurement Division	(02) 8372-3193
FINANCE DEPARTMENT		
MILAGROS C. TIU	Department Manager III	(02) 8372-3183
LORELEI B. FIGAROLA, DPA	Accountant IV, OIC Accounting Division	(02) 8373-2096
RUSSEL R. RUTAB	Financial Analyst III, OIC Budget and Cash Management Division	(02) 8373-2090

ILOCOS NORTE BRANCH OFFICE		
Engr. RANDY I. ABELLA	Department Manager III	(077) 792-3111 Fax: (077) 792-2616
Engr. DIVINA D. PAGDILAO	Chief Agriculturist	(077) 792-3111
ILOCOS SUR - CANDON BRANCH OFFICE		
ADONIS D. LAZO	Department Manager III	(077) 742-5604 Fax: (077) 742-6170
AMELIA VERONICA L. LACADEN	Chief Agriculturist	(077) 742-6170
ILOCOS SUR – VIGAN BRANCH OFFICE		
Engr. NORALYN I. IDICA	Department Manager III	(077) 722-5760 Fax: (077) 722-2027
TOMASITO G. TALOZA	Chief Agriculturist	(077) 722-2027
ABRA BRANCH OFFICE		
Atty. JUN FRED V. PARADO	Attorney V, OIC Branch Manager	(074) 752-8474
REMEO Y. PACULDO	Chief Agriculturist	
LA UNION BRANCH OFFICE		
GIOVANNI B. PALABAY, Ph.D	Department Manager III	(072) 607-9290 Fax: (072) 242-1395
EMMABETH B. FANTASTICO	Chief Agriculturist	(072) 607-9289
PANGASINAN BRANCH OFFICE		
Engr. ROGER T. MADRIAGA	Department Manager III	(075) 564-3218 Fax: (075) 564-3219
ALMA G. TORALBA	Chief Agriculturist	(075) 564-3219
ISABELA BRANCH OFFICE		
ALICIA A. MALAB	Department Manager III	(078) 624-2117 Fax: (078) 622-3572
MOISES D. DURAN	OIC, Operations	(078) 622-3572
CAGAYAN BRANCH OFFICE		
GILBERT A. TAGUIAM	Department Manager III	(078) 304-0576
CESAR P. CAMBAS JR.	OIC, Operations	
PROJECT MANAGEMENT OFFICE		
Engr. CHRISTOPHER R. SUPANG	OIC, Tobacco Dust Processing Plant	(072) 603-0837
Engr. NORALYN I. IDICA	NTA Kadiwa ni Ani at Kita (AgriPinoy)	



NTA PUBLIC ASSISTANCE FORM



DEPARTMENT OF AGRICULTURE NATIONAL TOBACCO ADMINISTRATION

11th The Upper Class Tower, Block S-139, Quezon Avenue corner
Scout Reyes St., Barangay Paligsahan, Quezon City
Tel No. (02) 8374-3987 / Fax. No. (02) 8374-2505 / Website: <http://nta.da.gov.ph>
ISO 9001: 2015 QMS CERTIFIED

NTA-PUBL-ASSTNCE-FORM REV 0

PUBLIC ASSISTANCE FORM

Please completely fill out this form that will help us assist you. You may personally deliver the filled-out form to the Frontline Officer or the Officer of the Day at the Public Assistance and Complaints Desk or email it to mis@nta.da.gov.ph.

DATE: _____

NATURE OF ASSISTANCE (Please check appropriate box):

Request Complaints Compliments Others (Please specify)

CLIENT'S INFORMATION

FULL NAME: _____

Address: _____

Office Address: _____

Phone / Mobile No. _____ Email: _____

DETAILS OF REQUEST COMPLAINTS OT HERS _____
(Attach additional sheets if need.)

State briefly (English or Filipino)

To be filled out by the Receiving Officer

Reference Number: _____

Name of Receiving Officer: _____

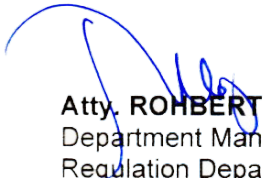
Date Received: _____

Referred to:

Name and Signature

Date

REVIEW BOARD



Atty. ROBERT A. AMBROS
Department Manager III
Regulation Department



MYRNA O. LOZANO
Department Manager III
Industrial Research Department



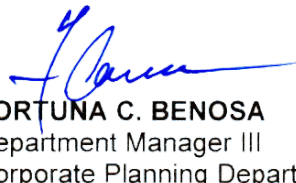
MILAGROS C. TIU
Department Manager III
Finance Department



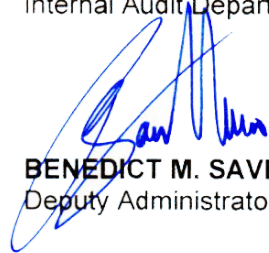
ZENAIDA T. ARROJO
Department Manager III
Administrative Department



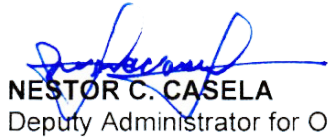
DINAH E. PICHAY
Department Manager III
Internal Audit Department



FORTUNA C. BENOSA
Department Manager III
Corporate Planning Department



BENEDICT M. SAVELLANO
Deputy Administrator for Support Services



NESTOR C. CASELA
Deputy Administrator for Operations

APPROVED:



BELINDA S. SANCHEZ
Administrator & CEO



Republic of the Philippines
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NATIONAL TOBACCO ADMINISTRATION
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